

**MOS/CHA/551/ 04/2022**

**Embassy of India**

**Moscow**

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**Subject: Invitation of Expression of Interest for EMPANELMENT OF TRAVEL AGENCIES**

Embassy of India, Moscow invites offers for empanelment of travel agencies for booking of air and train tickets. Well established travel agencies who have more than 05 years experience in the booking may send their offers in the sealed cover as per the other terms and conditions mentioned in this document.

**TERMS & CONDITIONS:**

1. Agency should be registered in Russia under companies act or relevant act for operating travel agency business (copy of registration to be enclosed).
2. The agency should be having experience of at least 5 years in relevant field (proof to be enclosed).
3. The agency should have / has been providing travel related services to various reputed Organizations (list of current clients to be enclosed)
4. Agency details and other information may be provided as sought in the Annexure-2, along with the Covering Letter (Annexure-1).
5. This EOI document will form integral part of the Offer Letter, which would be provided to the selected travel agencies.

**Scope of Work:**

- i. The company should provide a dedicated English speaking contact person who will deal the requests of the Embassy.
- ii. The requests from the Embassy for booking of domestic and international flight/ train tickets would be entertained uninterrupted i.e. 24x7 (during working hours, after working hours, Saturday, Sundays, and holidays etc.)
- iii. Upon receipt of the request from Embassy, the agency would ensure booking of tickets / confirmation of wait listed tickets, forwarding of tickets through e-mail to the concerned office in the Embassy at the earliest (within 2 hours of the receipt of the request).
- iv. The agency should make all possible efforts for upgradation/ revalidation of tickets on free of charge basis.
- v. Cancellation charges shall be paid as per actual as charged by airlines.
- vi. Maximum possible discount will be offered by the agency to the Embassy in making booking in the entitled class.

**Other Terms & Conditions:**

- i. Agency must have the capability and resources to get best deals and discounts for arranging domestic/international travel

- ii. The agency shall be available 24\*7 for booking/ cancellation of both domestic and international Air tickets and railway tickets
- iii. The booking will be done on credit basis.
- iv. Bills for bookings shall have to be submitted on a regular basis and subject to the correctness of the bill(s) the payment will be made within a month's time of the receipt of the bills by the Embassy.
- v. The arrangements with the Travel Agent shall stand terminated in the case of insolvency of the travel agents or them entering into any arrangement/ compensation with their creditors.
- vi. Embassy reserves the right to avail/discontinue the services of one or more travel agents at its discretion, without assigning any reason.
- vii. **The language of the correspondence** between the Agency and the Embassy would be **English**.
- viii. The agency would disclose the Name and Citizenship, along with the contact numbers, of the person(s) in the office where the bookings of the Embassy are handled and the persons who would have access to the information related to India Embassy transactions with the Agency.
- ix. Name, Citizenship and contact details of the owner, partner, shareholder etc. of the Agency are to be provided to the Embassy.
- x. Application containing false or inadequate information is liable for rejection.
- xi. The Embassy reserves the right to reject any or all the applications without assigning any reason thereof.
- xii. The travel agency shall not assign the contract or any part thereof (sub-let) to any other Agency/party without the prior written consent/approval of Embassy.
- xiii. The correspondence (details of passport, names of the officials, booking of tickets, expenditure on booking of tickets etc) between the Agency and the Embassy shall be kept confidential by the Agency, during the Contract and even after the Contract period.
- xiv. **Last date of submission:** last date of receipt of sealed applications is 14 July, 2026 up to 6 PM.
- xv. No application shall be entertained after the expiry of the due date and time.
- xvi. **Superscription:** The envelope containing the application must be sealed properly and must be super scribed as "Application for Empanelment of Travel Agency" along with the name of the agency.
- xvii. **Validity of the Bids:** The applications submitted shall be valid for a period of 180 days subject to increase in the period by mutual consent.
- xviii. **Authorized Signatory:** The application must be signed by the authorized signatory and their contact details must be mentioned on the cover page of application.
- xix. Applications sent by post/courier: The applications may be sent by post/courier to reach before the scheduled date and time as indicated above.
- xx. **Empanelment Letter:** Embassy shall issue an empanelment letter to successfully qualified Applicants depending upon their area of participation among the ones mentioned in the scope of work. The suitability of firms will be ascertained based on their experience, background and quality of past

work for empanelment only. The empanelment letter shall not confer any right to engagement.

- xxi. The vendor or its associates/companies who are empanelled with Embassy as a result of this empanelment process are not allowed to use the name of Embassy, its logo, service marks or any document for any purpose.
- xxii. **Blacklisting/debarring:** The Agency should have not been black listed / debarred by any India/ Russian Govt. organisations. Embassy reserves the right to cancel the empanelment letter issued and debar the firm if it is discovered that the firm had produced any false information, on continued delivery of unsatisfactory services, insolvency of the company or any other ethical ground as deemed fit.
- xxiii. **Allocation of work post empanelment:** The allocation of work post empanelment among all the empanelled agencies will be made by seeking quotations as and when the requirements arise.
- xxiv. Presentation As a part of Evaluation of proposals submitted by the applicants: Embassy may seek further information or a presentation from the Organizations for evaluation purposes.
- xxv. Embassy may call for such information/presentation at a short notice.
- xxvi. **Amendment to EOI** at any time prior to the last date for receipt of applications: Embassy may for any reason, whether at its own initiative or in response to a clarification requested by a prospective applicant, modify the EOI document by an amendment. In order to provide prospective applicants reasonable time in which to take the amendment into account in preparing their proposals, Embassy 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 EOI.
- xxvii. The applicant is required to visit the Tenders Section of Embassy's website for any changes or amendments in the EOI before submitting their Applications.
- xxviii. **Rejection of Application:** The application is liable to be rejected if:
  - a) Not in prescribed forms and not containing all required details.
  - b) Not properly sealed and signed as per requirements.
  - c) Received after the expiry of due date and time.
  - d) Missing of any supporting document(s) with the Proposal.
  - e) Any other reason ascertained by the Embassy
- xxix. **Submission Details:** Interested parties may send their applications along with the profile and other details inside a sealed envelope super-scribing **'Application for Empanelment of Travel Agency' to:**
  - Head of Chancery
  - Embassy of India
  - 6-8, Vorontsovo Polye
  - Moscow, Russia - 105064

For any further queries, you may write to: [attadmn.moscow@mea.gov.in](mailto:attadmn.moscow@mea.gov.in)

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**Cover Letter Proforma for submission of EOI by the prospective Agencies**

**(On Agency's Letter Head)**

To  
Head of Chancery  
Embassy of India  
6-8, Vorontsovo Polye  
Moscow, Russia – 105064

Subject: EOI for empanelment of Travel Agency

Dear Sir,

Having examined the EOI document on the subject indicating scope of work and other Terms and Conditions, I/We hereby submit our proposal together with all the necessary information and relevant documents for empanelling us with Embassy as a Travel Agency for providing ticketing (flight and train, both on domestic and international sectors) related services. The proposal is made by me/us on behalf of..... (Company/Firm/Association of individuals) in the capacity of ..... duly authorized to submit the proposal.

I/We understand that Embassy reserves the right to reject any proposal without assigning any reasons thereof.

I/We undertake that all the information furnished by me/us in the proposal is true to the best of me/our knowledge and belief.

If any of the information is found to be false on subsequent verification, I/We undertake that I/We may be excluded from the list of empanelled Firms.

AUTHORISED SIGNATORY (Name and Designation)

Name of Firm:

Address:

e-mail id:

Contact details:

Stamp / Seal of the Agency

**Company details and other information sought in the EOI**

1	Name of the Company/Organization/Office	
2	Year of incorporation	
3	Yearly turn out for the year 2023-26	
4	Contact person with telephone number and e-mail IDs.	
5	Number of branches in Russia	
6	Contact details of the Person authorized to sign the official contracts on behalf of the company	
7	Account details of the company	
8	Name and citizenship of the owner, partner, shareholder(s) of the company	
9	Other specific Offers, discounts, facilities offered by the company to the Embassy	

AUTHORISED SIGNATORY (Name and Designation)

Name of Firm:

Address:

e-mail id:

Contact details:

Stamp / Seal of the Agency