

**High Commission of India**

**Ottawa**

**Notice inviting tenders**

**Subject : Notice Inviting Tenders for Empanelment of Travel Agents for Domestic and International Tickets.**

Sealed Quotations in the form of techno-commercial bids are invited for Empanelment of travel agencies for domestic and international air tickets to officers and their family members of the High Commission of India in Ottawa. The scope of work and other terms & conditions are mentioned here under:-

**TERMS AND CONDITIONS**

**1. SCOPE OF WORK :-**

- (a) Providing of international and domestic air tickets on 'Best Available Fare'
- (b) Making of itinerary of travel of the user which is the most cost effective as well as the best suitable to the user.

**2. ELIGIBILITY CRITERIA :** The tendering Service Provider Company/Firm/Agency should fulfill the following technical specification:-

- 2.1 The Travel Agent/agency should be registered with the Travel Industry Council of Ontario (TICO) and approved by IATA.
- 2.2 The Travel Agency may be a sole proprietary concern, partnership firm or a company and should be registered with all requisite and mandatory Canadian and other authorities, concerned.
- 2.3 The travel agent should be equipped with the requisite infrastructure in the form of Airline Computerized Reservation Systems(CRS), electronic mail and other modern communication systems.
- 2.4 The agency should have been providing domestic & international ticket booking services to reputed Governmental and other institutions
- 2.5 The Service Provider Company / Firm / Agency shall submit affidavit stating that the agency is/ has not been black listed by any Governmental or other institution.
- 2.6 Agency must have experience of foreign travel arrangements for a minimum of 5 years (Self-certification of operating for minimum 5 years on company's letterhead is mandatory).
- 2.7 Agency must have at least one physical office in Ontario province (Canada).
- 2.8 Agency should have an average annual turnover of C\$ 2 Million or more for the last 3 financial years i.e. 2018-19, 2019-20 and 2020-21. Please attach audited copy of Balance Sheet, Statement of Profit & Loss or certificate

**3. Attested copy of satisfaction certificate from the present office(s) has to be enclosed separately .**

4. **EMD** : An Earnest Money Deposit (EMD) of C\$5,000/ - (Canadian Dollars five thousand only) in the form of Demand Draft or bankers Cheque drawn in favour of Head of Chancery, High Commission of India Ottawa. is required to be attached with the technical bid. EMD of Successful bidders so deposited shall be retained by the High Commission of India Ottawa, as Performance Guarantee which shall be refunded after expiry or termination of contract.
5. **COST OF TENDER FORM**: The Tender is available free of cost and attached to this Notice
6. **TENURE OF CONTRACT** : The tenure of the contract shall ordinarily be one year. However, the competent authority, may at his discretion, allow extension of the tenure of contract, up to two spells of one year each subject to satisfactory services of the firm.
7. **SATISFACTORY SERVICES** – The decisions the High Commission of India Ottawa or any other officer authorized by the High Commission of India Ottawa, shall be final and binding on the firm / agency for the purpose of determining satisfactory services.
8. **PROHIBITION OF SUB CONTRACT** – The firm / agency shall not appoint any sub-contract for this work under any circumstances.
9. **RESOLUTION OF DISPUTE** – In case of dispute the decisions of the High Commission of India Ottawa shall be final.
10. **PAYMENT** – The payment shall be released on submission of invoices by cheque. A credit period of five weeks shall be allowed by the travel agent.
11. **SUBMISSION OF TENDER** – The Tender must be submitted in the prescribed pro-forma provided in Annexure – I and Annexure – II. Tenders not in the prescribed pro-forma are liable to be rejected.
12. **Technical Bid** – The Technical bid, in the pro-forma prescribed at **Annexure – I**, along with the under-mentioned documents may be kept in a sealed cover and super scribed as “**Technical Bids**”.
- 12.1 (i) Attested photocopies of registration of the Company / Firm / Agency with TICO, taxation authorities and other authorities concerned including approval of IATA.
- 12.1 (ii) Attested photocopies of documents in support of possession of requisite experience by the Company / Firm / Agency .
- 12.1 (iii) Earnest money deposit as mentioned in Clause-4.
- 12.1 (iv) An undertaking to the effect that the said firm is willing to abide by the terms and conditions of the **High Commission of India, Ottawa** as, contained in the present Proposal in the format given in **Annexure-III**.
- (v) An affidavit duly attested by a Notary Public to the effect that the Company / Firm / Agency is / has not been black listed by any Governmental or other institution.
- 12.2 **Financial Bid** – The Financial bid may be furnished in the prescribed pro-forma given in Annexure-II and kept in a sealed cover super scribed as “**Financial Bid**” in the format given in Annexure-II.
- 12.3 Two separate sealed covers containing the Technical Bid and Financial Bid may be kept in another sealed cover and addressed to the Head of Chancery, High Commission of India, Ottawa. The cover should be super scribed as “**Tender for engaging a travel agency**”.

1 **Last Date** : The Tender complete in all respects should reach the Head of Chancery, High Commission of India, 10, Springfield Road, Ottawa ,On. K1M 1C9 up to 3P.M. on ~~26~~ **03.2022**. Sealed covered envelopes should be super scribed as “**Tender for engaging a travel agency**”.

14. High Commission of India, Ottawa reserves the right to reject any or all of the Proposals without assigning any reason.

15. High Commission of India, Ottawa reserves the right to empanel any travel agent & to cancel the empanelment at any time, without assigning any reason .

16. Submission of the application does not confer any right on any applicant for empanelment with **High Commission of India, Ottawa**

In the first stage, only TECHNICAL BID will be opened and evaluated. Bidders satisfying eligibility criteria and agree to comply with all terms and conditions specified in this document will be eligible for financial bid .Bidder who quoted lowest rate will be selected /engaged for work .

Sd/-  
Head of Chancery  
High Commission of India,  
Ottawa

**Technical Bid for Empanelment of Travel Agency for booking of Domestic,  
International Air Tickets**

Sl. No.	Particulars	Details to be filled by the Agency
1	Name of the Company/Firm / Agency	
2	Registered office/business address of the Company/Firm / Agency	
3	Name of Contact Person(s)	
4	Address with telephone, Fax numbers, Email and name(s) of the contact person (s)	
5	Year of Incorporation/Constitution of the Company/Firm / Agency	
6	HST/GST No. (Attach copy )	
7	IATA approval	
8	Whether registered of the Company, Firm/Agency with TICO (Attach copy of Registration)	
9	Customer Profile (Attach copy of orders/proof)	
10	<u>Infrastructure details</u> Whether the agency is providing domestic / international ticketbooking services to reputed institutional customers like Central Government/State Government/any other institution, etc. Give names of institutions where the agency is empanelled/providing such services. <b>(Attach copy of Orders / proof)</b>	
11	Names, address & telephone numbers of three big corporate clients may be provided for obtaining necessary confirmation regarding the standard of service and other relevant details.	
12	Additional facilities offered other than booking tickets/ Transaction charges/service fees/other charges if any	
13	Whether the agency has achieved annual sales turnover of <b>C\$ 2 Million or more</b> in the last three financial years i.e. FY 2018-19, 2019-20 and 2020-21 <b>(Attach copy of P&amp;L A/c of relevant year)</b>	YES/NO .... Turnover for :- FY 2018-19 C\$.....Mn FY 2019-20 C\$.....Mn FY 2020-21 C\$ .....Mn
14	Whether the travel agent is equipped with the requisite infrastructure in the form of Airline Computerized Reservation System (CRS), electronic mail and other modern communication systems.	
15	Whether the agency is prepared to provide the services on Sundays/Holidays besides normal working days also.	
16	Please indicate whether the agency is prepared to offer five weeks credit	

**17 Format for giving details of key personnel of the agency**

Sl. No.	Name of personnel	Designation	Years with Agency	Contact number	Any information

**18.** Details of EMD : Demand Draft No. ....  
Date of issue .....  
Name of issuing bank .....

**19.** Any other relevant information :

**20. Verification** – The application for empanelment should be signed by the authorized signatory verifying that all the details furnished in the application are true and correct to the best of his/her knowledge and that in case of furnishing any false information or suppression of any material information, the application shall be liable for rejection .

Signature of authorized signatory  
Name  
Seal

Date :  
Place :

**Financial Bid for Empanelment of Travel Agency**

**1. Name and address of tendering Service :  
Provider Company / Firm / Agency**

**2. Financial Bid :**

Sl. No.	Particulars	Service charge amount to be filled by the Agency
1.	Please indicate the Service charges on the basis of per person / ticket or bill amount) that can be charged by the travel agents on arrangements ( services- Air Tickets)	

Note- Travel details and other logistics detail will be informed by the department at the time of assignment .

Signature of authorized  
signatory Full Name :  
Seal :

**DECLARATION (To be attested by Notary Public)**

I, Mr. / Ms. / Dr. \_\_\_\_\_ Son / Daughter / Wife of  
Shri \_\_\_\_\_ Proprietor / Partner / Director, a authorized  
signatory of  
the Company / Firm / Agency, namely M/s \_\_\_\_\_ is competent to sign this declaration  
and execute this Proposal document;

2. I have carefully read and understood all the terms and conditions of the Proposal and  
undertake to abide by them;

3. The information / documents furnished along with the above application are true and  
authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that  
furnishing of any false information / fabricated document would lead to rejection of my Proposal  
at any stage besides liabilities towards prosecution under appropriate law;

4. I do hereby undertake that the Company / Agency / Firm shall comply with all  
statutory provisions relevant to the matter and in case any liability arises on **High  
Commision of India, Ottawa** on this account, the Company / Agency / Firm  
shall bear the same;

5. It is also certified that the Company / Firm / Agency namely M/s \_\_\_\_\_  
\_\_\_\_\_ having its registered office at \_\_\_\_\_  
has not been black-listed by any Governmental /Other Institutes for engaging the above mentioned  
agency;

Date :

Place :

Signature of authorized

signatory Full Name :

Seal :