

SEO/ADM/670/1/2022
Embassy of India
Seoul

TENDER NOTICE

Subject: INVITATION OF BIDS FOR drawing up panel of travel agents for booking of Air Tickets in the Embassy of India, Seoul.

Place OF WORK: EMBASSY OF INDIA, 101, DOKSEODANG-ro, YONGSAN-gu, SEOUL

1. The Embassy of India, Seoul invites sealed quotations from reputed Packing and forwarding agencies for drawing up a panel of travel agents for booking of air tickets in respect of Embassy of India, Seoul, in the prescribed proforma as given below:

1.	Name of the travel agency/company	
2.	Registration number and year of registration	
3.	Full address of the company (Including email id & telephone/mobile number)	
4.	Years of expertise in the filed of booking of Air Tickets	
5.	Working Hours	
6.	Experience of working with other Embassies in Republic of Korea	
7.	Provision of Credit Facility for short period (After completion of journey, the payments will be made immediately)	
8.	Is it possible for company to provide quotations of Air Tickets without any charge?	
9.	Is it possible for company to block the tickets for limited period (without cost), if requested?	
10.	Is it possible to provide air tickets without VAT on diplomatic passport holders?	
11.	Acceptable mode of payment	
12.	Refund Policy, if tickets are canceled	
13.	Any other charges over & above as mentioned in quotation and invoice	
14.	Contact number for urgent assistance in booking of Air Tickets/Cancellation of Air Tickets after office hours	
15.	Contact number for urgent assistance in booking of Air Tickets/Cancellation of Air Tickets on Weekends/Holidays	
16.	Any other details that company like to mention	

2. The scope of work are as under:

(a) Providing quotations for air tickets as or when requested by this Office.

(b) The quotation may be sent for the net payable amount and time limit of the quoted amount.

(c) Issuance of Air Tickets as or when agency receive a confirmation/ authority letter for booking of air tickets from this office. The air tickets should be emailed/messaged to the contact information furnished in authority letter.

(d) Issuance of Air Tickets without VAT for diplomatic passport holder as per the guidelines of Ministry of Foreign Affairs, Republic of Korea.

(e) Issuance of tickets where at least one time cancellation/change is allowed without charge as far as possible.

(f) Cancellation/Change of Air Tickets only if requested by this office any time before journey.

(g) Process of refund amount and clear intimation of cancellation charges, if any.

(h) The agency will be responsible for any error in name, passport number, travel date/s and airline details which may result in refusal for boarding in plane.

(i) The agency will provide services on working day from Monday to Friday or any other day as and when required.

3. Eligibility Criteria:

(a) The firm should possess all the necessary registration and certificates required under local regulations to carry similar business in the Republic of Korea.

(b) The firm should have minimum 5 years of work experience in the similar field with a reasonable annual turn over in the past three years.

4. While submitting estimates, firms may also provide their company profile as well as the details of similar work done previously along with copy of necessary documents that confirming their eligibility.

5. The company should submit necessary documents viz. Tax receipts, audited accounts etc. to establish the financial status.

6. Price quoted should be on an all-inclusive basis and shall include the cost of all services, personnel, cost of air tickets, VAT, insurance. The Embassy of India would not be responsible for any dues other than the agreed contract amount.

7. Interested firms may like to send their representative to the Embassy on all working days from Monday to Friday to enquire the actual scope of work before submitting their quotes. Contact person - Mr. Sunil Kumar Dhoundiyal, Attache(Administration), mobile No. 010-7336-4188.

8. The Embassy of India, Seoul reserves the right to reject all or any bids without assigning any reasons thereof.

9. The bid should bear the signature and date of the bidder company, may be sent physically or by courier in sealed envelopes **on**

or before 1600 hrs. on April 08, 2022 clearly mentioning on the envelop *"Quotation for Panel of travel agency at Embassy of India, Seoul"* along with company details and it should addressed to:

Head of Chancery
Embassy of India
101, Dokseodang-ro, Yongsan-gu
Seoul, Republic of Korea

10. The bids will be opened on **at 1600 hrs. on April 08, 2022** at Embassy of India, 101, Dokseodang-ro, Yongsan-gu, Seoul, Republic of Korea.

(Md. Sharique Badr)
FS(Head of chancery)
Embassy of India, Seoul
Tel:+82-2-798-4257
Email:hoc.seoul@mea.gov.in