

SERVICES EXPORT PROMOTION COUNCIL

417, 4TH FLOOR, PRIME TOWERS, PLOT NO. 79 & 80, Pocket F, Okhla Phase I,

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Email: dgdesk@servicesepc.org Web: www.servicesepc.org

Request for Proposals for Appointment of Travel/Logistic Agency

Ref: SEPC/Sanjeevani India Heals 2024

Services Export Promotion Council (SEPC) is organizing Sanjeevani India Heals 2024, scheduled to be held from 28nd to 30th March, 2024 in Chennai Trade Centre, Nandambakkam Chennai, Tamil Nadu.

APPOINTMENT OF TRAVEL/ LOGISTIC AGENCY

Request for proposal is invited from reputed Travel Agency to manage travel services for the domestic and international delegates during the Event: –

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 at Chennai Trade Centre, Chennai, Tamil Nadu.
- c) To provide an easy and independent Travel solution to all travelers.
- 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 delegates visiting in Sanjeevani India Heals 2024 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) FOREX etc.
- e) Travel desk at the venue/ Hotel for the overall management in respect of logistics of the foreign delegates.

Accommodation

- f) Booking of Rooms in Chennai for International Travelers close to venue.
- g) Making arrangement for travel from Airport & the venue for the guests.
- h) 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 Regions –

A. CIS, Asian, NAFTA, Oceania, Africa, European Region etc.

B. Local Transport –

A. Airport Pick up and drop

B. Venue Transfer

C. Hotels near Venue 5 Star category hotels– (preference near exhibition venue – 150 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 recognized 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
- D. GST Certificate & PAN Copy

- The bidder should have been in operation for a period of at least 3 years as of 15th January'2023 as evidenced by the Certificate of Incorporation issued by the Registrar of Companies, Government of India.
- The bidder should have office in Delhi/NCR.
- The bidder's consolidated turnover from the business of IATA travel business of online travel should be minimum of Rs. 1 crore in the last three financial years.

- The bidder shall have a 24*7*365 support center/call center/ 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.
- Responsible for smooth check-in and out and collection of all necessary documents like passport, immigration stamp copy, visa & tickets copies for SEPC.
- Only Agencies who can reimburse ticket amount to foreign delegates will be considered.

Submission Date -

Offer should be sent latest by email by 5.00 pm on 24th January, 2024 followed by hard copy

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To,

Dr. Abhay Sinha

Director General – SEPC

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mohit.arora@servicesepec.org

Annexure-1

- Air ticket Management fee for about 150 foreign Delegates (Per Ticket)
- Format for sending the Hotel Quotes:

SI No.	Name of the Hotels (5 Star)	No of rooms available	Distance from Venue	Room Rates per night (Single)	Room Rates per night (Twin Sharing)
1					
2					
3					

- Format for sending the Travel Quotes

SI No.	Particulars	Requirement	Rates
1	Bus	45/35/22-Seater	
2	Car/ Taxi	(Innova, Dzire/Etios etc.)	
3	Overall Management of the Logistic following include but not restricted to <ol style="list-style-type: none"> 1. Travel Desk on all Hotels, Venue & Airport 2. Buyers Movement from Hotel to Venue (to & fro) for 3 days 3. Airport pick up & drop etc. 		

- Any Other Charges