

No. CAI/CHA/551/04/2022  
Embassy of India  
Cairo

27<sup>th</sup> March, 2024  
~~28<sup>th</sup>~~

NOTICE INVITING TENDER FOR EMPANELMENT OF TRAVEL AGENTS BOOKING OF AIR TICKETS  
FOR DOMESTIC AND INTERNATIONAL TRAVEL

The Embassy of India in Cairo invites expression of interest for engaging services of local travel agents for booking of air tickets for domestic and international travel.

2. The Embassy's website <https://www.eoicairo.gov.in/tenders.php> and Central procurement Portal (CPP) at <https://eprocure.gov.in/cppp/> may also be referred to for complete details, scope of work, and conditions of eligibility.
3. The proposal for expression of interest should be submitted to Mr. John M Kerketta, Head of Chancery, 5 Aziz Abaza Street, Zamalek, Cairo.
4. Last date for receipt of proposal for expression of interest is 18<sup>th</sup> April 2024 by 1730 hrs.



(John M Kerketta)  
Head of Chancery  
Embassy of India, Cairo  
Tel: 202-27361920  
Email: [hoc.cairo@mea.gov.in](mailto:hoc.cairo@mea.gov.in)

(JOHN M. KERKETTA)  
HEAD OF CHANCERY  
EMBASSY OF INDIA  
CAIRO

**Embassy of India  
Cairo**

**NOTICE INVITING TENDER FOR EMPANELMENT OF TRAVEL AGENTS FOR BOOKING OF AIR  
TICKETS FOR DOMESTIC AND INTERNATIONAL TRAVEL**

Sealed quotations are invited for empanelment of local travel agencies for booking of air tickets for domestic and international travel to the officers and their family members of the Embassy of India in Cairo. The scope of work and other terms and conditions are mentioned here under:-

**TERMS AND CONDITIONS**

1. **SCOPE OF WORK:-** The following would be the scope of work:-

- (a) Booking of best available fare air tickets in the communicated category on domestic sector, i.e. within Egypt.
- (b) Booking of best available fare air tickets in the communicated category on international sector.

The Embassy may request for booking of air tickets in Economy/Business/Club/First Class

2. **ELIGIBILITY CRITERIA:-** The tendering service provider company/firm/agency should fulfill following technical specifications:-

- 2.1 Brief history of the travel agency to be attached.
- 2.2 The travel agency should be registered with concerned mandatory Egyptian Authorities and approved by IATA (International Air Transport Association). The travel agency should be registered with all requisite and mandatory Egyptian and other authorities, concerned. **Photocopies of registration of the agency, taxation and other authorities concerned including approval of IATA to be attached.**
- 2.3 The travel agency should be equipped with the requisite infrastructure in the form of Airline Computerized Reservation Systems (CRS), electronic mail and other modern communication systems.
- 2.4 The bidder should have an experience of at least two (02) years in similar works of booking/purchasing for domestic and international tickets for International Organizations and Corporates etc including for any Diplomatic Mission etc. **Client list and proof of documents in support of possession of requisite experience by the agency to be attached.**

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- 2.5 The agency shall submit **an undertaking on its letter head stating that the agency has not been blacklisted by any Governmental or other institution.**
- 2.6 Agency must have at least one physical office in Cairo province (Egypt).

3. **TERMS AND CONDITIONS:**

- i. The agents provides the best available fare in the requested category at all times. The agent should be able to send quotations by quickest means like Fax/Email to Embassy with information like flight number and date of travel, cost of one ticket (EGP), discounts, if any, commercial tax, if any etc. within a short period of time even within one or two hours in cases of emergency. The requests for such information will be conveyed by email only. The agent should be able to provide service on holidays/beyond working hours in cases of urgency.
- ii. During office hours, the agency must remain reachable by phone and email.
- iii. The agency must ensure availability of one contact person for urgent bookings beyond office hours (0900-1730 hrs), weekends and holidays. The contact person must be available over phone, email and any other form of mobile communication app that is intimated by the Embassy.
- iv. Embassy's request for booking of air tickets may be addressed promptly, preferably within 02 to 03 hours. In case of any urgency, the request may be addressed at the earliest possible.
- v. Mere submission of quotation for ticket, does not construe as purchase order. Separate purchase order by email will be issued if the quotation is acceptable. On every occasion, the final award of work (i.e. booking of ticket) shall be given to the agent with lowest quote.
- vi. The tenure of the contract shall ordinarily be two years. However, the competent authority may at his discretion allow extension of the tenure of contract, up to two spells of two years each subject to satisfactory services of the firm.
- vi. The decisions of the Embassy of India in Cairo or any other officer authorized by the Embassy of India, Cairo shall be final and binding on the firm for the purpose of determining satisfactory services.
- vii. Embassy of India, Cairo reserves right to reject any or all of the proposals without assigning any reason what so ever.
- viii. Embassy of India, Cairo reserves the right to empanel any travel agency and to cancel the empanelment at any time, without assigning any reason what so ever. Submission of the application does not confer any right on any applicant for empanelment with Embassy of India, Cairo.



- ix. The payment shall be released on submission of invoices by Cheque / Bank Transfer. A credit period of minimum 04 weeks shall be allowed by the travel agency.
- x. The invoice shall clearly mention the cost of ticket and the agency charges, if any, being levied for the services rendered. Embassy being a Diplomatic Mission in Egypt has tax exempt status and hence, Embassy will not pay any taxes on agency charges as per the tax-exempt status.
- xi. The agent will be responsible for any wrong booking/purchase made by them.

4. **SUBMISSION OF BIDS:** The bidding agencies are required to submit documents as detailed in the Eligibility Criteria (2). The bids complete in all respect in sealed envelopes may be hand delivered or sent by post at the below mentioned address so as to reach on or before the prescribed date and time, i.e. by 1730 hrs on **18/04/2024**. Embassy of India, Cairo will not be responsible for any postal delay.

Head of Chancery, Embassy of India, Cairo, 5 Aziz Abaza Street, Zamalek, Cairo

5. **RESOLUTION OF DISPUTES:** In case of disputes, the decisions of the Embassy of India, Cairo shall be final.



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