

Consulate General of India
Yekaterinburg

No. YEK/ADM/666/01/2026

Dated: 13 August 2026

Expression of Interest (EOI) for empanelment of Travel Agents

Consulate General of India, Yekaterinburg invites offer from well reputed authorized Travel Agencies dealing in domestic and international air tickets for the purpose of empanelment by the Consulate General of India, Yekaterinburg for one year, renewable at the Consulate's discretion up to two spells of one year each based on Agency's performance and subject to terms and conditions as mentioned in the document. The subject of e-mail may be indicated as "For empanelment of travel agents for booking of air tickets for the Consulate" and addressed to: hoc.ykbrg@mea.gov.in and copy to: adm.ykbrg@mea.gov.in.

The required documents can be downloaded from website of Embassy of India, Moscow (<https://www.indianembassy-moscow.gov.in/tender-notices.php>) and <https://eprocure.gov.in/eprocure/app>. The interested companies may submit the duly filled in document (**Annexure-I**) on or before 15:00 hrs on 15 September 2026.

For further clarifications, if any Consulate may be contacted at following e-mails: i) hoc.ykbrg@mea.gov.in; ii) adm.ykbrg@mea.gov.in.



(Anurag Nayan)

Head of Chancery

Consulate General of India, Yekaterinburg

E-mail: hoc.ykbrg@mea.gov.in

TERMS AND CONDITIONS

1. ELIGIBILITY CRITERIA

1.1 The bidder should be a registered company to engage in the business of booking and purchasing of air tickets for domestic and international sector, with valid license issued by competent authority in Russian Federation.

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

1.3 The Service Provider Company /Firm / Agency shall submit affidavit stating that the agency is/ has not been blacklisted by any Government or other institution.

2. SCOPE OF WORK:

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

2.2 Agency should be capable of making itinerary of travel of the user which is the most cost effective as well as the best suitable to the user. The Agency should be able to provide service on holidays/beyond working hours in cases of urgency.

2.3 The agent should be able to send quotation by quickest means preferably by email and other mutually agreed modes to Consulate with information like Flight number and date of travel, cost of one ticket (in Russian Rubles), discounts (if any), including all applicable taxes, if any etc., within a short period even within one or two hours in case of emergency.

2.4 Mere submission of quotation/rates/cost/fares for ticket, does not construe as purchase order. Separate purchase order/confirmation mail will be issued if the quotation is acceptable.

2.5 The booking will be done on credit basis.

2.6 Issuance of tickets where at least one time cancellation/change is allowed without charge as far as possible. Otherwise, cancellation charges shall be paid by the Consulate, as per actuals, as charges by the Airlines/End service providers.

3. TENURE OF CONTRACT:

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

4. PROHIBITION OF SUB CONTRACT:

The travel agency shall not assign the contract or any part thereof to any other agency/party. The Travel Agency shall also not sublet the work or part thereof under any circumstances.

5. PAYMENT :

Bills for bookings shall have to be submitted on a weekly/fortnightly basis or ticket wise and subject to the correctness of the bill the payment will be generally made within next fifteen days of completion of journey or issue of tickets through cheque/bank transfer. Agency fee, Service charges, transaction charges etc. should not be charged separately from the quote that is quote offered by the agency should be final price for booking the tickets.

6. The Expression of Interest must be submitted in the prescribed proforma provided in Annexure-I. The documents which are not in the prescribed proforma can be rejected.

8. The Consulate reserves the right to empanel any travel agents or to cancel the empanelment at any time, without assigning any reason.

9. The empanelment does not guarantee getting work order in future. The Consulate reserves the right to award work order to any empaneled firm.

10. The arrangements with the Travel Agent shall stand terminated in the case of insolvency of the travel agents or them entering into any arrangement/ compensation with their creditors.

11. Non-receipt of the quote/response from the agency would be seen as unwillingness of the agency to remain in panel of the Consulate and agency may be excluded from the panel by the Consulate at its discretion if three (3) or more such instances are noticed by Mission.

12. The Agency should purchase additional luggage/baggage on tickets, if requested by the Consulate, payment for which shall be made by the Consulate.

13. All available option of air tickets should be provided, if requested by the Consulate.

Company/Agency Credentials

Sl No.	Particulars	Details to be filled by the Agency
2.	Name of the Contractor / Firm / Company /Travel agency	
3.	Registered office/ business address of the company / Firm / Agency	
4.	Name of Contact Person (s)	
5.	Address with telephone, fax numbers, Email and name (s) of the contact person (s)	
6.	Year of Incorporation/ Constitution of the Company / Firm / Agency (attach company registration documents)	
7.	Experience in booking domestic / international tickets: for Embassies, UN organization, big corporate houses, etc. (provide relevant documents)	
8.	Additional facilities offered other than booking tickets/ transaction charges/ service fees / other charges if any	
9.	Whether the travel agent is equipped with the requisite infrastructure in the form of Airline Computerized Reservation System (CRS), electronic mail and other modern communication systems	
10.	Whether the agency is prepared to provide services on weekends / Holidays besides normal working day also.	
11.	Please indicate whether agency is prepared to offer 15 days credit.	
12.	Is it possible for company to block the tickets for limited period (without cost), if requested?	
13.	Is it possible for company to provide at least one time cancellation/change without charge subject to respective airlines policies.	

14.	Refund policy, if tickets are canceled.	
15.	Service charges on the basis of per person / ticket.	
16.	Whether the company has Branch / Head office in Yekaterinburg (may furnish proof)	
17.	Details of Key personnel of the agency (Name/ Designation / Contact number) Preferably English/Hindi speaking contact person	
18.	Bank Details Name of the Bank : Bank Account Name: Type of Account : Account Number :	
19.	Company's/organization's enterprise card (invoices) for Invoices/Bills etc.	
20.	Any other relevant details/Information:	

The Travel agencies are requested to submit all documents ensuring their eligibility for empanelment example IATA certificate, company registration certificate, tax certificate, documents in support of having experience of having done similar work etc.

UNDERTAKING

I hereby certify that all the information furnished above are true to the best of my knowledge and belief. I have no objection to the Consulate verifying any or all the information furnished in this document with the concerned authorities, if necessary.

I also certify that I have understood all the terms and conditions indicated in the tender document and hereby accept the same completely and unconditionally.

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

Signature of Authorized Signatory.....

Full Name:

Designation:

(Office seal of the Company)

Date:

Place: