

**Embassy of India  
Rabat**

**No. RAB/551/01/2022**

**Dated: 22.07.2022**

**Expression of Interest (EOI) for empanelment of Travel Agents**

Embassy of India, Rabat invites applications from well reputed authorized Travel Agencies dealing in domestic and international air tickets for the purpose of empanelment by the Embassy for one year, renewable at the Embassy's discretion up to two spells of one year each based on Agency's performance and subject to terms and conditions as mentioned in the document. The envelope may be superscribed as "Application for empanelment of travel agents for booking of air tickets for the Embassy" and addressed to :

**Head of Chancery,  
Embassy of India, Rabat  
88, Rue Oulad Tidrarine  
Souissi, Rabat, Morocco**

The required documents can be downloaded from website of Embassy of India (<https://indianembassyrabat.gov.in/>). The interested companies may submit the duly filled in document (Annexure-I) on or before 1500 hrs on August 12, 2022.

(Neeraj Agrawal)  
Head of Chancery  
Embassy of India, Rabat  
Email : [hoc.rabat@mea.gov.in](mailto:hoc.rabat@mea.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 domestic and international sector, with valid license issued by Competent authority in Morocco.

1.2 The bidder should have an experience of at least three (3) years in similar works of booking/purchasing for domestic and international tickets, including for Diplomatic Missions and UN and other international organizations and big corporate / business houses.

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.

### **2. SCOPE OF WORK:**

2.1 Booking of international and domestic air tickets on 'Best Available Fare' in the specified class of travel with either direct flight or lesser layover time in case of connecting flight.

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 one ticket (in Moroccan Dirham), discounts (if any), tax, if any etc., within a short period even within one or two hours in case of emergency.

2.4 Mere submission of quotation for ticket, does 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/change is allowed without charge as far as possible.

**3. TENURE OF CONTRACT :** The tenure of contract shall ordinarily be one year. However, the competent authority, may at his discretion, allow extension of tenure of contract, up to two spells of one year each subject to agency's performance.

- 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 bookings shall have to be submitted on a fortnightly basis and subject to the correctness of the bill the payment will be generally made within next fifteen days of completion of journey through cheque/bank transfer.
- 6.** The Expression of Interest must be submitted in the prescribed proforma provided in Annexure-I. The documents which are not in the prescribed proforma can be rejected.
- 8.** The Embassy reserves the right to empanel any travel agents or to cancel the empanelment at any time, without assigning any reason.
- 9.** The empanelment does not guarantee getting work order in future. The Embassy reserves the right to award work order to any empaneled firm.
- 10.** The arrangements with the Travel Agent shall stand terminated in the case of insolvency of the travel agents or them entering into any arrangement/compensation with their creditors.

**Company Credentials**

<b>Sl No.</b>	<b>Particulars</b>	<b>Details to be filed by the Agency</b>
1.	Name of the Contractor / Firm / Company /Travel 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 (attache company registration documents)	
6.	Experience in booking domestic / international tickets : for Embassies, UN organization, big corporate houses, etc. (provide relevant documents)	
7.	Additional facilities offered other than booking tickets/ transaction charges/ service fees / other charges if any	
8.	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.	
9.	Whether the agency is prepared to provide services on weekends / Holidays besides normal working day also.	
10.	Please indicate whether agency is prepared to offer 15 days credit.	
11.	Is it possible for company to block the tickets for limited period (without cost), if requested?	
12.	Is it possible for company to provide at least one time cancellation/change without charge subject to respective	

	airlines policies.	
13.	Refund policy, if tickets are canceled.	
14.	Service charges on the basis of per person / ticket.	
15.	Whether the company has Branch / Head office in Rabat (may furnish proof)	
16.	Details of Key personnel of the agency (Name/ Designation / Contact number)	
17.	Bank Details Name of the Bank : Bank Account Name: Type of Account : Account Number :	
18.	Any other relevant information	

**UNDERTAKING**

I hereby certify that all the information furnished above are true to the best of my knowledge and belief. I have no objection to the Embassy verifying any or all the information furnished in this 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.

I understand that my empanelment may be cancelled by Embassy of India, Rabat, at any stage, if any information furnished by our company is found incorrect.

Signature of Authorized Signatory.....

Full Name: .....

Designation: .....

(Office seal of the Company)

Date:

Place: