



**High Commission of India
Port Moresby**

No. PNG/551/1/2024

January 03, 2024

Subject: Invitation of Expression of Interest for EMPANELMENT OF TRAVEL AGENCIES.

Sealed tenders are invited from established/reputed Travel Agencies, dealing in domestic and international air tickets booking for the purpose of forming a panel of travel agencies. Further details are available on <https://www.hcipom.gov.in/>. Last date of receipt of sealed bids is 31st January 2024 (by 1700 hrs).

2. Interested agencies may please send their applications at hoc.pmoresby@mea.gov.in by 31st January, 2024.

(Ashok Kumar)
Head of Chancery

No. PNG/551/1/2024
High Commission of India
Port Moresby
(Administration Wing)

Subject: Invitation of Expression of Interest for EMPANELMENT OF TRAVEL AGENCIES.

High Commission of India, Port Moresby invites applications from well reputed authorized

Travel Agencies dealing in domestic and international air tickets for the purpose of forming a panel of travel agencies. Tenders should be properly sealed with the superscription “Application for empanelment of travel agents for booking of air tickets for the High Commission” and addressed to:

Head of Chancery

High Commission of India, Port Moresby,

PO Box 86, Waigani, NCD,

Papua New Guinea

Tel: 00675 3214291/3210528

Fax: 00675 321 4397

hoc.pmoresby@mea.gov.in

website: www.hcipom.gov.in

TERMS AND CONDITIONS

1. Eligibility Criteria:-

1.1 The bidder should be a registered company to engage in the business of booking and purchasing of air tickets for the domestic and international sector. (Documents to be attached)

1.2 The bidder should have an experience of at least 03 years in similar works of booking/purchasing for domestic and international tickets including experience in working with Diplomatic Missions and UN and other International Organizations.(Documents to be attached)

1.3 The Service provider Company/Firm/Agency shall submit affidavit stating that the agency is/has not been blacklisted by any government or other institution. (Documents to be attached)

1.4 The service provider company should be IATA approved. A copy of certificate issued by IATA should be attached.

1.5 The bidding company should have a registered office in PNG. (Documents to be attached)

2. Scope of Work:-

2.1 Booking of international and domestic air tickets on 'Best Available Fare'.

2.2. Agency should be capable of making itinerary of travel of the user which is the most cost effective as well as the best suitable to the user. The Agency should be able to provide service on holidays /beyond working hours in cases of urgency.

2.3 The agent should be able to send quotation by quickest means like Fax/email to Embassy with information like Flight number and date of travel, cost of ticket, discounts (if any), tax (if any) etc. within a short period even within one or two hours in case of urgency.

2.4 Mere submission of quotation for ticket, would not construe as purchase order. Separate purchase order will be issued if the quotation is acceptable.

2.5 The booking will be done on credit basis.

2.6 Issuance of tickets where at least one time cancellation/multiple change is allowed without charge as far as possible.

3. **Tenure of contract:-** Once constituted, the validity of the panel of travel agencies would be 03 years, unless otherwise revised/ extended by the High Commission.

4. **Prohibition of sub contract:-** The travel agency shall not assign the contract or any part thereof to any other agency/party. The travel agency shall also not sublet the work or part thereof under any circumstances.

5. **Payment:-** Bills for booking shall have to be submitted on a fortnightly basis for payment subject to the correctness of the bill.

6. **Submission of Tender:-** The Tender must be submitted in the prescribed proforma provided in Annexure-I. Tenders not in the prescribed proforma are liable to be rejected.

7. The Embassy reserves the right to empanel any travel agency or to cancel the empanelment at any time, without assigning any reason.

8. The empanelment does not guarantee getting work order in future. The Embassy reserves the right to award work order to any empanelled firm.

9. The arrangements with the Travel Agency shall stand terminated in the case of insolvency of the travel agency or them entering into any arrangement/compensation with their creditors.
10. The High Commission of India reserves the right to reject/cancel any or all the bids without assigning any reason.
11. **Last date of submission:** The last date of receipt of sealed applications is 31st January, 2024 up to 5 PM.
12. No application shall be entertained after the expiry of the due date and time.
13. **Validity of the Bids:** The applications submitted shall be valid for a period of 60 days subject to increase in the period by mutual consent.
14. **Authorized Signatory:** The application must be signed by the authorized signatory and their contact details must be mentioned on the cover page of the application.
15. The applicant is required to visit the Tenders Section of High Commission's website for any changes or amendments in the Tender.
16. **Rejection of Application:** The application is liable to be rejected if:
 - a) Not in prescribed forms and not containing all required details.
 - b) Not properly sealed and signed as per requirements.
 - c) Received after the expiry of due date and time.
 - d) Missing of any supporting document(s) with the Proposal.
 - e) Any other reason ascertained by the High Commission.

Annexure I

S.No.	Particulars	Details to be filled by the Agency
1	Name of the agency/Firm/Company	
2	Registered office/ business address of the Agency/ Firm/ Company	
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 Agency/ Fir/ Company (attach company registration documents)	
6	Experience in booking domestic/ international tickets including experience in working with Diplomatic Missions and UN and other international organizations (provide relevant documents)	
7	Whether the travel agency is IATA approved (documents to be attached)	
8	Whether the agency is prepared to provide services on weekends/holidays beside normal working days	
9	Is it possible for the agency to block the tickets for limited period (without cost), if required?	
10	Is it possible for the company to provide at least one time cancellation/change without charge.	
11	Refund policy if tickets are cancelled	
12	Service charges on the basis of per person/ticket	
13	Affidavit stating that the agency is/has not been blacklisted by any government or other institution to be attached.	
14	Any other relevant information	

UNDERTAKING

I hereby certify that all the information furnished above are true to the best of my knowledge. I have no objection to the Embassy verifying any or all the information furnished in the document with the concerned authorities, if necessary.

I also certify that I have understood all the terms and conditions indicated in the tender document and hereby accept the same completely and unconditionally.

(Signature of authorized signatory)

Full name:

Designation:

(official seal of the bidder)

Date:

Place: