

## EMPANELMENT OF TRAVEL AGENCIES



### **QUALITY COUNCIL OF INDIA**

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## Introduction

### Quality Council of India (QCI):

The Quality Council of India (QCI) is a pioneering experiment of the Government of India in setting up organizations in partnership with the Indian industry.

QCI is to lead nationwide quality movement in India by involving all stakeholders for emphasis on adherence to quality standards in all spheres of activities primarily for promoting and protecting interests of the nation and its citizens.

To achieve this, QCI is playing a pivotal role in propagating, adoption and adherence to quality standards in all important spheres of activities including education, healthcare, environment protection, governance, social sectors, infrastructure sector and such other areas of organized activities that have significant bearing in improving the quality of life and well-being of the citizens of India.

### Invitation for Empanelment

Quality Council of India invites applications in the prescribed format from IATA approved / IRCTC Registered reputed Travel Agencies for empanelment through this Request for Empanelment (RFE). Empanelled agencies shall be responsible for booking of Air tickets (domestic/ international), train tickets and for providing other related services.

Applicant Firms may note the following:

- a. This request for empanelment is not a request for proposal (RFP) in any form and would not be binding on QCI in any form.
- b. Empanelment shall in no way guarantee allotment of work to the shortlisted firms. QCI reserves the right to adopt measures deemed fit for allotment of work as and when deemed fit.
- c. The Applicants must submit their applications in accordance with the requirements contained in this RFE.
- d. QCI reserves the right to update, amend and supplement the information in this document including qualification process before the last date and time of submission of applications.

### Application Submission:

S.No.	Information	Details
1.	Addressee and the address at which the application is to be submitted	Sh. F.C. Srivastava Assistant Director, Accounts & Administration Quality Council of India 2 <sup>nd</sup> Floor, Institution of Engineers, New Delhi-110002
2.	Date of issue of this Request for Empanelment (RFE)	September 27, 2018

3.	Last date and time for submission of Applications	October 12, 2018, 5PM
4.	Duration of Empanelment	1 Year (Extendable upto 3 years)
5.	Validity of the Application	180 days
6.	Contact Person for clarification	Ms. Kanika Sethi, <a href="mailto:kanika.sethi@qcin.org">kanika.sethi@qcin.org</a>

### Scope of Work:

The scope of services will broadly include the following:

1. Approved travel agents will arrange to book all air tickets on international and domestic flights of all airlines including emergency booking/booking in odd situations and also train tickets.
2. They will have to deliver tickets at the QCI's office/email addresses of concerned officers and collect tickets for cancellation, if any.
3. Assistance for issuing/ obtaining new passport/ renewal and miscellaneous passport related services.
4. Assistance for obtaining visa and for that purpose submitting and collecting passport at the embassies.
5. Assistance in obtaining accommodation.
6. Issuance of foreign exchange as per RBI guidelines.
7. Obtaining travel related insurance including overseas medical insurance.
8. Ensuring receipt of proper statement from airlines on discounts gained on deal codes secured by QCI and ensuring proper utilisation thereof.
9. Assisting QCI in obtaining deal codes with other airlines and hotels as and when available.

While the above-mentioned activities are to give an idea on the nature and type of work to be performed, there can be any additional activities of similar nature, which the empanelled firms/companies would be required to undertake, based on the requirements from time to time.

### Duration of Empanelment:

The duration of empanelment through this RFE shall be initially for a period of one year and the period is renewable for a period upto 3 years at the discretion of the QCI and on approval of the competent authority subject to satisfactory provision of services.

### Pre-qualification Criteria:

Bidders are expected to meet the following prequalification criteria. Bidders failing to either meet these criteria or not furnishing the requisite supporting documents/documentary evidence is liable to be summarily rejected. QCI shall evaluate the prequalification proposal with reference to the information and supporting documents furnished.

S.No.	Eligibility Criteria*	Supporting Documents Required	Yes/No and deviation, if any.
1.	The applicant shall be a single entity, registered as a Company under the Companies Act 2013 or Companies Act 1956 or any other previous companies act in India, Partnership Firm registered under the Indian Partnership Act, 1932, LLP registered under the Limited Liability Partnership Act, 2008 and should have been in existence in India for the last three years. Should also be recognized by IATA/IRCTC, wherever applicable.	Certificate of Registration/ Incorporation under the respective Acts in India;	
2.	The agency must be registered in India with appropriate tax and other administrative authorities.	GST Registration Certificate PAN Card	
3.	The agency should have achieved average annual turnover or not less than Rs. 5 crores per annum during the last three financial years ending 31.03.2018.	Audited Financial Statements for last three years and Certificate from the Statutory Auditor certifying the Turnover for previous three financial years from the relevant business	
4.	The agency should have been in existence/ operation for the last five years.		
5.	Past Experience of working with the government, PSU's, autonomous bodies or statutory bodies is preferred.	Sanction Order and Completion Certificate for the same	
6.	The applicant should furnish an undertaking to the effect that the firm has not been black listed in India.	Letter of undertaking	
7.	Agency should fulfil any one of the following 3 conditions by having booked air tickets during the last 3 years a) Agency should have provided tickets costing not less than Rs. 50	Sanction Order and Completion Certificate for the same	

	lakhs to any 3 organization; or b) Agency should have provided tickets costing not less than Rs. 75 lakhs to any 2 organization; or c) Agency should have provided tickets costing not less than Rs. 1 Crore to any 1 organization.		
8.	The applicant organisation must also provide the facility of arranging hotel and other requisite accommodation for QCI Professionals as and when required at the best available rates.		
9.	Organizations having office in Delhi/NCR shall be preferred.	Provide a copy of the address proof	

\*Exceptions shall be made for Startups recognized by the DIPP under the Startup India Action Plan under the experience and turnover criteria.

#### Other Terms & Conditions:

1. Agency must have the capability and resources to get best deals and discounts for arranging domestic/international travel and accommodation facilities.
2. The agency shall be available **24\*7** for booking/ cancellation of both domestic and international Air tickets, railway tickets and hotel accommodation.
3. The booking will be done on credit basis.
4. Bills for bookings and any other related services shall have to be submitted on a fortnightly basis and subject to the correctness of the bill the payment will be generally made within a month's time.
5. The travel agency should be in a position to provide credit limit for a period of minimum four weeks.
6. 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.
7. QCI reserves the right to avail of the services of one or more travel agents.
8. The Travel Agent shall ensure uninterrupted services considering the holidays followed by QCI. In the event of poor/ deficient service QCI reserves the right to terminate forthwith the arrangement with the Travel agent.
9. Application containing false or inadequate information is liable for rejection.
10. QCI reserves the right to reject any or all the applications without assigning any reason thereof.
11. The travel agency shall not assign the contract or any part thereof to any other Agency/party without the prior written consent/approval of QCI. The travel Agency shall also not sub-let the work or part thereof except with the prior written consent of QCI and such consent, even

if provided, shall not relieve the Travel Agent from any liability or any obligation under the contract.

12. If the registration certificate of IATA / IRCTC is withdrawn or cancelled during the contract period, then the contract of the agency will automatically stand cancelled. The same shall be informed to QCI immediately.
13. **Last date of submission:** last date of receipt of sealed applications is October 12, 2018 upto 5 PM. No application shall be entertained after the expiry of the due date and time.
14. **Superscription:** The envelope containing the application must be sealed properly and must be super scribed as “**Application for Empanelment of Travel Agency**”.
15. **Validity of the Bids:** The applications submitted shall be valid for a period of 180 days subject to increase in the period by mutual consent.
16. **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.
17. **Applications sent by post/courier:** The applications may be sent by post/courier to reach before the scheduled date and time as indicated above.
18. **Empanelment Letter:** QCI shall issue an empanelment letter to the successfully qualified Applicants depending upon their area of participation among the ones mentioned in the scope of work. The suitability of the firms will be ascertained based on their experience, background and quality of past work for empanelment only. **The empanelment letter shall not confer any right to engagement.**
19. The vendor or its associates/companies who are empanelled with QCI as a result of this empanelment process are not allowed to use the name of QCI, its logo, service marks or any document for any purpose without the prior written approval of QCI.
20. **Blacklisting/debarring:** QCI reserves the right to cancel the empanelment letter issued and debar the firm if it is discovered that the firm had produced any false information, on continued delivery of unsatisfactory services, insolvency of the company or any other ethical ground as deemed fit by giving a 7 days prior written notice.
21. **Allocation of work post empanelment:** The allocation of work post empanelment among all the empanelled agencies will be made by floating limited tender enquiries/nomination basis as and when the requirements arise.

### Presentation

As a part of Evaluation of proposals submitted by the applicants, QCI may seek further information or a presentation from the Organizations for evaluation purposes. QCI may call for such information/presentation at a short notice.

### Amendment to RFE

At any time prior to the last date for receipt of applications, QCI may for any reason, whether at its own initiative or in response to a clarification requested by a prospective applicant,

modify the RFE document by an amendment. In order to provide prospective applicants reasonable time in which to take the amendment into account in preparing their proposals.

QCI may at its discretion extend the last date for the receipt of proposals and/or make other changes in the requirements set out in the RFE.

The applicant is required to visit the Tenders Section of QCI website for any changes or amendments in the RFE before submitting their Applications.

### 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.

### Documents required:

The proposal should contain the following information:

- a) The Supporting documents mentioned above in the pre-qualification section along with the annexures to this document.
- b) Profile of the Company
- c) Any other details that the bidder may like to provide.

### Disclaimer

- a. The QCI shall not be responsible for any late receipt of applications for any reasons whatsoever. The applications received late will not be considered and returned unopened to the applicant.
- b. The QCI reserves the right
  - To reject any/all applications without assigning any reasons thereof.
  - To relax or waive any of the conditions stipulated in this document as deemed necessary in the best interest of the QCI without assigning any reasons thereof.
  - To include any other item in the Scope of work at any time after consultation with applicants or otherwise.

### Submission Details:

Interested parties may send their applications along with the profile and other details inside a sealed envelope super-scribing '**Application for Empanelment of Travel Agency**' to Assistant Director (Accounts), Quality Council of India, Institution of Engineers Building, 2nd Floor, 2, Bahadur Shah Zafar Marg, New Delhi 110002 latest by October 12, 2018 5PM.

For any further queries, you may please contact the below mentioned person:

Ms. Kanika Sethi: [kanika.sethi@qcin.org](mailto:kanika.sethi@qcin.org)

## Annexure-1

### Application

Date:

To,  
Assistant Director  
Accounts & Administration  
Quality Council of India  
2<sup>nd</sup> Floor, Institution of Engineers  
Bahadur Shah Zafar Marg  
New Delhi-110002

Subject: Empanelment as <mention the area(s) applying for>

Dear Sir,

Having examined the pre-qualification document indicating scope of work, I/We hereby submit our proposal together with all the necessary information and relevant documents for empanelling us with QCI as a Travel Agency for providing ticketing/accommodation and other related services.

The proposal is made by me/us on behalf of.....  
(Company/Firm/Association of individuals) in the capacity of ..... duly authorized to submit the proposal.

I/We understand that QCI reserves the right to reject any proposal without assigning any reasons thereof. I/We undertake that all the information furnished by me/us in the proposal is true to the best of me/our knowledge and belief. If any of the information is found to be false on subsequent verification, I/We undertake that I/We may be excluded from the list of empanelled Firms.

AUTHORISED SIGNATORY

(Name and Designation)

Name of Firm:

Address:

e-mail id:

Contact details:



## Annexure-II

### Company Profile:

1	Name of the Applicant Firm	
2	Ownership (Government/ PSU/ Private)	
3	Type of Organization: Partnership firm/ Public Limited Company/ Pvt. Limited Company/ Limited Liability Partnership/Society/Others (please specify and attach proof)	
4	(i) PAN Number (ii) GST Number	
5	Name and Designation of Key Management Person(s)	
6	Date & Year of establishment of firm	
7	Number of years of experience in providing requisite Services	
8	Number of Permanent Employees	
9	Core Competency	
10	Any other important information about the organization	

**Signature with Seal**