

**Reference No. QCI/TMS/0125/397**

**Request for Proposal (RFP)  
for  
Engagement of a competent travel agency for comprehensive Travel  
Management System(TMS)**



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## Tender Notice

1. Quality Council of India invites proposals for **“Engagement of a competent travel agency for comprehensive Travel Management System(TMS)”**.
2. The content of this Request for Proposal (RFP) enlists the requirements of the QCI. It includes the Bidding Terms which details out all that may be needed by the potential bidders to understand the terms and bidding process and explain the contractual terms that the QCI wishes to specify at this stage.
3. After the submission of the Technical and Financial Proposals according to the instructions provided in the sections below, the bids will be evaluated through QCBS.

4. The Documents to be submitted:

S. No.	Forms	Particulars
a.	Form A	Covering Letter with the Proposal in response to the RFP Notice
b.	Form B	Relevant Project Experience
c.	Form C	Details of the responding firm
d.	Form D	Non-Blacklisting Undertaking
e.	-	Technical & Financial Bid

5. The technical and financial Proposal in two separately sealed envelopes inside a larger sealed envelope super-scribing **“Engagement of a competent travel agency for comprehensive Travel Management System (TMS)”** to Deputy Director (Finance & Accounts), Quality Council of India, Institution of Engineers Building, 2nd Floor, 2, Bahadur Shah Zafar Marg New Delhi - 110002, India (By post or by hand) on or before **January 20, 2025, by 3 PM.**

## Tender Summary

S. No.	Particulars	Details
1	Project Scope	Engagement of a competent travel agency for comprehensive Travel Management System(TMS)
2	Method of Selection	Quality and Cost Based Selection (QCBS)
3	Last date of submission of bid	January 20, 2025, 3 PM
4	Duration of Contract	One (01) year
5	Performance Bank Guarantee	5% of contract value
6	Earnest Money Deposit	INR 2,00,000
7	Period of Validity of Bids	90 Days
8	Contact for Clarification	<a href="mailto:procurement@qcin.org">procurement@qcin.org</a>

## I. INTRODUCTION: QUALITY COUNCIL OF INDIA (QCI)

The Quality Council of India (QCI) is 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 140 crore 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 other such areas 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. NABL is signatory to MRAs of International Laboratory Accreditation Corporation and Asia Pacific Accreditation Corporation

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

NABH is set up to establish and operate accreditation programmes for healthcare organizations. The board is structured to cater to much desired needs of the consumers and to set benchmarks for the progress of the 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 of personnel certification, accreditation of vocational training organizations and skill assessment bodies. It works in the domain areas of Education and Training. NABET also works with various government departments for creating a credible model of assessment and provides its expertise to the departments to take informed 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), International Laboratory Accreditation Cooperation (ILAC), and Asia Pacific Accreditation Cooperation (APAC)

### 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 backpressure 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 for assessment/evaluation/survey related projects. Set up with a vision to provide on ground feedback, driven by 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, Ministry of Coal, Ministry of Housing and Urban Affairs, NITI Aayog, Ministry of New and Renewable Energy, Department of Administrative Reform and Public Grievances (DARPG) and others.

### **2. ZED Division**

The Zero Defect and Zero Effect 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 to name a few.

### **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. Involved in multiple domains such as Drones, Agriculture, Medicinal Plants, GI Tags etc.

## **II. OBJECTIVE**

The primary objective of this engagement is to procure the services of a qualified and experienced agency with an Online Integrated Travel Management System tailored to the needs of the Quality Council of India (QCI). This system aims to streamline and automate the entire travel management process, including travel bookings, approvals, expense management, and reporting. The solution should enhance operational efficiency, ensure compliance with organizational policies, provide real-time data analytics, and improve user experience for both employees and administrators.

## **III. SCOPE OF WORK**

The scope of work envisages the engagement of an agency with an Online Integrated Travel Management System. The scope of work is summarized below:

### **1. Travel Booking and Management:**

The agency shall provide tools within the HRMS portal for booking and managing all travel-related activities, including but not limited to domestic and international flights, hotel accommodations, cab services, train and bus bookings. The system must support real-time bookings, modifications, and cancellations as per the requirements of the employees and administrators.

### **2. Expense Management and Settlement:**

The system shall include a module for managing and settling travel expenses. This module should facilitate the submission, approval, and reimbursement of travel expenses, ensuring compliance with the organization's policies and streamlining the expense management process.

### **3. Integration with Existing Systems:**

The agency shall ensure that the Online Integrated Travel Management System is fully integrated with other relevant systems within the HRMS portal. This includes, but is not limited to, payroll, finance, and accounting systems to automate data flow and reporting.

**4. Automation and Reporting:**

The system shall offer automation features that enable the generation of various reports, such as travel expense summaries, trip approvals, and booking histories. The agency must ensure that these reports can be customized as per the organization's needs and support data-driven decision-making.

**5. User Access and Role Management:**

The system should include robust user access and role management features. This will ensure that only authorized personnel can access certain features or data within the system, aligning with the organization's security protocols.

**6. Support and Maintenance:**

The agency shall provide ongoing support and maintenance services for the Online Integrated Travel Management System. This includes regular updates, bug fixes, and user support to ensure the system remains functional and secure over time.

**7. Training and Documentation:**

The agency shall provide comprehensive training to the organization's employees on how to use the new system effectively. Additionally, detailed documentation covering all aspects of the system, including user manuals and technical guides, should be provided.

**8. Compliance and Security:**

The system must adhere to the highest standards of data security and privacy, ensuring that all travel-related data is protected. The agency shall also ensure that the system complies with relevant legal and regulatory requirements related to travel management and data protection.

**9. Pilot Testing and Feedback:**

Before full deployment, the agency will implement a pilot phase where the system is tested with a select group of users. This phase allows for the identification and resolution of any issues or challenges. Feedback from the pilot users will be gathered and used to refine the system and improve the overall user experience.

**10. Go-Live Support:**

Upon successful completion of the pilot phase, the agency will oversee the full rollout of the system across the organization. During this period, the agency will provide on-site or remote support to address any technical issues, answer user queries, and ensure a smooth transition to the new system.

**11. Post-Onboarding Review and Optimization:**

After the system has been fully deployed, the agency will conduct a post-onboarding review to assess the system's performance, user satisfaction, and alignment with organizational goals. Based on this review, the agency will recommend and implement any necessary optimizations to enhance the system's efficiency and effectiveness.

**12. Customization:**

The agency will provide continuous support and fulfil customization requirement if any for the organisation. Some major changes can be considered as change request.

**13. On-Boarding of External Stakeholders:**

The Self-Booking Tool (SBT) should provide QCI with the ability to efficiently create, manage, and update profiles of external stakeholders as required. This functionality must be accessible to both Admin and Super Admin roles, ensuring that the system remains flexible and adaptable to various stakeholder management needs.

## 1. SELF-BOOKING TOOL (SBT)

QCI seeks to engage a reputed service provider or travel agency to offer an Online Booking Travel Portal, commonly known as a Self-Booking Tool (SBT). This service will facilitate the submission of trip requests and the booking of Domestic/International Air Tickets, Hotels, Cabs/Taxis, Buses, and Trains. The agency will cater to both domestic and international travel needs, primarily serving QCI employees and members such as assessors, and Guests. The services are required across all QCI offices, including regional offices. The self-booking tool must have following functionalities:

- ✓ **Customization and Functionality:** The agency must provide a customized SBT with a live online booking system. This system should include unique login IDs based on employee numbers and different roles such as Admin, Super Admin, or any other as per QCI's requirements. The system should support the submission of trip requests, a multi-level approval process, and the booking, cancellation, or modification of Air Tickets, Hotels, Cabs/Taxis, Buses, and Trains.
- ✓ **Configurable Trip Types:** The SBT must support various trip types, configurable as per QCI's Travel Policy, to meet specific travel requirements.
- ✓ **Accessibility:** The SBT should be accessible 24/7 via Desktop/Laptop PCs, Tablets, mobile phones, or any other mobile devices, including a mobile app compatible with Android and iOS. A Progressive Web App (PWA) or a Responsive Mobile Application is preferred over a Native App, ensuring all features available on the website are accessible through the mobile platform.
- ✓ **Web Integration:** The SBT should include a WEB Widget/URL-based system for the submission of new requests or the modification/cancellation of existing requests. This system must handle Air Tickets, Hotel bookings, Cabs/Taxis, Buses, and Trains, following QCI's approval process and enabling real-time booking, cancellation, or modification as per QCI's Travel Policies.
- ✓ **Real-Time Interface and API Integration:** The SBT Portal must interface in real-time with Global Distribution Systems (GDS) and Web services of Airlines, Hotels, Trains, and Bus service providers through secure Application Programming Interfaces (APIs) for real-time booking and cancellation services. Standard API protocols, if available, are preferred.

### A. SBT HOME PAGE:

Post login the following provision should be available on SBT home page-

- i. **Profile Management:** Display employee details, with an option for users to edit non-mandatory fields after a specified period.
- ii. **Official Travel Request:** Allow employees to create official trip requests, specifying the trip type, date range, purpose, origin and destination, and selecting required services (Airline, Accommodation, Cab/Taxi, Bus, Train).
- iii. **View Submitted Requests:** Provide a section to view both Official and Personal trips separately, with options to modify, edit, or cancel the trips/services as needed.
- iv. **Booked Itinerary:** Under Official Travel, employees should be able to view, cancel, print tickets/vouchers, perform web check-in, and declare no-show. These functions should also be available separately for Personal Travel.
- v. **Feedback:** Enable employees to submit feedback on each service utilized after completing a trip. Feedback should be accessible to Admin in a report format with the option to reply, including all details.
- vi. **Pending Approvals:** A section for approving authorities to approve or reject pending official travel requests.
- vii. **Personal Booking:** Allow employees to book and pay in real-time for any service (Airline, Accommodation, Cab/Taxi, Bus, Train) for themselves or their family members.
- viii. **Admin Section:** Provide Admin or Super Admin access to select QCI employees, view MIS reports and graphs for all services, and access employee data as stored in the SBT database.
- ix. **User Manual & Guides:** A repository for user guide videos and manuals, covering every process within the SBT.

- x. **FAQ:** A section for frequently asked questions related to SBT processes.

#### **B. Mobile Application(iOS and Android):**

- i. **Comprehensive Functionality:** The agency must deliver a Progressive and Responsive mobile application that mirrors all the features and functionalities available on the SBT web platform. Every page of the SBT should be fully compatible with mobile screen views.
- ii. **Seamless Performance:** The SBT mobile app should be designed to load efficiently, even if the page is minimized after a command is submitted or when switching between other mobile applications.
- iii. **Real-Time Synchronization:** Any updates or changes made to the web application should be immediately reflected on the mobile application, ensuring a consistent user experience across platforms.

#### **C. Integration with HRMS tools:**

- i. **HRMS Data Synchronization:** The SBT system must have ability to be fully integrated with HRMS tool- Peoplestrong to ensure seamless real-time data synchronization. Employee profiles, travel entitlements, approvals, and other relevant data should be auto-synced to the SBT from HRMS.
- ii. **Single Sign-On (SSO):** Implement Single Sign-On (SSO) using a HRMS tool, enabling employees to access the SBT system using their existing HRMS login credentials without the need for multiple logins.
- iii. **Travel Approval Workflow:** The SBT should pull travel-related information from the HRMS portal. Travel requests in SBT must be synchronized with the HRMS tool approval workflow to ensure consistency in official travel management.
- iv. **Profile and Entitlement Sync:** Employee profiles and travel entitlements will be auto-synced with the HRMS portal and displayed within the SBT interface.

#### **D. Integration with ERP (Microsoft Business Central):**

- i. **ERP Integration Overview:** The SBT should be able to seamlessly integrate with the Microsoft Business Central/SAP ERP to ensure data consistency, including real-time updates of travel expenses, budget approvals, and employee profiles.
- ii. **Financial Data Sync:** Travel-related expenses should be automatically synced between SBT and ERP to allow for proper tracking, budget allocation, and reconciliation in ERP. Payment statuses, vendor information, and receipts must be synchronized with the ERP system.
- iii. **Approval Workflow Integration:** The approval workflows related to travel requests should be synchronized between ERP and SBT to ensure consistency across platforms, with approvals and rejections properly updated in both systems.
- iv. **Real-Time Data Flow:** Any changes made to employee details, travel requests, or budgets in the ERP should reflect immediately within the SBT platform and vice versa, ensuring that both platforms remain aligned in real-time.

#### **E. Data-Security:**

- i. The Vendor/Service Provider shall implement and maintain robust security measures, in compliance with Indian laws to safeguard the Company/Client's data from unauthorized access, disclosure, and breaches. This includes encryption, secure access controls, and multi-factor authentication (MFA) to ensure only authorized personnel can access the systems.
- ii. Regular security audits and vulnerability assessments must be conducted, with audit reports provided to the Company/Client upon request. In the event of a data breach, the Vendor/Service Provider must notify the Company/Client within 72 hours and cooperate fully to mitigate the breach. Backups of all data must be securely encrypted and regularly maintained as per industry standards. Additionally, any sensitive personal data of Indian citizens must be stored and processed within India in accordance with data localization laws.
- iii. Upon termination, all data must be securely returned or destroyed, adhering to Indian legal requirements for data retention and destruction.



## **F. ADMIN/SUPER ADMIN LOGIN:**

- i. **Login Provision:** The SBT system must include distinct login functionalities for Admin and Super Admin roles. These logins should be separate from any QCI employee numbers and differentiated based on board divisions and specific roles.
- ii. **Super Admin Console:** The Super Admin console will be accessible through a unique employee ID associated with an authorized employee's SBT account. This console will allow full access to all user accounts within the SBT system, including the ability to submit requests and make service bookings without requiring individual passwords.
- iii. **Admin Access:** Access rights for central admins may vary. The SBT system should be equipped to manage these individual access levels and allow specific Admin/Super Admins to book services according to their designated permissions.
- iv. **MIS Reports:** The agency is required to provide all MIS reports related to services booked through Admin/Super Admin logins. The format for these MIS reports will be shared with the agency.
- v. **GST Invoices:** Admin/Super Admin logins should have the capability to view and download GST invoices for all services rendered.

## **2. TYPE OF BOOKING**

### **A. AIR TICKET BOOKING:**

- i. **Corporate Agreement Compliance:** QCI may establish corporate agreements with various airlines, and the service provider must ensure that the SBT displays fares with the appropriate corporate codes. The system should present airline retail, corporate, or any special fares offered by the service provider, prioritizing corporate fares unless lower fares are available. The agency will be responsible for any liabilities arising from the failure to adhere to QCI's specified codes. In case QCI does not have a corporate agreement with any particular airline(s), then the service provider will need to facilitate such corporate collaboration.
- ii. **Fare Display:** The SBT should display only one fare per flight class, selecting the lowest available option (special, retail, or corporate fare) based on QCI's requirements.
- iii. **Real-Time Flight Information:** Upon submission of an air travel request, the SBT must display all available flights for the selected sector in real-time, showing the relevant corporate/retail fares without delay.
- iv. **Comprehensive Booking Options:** The SBT should facilitate air ticket bookings for all domestic and international flights available on GDS (Global Distribution System)/web-based systems, including regional airlines. The system must display comprehensive details such as ticket cost, flight timings, flight date, sector, booking class, available seats, and cancellation policies.
- v. **Fare Recommendations:** The system should recommend the lowest available fares within the shortest possible time frame as defined by QCI. It should also allow users to view seat maps, select meals, and choose paid seats and meals (if eligible).
- vi. **Full Airline Coverage:** The SBT should support booking services for all current and upcoming airlines with domestic operations in India, including low-cost and budget airlines, for the entire contract duration and any extensions.
- vii. **Real-Time Cancellation:** The SBT should allow for the real-time cancellation of air tickets, even after web check-in. Upon cancellation submission, users should be able to immediately submit a new request for the same sector without waiting for the cancellation status to update.
- viii. **Fare Integrity:** Displayed fares should incorporate QCI's promotional codes exactly as provided by the airlines. The service provider must not alter these fares.
- ix. **Flexible Booking Options:** The SBT should support booking one-way, return, multi-city, and connecting flights within a single ticket wherever possible.
- x. **No-Show Handling:** In cases of no-shows beyond the flight cancellation time, the system should allow employees to submit a self-declaration for the no-show. The cancellation option will be deactivated automatically, and a no-show button will be activated beyond the cancellation time.

- xi. **Duplicate Booking Prevention:** The system should prevent the booking of two air tickets for the same sector on the same date. However, if booking is required for the same sector on different dates within a single trip, the SBT will alert the user of the existing booking. Upon acknowledgment and providing reasons, the employee will be allowed to proceed with the new booking.
- xii. **Connecting Flights:** If no direct flights are available between any point-to-point sectors, the SBT should suggest the best connecting flights with the same airline. It should also allow connections between different airlines, with a minimum layover of 3 to 4 hours.
- xiii. **Rescheduling Facility:** The SBT should include an online rescheduling option for air tickets. If an airline does not offer online rescheduling, the agency's staff will handle the rescheduling. Any fare differences or rescheduling charges will be paid by the employee.
- xiv. **Visa Assistance:** Providing support for obtaining necessary visas and travel documentation for international trips.
- xv. **Travel insurance:** Arranging comprehensive travel insurance coverage for domestic and international travels for individuals, ensuring protection against trip-related risks.

#### **B. HOTEL: -**

- i. **Comprehensive Online Booking:** The SBT should provide an online accommodation booking facility for both nominated (if any) and non-nominated hotels, including GDS/web-based hotels within the country and internationally (ROW). The platform must display hotel room tariffs, star ratings, addresses, reviews, ratings, location maps, room and hotel facility images, cancellation policies, and information about airport pickup/drop services (if available). It should also support GST-compliant invoicing.
- ii. **Corporate Tariff Compliance:** QCI may nominate hotels which should be incorporated by the agency on the SBT. The service provider must display these negotiated tariffs for nominated hotels in the SBT. If the service provider offers its own special tariffs, these may be displayed only if they are lower than QCI's corporate rates. The service provider will bear the liability for any non-adherence to booking accommodations using specified codes (if any).
- iii. **Booking and Cancellation Services:** The SBT should facilitate online booking and cancellation services for all hotels, including new ones, throughout the contract period and any extensions. If online cancellation is not possible, the agency's SPOC should handle it offline promptly. The system must support full and partial cancellations in real-time for bookings made under QCI corporate rates and retail rates for both GDS and non-GDS hotels.
- iv. **Real-Time Inventory:** The service provider is responsible for ensuring real-time, accurate inventory of hotel room availability on the SBT without any time lag. The platform should only display GST-compliant hotels, whether nominated or non-nominated, and the service provider must ensure that all non-nominated hotels provide GST-compliant invoices. The bidder must guarantee at least five GST-compliant hotels in each city.
- v. **Retail Rate Display:** For a specific room category at a nominated hotel, the agency may display its own retail rate, but only if it is lower than the QCI nominated rate for the same room category.
- vi. **Group Booking Capabilities:** The SBT should offer online/offline group booking facilities at a single location or hotel for the same or different employee grades, including MAP tariffs (complimentary breakfast and one major meal). The agency should have the capability to negotiate with hotels for the following during group bookings:
  - Complimentary drop-off and pick-up services to and from the venue.
  - Complimentary laundry services for long-duration group bookings.
  - Complimentary breakfast and two major meals (buffet lunch and dinner) on Sundays and holidays.
  - Twin sharing accommodation (two separate beds) for participants.
- vii. **MICE/ Event/ Conference Arrangements:** The agency should be capable of organizing conferences/meetings and events for QCI at any location within or outside the country. This includes arrangement of group hotel bookings, conference hall reservations, event management, and more in accordance with the public procurement guidelines issued by Govt. of India.

- viii. **Partial Cancellation Option:** Once the check-in date has passed, the SBT should offer a partial cancellation option instead of a full cancellation.
- ix. **No-Show Handling:** In the case of a no-show beyond the hotel check-in date/time, the SBT should allow employees to submit a self-declaration for the no-show. The cancellation button will be automatically deactivated beyond the cancellation time set by QCI. The system should also accommodate partial no-show declarations and send notifications of no-show cases to the employee and their controlling officer. A report on all no-show cases should be shared with QCI software and be available under the MIS report for Admin/Super Admin in the SBT.
- x. **Multiple Location/City Bookings:** Within a single trip, the SBT should permit multiple hotel bookings across different locations/cities on the same day, ensuring that none overlap, considering the dates and times of accommodation. While overlapping trip dates for the same user are not allowed, trips that start at the end of one and the beginning of another on the same day are permitted.
- xi. **Daily Tariff Display:** The SBT should display per-day hotel tariffs (excluding GST), with a preference for Modified American Plan (MAP) rates.
- xii. **Last-Minute Cancellations:** In the event of last-minute or sudden cancellations by hotels, the agency is solely responsible for securing alternate accommodations of the same grade within one hour of the scheduled stay time at no extra cost to the user.

#### C. TRAIN BOOKING: -

- i. **Submission Process:** The process for submitting a trip request with Train service will mirror the procedure outlined for Bus service in Clause 3(14).
- ii. **Real-Time Seat Availability:** The SBT should display real-time availability of seats, classes, and fares for trains operating between the selected stations. This data will be retrieved live from the IRCTC website.
- iii. **Class Selection:** The SBT should allow users to select the appropriate class (based on their eligibility) for the desired train and submit the trip request accordingly.
- iv. **Ticket Booking:** Once the trip is approved, the SBT vendor will proceed with booking the train tickets online via IRCTC APIs, if allowed. If direct booking through APIs is not permitted, the booking will be handled from the backend by the SBT vendor.
- v. **Alternate Booking Options:** If the selected train and class are unavailable at the time of actual booking, the SBT vendor's helpdesk team will contact the employee via phone and email with alternative options for the same sector. The booking will be completed if the employee approves the alternative.
- vi. **Tatkal Booking Option:** In cases where regular train tickets are not available at the time of trip submission, the SBT should provide an option for requesting Tatkal tickets, if this provision is available for the selected train.
- vii. **Booking Restrictions:** The system should prevent multiple train bookings, including Tatkal tickets, for the same date or sector.
- viii. **Cancellation Process:** Train ticket cancellations should be processed online through the SBT. Cancellations can be made up to 2 hours before the train chart is prepared (usually 6 hours before departure).
- ix. **Cancellation Policy:** The cancellation policy for train bookings should be clearly displayed and recorded at the time of booking.

#### D. CAB/TAXI BOOKING:

- i. **Cab/Taxi Request Submission:** The SBT should provide a feature for employees to submit Cab/Taxi booking requests by entering the required details, including start date and time, end date and time, boarding city, destination city, boarding point, destination point, local or outstation requirements, and any additional remarks. Employees should be able to submit requests for both intercity and within-city limits.
- ii. **Approval and Communication Process:** Once the request is approved, complete details of the Cab/Taxi requirement will be automatically sent via email, SMS, or WhatsApp to the respective local transporters which may or may not be on QCI panel. This communication will include a confirmation or denial link.

- iii. **Transporter Response and Display:** The details of the transporter receiving the email will be displayed on the SBT. Transporters must confirm or deny the request within two hours. If a transporter fails to respond within this time frame, the system will automatically send the request to the next transporter in line, disabling the link for the previous transporter.
- iv. **Booking Confirmation:** Upon acceptance of the booking by any transporter, an auto-generated email will be sent to the employee and the local QCI officer, providing the transporter details. The transporter can then send the Cab/Taxi details via the email confirmation link, or directly to the employee and QCI office through email, WhatsApp, or SMS.
- v. **Denial and Alternate Transporters:** If the transporter denies the request, they must provide a proper reason or remark. The system will then send the request to the next transporter on the list with the same confirmation/denial link option.
- vi. **Transporter List and Rates:** QCI-nominated passenger vehicle transporters (if any) with corporate tie-up rates will be shared with the SBT vendor. In cases where none of the QCI-nominated transporters can provide a vehicle, or if the QCI local office does not have a nominated transporter, the SBT vendor may offer its own transporter rates, provided they are lower than the QCI-nominated rates. The booking will proceed based on these rates.
- vii. **Invoicing and Payment:** If the booking is fulfilled at the SBT vendor's rate, the service provider will raise the invoice directly to QCI. All QCI and SBT Cab/Taxi operators must support online GPS tracking of vehicles and OTP-based start and end duty operations.
- viii. **GPS Tracking and Payment Validation:** The SBT vendor is responsible for providing comprehensive details and data from the Cab/Taxi tracking system. Payment to the vendor will be based on the information received through the Cab/Taxi GPS tracking module. Without the GPS-tracked details of actual kilometres travelled, as well as start and end times, no payment will be processed.

#### **E. BUS BOOKING:**

- i. **Real-Time Online Booking:** The SBT should offer a real-time online booking facility for buses, allowing employees to book travel between two cities or multiple cities. The system should support selection of departure dates, originating cities, destination cities, and provide options for one-way, return, or multi-city sectors.
- ii. **Booking Details Display:** The SBT should display real-time availability of buses, including live fares, boarding points, destination points, seat availability, bus exterior and interior photos (if available), cancellation policies, type of bus (AC/Non-AC), and customer ratings within the booking request flow.
- iii. **Route Recommendations:** The SBT may recommend the shortest route with the least possible travel time. Employees can then select their preferred bus route and type. Once the booking is confirmed, tickets with complete bus details, including pick-up information, should be immediately sent to the employee via email or SMS. The trip and bus booking data should be automatically transferred to SAP/ESS in real-time.
- iv. **GST Invoicing:** The SBT vendor will raise GST-compliant invoices for bus bookings on QCI's GSTIN.
- v. **Booking Restrictions:** The system should prevent multiple bus bookings for the same date and sector. In the event that there is no direct bus available, the SBT should display the best connecting buses between the two cities.
- vi. **Cancellation Process:** Bus ticket cancellations should be processed online through the SBT, with credit notes issued for any applicable refunds. In the case of a "No Show" beyond the bus cancellation time, the employee will have the option to submit a self-declaration in the SBT. The cancellation button will be deactivated beyond the set cancellation time, as determined by QCI.
- vii. **Service Overlap Prevention:** The SBT should ensure that bus bookings do not overlap with any other service bookings.
- viii. **Online Bus Tracking:** Wherever possible, the agency should provide online tracking for the booked bus through the SBT.

### 3. METHOD OF BOOKING

#### A. TRIP REQUEST CREATION - EMPLOYEES

In the SBT, employees should be able to create and submit trip requests with all necessary details for booking services such as Air Travel, Accommodation, Cab/Taxi, Bus, and Train. Each trip will be assigned a unique trip number, with each service line item linked to a unique request number derived from the trip number. This system will facilitate the identification and payment of the trip-service requests.

##### i. Trip Request Details:

- **Request Of:** This section will have five or more categories, each containing subcategories known as Trip Types.
- **Trip Type:** Each Trip Type will offer multiple categories for selection. The specifics will be provided to the agency.
- **Origin & Destination City:** These will be free text fields, allowing the use of commas between words.
- **Trip Start & End Date:** Users can select dates from the calendar, applicable to past, current, or future dates.
- **Purpose of Trip:** This will include multiple predefined options and an open text field for detailed trip reasons.
- **Services:** Employees can select one or multiple services (Air, Accommodation, Cab/Taxi, Bus, Train) based on the Trip Type selected. A matrix for allowed services corresponding to each Trip Type will be shared with the agency.
- **Airline:** Options include one-way, round-trip, or multi-city travel, with predefined airport selections, departure and return dates, and booking classes (Economy, Premium Economy, Business).
- **Accommodation:** Employees can choose single or multiple cities from a predefined city master, with check-in and check-out dates. The SBT will display real-time hotel availability; if hotels are unavailable in a city, employees can still proceed with just the city name.
- **Cab/Taxi:** Options for single or multiple cities, including required dates and times for airport pick-up/drop-off, full-day, half-day, or multiple dates during the trip.
- **Bus:** Employees can select one-way, round-trip, or multi-city bus travel, with departure and arrival cities and dates. The SBT will display real-time availability of buses, seats, and meals before allowing selection and booking.
- **Train:** Options include one-way, round-trip, or multi-city train travel, with departure and arrival stations and dates. The SBT will display real-time availability of trains and meals before allowing selection and booking.
- **Declarations:** The SBT should provide multiple declaration options for selection as required by QCI policy.
- **Review Before Submission:** Before submission, users should be able to review the selected services.
- **Approval Workflow:** The names of approvers should be displayed before submitting the trip request for approval.

- ii. **Configurable Approval Process:** The SBT must allow for changes in the configuration of trip request submission and the approval process to accommodate updates in QCI requirements.
- iii. **Approval Flexibility:** Submitted trip requests with selected services (Air Ticket, Accommodation, Cab/Taxi, Bus, Train) can be approved or rejected by the approver/recommender via email, SMS link, or through SBT login on both web and mobile platforms.
- iv. **Post-Facto Approval:** The SBT should include an option for post-facto approval, allowing users to submit and book services immediately through a self-declaration, without waiting for prior approval.
- v. **Post-Facto Monitoring:** If a post-facto approval is pending, all data related to such trips, including booked or cancelled services, must be shared with the QCI system for further action. A detailed report of these trips should also be accessible to Admin/Super Admin.

- vi. **No Modifications During Pending Approvals:** For trips awaiting post-facto approval, no further modifications will be allowed until approval is granted. The SBT should support a multi-level approval process, which may vary by trip type and employee grade. The specific approval levels will be provided by QCI to successful bidders.
- vii. **Auto or Manual Booking:** The SBT should offer users the option to select between Auto or Manual (default) booking of services once the trip is approved. In Auto mode, services are automatically booked upon approval, whereas in Manual mode, user action is required to confirm bookings.
- viii. **Handling Fare Changes:** During service fulfilment (Auto or Manual), if there is a change in fare or tariff, the booking should still proceed without reapproval, provided the change is within a specified limit based on the employee's entitlement. For air tickets, the system should allow employees to reselect flights within the predefined criteria, and for accommodation, bus, and train services as per eligibility.
- ix. **Automated Notifications:** Upon booking any service, the system should automatically email the tickets or vouchers to the employee and send details via SMS/WhatsApp. Employees should have the option to resend these details to their registered or personal email at any time.
- x. **Trip Modifications:** The SBT should include a "Modify Trip" option, allowing employees to edit trips to add additional services (Airline, Hotel, Cab/Taxi, Bus, Train) or adjust trip details (dates, reason, trip type, etc.) without selecting new services.
- xi. **Duplicate Request Prevention:** Under the "Modify Trip" option, the SBT must prevent the submission of duplicate requests for the same date and sector across all services. All modifications will require approval as per QCI policy. Once approved or post-facto approved, employees can book the modified services. No further modifications are allowed until pending post-facto approvals are resolved.
- xii. **Consistency in Trip Numbers:** If a trip is modified, the original trip number will remain unchanged. Auto-saving of trips is not allowed for fresh or modified trips before they are submitted for approval.
- xiii. **Handling Rejected Requests:** If a trip request is rejected, the user can modify and resubmit the same request. If the modified trip is rejected again, it will revert to its status prior to the modification.

#### **B. TRIP REQUEST CREATION - NON-EMPLOYEE/ASSESSORS/EXTERNAL MEMBERS BOOKING:**

- i. **Booking Requirements:** Official bookings for non-employees, assessors, or external members must be processed through the SBT system as per business requirements. The successful vendor must ensure that the system accommodates the inclusion of complete details for such individuals.
- ii. **Approval Matrix:** The vendor must incorporate an approval matrix into the SBT system to facilitate the updating of data for non-employees, assessors, and external members. Only after obtaining the necessary approvals can the data be entered into the system. The SBT system should prevent data duplication.
- iii. **Service Request Submission:** After the data is updated in SBT, service requests for non-employees, assessors, or external members can only be submitted according to the employee grade as determined by QCI. Each request will require mandatory approval, with the approval matrix varying from case to case. Service bookings will be confirmed only after approval, with notifications sent via one or more email addresses or mobile numbers as specified.

#### **C. PERSONAL BOOKING:**

- i. **Booking Provisions:** All QCI users of the SBT system will have the option to book personal air tickets, hotel accommodations, cab/taxi services, buses, and trains directly through the SBT system on a direct payment basis.
- ii. **Approval Requirements:** No approval is needed for personal bookings of air tickets, hotels, cabs/taxis, buses, or trains.
- iii. **Reporting and Integration:** While trip or booking details for personal bookings do not need to be shared with SAP/ESS, a comprehensive MIS report of all personal bookings will be made available to the SBT Admin/Super Admin.

- iv. **Fare Display:** For personal bookings of air tickets, hotels, and cabs/taxis, both corporate and retail fares will be displayed.
- v. **Booking Separation:** Personal bookings must be distinctly separated from official bookings, with clear identification and differentiation to avoid any confusion.
- vi. **Cab/Taxi Booking:** In personal cab/taxi bookings, the agency can display their rates for online bookings, including cancellation policies and additional charges per kilometre or hour. The SBT system should be able to suggest the lowest rate offered by transporters or travel agents.
- vii. **Payment Methods:** Payment for personal bookings (air tickets, hotels, trains, buses, cabs/taxis) should be made via credit card, debit card, net banking, or UPI. The agency is responsible for ensuring the security of the payment gateway in compliance with RBI or government regulations. Discounts and offers on bank, credit, and debit cards, if applicable, may also be provided by the agency.
- viii. **Refund Policy:** In the event of a cancellation, refunds will be credited back to the employee's original payment method. If the original payment method is inactive at the time of the refund, it may be credited to new bank details provided by the employee. Refunds, minus any cancellation or service fees, should be processed within 7 working days from the date of receipt of the refund from the respective airline, hotel, cab/taxi, train, or bus provider.

#### D. GRADE WISE DISPLAY

- i. **FLIGHT FARE:** SBT search engine will display fares for selected date as defined under "GRADE WISE DISPLAY OF FLIGHT FARES". Employees will be divided into categories according to their grades, Employee to select the flight thereafter SBT to show/recommend flights within a window of (+) & (-) 45 minutes (total 90 mins) of the selected flight for any given point to point sector, booking to be allowed only from the recommended flights. The service providers SBT should have the capabilities to configure flight search engine tool as per SIX categories as informed by QCI after awarding of contract. QCI reserves the rights to increase or decrease the level of category as well as the difference in eligible hotel tariffs.
- ii. **ACCOMMODATION TARIFFS:** For SBT employees will be divided into SIX categories, as informed by QCI after awarding of contract, according to their grades, the service providers SBT should have the capabilities to configure accommodation search engine tool as per the categories shared.
- iii. QCI reserves the rights to increase or decrease the level of category as well as the difference in eligible hotel tariffs.

#### 4. CANCELLATION OF BOOKING

- i. **Online Cancellation Handling:** The SBT system should support real-time online cancellation for both current and future bookings across various services as follows:
  - a. **Airlines:** Cancellation requests should be processed through the SBT system up to one hour beyond the deadline specified by the respective airline. For cancellations before the ticket is marked as a no-show, assistance should be available through the SBT help desk.
  - b. **Hotels:** Cancellations should be allowed until the standard check-in date and time for each hotel, before the booking becomes a no-show.
  - c. **Cabs/Taxis:** Cancellations should be possible up to 4 hours before the scheduled reporting time or according to the cancellation policy of the respective vendor as determined by QCI.
  - d. **Buses:** Cancellations should be handled up to 4 hours before departure time or in accordance with the transporter's cancellation policy.
  - e. **Trains:** Cancellations should be permitted up to 2 hours before the preparation of the train chart, which is approximately 6 hours before the train's scheduled departure.

**Note:** Cancellation timings beyond the allowed period as specified by the service provider may be subject to QCI requirements. The system should have the flexibility to adjust these timings as needed.

- ii. **Cancellation Policy Display:** The SBT system should display the detailed cancellation policy for both corporate and retail fares at the time of booking. For hotel reservations, the cancellation



policy must include details on the free cancellation period and any retention charges applicable beyond that period.

- iii. **Partial Cancellations:** The SBT system should manage partial cancellations for hotel accommodations in real time. If a partial cancellation is processed offline, the status should be updated immediately in the SBT system, and any cancellation penalties should be updated within 24 hours upon confirmation from the hotel.
- iv. **Request for cancellation:** For the services wherein, real-time cancellation is not available on the portal or app, there should be a provision to raise the request for cancellation through portal and app.
- v. **Reporting Charges:** If there are charges associated with partial cancellations, a report should be available under the admin login.
- vi. **Payment of Cancellation Charges:** QCI will pay cancellation charges according to the policy shown and recorded at the time of booking and passed to QCI's SAP/ESS system. Charges will be based on the corporate deal with airlines and nominated hotels. For train cancellations, QCI will adhere to the charges defined by Indian Railways/IRCTC.
- vii. **No-Show Handling:** For any no-show incidents, the SBT system should provide an option to "Recover from Me" instead of a cancel button.
- viii. **Approval Requirements:** Cancellations of air tickets and hotel bookings do not require any additional approval, and no service fees will be charged for these cancellations. Trip cancellations also do not require approval; however, an email notification will be sent to the concerned controlling officer. No service fees will be applicable for trip cancellations.

## 5. GST INVOICING

- i. **Payment Conditions:** Payment for air tickets, hotel accommodations, train, and bus bookings will be processed only upon submission of accurate GST invoices in QCI's name, as outlined in the Payment Terms & Schedule under the Special Terms and Conditions of the Contract.
- ii. **Invoice Collection:** If required, employees booking hotel accommodations may collect the original GST invoice from the hotel at check-out. However, the responsibility for submitting the GST invoice details and the invoice itself to QCI remains with the agency.
- iii. **Service Charges:** Any GST invoice applicable to service charges for bookings or transactions must be issued and sent directly by the agency to QCI for payment.
- iv. **GSTIN Details:** The GSTIN of both QCI and the service supplier must be clearly mentioned on all GST invoices.
- v. **Air Tickets:**
  - ✓ The agency is responsible for arranging GST invoices with QCI GSTIN details for the total ticket amount for each booked air ticket, including credit notes for cancelled tickets and debit notes for cancellation charges, if any.
  - ✓ For GST invoices provided by airlines, the service provider must update the QCI GSTIN as per the employee master during the airline booking process and issue the ticket thereafter. The agency is responsible for collecting and submitting all GST invoices, debit notes, and credit notes from the respective airlines to QCI for payment.
- vi. **Hotel, Bus, Train, Cab/Taxi:**
  - ✓ The service supplier must provide a GST invoice with QCI GSTIN details for the total amount for each hotel accommodation transaction, with a breakdown of per-day tariffs.
  - ✓ The service provider must update QCI GSTIN as per the employee master during hotel bookings and issue the voucher accordingly. The successful bidder is responsible for collecting and submitting all GST invoices, debit notes, and credit notes from the respective hotels to QCI for payment.
  - ✓ The service supplier must issue a GST invoice to QCI for eligible bus/train services used by employees. For cancelled bus/train tickets, credit and debit notes for any cancellation charges must be provided by the bidder.



- ✓ For train bookings, the issued ticket or a cancelled ticket copy will serve as the GST invoice for online bookings. For tickets purchased across the counter, the original issued or cancelled ticket will be treated as the GST invoice.
- ✓ For cab/taxi services, the issued ticket or a cancelled ticket copy will serve as the GST invoice for online bookings. For tickets purchased across the counter, the original issued or cancelled ticket will be treated as the GST invoice.
- vii. **Submission Process:** All GST invoices, credit notes, and debit notes must be submitted online (without manual intervention) directly by the SBT service provider to QCI ERP/HRMS (Microsoft Business Central System) through batch transfer or as otherwise directed by QCI's authorized representative. A statement of invoices and credit notes should be submitted to SBT Admin/Super Admin on a weekly basis, in either physical or digital format, as per QCI's requirements.
- viii. **Accessibility:** Soft copies of all GST invoices and credit notes should be accessible under the Admin/Super Admin login for viewing and downloading. There should be a provision to view or download invoices with booking reference numbers, invoice numbers, credit note numbers, PNR numbers, or trip numbers separately for airlines, hotels, buses, and trains.
- ix. **Prepayment Conditions:** No prepayment will be processed without the submission of a GST invoice. For cancellations, partial cancellations, or no-shows related to air tickets, hotels, trains, and bus bookings, payment for relevant charges will be based on GST invoice debit notes along with any credit notes issued. Each credit note issued to QCI should reference the corresponding invoice number.
- x. **GST Reconciliation (if required):** The GST Services input for Air & Hotel reservations includes:
  - Easy tracking of pending GST invoices
  - Mapping of hard-coded GSTNs on the portal
  - E-transmission of GST details to all airlines
  - Real-time tracking, mapping, and monitoring of invoices
  - A dashboard to track invoice receipt status and GST invoice reconciliation against each ticket.

## 6. TRAVEL DESK

QCI may require a dedicated travel desk with an adequate team size depending on load and necessity. The service provider shall be responsible for providing the same at onsite/offsite location.

- i. **Call Centre:** The agency will operate a 24/7 call centre, available every day of the year, with dedicated staff to assist employees with booking modifications. If employees are unable to make changes online, they can provide their credentials for identity verification, after which call centre staff will handle the booking modifications through the SBT system.
- ii. **Technical Support:** The agency will provide round-the-clock technical support to address any issues encountered by users, Admins, or Super Admins related to services, rule engines, or data flow within the SBT system. All implant, call centre, and technical support services will be provided at no cost to QCI.
- iii. **Call Waiting Time:** The call centre's wait time should not exceed 3 minutes. If wait times surpass this threshold, the call centre will arrange a callback to the same number, including for dropped or missed calls, within 5 to 10 minutes to provide necessary assistance.
- iv. **Booking Issues:** If booking an air ticket, bus, train, or accommodation is not feasible through the SBT system due to valid reasons, implants and call centre staff will handle these bookings only upon instructions from an authorized admin or super admin representative. Such bookings will be documented with valid reasons and will be subject to audit. Details of these bookings must be updated in the SBT system by the implant or call centre staff.
- v. **Onsite Implant/Dedicated travel desk Services Permissions and Facilities:** The bidder is responsible for obtaining any necessary permissions from competent authorities to provide onsite implant services. The bidder must supply all required facilities, including PCs, printers, telephone lines, internet connections, and necessary stationery items such as photocopier paper and cartridges. QCI will provide the physical space, tables, chairs, and other related infrastructure.
- vi. **Competency of Onsite Implants:** Implants must be adequately trained to address all queries related to air tickets, hotel bookings, train services, cab/taxi services, bus bookings, trip requests,

and modifications. They should deliver comprehensive travel solutions to the complete satisfaction of the user.

- vii. **Relationship Managers:** The vendor must provide three well-trained relationship managers who will serve as the exclusive points of contact for all technical, financial, and other issues. An escalation matrix, clearly defining responsibilities, will be incorporated into the SBT system.

## 7. OTHER REQUIREMENTS

- i. **Proof of Concept:** To meet QCI's satisfaction, the agency must provide detailed written proof of concept, including the logic used to ensure that displayed fares and tariffs are the lowest and comply with QCI's policies and business requirements.
- ii. **Rescheduling Facility:** The SBT system should offer an online facility for rescheduling air tickets, hotel bookings, and bus bookings, with proper documentation for audit purposes. For rescheduled bookings, any fare or tariff differences will be paid.
- iii. **System Audit Logs:** The SBT system must maintain real-time system audit logs that track every transaction, with the capability to monitor all travel management activities. The system should be able to produce audit logs in the format required by QCI.
- iv. **User Documentation and Training:** The agency is responsible for creating a detailed user manual and a video tutorial with voiceover covering all aspects of services available in SBT. This documentation should facilitate employee understanding of the booking, modification, cancellation, rescheduling, and payment processes. The bidder may also need to conduct virtual or physical training sessions to familiarize employees with SBT operations.
- v. **Travel Expense Integration:** Travel expenses will be managed in the QCI ERP system. If an employee does not settle the travel expense for a previous trip within 15 days, the creation of the next trip in SBT will be automatically locked until the pending expense is submitted. Data will be exchanged between QCI and SBT via real-time API web services.
- vi. **Employee Data Sharing:** QCI will share selective HR master data with the agency via API web services on a one-time basis and subsequently on an incremental basis for any changes. This data may include name, gender, employee number, contact number, email ID, current grade, designation, controlling officer, division, approving authority, GSTIN, SAP codes, and cost centre. The complete API structure will be provided to the agency.
- vii. **Real-Time Data Transfer:** The successful bidder's SBT system must transfer the following data to the QCI SAP/ESS system via online API web services in real-time or as directed by QCI's authorized representative:
  - Trip data with trip number after approval or post facto approval.
  - Trip approval status (Approved/Pending/Denied/Cancelled).
  - Revised trip status following any modifications.
  - Booking data for each service with a unique booking reference number.
  - Booking status for each booking (Booked/Cancelled/No-show/Recover from me).
  - Utility status of booked airline and other services.

**The API structure for the above data transfers will be shared with the agency.**

- viii. **Bulk Booking:** The service provider shall provide support of bulk booking related to events, bulk assignment for multiple employees/external members
- ix. **Feedback Mechanism:**
  - a. **Feedback Collection Framework**
    - **Post-Service Feedback**
      - **Trigger:** Automated email/SMS sent to the traveller immediately after trip completion.
      - **Content:**
        - ✓ Link to an online feedback form.
        - ✓ Option to rate services on a 5-point or 10-point scale.
        - ✓ Encouragement to provide additional comments
    - **Periodic Feedback Surveys**
      - **Trigger:** Quarterly surveys to assess overall satisfaction with the SBT and associated services.

- **Content:** Focus on recurring issues, ease of use, and feature requests.
  - **On-Demand Feedback:** Enable users to provide feedback anytime during their experience via the SBT interface.
- b. **Feedback Channels**
- **In-App Feedback Form:** Integrated into the SBT for quick responses.
  - **Email Surveys:** Automated and scheduled based on trip milestones.
  - **Mobile Notifications:** Push notifications with feedback prompts.
  - **Call Centre Support:** Option to provide verbal feedback during interaction.
- c. **Feedback Analysis and Reporting**
- Consolidate feedback from all sources into a centralized dashboard.
  - Use sentiment analysis tools to categorize responses into positive, neutral, and negative.
  - Highlight recurring issues or suggestions for improvement.
- d. **Follow-Up Mechanism:**
- **Acknowledgment:** Thank users for their feedback via email/SMS.
  - **Issue Resolution:** Address negative feedback within a defined timeframe (e.g., 24-48 hours).
  - **Transparency:** Share actions taken based on feedback in newsletters or platform updates.

#### IV. DELIVERABLES

1. **Travel Booking and Expense Tools:** Online tools for booking travel and managing expenses, including ticket refunds and credits for both the Company and Service Recipients.
2. **Comprehensive Booking Services:** Tools for booking domestic and international flights, hotels, cabs(available across Tier A, B, C, and D cities), trains, and buses for all travel needs.
3. **System Integration and Automation:** Integration of the travel management system with existing systems, ensuring seamless data exchange and process automation as required by the Company and Service Recipients.
4. **Automated Calculations and Reporting:** Features for automatic calculations and generation of reports to support accounting and analysis needs.
5. **User Training:** Comprehensive training sessions for users of the travel management system to ensure effective use of booking tools, expense management, system integrations, and reporting features. Training will be tailored for both Company personnel and Service Recipients.
6. **Onsite/Offsite Resources:** The agency must provide 2 dedicated onsite resources and 10 offsite resources to support 24\*7\*365, including a dedicated email ID and broadband.
7. **Customer Services:** The customer service platform must be available through Email, On-Call assistance, Chatbot.
8. **Multi-Level Approval Mechanism:** The Self-Booking Tool (SBT) must support a multi-level approval matrix, enabling configuration of complex approval mechanisms based on various criteria, including:

- Policy-based approvals
- Grade/designation-based approvals
- Multi-tier hierarchical levels
- Declaration-based approvals
- Project-based complex hierarchies

Approvals should be accessible through multiple platforms, such as: **SBT web portal and mobile application, Email, SMS etc.**

9. **Travel Expense Management Tool:** The SBT tool should have the travel expense management tool catering to travel, local vouchers and Advance claims etc.

10. **Data Retention Policy:** The system should ensure:

- Minimum 2 years of readily available data **within the SBT for quick access.**
- Storage of historical data in a data bank as per QCI requirements.

Additionally, the SBT must maintain records of audit logs, system-recommended options, approvals, and other relevant data to meet audit compliance standards.

11. **Budget Management Tool:** The SBT tool should have the budget management tool available for tracking at various levels, including boards/division/team/project/ employee level etc., on an annual, semi-annual, and quarterly basis.

12. **Multiple Travel Policy Implementation:** The SBT tool should have a provision to implement multiple travel policies within the approval mechanism. This includes policies for Domestic and International travel, as well as policies based on grade, designation, and employee level, ensuring comprehensive and flexible travel management.

## V. PRE- QUALIFICATION CRITERIA

S. No.	Basic Requirements	Specific Requirements	Documents Required
1.	Registration	<p>The Bidder(s) interested in participating in the Selection Process must be a duly registered legal entity in India, under any one of the following categories:</p> <ul style="list-style-type: none"> <li>• A Limited Liability Partnership ("LLP") registered under the LLP Act, 2008.</li> <li>• an Indian Company ("Company") registered under the Companies Act, 1956/ 2013 or any previous Companies' Act.</li> <li>• a "Partnership Firm" registered under the Indian Partnership Act, 1932.</li> </ul> <p>With minimum 1 year of existence at the time of submission of the bid</p>	<p>Registration documents of the Bidder as a company/firm or any legal entity along with:</p> <ul style="list-style-type: none"> <li>i. Incorporation Certificate of the company, or</li> <li>ii. Certified copy of registered Partnership Deed; copy of Statement filed in the Register of Firms disclosing names, addresses and relevant details of ALL partners of the Partnership Firm</li> <li>iii. MSME Certificate (if applicable).</li> <li>iv. Any other supporting document, as may be required.</li> <li>v. GST and PAN</li> <li>vi. IATA Certificate</li> </ul>
2.	Turnover	Minimum Average turnover of at least INR 4 (four) Cr. Generated in the past	<ul style="list-style-type: none"> <li>i. CA Certificate certifying the turnover for FY 2021-22,</li> </ul>

		three (3) financial years (2021-22, 2022-23 and 2023-24).	2022-23, 2023-24 with CA's Registration Number, FRN, UDIN, or; ii. Audited Financial Statements for FY 2021-22, 2022-23, 2023-24 (to support the claim).
3.	Experience	The Bidder(s) must have relevant experience in providing the customized self-booking portal for travel related services for Central or State Govt., Union Territory, PSU, CPSU, SPSU, private organizations in the last 05 (five) Financial Years as per following: i. Three (03) Similar Completed/ongoing works each one having Contract Value of ₹1 Crore, Or ii. Two (02) Similar Completed/ongoing works each one having Contract Value of ₹1.25 Crore, Or iii. One (01) Similar Completed works having Contract Value of ₹1.50 Crores	Certificate on the client's letterhead, in the <b>format attached as Annexure-2</b> , signed by the issuing authority should be submitted
4.	Non- Blacklisting	The bidding entity must not be blacklisted / terminated / debarred by any state or central government or their agencies and should not have been found guilty of any criminal offence by any court of law, in the last three (3) years.	Submission as per format given in Annexure-1 (Form D)
5.	Data Security Certificate	ISO/IEC 27001 Certification	The bidder must submit the certificate copy.

**Note:**

- i. One successfully completed similar work means successfully providing services within a continuous period of 6 months or more in last 5 years.

## VI. EVALUATION CRITERIA

Evaluation of the bids will be done in two-stages namely Technical Evaluation (comprising pre-qualification check and technical presentation) and financial evaluation based on QCBS basis. The technical evaluation shall be based on the following criteria:

S. No.	Criteria	Weightage
1	Company Profile-Domain Expertise, Annual turnover, Organization Strength, full-time key technical leader/architect	15
2	Brief about the understanding of the mentioned scope of work, Demonstration of Self Booking Tool for Corporates on browser as well as Mobile App with all services with description of the approach and methodology	25
3	Case study for previous similar projects/ contracts/agreements/completion certificate w.r.t for providing the customized self-booking portal for travel related services undertaken in past 5 years from government / public sector recognized organizations/ private sector or quality monitoring agencies <ul style="list-style-type: none"> <li>Projects with annual work value of ₹ 1.5 crores = 1 marks</li> <li>Projects with annual work value of above ₹ 1.5 crores and up to ₹ 2 crores = 2 marks</li> <li>Projects with annual work value of above ₹ 2 crores = 3 marks</li> </ul>	15

	<i>Note: The client certificate for this evaluation should be submitted with experience related documents in the technical bid. (Maximum marks to be allotted for this criterion is 15 marks)</i>	
4	Annual turnover during last 3 years (In Crores): <ul style="list-style-type: none"> <li>&lt; Rs. 4 Cr. = Nil marks</li> <li>At least Rs. 4 Cr. to 8 Cr. = 5 marks</li> <li>Above Rs. 8 Cr. to Rs. 12 Cr. = 10 marks</li> <li>Above Rs. 12 Cr. = 15 Marks</li> </ul>	15
5	Various MIS reports are available from the vendor, detailing transactions across all services. These reports can be customized to meet the specific requirements of QCI	5
6	Complete online billing process includes the generation of digital invoices, issuance of credit notes, and facilitation of GST credit claims, ensuring seamless and efficient financial management.	5
7	Agency retains full ownership of the SBT (Self-Booking Tool) software and its source code Not owned = Nil mark Owned = 5 marks	5
8	Quality Certifications ISO/IEC 27001: 2013 or later (certified for data security)	5
9	PCI DSS Certification for Payment data protection	5
10	Availability of Mobile application with all functionalities for five services Air Ticket = 1 marks, Hotel = 1 mark, Cab/Taxi = 1 marks, Bus = 1 mark, Train = 1 mark	5
	<b>Total Technical Score</b>	<b>100</b>

#### Minimum marks required for technical qualification is 70 out of 100

During technical evaluation, the technical presentation round will focus on the clarity of understanding, the approach & methodology and details of experience of the participating bidders. Firms who qualify the pre-qualification criteria shall only be called for the technical presentation round.

#### VII. METHOD OF SELECTION

- The bids shall be evaluated on Quality and Cost Based Selection (QCBS).
- In deciding the final selection of the service provider, the technical bid of the proposal will be given a weightage of 70% and the financial bid will be given a weightage of 30%. (in case of QCBS)
- The financial bids of only those bidders who qualify for the technical evaluation will be invited. (in case of QCBS)
- The proposal with the lowest cost will be given a score of 100 and the other proposals will be scored on a pro-rata basis, inversely proportional to the offered cost i.e., lower marks for higher priced offers. (in case of QCBS)
- Subcontracting may be allowed only upon prior written intimation to QCI at the Bidding stage itself, the responsibility for management and liability shall rest with the selected service provider.

##### **TOTAL SCORE: (in case of QCBS)**

- The total score shall be obtained by weighing the quality and cost scores and adding them.
- Total Score = [Technical Score\* 70 (Weightage given to technical criteria)] + [Financial Score\* 30 (Weightage given to financial criteria)]

#### VIII. GENERAL TERMS AND CONDITIONS

- Contract Duration:** The contract will be valid for a period of one (01) year, which may be extended further for another two (02) years, subject to satisfactory performance of the service provider on the same terms & conditions, rates and the requirements of QCI.
- Payment Terms:**
  - The payment shall be made on credit basis following a schedule of 7+21 days: 7 days for raising

- the invoice from the date of availing the service and 21 days for releasing the payment.
- ii One-time integration:
    - a. Advance payment of 25% of the proposed value shall be done post submission of PBG, and
    - b. Rest of the 75% of the proposed value shall be done post completion of integration.
  - iii Payment of any customisation shall be done post completion of work and successful QCI-sign off.
  - iv The payment shall be done within 30 days of submission of proper tax invoice.
  - v Incorrect Invoices, Under/Over Payment: In case an invoice is found to have been rendered incorrectly after payment, any underpayment or overpayment will be recoverable by or from the Service provider, as the case may be, and, without limiting recourse to other available means, may be offset against any amount subsequently due by QCI to the Service provider under this contract.
3. **Blacklisting/debarring:** QCI reserves the right to cancel the work order 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.
4. **Amendment to RFP:** At any time prior to the last date for receipt of proposal, QCI may for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the RFP document by an amendment. In order to provide bidder(s) a 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 RFP. The same shall be informed to the bidders through the issue of a corrigendum.
5. **Performance Bank Guarantee:** QCI shall require the selected service provider to provide a Performance Bank Guarantee, within 30 days from the notification of award, for a value equivalent to 5% of the financial proposal value. The Performance Guarantee shall contain a claim period of three months from the last date as per the contract duration. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the submission of deliverables.
- The physical copy of Performance Guarantee should be submitted at QCI-HO within 30 days from the notification of award. In case the selected bidder fails to submit a Performance Guarantee within the time stipulated, the purchaser at its discretion may cancel the order placed on the selected bidder without giving any notice. Purchaser shall invoke the performance guarantee in case the selected bidder fails to discharge their contractual obligations during the period or purchaser incurs any loss due to bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.
6. **Authorization of Signatory:** The Bid may be signed either by the Principal Officer of the service providing firm or his duly Authorized Representative, in which case he/she shall submit a certificate of authority. All certificates and documents (including any clarifications sought and any subsequent correspondence) received hereby, shall, as far as possible, be furnished and signed by the Representative or the Principal Officer. The Principal Officer/ authorized representative of the firm shall sign the proposal and also initial all pages of the original Technical Proposal. The authorization shall be in the form of a written power of attorney accompanying the Proposal or in any other form demonstrating that the representative has been duly authorized to sign. The power or authorization, or any other document consisting of adequate proof of the ability of the signatory to bind the Bidder shall be annexed to the Bid.
7. The bidder should adhere to laws of land and rules, regulations and guidelines prescribed by various regulatory, statutory and Government authorities which are applicable to respective business, obligations and subject matters of the contract. QCI reserves the right to conduct an audit / on-going



audit of the services provided by the bidder. QCI reserves the right to ascertain information from organizations to which the bidders have rendered their services for execution of similar projects.

8. **Presentation:** As a part of evaluation of proposals submitted by the applicants, QCI shall seek further information or a presentation from the organizations for evaluation purposes. QCI may call for such information/ presentation at a short notice. The presentation link shall be sent to only those bidders who qualify the prequalification criteria.
9. **Maintenance of Confidentiality:** The agency must not divulge any confidential information and assure that reasonable steps are taken to provide for the safe custody of any and confidential information in its possession and to prevent unauthorized access thereto or use thereof. The agency must not, without the prior written consent of QCI, disclose any confidential information of QCI or any government department or relating to any ministry or any other party. In giving written consent to the disclosure of confidential information, QCI may impose such conditions as it thinks fit, and the agency must comply with these conditions. Confidentiality clause shall survive the termination of contract or contract expiry period.  
**The selected agency will be required to sign a mutually agreed Non-Disclosure Agreement (NDA) with QCI.**
10. **Standard of Performance:** The consultant agrees to perform services diligently, efficiently, and economically, adhering to professional standards and practices. They will act as a faithful adviser to QCI, prioritizing the QCI's interests in all dealings with third parties.
11. **Intellectual Property Rights:** QCI will own all the intellectual property resulting out of services being performed under this contract.  
"Intellectual Property and Invention" includes documents, reports, concept papers, ideas, concepts, creations, discoveries, inventions, improvements, know-how, trade or business secrets; trademarks, service marks, designs, utility models, tools, devices, models, methods, procedures, processes, systems, principles, algorithms, works of authorship, flowcharts, drawings, books, papers, models, sketches, formulas, teaching techniques, electronic codes, proprietary techniques, research projects, and other confidential and proprietary information, computer programming code, databases, software programs, including their source code; data, documents, instruction manuals, records, memoranda, notes, user guides; in either printed or machine-readable form, the whether or not copyrightable or patentable, or any written or verbal instructions or comments.  
"Intellectual Property Rights" or "IPRs"/ "Inventions" include (i) all rights, title and interest under any statute or under common law including patent rights; copy rights including moral rights; and any similar rights in respect of Intellectual Property, anywhere in the world, whether negotiable or not; (ii) any licenses, permissions and grants in connection therewith; (iii) applications for any of the foregoing and the right to apply for them in any part of the world; (iv) right to obtain and hold appropriate registrations in Intellectual Property and, (v) all extensions and renewals thereof (vi) Causes of action in the past, present or future, related thereto including the rights to damages and profits, due or accrued, arising out of past, present or future infringements or violations thereof and the right to sue for and recover the same.  
The Service Provider may use data, software, designs, utilities, tools, models, systems and other methodologies and know-how ("Materials") that the Service Provider owns in performing the Services. The Materials (including any improvements or knowledge developed while performing the Services), and in any working papers that are developed in the course of the Services shall rest with QCI. The Service Provider shall not use any such Materials included in the Reports, as well as the Reports themselves without the prior permission of QCI.  
On completion of the project, all documents, SOPs, reports, dashboards, data etc. collected and prepared by the Service Provider as a part of the contract, shall be transferred to QCI.
12. **Language:** The Proposal should be filled by the bidders in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. For purposes of interpretation of the documents, the English translation shall govern. All correspondence and documents relating to the Proposal exchanged by the bidder and QCI shall also be written in the English language.



13. 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.
14. **Force Majeure:** Neither party shall be held responsible for non-fulfilment of their respective obligations due to the exigency of one or more of the force majeure events such as but not limited to Acts of God, war, floods, earthquakes, strikes, lockouts, epidemics, pandemics, riots, civil commotion etc., provided on the occurrence and cessation of any such events. The affected party thereby shall give notice in writing to the other party within one week of such occurrence or cessation. If the force majeure conditions continue beyond six months, the parties may then mutually decide about the future course of action.  
  
Force Majeure shall not include:
  - i. Any event which is caused by the negligence or intentional action of a Party or by or of such party's agents or employees, nor any event which a diligent Party could reasonably have been expected both to consider at the time of the signing of the contract and avoid or overcome with utmost persistent effort in the carrying out of its obligations hereunder.
  - ii. Insufficiency of funds or human resources or inability to make any payment required for the execution of services under this contract.
15. **Ethics:** QCI expects the selected service provider to show highest ethical standards during the course of the assignment; if any complaints/information regarding any incident of bribery, corrupt payment, an unauthorized offer etc., is brought to the fore, the service provider 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; all personnel should have signed the code of conduct with the Service Provider and any conflict of interest shall be declared to QCI.
16. **Written Undertakings:** QCI may at any time require the Service Provider and its employees/advisors/professionals/ contractors, to whom confidential information may be disclosed in the course of execution of contract, to give a written undertaking in the form of a deed reasonably accepted to QCI and relating to the use and non-disclosure of the confidential information relating to QCI or any Government Department or relating to any Ministry and or such other information that QCI suggests to be confidential. Upon receiving a request aforesaid the Service Provider must promptly arrange for all such undertakings to be given to QCI.
17. **Taxes & Duties:** The service provider shall be liable to pay all direct and indirect taxes, duties, fees, and other impositions levied under the laws of India.
18. **Subcontracting:** There must be no further subcontracting.
19. **Validity of Proposals:** The proposals shall remain valid for a period of 90 days from the last date of submission. In exceptional circumstances, QCI may solicit the bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. A bidder consenting to such request shall not be required nor permitted to modify its Proposal.
20. QCI, by issuance of this RF does not necessarily indicate or imply that the project will be commenced. The service provider will absolve QCI of all responsibilities if the project does not start within a stipulated time frame. QCI reserves the right to withdraw this assignment any time without prior consultation or intimation to the service provider.
21. The service provider shall not make any alteration / changes in the bid after the closing time and date. Unsolicited correspondence from the service provider will not be considered.
22. The service provider shall be deemed to have complied with all clauses in this RFP. Evaluation shall be carried out on the available information in the bid and QCI is not liable to seek clarifications on the documents not submitted as part of the bid.
23. **Termination of Contract**
  - i. **Termination for Default**

QCI reserves the right to terminate / short close the contract, without prejudice to any other remedy for breach of contract, by giving one-month notice if the agency fails to perform any obligation(s) under the contract and if agency, does not cure his failure within a period of 30 days (or such longer period as QCI may authorize in writing) after receipt of the default notice from QCI.

ii. **Termination for Insolvency**

QCI may at any time terminate the contract by giving written notice without compensation to the agency if the agency becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to QCI.

iii. **Termination for Convenience**

QCI may, by written notice sent to the agency, terminate the contract, in whole or part, at any time for its convenience, by giving 15 days' notice. However, the payment shall be released to the extent to which the performance of work executed as determined by the agency till the date upon which such termination becomes effective.

iv. The agency may terminate this contract, or any particular services, by giving 15 days' written notice to QCI if the agency reasonably determines that the agency can no longer provide the Services under applicable law or professional obligations.

24. **Earnest Money Deposit (EMD)/ Bid Security:** Bidders must submit the Bid Security (EMD) of INR 2,00,000/- with their bids, as detailed below:

- i. By demand draft in favour of Quality Council of India, payable at New Delhi, or
- ii. Deposit through RTGS/ NEFT as detail under: -

For payment of EMD through Bank transfer:

<b>Name of the Bank</b>	Axis Bank LTD, 6/83, Padam Singh Road, Karol Bagh, New Delhi
<b>Name of the Account</b>	Quality Council of India
<b>Saving Bank Account</b>	223010100053020
<b>IFSC Code</b>	UTIB0000223

**Note:**

- a. NO CHEQUES WILL BE ACCEPTED. The applicant whose EMD has been deposited by NEFT/RTGS, must
- b. enclose the transaction details/ evidence along with their technical bid, otherwise the bid will be rejected.
- c. Bid security in any other form will not be entertained.
- d. No interest will be payable to the Bidder on the amount of the EMD. Unsuccessful Bidder's EMD will be discharged/ returned as promptly as possible, but not later than 30 days of completion of the process.
- e. In case bid is submitted without the bid security then QCI reserves the right to reject the bid without providing opportunity for any further correspondence to the bidder concerned. The EMD may be Forfeited:
- f. If a bidder withdraws its bid during the period of bid validity.
- g. Bidder does not respond to requests for clarification of its Proposal.
- h. Bidder fails to provide required information during the evaluation process or is found to be nonresponsive.
- i. In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.
- j. MSEs (Micro and Small) are exempted from paying Earnest Money Deposit. In this case participants are required to submit valid MSE registration certificates (Udyog Aadhaar) to avail exemption.

25. **EMD Refund:**

**For Unsuccessful Bidders:** The EMD of all unsuccessful bidders would be refunded without interest by QCI on finalization of the bid in all respects by the successful bidders within 45 days after finalization of tender.

**For Successful Bidders:** The EMD of successful bidders would be returned without interest upon submission of Performance Bank Guarantee by the successful bidders. The above-mentioned refund would be completed within 30 days of the issue of work order to the successful bidder. In case bid is submitted without the bid EMD then QCI reserves the right to reject the bid without providing opportunity for any further correspondence to the bidder concerned.

26. The bidders submitting their proposals would be responsible for all of its expenses, costs and risks incurred towards preparation and submission of their proposals, attending any pre-proposal meeting and visiting the site or any other location in connection therewith. QCI shall, in no case, be responsible or liable for any such costs whatsoever, regardless of the outcome of the process.
27. **Disclaimer:** QCI may at its sole discretion and at any time during the evaluation of proposal, disqualify any respondent, if the firm:
- Submitted the proposal after the response deadline
  - Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements
  - 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
  - Submitted a proposal that is not accompanied by required documentation or is nonresponsive, failed to provide clarifications related thereto, when sought
  - Submitted more than one proposal
  - Was declared ineligible by the Government of India/State/UT Government for corrupt and fraudulent practices.
28. The application is liable to be rejected if:
- Not in prescribed forms and not containing all required details.
  - Not properly sealed and signed as per requirements.
  - Received after the expiry of due date and time.
  - Missing of any supporting document(s) with the Proposal

## IX. SUBMISSION OF PROPOSALS

The intending bidders are expected to prepare proposals covering the following aspects:

### 1. Technical Proposal:

- Signed and stamped Form-A, B, C, D in Annexure 1
- Details of relevant previous experience
- Supporting documents for the details required as per pre-qualification criteria
- Any other details that the bidder may like to provide.

2. **Financial proposal:** The financial proposal shall be submitted as per the format given below:

### Category A: Requirement

S. No.	Description	Rate (exclusive of GST)	Annual estimate d no. of Transaction	Cost	GST (in % and in INR)	Total Cost (Including GST)
		(A)	(B)	$C=(A \times B)$	(D)	(E=C+D)
1.	One-time Integration Fee with existing HRMS & ERP Tool		N/A			

2.	Service Fee/Transaction fee for Air ticket booking on per booking (Domestic) - per pax per sector		50,000			
	The annual booking transaction may vary between 25,000 to 50,000					
3.	Service Fee/Transaction fee for Hotel booking on per booking (Domestic)		50,000			
	The annual booking transaction may vary between 25,000 to 50,000					
4.	Service Fee/Transaction fee for Train booking on per booking – per person		5,000			
	The annual booking transaction may vary between 2,500 to 5,000					
5.	Service Fee/Transaction fee for Air ticket booking on per booking (International) - per pax per sector		1			
	Estimated annual booking transaction: 250-300					
6.	Service Fee/Transaction fee for Visa booking on per booking (International) - per pax per sector		1			
7	Service Fee/Transaction fee for Hotel booking on per booking (International)		1			
	Estimated annual booking transaction: 250-300					
8	Service Fee/Transaction fee for Cab/Taxi ticket booking on per booking – per cab		1			
9	Service Fee/Transaction fee for Tatkal train booking – per person		1			
10	Service Fee/Transaction fee for Bus booking on per booking – per person		1			
<b>Total Cost</b>						

#### Category B: On demand Basis

S. No	Description	Rate ( A )	GST (in % and in INR ) ( B )	Total Cost (Including GST) ( C= A+B )
1	Any customisations required – per hour rate			
2	Service Fee/Transaction fee for Air ticket booking on per booking (Domestic) - per pax per sector Estimated annual booking transaction: 50,000 to 75,000			

3	Service Fee/Transaction fee for Air ticket booking on per booking (International) - per pax per sector Estimated annual booking transaction: above 75,000			
4	Service Fee/Transaction fee for Hotel booking on per booking (Domestic) Estimated annual booking transaction: 50,000 to 75,000			
5	Service Fee/Transaction fee for Hotel booking on per booking (International) Estimated annual booking transaction: above 75,000			
6	Service Fee/Transaction fee for Train booking on per booking – per person Estimated annual booking transaction: above 75,000			
7	Service Fee/Transaction fee for Train booking on per booking – per person Estimated annual booking transaction: above 7,500			
8	Support service charges for GST invoices and reconciliation - per invoice			
9	<b>Additional Resources per month cost:</b>			
	Offsite			
	Onsite			
10	Expense Management Tool ( <i>per month rate</i> ) ( <i>if applicable</i> )			
11	Budget Management Tool ( <i>per month rate</i> ) ( <i>if applicable</i> )			

**Note:**

- The estimated number of bookings/ transaction for all services are for a period of one year and are indicative only. There may be upward and downward variation based on our Business requirements.
- For any other services not listed above, the prices can be discussed & decided mutually.
- Above prices shall be fixed for a period of one year.
- The bidder may submit their quote for Category A as per their offerings.

A detailed explanation of the pricing structure including all price components, unit costs, resource loading, estimates of overheads and any other assumptions made in arriving at the final all-inclusive price quote should be provided.

Please mention the following in preparing your bid:

- Dated this [date / month / year]
- Authorized Signatory (in full and initials)
- Name and title of signatory
- Duly authorized to sign this proposal for and on behalf of [Name of service provider]
- Name of the Firm
- Address of the Firm

**3. Submission Details:**

- The Financial and Technical Proposals should be submitted separately in the given format and signed by the Authorized Signatory. Financial bid, if submitted along with the technical bid is liable to be rejected.
- All the pages of the proposal must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.
- All pages of the application shall be signed and stamped by the authorised signatory.
- Please Note that Prices must not be indicated in the Technical Bid.

Interested parties may submit the technical and financial Proposal in two separately sealed envelopes inside a larger sealed envelope super-scribing **“Engagement of a competent travel agency for comprehensive Travel Management System (TMS)”** to Deputy Director (Finance & Accounts), Quality Council of India, Institution of Engineers Building, 2nd Floor, 2, Bahadur Shah Zafar Marg New Delhi - 110002, India (By post or by hand) on or before **January 20, 2025, by 3 PM.**

**For any queries, you may please contact the below**

Procurement Cell, QCI

Email id: [procurement@qcin.org](mailto:procurement@qcin.org)

## ANNEXURE 1

### Form A: Covering letter with the Proposal in response to RFP Notice

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

To,

Deputy Director (Finance & Accounts),

Quality Council of India,

Institution of Engineers Building,

2<sup>nd</sup> Floor, 2, Bahadur Shah Zafar Marg, New Delhi-110002

Subject: Submission of proposal in response to the RFP for “-

Dear Sir,

1. Having examined the RFP document, we, the undersigned, herewith submit our proposal in response to your RFP dated \_\_\_\_ for “\_\_\_\_\_, in full conformity with the said RFP document.
2. 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.
3. 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.
5. We undertake, if our proposal is accepted, to adhere to the scope of engagement or such modified plan as may subsequently be mutually agreed between us and QCI or its appointed representatives.
6. We agree to unconditionally accept all the terms and conditions set out in the RFP document and also agree to abide by this bid response for a maximum period of THREE MONTHS from the date fixed for bid opening and it shall remain binding upon us with full force and virtue, until within this period a formal contract is prepared and executed, this bids response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and QCI.
8. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the QCI as to any material fact. We agree that QCI is not bound to accept the lowest or any bid response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ service specified in the bid response without assigning any reason whatsoever.

It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this Day of (Year)

(Signature) (In the capacity of)

Duly authorized to sign the Bid Response for and on behalf of: (Name and Address of Company) Seal/Stamp of Bidder

{Place}

{Date}

**Form B: Relevant Project Experience**

S. No.	Name of the Project/ Engagement	Client Name	Duration (Period)	Approximate value of the assignment

**Form C: Details of the responding firm**

S. No.	Particulars	Details to be furnished	
1.	<b>Details of responding Company</b>		
	Name of the organisation:		
	Address		
	Fax		
	E-mail		Website
	Name, Designation and Mobile No. of Point of Contact for tender:		
2.	<b>Information about responding Company</b>		
	Status of Company ( <i>Public Ltd. / Pvt. Ltd etc.</i> )		
	Details of Registration ( <i>Ref e.g. ROC Ref #</i> )		Date
			Ref #
	Details of Service Tax Registration		Date
			Ref #
3.	Current Year Turnover (Rs Crores) from _____ Services in India;		
4.	Company Profile (Operations in India)		
4.1	Average turnover from Indian Operations from _____ services in last three years	(Turnover in Rs Crores)	
4.2	Full-time professional staff engaged in similar projects	(Number of Staff)	
4.3	Extent of operations in India (national spread) i.e. number of offices in India (client specific / project specific offices should not be considered)	(Number of Offices in different cities/towns and their address)	

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

I/We declare that the information furnished above is 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 D: 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 RFP Ref. No. \_\_\_\_\_ dated \_\_\_\_ for \_\_\_\_\_

Dear Sir,

This is to notify you that our Firm/Company/Organisation \_\_\_\_\_ intends to submit proposal in response to invitation for Tender 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

## Annexure 2: Format for submitting Work Experience

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

Date: DD/MM/YYYY

This is to inform that M/s <name of the bidder> has provided travel related services through a self-booking tool to M/s <Name of the client> from DD/MM/YYYY till DD/MM/YYYY.

S. No.	Financial Year	Value of Air ticket booking		Value of Train ticket booking	Value of Hotel booking	Value of Cab/Taxi ticket booking	Value of bus ticket bookings
		Domestic	International				

Dated this Day of (Year)

(Signature) (In the capacity of)

Duly authorized to sign on behalf of:

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