

Dated Nov 04, 2024

No. CGNY/Adm/551/1/2023
Consulate General of
India New York

(Expression of Interest)

Sub: Booking of air tickets for domestic and international travel at the request of the Consulate General of India, New York

1. Background:

This document is for engaging services of local agents for booking of air tickets for domestic and international travel at the request of the Consulate General of India, New York. The Expression of Interest (EOI) for providing air ticket booking services are invited as per details given in the following paras.

2. Scope of work:

The following would be the scope of work:

- a. Booking of best available fare air tickets and train tickets in the communicated category on domestic sector, i.e. within USA.
- b. Booking of best available fare air tickets in the communicated category on international sector.

The Consulate may request for booking of air/train tickets in Economy/Business/Club/ First Class.

3. Inviting expression of interest from companies:

All reputed agencies interested in rendering their service for the work broadly outlined above may send in their EOI to the Consulate General of India. The terms and conditions for empanelment of local travel agents will be as under:

- i. The agent provides the best available fare in the requested category at all times.
- 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 (0930-1800 EST), weekends and holidays. The contact person must be available over phone, e-mail.

- iv. Consulate's request for booking of air/train tickets may be addressed promptly, preferably on the same day. In case of any urgency, the request may be addressed at the earliest possible.
- v. On every occasion, the final award of work (i.e. booking of ticket) shall be given to the agent with lowest quote.
- vi. The invoices may be raised as per standard business practice. The invoices received in order shall be settled by the Consulate within 15 business days, excluding holidays observed by the Consulate. The payment of invoices shall be made preferably through bank transfer or through cheque.
- vii. The invoice shall clearly mention the cost of ticket, the agency charges being levied for the services rendered and cancellation charges in case of cancellation of air ticket.
- viii. Consulate General of India being a Diplomatic Post in the US has tax-exempt status and hence, Consulate will not pay any taxes on agency charges as per the tax-exempt status.
- ix. Agencies that have established local office within USA shall be preferred.
- x. Previous experience in this field of working with any Embassy/Consulate will be preferable.
- xi. The proposals/expression of interests hence submitted by the local agency must ensure to provide a copy of certificate of incorporation, including details of promoter/proprietor/owner and corporate/regional address of the company.
- xii. The proposals submitted must be on the letter head of the company. It must incorporate the contact details of authorized representative.

4. **Contact Person:**

The advertisement has been placed on the Central Public Procurement Portal (CPPP) and the Official Website of the Consulate General of India, New York. Proposals would be accepted till 04 December 2024 (1730 hours). The Proposal in sealed cover should be submitted to Mr Vishal J Harsh, Head of Chancery, Consulate General of India at 3 East 64th Street, New York, NY-10065, Email: hoc.newyork@mea.gov.in

5. **Evaluation and Selection:**

It is proposed to open proposals on . 05 December 2024 at 0900 hours. The proposal offering as per scope of work, good credentials, past experience with Diplomatic Mission (as outlined in para 3 sub para ii above) and best prices would be selected for the award of the job. The final decision would rest with Consulate General of India, New York and no explanation will be owed to anyone about the selection process of the local agent for the job.

(Vishal J Harsh)
Head of Chancery
Consulate General of India
New York