

SERVICES EXPORT PROMOTION COUNCIL

3rd Floor, 6A/6, NCHF Building, Siri Fort Institutional Area, August Kranti Marg, New Delhi-110049.
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Request for Proposal for Appointment of Travel Agency Ref: SEPC/GES 2018/02

Services Export Promotion Council (SEPC) is organising SEPC Mart at Global Exhibition on Services at Bombay Exhibition Centre, Mumbai from 15th-18th May 2018.

Request for proposal is invited from reputed Travel Agency to manage travel services for the domestic and international delegates visiting the show

Schedule of Requirements -

- a) To facilitate to provide services such as Airline Travel, Visa, Accommodation, local travel
- b) To facilitate these services to exhibitors / buyers travelling for SEPC Mart at Global exhibition on Services in Mumbai
- c) To provide an easy and independent Travel solution to all travellers.
- d) To make all the transactions transparent at all levels.

Scope of Work

SEPC intends to appoint a Travel agency to manage all the travel requirements for the people travelling for the SEPC Mart as per following;

Travel -

- a) Air tickets and visa support services for international delegates
- b) Airport pick up and drop for delegates
- c) Local travel to and from hotel to venue
- d) Tour/ Holiday Packages
- e) Travel Insurance, FOREX etc.
- f) Travel desk at the venue

Accommodation -

- g) Booking of Rooms in Mumbai for International Travellers close to venue
- h) Making arrangement for travel to and from Airport & the venue for the guest
- i) facilitate services at the hotel such as travel assistant, local guide, interpreters etc.

It is envisaged that the service provider will integrate their e-booking engine for providing these services.

Financial Bid - The travel agency to give their best quote for following;

- A. Air Tickets for following countries -
 - A. Thailand, Kenya, Iran, Malaysia, Kazakhstan, Bangladesh, Ethiopia, Nepal, Tajikistan, Cameroon, Israel. Italy, South Korea, Netherlands
- B. Local Transport -
 - A. Airport Pick up and drop
 - B. Venue Transfer

C. Hotels near Goregaon - Western Express Highway - 75 rooms.

Cost of Travel

The cost of travel shall at all times be based on the most economical air fare structure, as per authorized class of travel, applied by a recognised and safe public carrier on a direct route, including special fares.

Eligibility Criteria

The bidder should be a reputed IATA approved Profit making Indian IATA travel Company for providing e-Ticketing solutions.

Please attach the following;

- A. Certification of Incorporation registered under Indian Company Act 1956.
- B. Copy of Article of Association.
- C. Copy of Memorandum of Association

- The bidder should have been in operation for a period of at least 3 years as of 18.04.2018 as evidenced by the Certificate of Incorporation issued by the Registrar of Companies, Government of India.
- The bidder should have office in Mumbai.
- The bidder's consolidated turnover from the business of IATA travel business of online travel should be minimum of Rs. ____ crores in the last three financial years.
- The bidder shall have a 24 * 7 * 365 support centre/call centre/ helpline and must be capable to delegate dedicated staff for SEPC queries.
- In case of any loss to the customer over wrong booking, Wrong and incomplete information, mishandling of queries etc. the bidder would be required to fund the complete loss if any. In case of reasons beyond control like offloading/ flight cancellations, in-voluntary re-routings etc. the bidder shall use all his resources and clout to find and provide and ensure viable solution to the passenger.

Submission Date -

Your offer should be sent latest by email by 5.00 pm on 27th April 2018 followed by hard copy

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To,

Ms. Sangeeta Godbole

Director General - SEPC

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