



## **Appointment of Travel and Hospitality agency for India Pavilion at World Expo 2020 in Dubai**

**Request for Proposal [RFP]**

**Last Date of submission 18<sup>th</sup> June, 2021, 5.00PM(IST)**

**(Bids to be sent by Courier/Speed post only)**

**Tender Cost**

**INR 10,000**

**(INR Ten thousand)**

**Earnest/Security Money**

**INR.10.00 lakh**

**(INR Ten lakh)**

**(LAST DATE FOR SUBMISSION OF RFP EXTENDED TO 25<sup>TH</sup> JUNE,2021 BY 5.00PM)**

**Federation of Indian Chambers of Commerce and Industry**

**1, Tansen Marg, New Delhi 110001, INDIA**

## **GUIDELINES to Bidder**

1. The Federation of Indian Chambers of Commerce and Industry (FICCI) is a not-for-profit premier industry body working to promote Brand India and Indian businesses. FICCI is the industry partner of the Government of India for the World Expo 2020 to be held in Dubai from Oct 2020 to April 2021. The primary objective of this association is to promote and create international awareness of Brand India at this mega global event and facilitate dissemination of information on Indian products, business and services, invite investments into India and showcase the country's capabilities to the world.

2. FICCI propose to appoint a reputed Travel and hospitality agency for travel and stay arrangements of FICCI officials, Government officials & participating members etc. travelling to Dubai in connection with India Pavilion in the World Expo 2020 in Dubai.

3. Services of Travel & Hospitality agency will be required w.e.f 1<sup>st</sup> July, 2021 to 30<sup>th</sup> April, 2022 or as per requirements in connection with travel arrangements for World Expo, 2020. However, FICCI will be free to terminate the contract by giving a one month notice if the services provided by the agency are not as per approved guidelines of FICCI and are not found in order. The Surety money deposited by agency will be forfeited in above case.

### **4. Essential requirements:**

i) The Agency should be approved by International Air Transport Association (IATA) or should be General Sales Agent (GSA) / Passenger Sales Agent (PSA) of an IATA member Airlines as well as Govt. of UAE

ii) The Agency should have been in operation for a minimum period of 10 years as Travel and Hospitality agency.(Documentary proof to be enclosed)

iii) **The agency must be located in its own office space of at least 500 Sq. feet in India as well as in UAE. in a neat and clean surrounding and equipped with own telephone, fax and computer reservation system etc. (Enclose documentary proof) If the agency does not have its own office in Dubai, it must have collaboration with other reputed agency who must also fulfill all the terms and conditions of the RFP. However, RFP agreement will be signed with main one agency only in India.**

iv) The agency must be under the charge of the Owner or full time member/s who are adequately trained, experienced in matters regarding ticketing, itineraries, transport, accommodation facilities, currency, customs regulations and tourism and travel related services. Besides this, greater emphasis may be given to effective communication skills, knowledge of foreign languages, other than English. There should be a minimum of 10 qualified staff out of which at least Four should have Diploma / Degree in Tourism & Travel Management from a recognized University, IITTM or an institution approved by AICTE. The owner of the firm would be included as one of the qualified employees.(Documentary proof for India as well as Dubai to be enclosed)

v) Annual Turnover of the travel agency should not be less than one crore every year during the last three years. Copy of ITR and copy of Pan Card to be enclosed. A certificate for turn over duly certified by the Chartered Accountant to be enclosed.

5 **Interested bidder is required to submit their proposals which must include the following, as detailed subsequently in this document:**

(i) **A Technical Proposal which is mainly, required documents for eligibility criteria as detailed in (i) to (v) above.**

(ii) **A Financial Proposal-quoting rates for booking of the tickets, and other services as per annexure I**

(iii) **Rates for booking of Cars and Buses/Mini buses. Separate rates may be indicated for various categories of cars. The rates may be indicated as under:-**

a) **Pick and drop charges from Airport to Hotel and Hotel to Airport**

b) **Hire charges of cars for 4 hours and 80 KMs**

c) **Hire charges of cars for 12 hours and 120 KMs**

d) **Extra hours charges**

e) **Hire charges of buses for pick and drop from selected centrally located point to venue and drop.**

f) **Hire charges for Mini bus pick and drop charges from selected centrally located point to venue and drop.**

g) **Preference will be given to agency having its own fleet of cars and buses.**

6. The Travel Agency must observe the highest standards of ethics during the selection and execution of the contract. FICCI has the right to reject a proposal at any stage if it is found that the firm recommended for award has indulged in corrupt or fraudulent activities in competing for the contract in question and may also declare a firm ineligible or blacklist the firm, either indefinitely or for a stated period of time.

7. **Cost of tender, amounting to Rs.10,000/- (INR Ten thousand only), (nonrefundable) is required to be submitted along with RFP in the shape of Demand Draft in favor of "Federation of Indian Chambers of Commerce & Industry, New Delhi. Bids may be sent by Courier/speed only so as to reach by 15<sup>th</sup> June, 2021 at 5.00 PM.**

8. The Travel Agency should have never been black-listed ever by any department of the Government of India/Government of UAE or any other Country till the date of issue of this RFP.

9. Relevant certificates/documents in support of fulfilment of eligibility criteria must be submitted as indicated above, otherwise financial bids will be summarily rejected.

10. **Earnest Money Deposit (EMD)/bid security in the shape of Demand Draft from a scheduled Bank for INR 10,00,000/- (INR ten Lakh only) drawn in favour of Federation of Indian Chambers of Commerce and Industry, New Delhi to be enclosed.**

Proposals not accompanied by EMD security shall be rejected as non-responsive. **No interest shall be payable by FICCI on the sum deposited as EMD/bid security.** The EMD/bid security of unsuccessful bidders would be returned within one month of opening of financial bids.

**EMD/bid security amount of successful agency will be returned after completion of contract without any interest.**

11. **The Technical Proposal** shall not include any financial information.

12. **Financial Proposal:** In preparing the Financial Proposal, companies are expected to consider the requirements and conditions outlined in the RFP document. Financial Proposal shall contain the following documents to be submitted in the standard formats given in Annexure III of this RFP Document; comprising *inter alia* of rates to be charged for provision of various services. The Financial Bid shall not include any conditions attached to it and any such conditional financial proposal shall be summarily rejected. Financial proposal will also include rates of hiring of cars/buses and mini-buses as indicated in the para 5.

### **Scope of Work**

- i) Booking of Air tickets and supply of foreign exchange as per requirement.
- ii) Providing meet and greet service at the Airport
- iii) Hiring of Cars and Buses  
Hiring of Cars will be required for pick and drop service for guests coming by Air and dropping to respective hotels.  
Cars will be required for various intervals like 8 hours, 12 hours. Rates may be provided for different period and different types of cars as indicated in para 5 of RFP  
Buses/Minibuses will be required for pick and drop of guests from Hotels to venue and also from various locations in the city.
- iv) Booking of Hotels/apartments as per requirement in various categories.

In case the scope of work is modified, any more services are required, the rates for services will be fixed by the FICCI committee in discussion with the agency depending on the quantum of job, post mutual discussion and agreement with the agency that has been selected for the purpose.

### **13. Submission of Proposals**

a) The original proposal (Technical Proposal and Financial Proposal) shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the firm itself. Any such corrections must be authenticated by the persons or person who sign(s) the proposals.

b) An authorized representative of the firm should authenticate all pages of the Technical and Financial Proposal duly signed and with company's stamp.

c) The Technical Proposal should be placed in a sealed envelope and super scribed **"Technical Proposal" for Appointment of the agency for Travel and Hospitality agency, World Expo 2020**

Further, the Financial Proposal shall be placed in a sealed envelope and super scribed **"Financial Proposal" for Appointment of the agency for Travel and Hospitality agency at the Indian Pavilion,**

d) If the Financial Bid is not submitted in a separate sealed envelope duly superscribed as indicated above, this will constitute grounds for declaring the Bid non-responsive.

e) Both the sealed envelopes should be put into an outer envelope and sealed. The outer envelope shall be super-scribed "Technical & Financial Proposal for Travel and Hospitality Agency, with the due date for submission. The Bottom Left corner of the outer cover should carry the full name, address, telephone numbers, mobile numbers, e-mail ID etc. of the agency submitting the Proposal. The sealed Technical and Financial Proposals should be addressed to: Shri Allroy Collaco, FICCI, Federation House, 1 Tansen Marg, New Delhi 110001, India and submitted by **on or before 25th June, 2021 and may be sent by Courier/Speed Post only.** The proposals received after the last date i.e. 25<sup>th</sup> June, 2021 at 5.00 PM(IST) will not be entertained at any cost.

14. The shortlisted agencies will be required to organise a Power Point presentation of about 20 minutes giving detailed activities, experience and strength of the agency during the last three years. The presentation would be organised in the FICCI either in person or Virtually as the case may be on the date and time indicated by FICCI.

#### 15. **Opening of Proposals and Selection Process**

i) Technical Proposals received will be opened in the presence of authorized representatives of the bidder who have submitted proposals on a date /time to be specified by FICCI.

ii) The Technical Proposals will, in the first instance, be examined in FICCI to ascertain fulfilment of eligibility criteria and submission of required documents. The bidder that fulfils the eligibility criteria and have submitted all required documents in their Technical Proposal would only be invited to make presentations on their Technical Proposal. The presentation should be made by team members identified to work with FICCI.

iii) The Bidder scoring 50% marks or more in the Technical Evaluation and Presentation, i.e. (70 or more out of 100) will be shortlisted for opening of financial bids.

v) The financial proposals will carry weightage of 50%.

16. Financial bids of shortlisted Bidder will be opened in the presence of authorized representatives of the Bidder on a date/time to be specified by FICCI.

17. Selection of the Bidder will be based on the aggregate of the Technical and Financial Evaluation. 50% to technical and 50% to Financial.

18. From the time the Technical Proposals are opened to the time the contract is awarded, if any bidder wishes to contact FICCI on any matter related to its proposal, it should do so only in writing. Any effort by the bidder to influence FICCI in the proposal evaluation or contract award decisions may result in rejection of the proposal of the agency.

19. Agency and his entire staff will be required to maintain discipline and abide by all the Rules and Regulations of the Local Government as enforced from time to time and will be solely responsible for any misconduct/breach of law, and rules & regulations of the Local Government.

20. A formal contract will be signed up between the selected Travel Agency and FICCI.

21. FICCI reserves its right to accept and or reject the tender/proposal of any agency without assigning any reason whatsoever.

22. The bidder submitting proposals will not be permitted to alter or modify their bids at any time post submission to FICCI.

23. Termination: Either party can terminate the Contract at any time by giving one months written notice.

24. Force Majeure: Neither party will be liable in respect of failure to fulfil its obligations, if the said failure is entirely due to Acts of God, Governmental restrictions or instructions, natural calamities or catastrophe, Epidemics or disturbances in the country. Force Majeure shall not include (i) any event which is caused by the negligence or intentional action of a Party or by of such Party's agents or employees, nor (ii) any event which a diligent, Party could reasonably have been expected both to take into account at the time of being assigned the work and avoid or overcome with utmost persistent effort in the carrying out of its obligations hereunder.

A Party affected by an event of Force Majeure shall immediately notify the other Party of such event, providing sufficient and satisfactory evidence of

the nature and cause of such event, and shall similarly give written notice of the restoration of normal conditions as soon as possible.

25. **Arbitration:** Venue of arbitration will be New Delhi, India and will be governed by provisions of The Arbitration & Reconciliation Act 1996, India. Any dispute or difference whatsoever arising between the parties out of or relating to the construction, meaning, scope, operation or effect of this contract or the validity or the breach thereof shall be settled by arbitration in accordance with the Rules of Arbitration of the Indian Council of Arbitration and the award made in pursuance thereof shall be binding on the parties.
26. **Jurisdiction:** The contract shall be governed by laws of India and all Government rules on purchase matter issued from time to time and in force for the time being are applicable to this contract.

\*\*\*\*\*

**Format of Technical Proposal Submission on the letter head of the company.**

**[Name of the Firm]**

**To:**

Shri Allroy Collaco,  
Consultant,  
FICCI, Federation House,  
1 Tansen Marg, New Delhi 110001, India

Subject: Appointment of Travel and Hospitality agency for FICCI for World Expo,  
2020 Dubai.

Sir,

We, the undersigned, offer to undertake the assignment of Bidder for appointment of Travel and Hospitality agency for FICCI, in accordance with your RFP Document dated [-----]. We hereby submit our Technical Proposal for the same.

We understand you are not bound to accept any Proposal you receive.

Yours Sincerely,

Signature:

Name & Designation of the authorized Signatory:

Name of Firm:

Address:



## **FORMAT**

The proposal must be submitted section wise along with their section specific supporting document/Annexures given in Section D)

### A. General Information

1. Name of Company
2. Full Address
3. Contact Details
4. (Tel. No./Fax/E-mail)
5. Name of Contact Person

### **D. Documents to be submitted as enclosures/annexures as detailed in RFP.**

**The proposals for Travel and Hospitality agency, without all the documentary evidence, cost of the tender document and Earnest money will be primarily rejected.**

**FINANCIAL PROPOSAL SUBMISSION LETTER ON THE LETTER HEAD OF THE COMPANY**

[Location, Date]

From:

[Name of the Firm]

To:

Shri Allroy Collaco,  
Consultant,  
FICCI, Federation House,  
1 Tansen Marg, New Delhi 110001, India

Subject: Appointment of Travel and Hospitality agency for FICCI for World Expo, 2020 Dubai

Sir

We, the undersigned, offer to undertake the assignment of Travel and Hospitality agency for FICCI for World Expo, 2020 Dubai at World Expo, 2020 Dubai from 1<sup>st</sup> October, 2021 to 31<sup>st</sup> March, 2022 in accordance with your RFP Document dated [-----] and our Technical Proposal.

We have indicated rates to be charged for various services as defined by FICCI in the RFP.

Our Financial Bid shall be binding upon us, up to completion of the period of the contract as specified in the Tender Document.

We understand you are not bound to accept any Proposal you receive.

Yours Sincerely,

Signature:

Name & Title of the Authorised Signatory:

Name of Firm:

Address:

**II- Financial Bid for Appointment of Bidder by FICCI. To be given in separate sealed envelope.**

**Format for Declaration of ineligibility for corrupt or fraudulent practices on the letter head of the company.**

[Location, Date]

From:

[Name of the Firm]

To  
Shri Allroy Collaco,  
Consultant,  
FICCI, Federation House,  
1 Tansen Marg, New Delhi 110001, India

Subject: - Declaration of ineligibility for corrupt or fraudulent practices.

Sir,

This has reference to the FICCI RFP dated \_\_\_\_\_ for Appointment of Travel and Hospitality agency for FICCI for World Expo, 2020 Dubai  
I as an authorized representative of company, declare that presently Company/ firm is having unblemished record and is not declared ineligible for corrupt & fraudulent practices, blacklisted either indefinitely or for a particular period of time, or had work withdrawn, by any State/ Central government/ PSU in India, UAE or any other country. If this declaration is found to be incorrect then without prejudice to any other action that may be taken, our security may be forfeited in full and the tender if any to the extent accepted may be cancelled.

Thanking you,

Name of the Bidder: Authorized Signatory \_\_\_\_\_

Name: Seal: Date & Place

**Annexure A****Approved Rates for Provision of Forex to guests**

| Forex Services                                  | FOREX Rate in INR. |
|---|--------------------|
| <b><u>Sale Rate</u></b>                         | -                  |
| <b><i>Cash</i></b>                              |                    |
| USD   | IBR + 0.35         |
| EURO  | IBR + 0.35         |
| GBP   | IBR + 0.35         |
| Other Misc. Currencies                          | IBR + 0.36         |
|   |                    |
| <b><i>Travel Card</i></b>                       |                    |
| USD   | IBR + 0.25         |
| EURO  | IBR + 0.25         |
| GBP   | IBR + 0.25         |
| Other Misc. Currencies                          | IBR + 0.42         |
|   |                    |
| <b><i>Wire Transfer</i></b>                     |                    |
| TT/DD   | IBR + 0.35         |
|   |                    |
| <b><u>Purchase Rate</u></b>                     |                    |
| <b><i>Cash</i></b>                              |                    |
| USD   | IBR (-) 0.3        |
| EURO  | IBR (-) 0.3        |
| GBP   | IBR (-) 0.3        |
| Other Misc. Currencies                          | IBR (-) 0.35       |
|   |                    |
| <b><i>Travel Card</i></b>                       |                    |
| USD   | IBR(-) 0.25        |
| EURO  | IBR (-) 0.25       |
| GBP   | IBR (-) 0.25       |
| Other Misc. Currencies                          | IBR (-) 0.25       |
|   |                    |
| Activation and Reload of Travel Card            | 0                  |
| Swiping Travel Card on EDC                      | 0                  |
| Transaction Settlement (TT/DD Services)         | T +7 Working Days  |
| Transaction Settlement (Currency/Card Services) | T +7 Working Days  |

**SCOPE OF WORK AND RATE FOR TRAVEL SERVICES)**

| <b>SL. NO.</b>   | <b>Ticketing Based Charges, Other Service and Transaction Fees</b>                             | <b>Travel rates</b> |
|--|--|---------------------|
| <b>TICKETING ISSUANCE FEES</b>   |  | <b>INR</b>          |
| 1  | International/Short-Haul/  | 250                 |
| 2  | International/Long-haul/rest of the world*   | 250                 |
| 3  | Domestic   | 40                  |
| <b>MISCELLANEOUS TICKET TRANSACTION FEES (exclusive of carrier's fees and penalties)</b>                   |  |                     |
| 1  | Re-issuance/revalidation service fees of tickets (Domestic) not issued by Travel agency*       | 40                  |
|  | Re-issuance/revalidation service fees of tickets (international) not issued by Travel agency*  | 300                 |
| 2  | Re-issuance/revalidation of domestic tickets issued by the travel agency*                      | 0                   |
| 3  | Refund Service Fee: International/ Domestic*   | 0                   |
| 4  | Cancellation Service Fee within reporting period International/Domestic*                       | 0                   |
| 5  | Voidance Service Fees*   | 0                   |
| 6  | No Show Penalty charges*   | 0                   |
| <b>NON-TICKET BASED FEES AND OTHER SERVICE CHARGES</b>   |  |                     |
| 1  | Passport Assistance new/renewal  | 0                   |
| 2  | Visa processing /assistance fees   | 0                   |
| 3  | Conference event assistance on confirmation, re-booking, etc., per transaction (Domestic)      | 0                   |
|  | Conference event assistance on confirmation, re-booking, etc., per transaction (International) | 0                   |
| 6  | AIRPORT ASSISTANCE (MEET AND GREET AT AIRPORT)   | 0                   |
| 5  | HOTEL/CAR RESERVATION AND ACCOMMODATION  | 0                   |
| 7  | MEDICAL INSURANCE  | 0                   |
| * Per Person Per Ticket  |  |                     |
| Meet and Greet facility- Airport to Hotel to Expo ground to Hotel and to Airport back. Agency will provide |  |                     |

**Weekly MIS to be intimated to FICCI.**

**The detailing of the staff for activities at Dubai will be decided in one on one meeting**