

## SCOPE OF WORK

John Snow India Private Limited (“JSIPL”) seeks to select a Travel Agency (henceforth referred to as ‘Agency’) offering most competitive rates with best travel related services.

The ‘Agency’ should be able to provide value for money solution in terms of cost effective, timing, safety and comfort of travel to staff/ consultants of JSIPL on a regular basis.

The following services would be needed as and when required:

1. Domestic Travels
  2. International Travels
  3. Visa Issuance
  4. Passport services
  5. Overseas Travel Insurance
  6. Rail booking
  7. Hotel Booking – both domestic and international
- The Travel Agent must ensure its efficiency and rapid communication in handling all travel related matters.
  - Travel Agent shall immediately make bookings / itineraries and formal quotation as per approved travel request based on the lowest fare and most direct and convenient route.
  - For Wait-listed bookings, Travel Agent shall provide regular feedback on status of flight /train booking.
  - Travel Agent shall advise JSIPL of ticketing time limit and costs of cancelling confirmed tickets as well as other relevant information every time reservations are made to avoid cancellations.
  - JSIPL shall be fully reimbursed at all times by the Travel agency for unused tickets, subject to applicable regulations. The Travel Agent shall process for refunds all returned airlines tickets for official travel as soon as possible. Ticket refund status reports are also required
  - In the event that the required routing cannot be confirmed, the travel agent shall notify JSIPL of the problem and propose alternative routings and quotations for considerations.
  - Travel Agent shall promptly issue and deliver detailed ticket (in printed and electronic format) showing the accurate status of the airline upon confirmation by JSIPL; they shall keep JSIPL informed of carrier schedule changes, as well as other alterations and new conditions affecting travel and amend any changes.
  - Travel Agent shall accurately advise the ticketing deadlines and other relevant information including visa requirement/ insurance etc. Travel Agent shall ensure that all traveling staff has complete travel documents required for their journeys, sufficiently before departure.
  - Travel Agent shall provide an information service to notify JSIPL and travellers on such events as airport closure, cancelled or delayed flights, strike situations as well as local political or safety conditions which may affect travel to any particular destination.
  - Travel Agent shall provide information on Country visa requirements, health, immigration clearance, and other government restrictions.
  - Travel Agent shall maintain computerised excel sheet for all issued/cancel tickets (real time tracking).
  - JSIPL recognizes the importance of confidentiality of the data provided and the travel itineraries and reservations of its travellers; accordingly, the selected travel agency must keep all information provided to them confidential at all times.

## TRAVEL POLICY

- Current JSIPL Travel Policy requires the Travel agent in all cases to book the lowest applicable fares and to research alternate itineraries (at least three options) if available in order to provide the lowest appropriate fares.
- Travel should be on Economy Class unless otherwise specified; and use of American Carrier where applicable is preferred.

## SUPPLIER RELATIONS

- The Travel Agent shall not favour any particular carrier when making reservations.
- The Travel Agent shall maintain excellent relations with all carriers for the benefit of JSIPL.

## TIME FRAME

The contract with the agency shall be for a period of one year from the date of the contract unless terminated earlier, and can be extended depending on satisfactory services.

## QUALIFICATION CRITERIA

Qualification criteria are mentioned below –

- The 'Agency' should:
  - a. Be a domestic or multinational company registered with Registrar of Companies;
  - b. Have Service Tax Registration and Permanent Account Number;
  - c. Submit their annual returns and audited Balance Sheet/ Profit & Loss Account and Income Tax Return filed for the last 3 Financial Years.
  - d. Be equipped with the requisite infrastructure in the form of Airline Computerized Reservation Systems (CRS), electronic mail and other modern communication systems with outstanding relationship with the Railways Reservation and credible Hotel Chains.
  - e. Be registered with International Air Transport Association (IATA) and Indian Railway Catering and Tourism Corporation Ltd. (IRCTC).
- The 'Agency' should be prepared to deliver the services on 24 x 7 basis.
- The 'Agency' should be in a position to make available dedicated Travel Desk for servicing needs of JSIPL at their own office or at JSIPL office depending on the volume of business.

**Note: Kindly provide the supporting documents/self-certificate/ declaration attested by the authorized signatory of the Agency. In case these are not provided shall not be considered for empanelment.**

## TERMS AND CONDITIONS

1. Decision of the JSIPL with regard to selection of the vendors will be final and binding.
2. JSIPL reserves its right to accept or reject any or all applications without giving any reason thereof.
3. The Agency shall provide monthly online MIS giving detailed breakup of bill in the template provided by JSIPL.
4. JSIPL has reserves the right to
  - a. Add / delete / alter any of the services requested for, without assigning any reason(s) for the same.
  - b. Procure tickets from any other vendor, in case the tickets offered by this vendor are better value for money, in terms of timing, cost and class of travel, vis-à-vis the selected Agency.
  - c. Terminate the services of the Agency without assigning any reason whatsoever any time during the tenure of the contract.
5. JSIPL may amend / add any of the terms and conditions included in the registration granted to vendors with effect from any date, without assigning any reason(s) for the same.
6. Termination in case of default:
  - a. If the Agency fails to respond, after repeated reminders for services requested for within the time period(s) specified in the email / request by JSIPL.
  - b. If the vendor fails to perform any other obligation(s) under this contract.

If the vendor, in either of the above circumstances, does not take remedial steps within a period of 7 days after receipt of the default notice from JSIPL, JSIPL may terminate the empanelment/ purchase order in whole or in part.

## PAYMENT TERMS

1. Bills should be sent on fortnightly basis and payment will be made within 15 days from the date of receipt of final bills along with all required travel approvals.
2. No advance payment will be made for any purpose.
3. Commissions/Fees quoted shall remain valid during the contract period since no variation will be allowed
4. The successful Vendor will enter into a service level agreement with JSIPL.

**Annexure I****Technical Proposal Format**

S. No.	Item	Information/Inputs to be filled/provided by the Agency	
<b>Agency Details</b>			
1.	Name and address of the agency/company, telephone number, fax, mobile number, email address		
2.	Type of organization (Whether Proprietorship, partnership firm, company or an association of person)		
3.	Name, address, contact no. and email id of the Directors/Proprietor/Partners		
4.	Year of formation of the agency/company		
5.	IATA Registration Number		
6.	Company Identification Number		
7.	Permanent Account Number		
8.	Service Tax Number		
<b>Background and Relevant Experience</b>			
As part of this proposal kindly provide information on the following aspects with documentary evidence:			
9.	Since when have you been working in this field		
10.	What is the financial strength of your firm (please provide your audited financials and copies of last Income Tax and Service Tax Returns as required by the RFP)		
11.	List of clients and successful assignments. Provide list of 4 - 5 credible clients and nature of association with them. Kindly also share letter of award/ appreciation of the concerned clients as proof.	<b>Client Name</b>	<b>Period of association (since when)</b>



### **Undertaking**

I/We have read the terms and conditions of RFP and understand that in case of any of the statement furnished by the undersigned is found to be false OR if any / all the terms and conditions are not complied with, my/our Proposal is liable to be cancelled by JSIPL. I/We agree that the decision of the JSIPL in this regard would be final and binding on the Proposal.

I/We also certify that, I/We have understood all the terms and conditions indicated in the Proposal document and hereby accept the same completely.

Date :

Place :

Signature of the authorized signatory of the agency  
with official seal/ stamp

**Annexure II****Financial Application Format**

**RATES FOR PROVIDING AIR/TRAIN TICKETS & OTHER RELATED SERVICES:** Please include the commercials for the items listed in the format below along with the Service Charge % age and final prices for the same.

S.No	Item	Rate for Service Charges / Management Fee (in % or Indian Rupees)
<b>AIR TRAVEL</b>		
1.	Booking of Domestic air tickets in all classes	
2.	Cancellation of Domestic air tickets in all classes	
3.	Rescheduling of Domestic air tickets in all classes	
4.	Booking of International air tickets in all classes	
5.	Cancellation of International air tickets in all classes	
6.	Rescheduling of International air tickets in all classes	
<b>RAILWAY TICKETS</b>		
1.	Booking charges	
2.	Cancellation charges	
3.	Tatkal ticket booking charges	
4.	Tatkal ticket cancellation Charges	
<b>OTHER SERVICES</b>		
1.	Visa service charges	
2.	Passport service charges	
3.	Insurance Charges	
4.	Forex Charges	
5.	Domestic/International Hotel Booking Charges (if any)	
6.	Any other related services	
7.	Service Tax (if any)	

I/We have gone through the contents of the application form carefully. The information supplied by me/us is/are true to the best of my/our knowledge and belief and nothing has been concealed therein. I/We shall abide by the terms and conditions of the JSIPL.

Date : \_\_\_\_\_

Signature of the authorized person of the Agency with

Place: \_\_\_\_\_