

**Reference No. QCI/PPID/1123/240**

**Request for Empanelment of  
Travel Agencies**



Quality Council of India (QCI),  
Institution of Engineers Building,  
2<sup>nd</sup> Floor, 2, Bahadur Shah Zafar Marg,  
New Delhi-110002

## Empanelment Notice

1. Quality Council of India, an autonomous body under Department for Promotion of Industry and Internal Trade, Ministry of Commerce and Industry invites proposals for “**Empanelment of Travel Agencies**” from reputed firms for empanelment by QCI for a period of 1 (One) year. The empanelment may be extended or reduced for a period decided by QCI, at the discretion of QCI, based on the firm’s performance.
2. The criteria and actual process of evaluation of the responses to this RFE and subsequent selection of the firm(s) will be as mentioned in this RFE and any modification or changes to the terms and conditions mentioned in this RFE will be entirely at discretion of QCI.
3. No contractual obligation whatsoever shall arise from this Request for Empanelment (RFE) process unless and until a formal contract is signed and executed by duly authorized official(s) of QCI with the selected firm(s). QCI reserves the rights to empanel more than one firm.
4. The content of this RFE enlists the requirements of the Quality Council of India. It includes the Empanelment Terms which details out all that may be needed by the firms to understand the terms and the empanelment process and explain the contractual terms that the Quality Council of India wishes to specify at this stage.
5. Interested agencies are advised to study this RFE document carefully before submitting their proposals in response to the Empanelment notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

## Empanelment Summary

#	Item	Details
1	Addressee and address at which the bid is to be submitted	Deputy Director (Accounts), Quality Council of India 2nd Floor, 2, Bahadur Shah Zafar Marg, New Delhi-110002
2	Date of issue of the Request for Empanelment (RFE) document	November 24, 2023
3	Last date and time for submission of Applications	December 12, 2023 by 5 PM
4	Duration of Empanelment	One (01) Year (extendable up to 3 years)
5	Validity of the Application	180 Days
6	Tender Processing Fee	N/A
7	Contact for clarification	procurement@qcin.org
8	Presentation Round	To be notified via email if shortlisted

## **I. About Us - Quality Council of India (QCI)**

The Quality Council of India (QCI), an autonomous body under Department for Promotion of Industry and Internal Trade, Ministry of Commerce and Industry. QCI is a pioneering experiment of the Government of India in setting up organizations in partnership with the Indian industry. The mandate of 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. Presently, QCI has five constituents Boards involved in accreditation and promotion of quality. Every Board works under its own domain areas and is functionally independent.

The various Boards are:

### **1. National Accreditation Board for Testing and Calibration Laboratories (NABL)**

NABL has been established with the objective of providing Government, Industry Associations and Industry in general with a scheme of Conformity Assessment Body's accreditation which involves third-party assessment of the technical competence of testing including medical and calibration laboratories, proficiency testing providers and reference material producers.

### **2. National Accreditation Board for Hospitals & Healthcare Providers (NABH)**

NABH is set up to establish and operate accreditation programme for healthcare organisations. The board is structured to cater to much desired needs of the consumers and to set benchmarks for progress of health industry. The board while being supported by all stakeholders including industry, consumers, government, has full functional autonomy in its operation.

### **3. National Accreditation Board for Education and Training (NABET)**

NABET has established a mechanism for the accreditation personnel certification, accreditation of vocational training organizations and skill assessment bodies. NABET also works in the domain areas of Education and Training. NABET works with various government departments for creating a credible model of assessment and provides its expertise to the departments to take credible decisions based on ground data.

### **4. National Accreditation Board for Certification Bodies (NABCB)**

NABCB provides accreditation to Certification and Inspection Bodies based on assessment of their competence as per the Board's criteria and in accordance with International Standards and Guidelines. NABCB is internationally recognized and represents the interests of the Indian industry at international forums through membership and active participation with the objective of becoming a signatory to international Multilateral / Mutual Recognition Arrangements (MLA / MRA). NABCB is a member of the International Accreditation Forum (IAF) and its regional body Pacific Accreditation cooperation (PAC).

## **5. National Board for Quality Promotion (NBQP)**

NBQP works on the vision of promoting quality of life for the citizens of India. It has two important missions; the first one is to promote application of quality management standards and statistical quality tools with an objective of enabling industry, to improve their competitiveness, with specific focus on SME sectors. The second mission is focused on empowering the consumers to demand quality and consequently creating a back-pressure on suppliers to ensure quality of their products and services.

Besides the Boards there are Divisions which predominantly play a crucial role in implementing projects of the government or the Industry:

### **1. The Project Planning & Implementation Division (PPID)**

This division works with various ministries in the government both at centre and state level. Set up with a vision of young professionals who could help the government from outside on key issues and provide support wherever required.

PPID has worked with number of Ministries on projects, including (but not limited to) Ministry of Petroleum and Natural Gas, Ministry of Railways, NITI Aayog (erstwhile planning commission of India), Ministry of New and Renewable Energy, Department of Administrative Reform and Public Grievances (DARPG) and others.

### **2. ZED Division**

The ZED Division leads various projects of National importance with a focus on 'Atmanirbhar Bharat'. The division is involved in flagship programmes of Ministry of Micro, Small & Medium Enterprises, Ministry of Tourism, Ministry of Defence, Ministry of Housing & Urban Affairs and others.

### **3. Project Analysis and Documentation Division (PADD)**

PADD aims towards the design, development, and implementation of voluntary conformity assessment frameworks for governmental, inter-governmental, regional, and global organizations.

## **II. Scope of Work**

Quality Council of India invites IATA approved/IRCTC Registered reputed Travel Agencies for empanelment through this Request for Empanelment (RFE) to avail the services of reputed and experienced travel agencies for offline/online bookings of air tickets for domestic/international flights, Rail tickets, Cabs, Bus, Hotels, Forex & VISA processing.

The scope of work / services expected from the selected agency is to provide to the travellers the following services:

- ✓ Booking of Domestic/International flight tickets
- ✓ Booking of Hotels
- ✓ Booking of Train tickets
- ✓ Booking of Cabs/Taxies
- ✓ Forex and Visa

These services shall be provided to QCI and its events through the following channels: email, contact center, web portal, and mobile application.

The travel agency should perform following tasks:

**1. Pre-travel Coordination:**

- i. The agency will be available 24\*7\*365 days for booking / cancellation / reschedule or all the travel bookings done through the agency/agency provided system as mentioned in the above scope.
- ii. Assistance for issuing/ obtaining new passport/ renewal and other passport related services
- iii. Assistance for obtaining VISA by submitting passport/ supporting documents at the embassies and collection of the same from the embassies.
- iv. Collecting the passport /Travel document (through reputed courier company e.g. Blue Dart, FedEx or equivalent).
- v. Issuance of foreign exchange as per RBI guidelines.
- vi. Obtaining travel insurance and medical insurance.
- vii. Assistance with Hotel Reservations in India and abroad.
- viii. Assistance with Cab/Taxi, Train reservations in India and aboard.
- ix. Assistance with booking of Conference Hall, Meeting Rooms, Auditorium, Party Hall etc.
- x. Managing queries and requests such as change in travel plan, travel dates, destination change request, upgrade request etc.
- xi. The Agency will coordinate with the QCI SPOC at the corporate office by phone and/or email.
- xii. The agency will ensure receipt of proper statements from airlines on discounts gained on deal codes secured by the bank and ensure proper utilization based on the confirmation provided to book the tickets on best effort basis
- xiii. Implant (from the travel company) to be provided at the QCI Head Office for all travel related assistance.
- xiv. A web based application/portal/booking system along with mobile based application available across all operation systems to be provided by the agency for Self-Booking.
- xv. MIS Reports of Travel Records are to be provided in a travel desk system – Detailed MIS to be made available to QCI.
- xvi. GST reports of all the Travel Bookings on a regular basis or as and when required.
- xvii. Intelligent rule and alerts / approvals for tickets available and booked for higher value while lower value tickets available in same time period filter.
- xviii. Automated invoice handling.

**2. Travel Arrangements**

- i. Booking of Domestic/International flight tickets
- ii. Booking of Hotels
- iii. Booking of Train tickets
- iv. Booking of Cabs/Taxies
- v. Forex and Visa

**3. Visas**

The agency shall notify QCI SPOC of all instances where visas must be obtained. If required, the travel agency shall obtain, pay and facilitate issuance of visas.

#### 4. Post-booking co-ordination

- i. The agency will inform the QCI SPOC immediately of any changes in scheduled/cancelled flights or any other travel arrangement, including industrial action, natural disaster, political instability or any other event, which may affect travelling arrangements on best effort basis.
- ii. In order to facilitate contacts and information exchange between the parties, the agency shall be able to process reservation, booking and delivery requests received by phone, website, email, web portal, & mobile application. To this end, the agency should have adequately skilled personnel & technology.
- iii. Agency must provide 24 x 7 contact center facility to facilitate co-ordination provide assistance via contact center when needed.
- iv. Assist with trip coordination & operations.
- v. Travel related queries by the travellers, routed to the agency directly will be expected to be resolved on a timely basis and the agency will be expected to raise invoice at a pre- decided frequency.
- vi. Agency to provide Implant at Corporate Office who communicates with QCI SPOC for travel assistance.
- vii. Train the QCI SPOC on usage of self-booking tools and services.

While the above-mentioned activities are to give an idea on the nature and type of services, there can be any additional activities of similar nature, which the empaneled agency would be required to undertake, based on the requirements from time to time. The quality of the services is extremely critical and as part of their proposal the agency/proposer should demonstrate core competencies/strengths on the above key aspects including adherence to quality and timely execution.

### III. 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	Basic Requirement	Specific Requirements	Documents Required
1.	Legal Entity	The Applicant should be a company registered in India under the Companies Act 2013 or any other previous Companies Act or a Limited Liability Partnership registered under the LLP Act, 2008 or a registered Partnership under the Indian Partnership Act, 1932. The organisation should be in existence for minimum last three (03) years.	<ul style="list-style-type: none"><li>• Copy of Certificate of incorporation</li><li>• Registration certificate of IATA/IRCTC</li></ul>
2.	Technical Capability & Experience	The applicant must be empanelled with and providing services (relevant services as described in the scope of work) to minimum three other central/state government organizations, PSU's, autonomous bodies, statutory bodies, industry associations etc.	Work Orders or Completion Certificates

3.	Annual Turnover	The applicant must have minimum average annual turnover of INR 2 (two) Crore or more in the last three financial years (i.e., 2020-21 2021-2022, and 2022-23).	<ul style="list-style-type: none"> <li>• Turnover certificate by CA (original); or</li> <li>• Audited financial statements of the last three financial years (i.e., 2020-21 2021-2022, and 2022-23) to support the claim</li> </ul>
4.	Expertise of Manpower	The applicant must have at least 5 skilled manpower specializing in executing the various activities in the defined scope of work.	Certificate from the HR/Head of the Firm and resumes of 5 Key resources with the relevant expertise
5.	Tax Registration	The applicant must hold valid GST and PAN certifications.	Copies of relevant certificates of registration
6.	Blacklisting	The applicant should not have been blacklisted by any central or state government agency, PSU.	Undertaking in this regard to be submitted as per the format in Form 5.
7.	Regional Presence	The applicant must have their office in New Delhi-NCR.	Copy of Rent Lease Agreement, electricity Bill for three months etc. as proof of address

#### IV. Technical Evaluation

The Technical Evaluation would happen on the basis of bidder's relevant experience, key personnel and other parameters as described under through a round of technical presentation:

S. No.	Particulars	Weightage
1	Past Experience in work of similar nature	40 Marks
2	Personnel Details	20 Marks
3	Understanding of QCI and the scope of work and approach to provide the services including the end to end services and support provided	30 Marks
4	Client References	20 marks

Note: Only participants who qualify the pre-qualification criteria shall be considered for technical evaluation.

## V. General Terms and Conditions

1. The empanelment letter shall not confer any right to engagement. 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.
2. The duration of the engagement may be renewed one (01) year at a time depending on the performance of the agency and their compliance of terms and conditions at the sole discretion of QCI.
3. **The agencies already empaneled with QCI shall not apply in this process.**
4. **Intellectual Property Rights:** All intellectual property rights developed as a consequence of any allotment of work to the subsequent empanelled vendors shall be the sole property of QCI and shall be governed by the provisions of the agreement/work order issued thereto.
5. **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.
6. **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.
7. **Presentation:** As a part of Evaluation of proposals submitted by the applicants, QCI reserves the right to seek further information or a presentation from the Organizations for evaluation purpose.
8. **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.
9. The Travel Agency will have to submit monthly statement of bills showing the amount of expenses on ticket booking/sector wise/booking type/domestic/international/sector-wise.
10. The travel agency will have to provide prescribed travel related services in time. If the Agent fails to provide tickets and other travel related services within the scheduled time, the Agency will be solely responsible for the same and no payment will be made for it.

11. The Travel Agency should have a valid International Air Transport Association (IATA) Registration, and Indian Railway Catering and Tourism Corporation (IRCTC) Registration.
12. **Ethics:** QCI expect all operators, shortlisted bidder(s) to show highest ethical standards during the course of the assignment. If any complaints/information regarding any incident of malpractices (bribery, seeking monetary or non-monetary favor/gifts) is brought to the notice, the shortlisted bidder(s) shall take the necessary action (to the extent of expulsion/removal) as per its organization rules and laws applicable at that time. QCI is absolved of any liability/claim arising out of any such above situations.
13. The billing cycles shall be fortnightly. The travel agency should be in a position to provide credit limit for a period of minimum four weeks.
14. QCI reserves the right to:
  - a. reject any / all proposals without assigning any reasons thereof,
  - b. relax or waive any of the conditions stipulated in this RFP document as deemed necessary in the best interest of QCI and the objectives of the project without assigning any reasons thereof and,
  - c. include any other item(s) in the Scope of work at any time after consultation.
15. During evaluation, QCI may, at its discretion, ask the respondents for clarifications on their proposals. The firms/agencies are required to respond within the time frame prescribed by QCI.
16. QCI may at its sole discretion and at any time during the evaluation of proposal, disqualify any respondent, if the firm:
  - a. Submitted the proposal after the response deadline
  - b. Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements
  - c. Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years
  - d. Submitted a proposal that is not accompanied by required documentation or is nonresponsive, failed to provide clarifications related thereto, when sought
  - e. Submitted more than one proposal
  - f. Was declared ineligible by the Government of India/State/UT Government for corrupt and fraudulent practices.
17. 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

## **VI. Proposal Submission**

The following set of documents needs to be submitted to qualify for the evaluation process. These documents are:

1. **Form 1:** Application
2. **Form 2:** Relevant Project Experience
3. **Form 3:** Details of responding organization
4. **Form 4:** Resource Profiles
5. **Form 5:** Non-blacklisting Undertaking
6. **Form 6:** List of clients along with references for minimum 3 clients

Interested service providers may send their applications along with the profile and other details inside a sealed envelope super-scribing “**Application for Empanelment of Travel Agencies**” to Deputy Director (Accounts), Quality Council of India, 2nd Floor, 2, Bahadur Shah Zafar Marg, New Delhi-110002 latest by **December 12, 2023 by 5PM.**

**Form 1: APPLICATION**

Date:

To,  
Deputy Director  
Accounts & Administration Quality Council of India  
2nd Floor, 2, Bahadur Shah Zafar Marg, New Delhi-110002

**Subject:** Empanelment as <>

Dear Sir,

Having examined the pre-qualification document indicating scope of works, I/We hereby submit our proposal together with all the necessary information and relevant documents for empaneling us with QCI for the <> 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 empaneled Firms.

**AUTHORISED SIGNATORY**

(Name and Designation)

Name of Firm:

Address:

E-mail ID:

Contact details:

**Form 2: RELEVANT PROJECT EXPERIENCE**

S. No.	Name of the Project/Engagement	Client name	Duration (Period)	Value

**Form 3: DETAILS OF RESPONDING ORGANISATION**

Section No.	Sr. No.	Particular	Detail
I	<b>COMPANY PROFILE:</b>		
	1.	Name of the Organization * (As appearing on PAN Card)	
	2.	Registered Office Address *	
	3.	Address for Billing Office & Address *	
		Name of Contact Person *	
		Contact No. *	
		Mobile No.	
		E mail ID *	
	4.	Name of Contact Person (Finance & Accounts) *	
		Contact no.	
		Mobile no.	
		E mail ID *	

II	<b>STATUTORY DETAILS:</b>		
	1.	<b>GST Details: -</b>	
		Whether Registered Assessee (Yesor No)	
		<b>If Yes: -</b>	
		GSTIN Number # *	

		Type of Assessee	
	2.	<b>MSME</b>	
		Whether Registered under MSME (Yes or No) *	
		If Yes: -	
		MSME Registration No. and validity date # *	
	3.	Permanent Income Tax No. (PAN) #	
	4.	<u>Nature Of Entity:</u> * Proprietor/Partnership/ Lpp/Private Limited /Public Limited/Government	
	5.	Whether Functioning In A Special Economic Zone. (Sez) (Yes/ No) *	

<b>III</b>	<b>BANK DETAILS: -</b>		
		Name of Bank	
		Address of Bank	
		Bank Account No.	
		IFSC Code	
		SWIFT CODE (If party's billing address is outside India)	

<b>IV</b>	<b>Details of responding Company</b>		
1.	Current Year Turnover ( Rs Crores) from application development and audit related operations in India;		
2.	Company Profile (Operations in India)		
2.1	Average turnover from Indian Operations	(Turnover in Rs Crores)	
2.2	Full-time professional staff engaged in related services	(Number of Staff)	

2.3	Extent of operations in India (national spread) i.e. number of offices in India (client specific / project specific offices should not be taken into account)	(Number of Offices in different cities/towns and their address)	
3.	Company Experience		
3.2	Experience of working on similar Specifications		(Number of Projects and their brief description)

**Declaration by Director/ Proprietor/ Partner:**

I/We declare that the information furnished above are correct to the best of my/our knowledge / belief. I/We undertake to inform you of any change in above particulars at the earliest.

**Form 4: RESOURCE PROFILES**

S. No.	Proposed Position	Consultant Name	Educational Qualification	Experience in Years	Skills and Competencies and experience in the area of work

**Form 5: FORMAT FOR NON-BLACKLISTING UNDERTAKING**

(To be submitted on the Letterhead of the responding firm)

To,

Deputy Director (Finance & Accounts),

Quality Council of India,

Institution of Engineers Building,

2nd Floor, 2, Bahadur Shah Zafar Marg,

New Delhi-110002

Subject: Non-Blacklisting declaration in connection with RFE Ref. No. \_\_\_\_\_ dated \_\_\_\_ for \_\_\_\_\_

Dear Sir,

This is to notify you that our Firm/Company/Organisation \_\_\_\_\_ intends to submit proposal in response to request for empanelment Ref. No. \_\_\_\_\_ for <>. In accordance with the above, we declare that:

- a. We are not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this agreement.
- b. We are not blacklisted by any Central/ State Government/ agency of Central/ State Government of India or any other country in the world/ Public Sector Undertaking/ any Regulatory Authorities in India or any other country in the world for any kind of fraudulent activities.

Dated this Day of (Year)

(Signature) (In the capacity of)

Duly authorized to sign the Proposal Response for and on behalf of:

(Name and Address of Company) Seal/Stamp of Bidder

**Form 6: LIST OF CLIENTS ALONG WITH REFERENCES FOR MINIMUM 3 CLIENTS**

S. No.	Name of the Client	Name of the Reference	Contact No.	E-mail id