

REQUEST FOR PROPOSAL (RFP)
HIRING AN AGENCY FOR TRAVEL MANAGEMENT SERVICES FOR FIND INDIA

PUBLICATION REFERENCE:
FIND/TRAVEL MANAGEMENT SERVICES/20/2025
RP25-0012

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1. BACKGROUND INFORMATION:

FIND India is a global non-profit organization, based in Geneva, dedicated to accelerating the development, evaluation and use of high-quality, affordable diagnostic tests for poverty-related diseases, including tuberculosis, malaria, HIV/AIDS, hepatitis C, among others. In India, over the last decade, FIND India has partnered to deliver 14 new diagnostic tools, including eight for tuberculosis apart from support better access to new diagnostics through implementation, quality assurance, and lab strengthening work.

FIND India has been working primarily on tuberculosis, with a nearly decade-long collaboration with the Central TB Division, Ministry of Health and Family Welfare where it has been responsible for the introduction of 5 WHO approved TB diagnostic technologies and Pan-India expansion of lab diagnostic capacity within the national TB program.

More about FIND India and our program can be found on our website: <https://www.finddx.org>.

2. STATEMENT OF PURPOSE:

FIND's goal is to set up an agreement with an Authorized Travel Agency for the provision of Travel Services for all FIND's projects and use FIND's travel volume.

FIND expectations:

- Highly competent and quick service.
- Provision for the choice of the best/least costly routes possible.
- Assistance in creating a discount system with key airlines and other travel providers.
- Competitive prices
- Support with the issuance of visas.
- Transparency of all bills submitted to FIND.

3. SCOPE OF WORK AND DELIVERABLES:

The Travel Agency should provide travel services during working hours. In addition, the Travel Agency shall provide an emergency service along with a dedicated help desk, as well as for services during weekends and on official holidays where emergency travel service is required (24X7). Agency's focal person shall always be reachable by phone and email.

Furthermore, in carrying out its diverse worldwide operations for FIND, Travel Agency's must arrange not only travel for its INDIA based staff, but also for the travel of meeting participants and staff from other parts of the world.

The Travel Agency shall render a full spectrum of high-quality services in a polite, responsive, hassle-free and efficient manner at all times to all the officers/staff of FIND, in accordance with the FIND travel policy, procedures and guidelines over the phone and online.

Preference will be given to the agency's having its own strong MIS systems, online billing System and Online booking portal. As a service objective, telephone calls should be answered promptly. When it is necessary to place calls on hold, they shall not be kept on hold for more than a few minutes, and call backs, when necessary, shall be made within one hour.

The products and services required by FIND include but not limited to the following:

- Reservations and Ticketing:
- Airfares and Airline Routings/Itineraries
- Travel Information/Advisories
- Flight Cancellations/Rebooking and Refunds
- Ticket Delivery
- Management Reporting System
- Hotel booking as and when required

The detailed scope of work is attached as Annexure-A.

4. OBJECTIVES

To achieve cost efficiency from economies of scale whilst ensuring outstanding quality of service, FIND seeks to enter into a Term Agreement (TA) with a Travel Agency to serve all its travel service requirements for both Air travel and Hotels.

FIND shall enter into an agreement with the successful bidder for an initial period of one (1) year, and this may be extended annually up to a maximum of three (3) years based on the performance of agency and availability of funds, upon:

- I. Satisfactory evaluation of performance, based on a survey of FIND travelers and travel focal persons
- II. Retention of the Service charges as agreed with FIND during the first year of contract, except when the rates will be reduced without a reduction in the scope and quality of services; and
- III. Other extenuating circumstances as may be found or deemed appropriate by the FIND on its standard principles.

Due to fluctuating travel requirements, the agreement shall not set a minimum guarantee on volume sales on the part of FIND India, nor will FIND India or the Travel Agency be allowed to impose such a guarantee of volume. At this time, we do not anticipate our travel expenditure to significantly change from its current level as described below.

General overview of FIND INDIA expense activity

Total volume of both domestic and international travel for FIND India during the period of JAN 2024 – MARCH 2025 was approximately INR 3,00,00,000).

Air Travel expense activity

- Domestic air – 70%
- International air – 30%

Hotel

- Hotel Accommodation is undertaken as and when requested.

FIND INDIA Travel policy

FIND's current travel policy requires the Travel Agents in all cases to book the lowest available fares and to research alternate itineraries (at least three options, if applicable) to provide the lowest appropriate fares, which satisfy the FIND travel policy requirements. The FIND travel policy embodies the following basic principles:

- Where available, use of the lowest refundable fares (including penalty fares) is the preference.
- The Travel Agent must disclose any charges related to cancellations or date change at the time of offering the fare.
- Business class travel or equivalent may be applicable only in limited situations; and is subject to appropriate authorization by FIND.
- Travel regulations prohibit first-class travel.
- The Travel Agency must offer special fares, Corporate fares, restricted fares, discount fares, and bulk fares for use whenever appropriate. Fares which entail restrictive conditions (such as penalties or stay-over), however, shall be booked only with the express approval of authorized FIND focal person.
- The Travel Agents shall, where appropriate, attempt to obtain free business class and first-class upgrades for FIND travelers. FIND India travelers may allowed to upgrade or use their frequent flyer miles for business travel.
- Any upgrades should be used for cost-savings purposes.

5. EXPECTED PROJECT DURATION:

The duration of the agreement is initially 12 months, with the subsequent assessment of the services provided and possible further extension in case of the successful provision of Travel Services.

FIND reverses the right to terminate the contract at any time by giving one month's notice in writing.

FIND holds no responsibility for the Travel Agency entering liquidation, whether compulsory or voluntary, or enters into receivership or bankruptcy, or defaults on its payments to any empaneled vendors or agency under the Bank Settlement Plan.

Travel Agency should give one month's notice in writing in the event of change of controlling ownership.

6. PAYMENT SCHEDULE AND CREDIT LIMIT:

FIND will make payments to the Provider for any Travel Service rendered by the Provider hereunder:

- All payments will be made by Cheques / NEFT as per the above- mentioned cycle. Agency shall reconcile fortnightly billing / payment statements as follows:
- 01st to 15th of the month, the 20th of every month.
- 16th to 31st of the month, by the 05th of the following month.
- All payments will be made within 30 days from the bill submission date to FIND India.
- Minimum Twenty lakh of credit limit will be provided to FIND India equivalent to 30 days value of transactions.

Documents to be submitted to FIND India for payment:

- Summarized sheet as per project code, which includes details of travel undertaken
- Invoice of travel agency along with supporting documents
- Requisition received from FIND
- All IATA commissions and applicable Market overrides or corporate deals on the transactions applicable at the time of issuance of tickets would be passed on to FIND immediately.
- **International Ticketing** 100% POS Commission *(Wherever applicable)
- **Domestic Ticketing** 100% POS Commission *(Wherever applicable)

Fee Structure: Agency to submit the financial option to FIND, as per the financial format attached as (FIN Form-1)

- The Agency may list out other charges that are applicable based on the services provided. All additional charges should be detailed in your proposal to FIND.

7. EVALUATION AND AWARD PROCESS:

Kindly check Annexure-B (page 19).

8. TIMELINES:

	Activity	Expected date
1	Publication of RFP	23 rd June 2025
2	Deadline for request for clarification/queries	26 th June 2025
3	Pre-bid meeting through Teams (online) Meeting link Meeting ID: 320 687 242 719 Passcode: 7RE9CB25	27 th June, 2025 at 11h00 AM (IST)
4	Closing for submission of proposals	11 th July 2025, 15h00 IST
5	Evaluation process	14 th to 25 th July 2025
6	Communication on Award/s of Contract	28 th July to 1 st August 2025
7	Contract/s signed with selected Bidder	4 th August to 29 th August 2025

In case you would like to request clarifications/queries, please submit yours through email to procurement.in@finddx.org by June 26th, 2025, up to 18h00 (IST).

9. AWARD CONDITIONS:

Applicants/Bidders that are selected for final award are required to:

- Provide a proof of legal registration as travel agency.
- Sign a declaration confirming no [Conflict of Interest](#).
- Be legally permitted to perform work in the country where the contract will be performed.
- Commit to and sign the [FIND Code of Conduct and Ethics](#).
- Sign the [Due Diligence Self declaration form](#).

10. DECLARATION REGARDING CONFLICT OF INTEREST BY SERVICE PROVIDER:

- A. Service provider must disclose in their proposal details of any circumstances, including personal, financial and business activities that will, or might, give rise to a conflict of interest. This disclosure must extend to all personnel proposed to undertake the work.
- B. Where service provider identifies any potential conflicts, they must state how they intend to avoid any impact arising from such conflicts. FIND India reserves the right to reject any proposals which, in FIND India's opinion, give rise, or could potentially give rise to, a conflict of interest.

11. CONTRACTUAL TERMS AND CONDITIONS:

- The contract will be awarded to the successful bidder following the completion of the evaluation and selection process.
- The agreement shall become legally binding only upon both parties signing the contract.
- The Agency must execute the services in accordance with the scope of work outlined in this RFP.
- The Agency is responsible for ensuring high-quality performance, timely deliverables, and compliance with agreed methodologies.
- Payments will be linked to deliverables and will be made upon approval of completed milestones.
- FIND reserves the right to withhold payment if the Agency fails to meet agreed-upon performance standards.
- All information received, created, or shared during the Agency will remain confidential and must not be disclosed to third parties without FIND's prior written consent.
- The Agency must comply with applicable data protection laws and ensure the security of sensitive information.
- Any documents, reports, frameworks, tools, or methodologies developed as part of this contract will become the property of FIND.
- The Agency grants FIND unrestricted usage rights to all deliverables under this contract.

12. TERM OF CONTRACT:

- The contract will become effective upon signature by both parties and the issuance of a formal contract agreement by FIND. The Agency is expected to begin work on the project immediately upon contract execution.
- In the event that additional time is required to complete the agreed scope due to justifiable reasons, the Agency may request an extension. Any extension must be formally approved by FIND in writing.
- FIND reserves the right to renew or extend the contract for additional phases of work if further engagement is necessary. Renewals will be based on the agency's performance, availability of funding, and evolving organisational needs.

13. CONFIDENTIALITY

FIND considers any proposal received under the RFP as confidential. If required, FIND can sign a Confidentiality Disclosure Agreement (CDA) with interested Applicants/Bidders prior to proposal submission. FIND will not disclose the proposal to third parties without the prior written agreement of the proposal submitter.

Review of proposals will be carried out by an internal FIND team as well as a team of external experts (which may or may not include members of FIND's independent Scientific Advisory Committee), all of whom are under confidentiality and are recused if found to have a potential conflict of interest (which they are obliged to disclose). Any specific questions concerning confidentiality should be addressed to the FIND team.

14. HOW TO APPLY:

Proposals are invited from interested agencies for the above assignment and last date for submission for proposals is 11th July, 2025 up to 15:00 hrs, IST.

Proposal received after the prescribed deadline will not be considered. Bidders need to submit their bids electronically to procurement.in@finddx.org as mentioned below:-

Two bid system

The bidder shall submit their bids mentioning the Bid Reference No.–FIND/Travel Management agency/20/2025 via e-mail following the two-bid system comprising of :-

- Technical bid (in a PDF non-editable format) consisting of all technical details along with commercial terms and conditions
- Financial bid (in a PDF non-editable format and password protected), indicating item-wise price for the items mentioned in the technical bid.

IMPORTANT NOTE:

The Technical Proposal and Financial Proposal should be submitted as two separate non-editable PDF attachments via e-mail to procurement.in@finddx.org.

In case, the bid size is more than 50 MB, bidders are requested to send their bids in parts, clearly indicating the total no. of mails/attachments sent by the bidder. These bids sent through e-mail in parts from one bidder should be from the same e-mail ID. Please note that the Financial Proposals should be password protected.

Both the above separate files should clearly mention the name of the file as Technical Bid or Financial Bid along with the name of the bidder. Please note that the Financial Proposals should be password protected.

(Kindly review the attached Technical and Financial Formats for submitting your proposal)

For any queries related to the proposal, you may contact FIND INDIA Office at email: procurement.in@finddx.org within the deadline.

On submission of the proposal and for correspondence regarding this request for proposal, the RFP number, as appears in the front page for this solicitation, and your company name must be clearly indicated in the subject line of your correspondence and in the names of any documents enclosed

15. VALIDITY OF BIDS:

Bids shall remain valid for 90 (ninety) days from the date of bid submission. A bid valid for a shorter period may be rejected as non-responsive. However, the rates finalized after opening the tenders shall not increase throughout the contract period. In exceptional circumstances, FIND may request the Bidder(s) for an extension of the period of bid validity. The request and the responses thereto shall be made in writing.

16. GENERAL INFORMATION:

FIND India may, at its discretion, change the closing date, cancel the RFP, or revise the terms of reference, by issuing an amendment to this solicitation. All Amendments to this RFP will be posted on FIND INDIA website: <https://www.finddx.org/>. It is the Agency(s) responsibility to consult FIND INDIA website to ensure that they are aware of amendments to this RFP.

FIND INDIA may (a) reject any or all proposals, (b) accept for award a proposal other than the lowest cost proposal, (c) accept more than one proposal, (d) accept alternate proposals, (e) accept part of a proposal, (f) waive informalities and minor irregularities in proposals received, and (g) cancel this RFP.

This RFP shall not be construed as a contract or a commitment of any kind. This request for proposals in no way obligates FIND INDIA to award a contract, nor does it commit FIND INDIA to pay any cost incurred in the preparation of the proposal.

Agency(s) are solely responsible for their own expenses, if any, in preparing and submitting an offer to this RFP.

ANNEXURE-A

DETAILED SCOPE OF WORK

Terms of Reference (TOR)

For Provision of Travel Management Services for the FIND INDIA

Objective

To achieve cost efficiency from economies of scale whilst ensuring outstanding quality of service, FIND INDIA seeks to enter into a Term Agreement (TA) with a Travel Agency to serve all its travel service requirements for both Air travel and Hotels.

FIND shall enter into agreement with the successful bidder for an initial period of one (1) year, and may be extended annually up to a maximum of three (3) years, upon:

Satisfactory evaluation of performance, based on a survey of FIND travelers and travel focal persons Retention of the Service charges as agreed with FIND during the first year of contract, except when the rates will be reduced without a reduction in the scope and quality of services; and other extenuating circumstances may be found or deemed appropriate by the FIND on its standard principles.

Due to fluctuating travel requirements the agreement shall not set a minimum guarantee on volume sales on the part of FIND, nor will FIND or the Travel Agency be allowed to impose such a guarantee of volume. At this time, we do not anticipate our travel expenditure to significantly change from its current level as described below.

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International air – 30%

Hotel- Hotel Accommodation is undertaken as and when requested.

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FIND's current travel policy requires the Travel Agents in all cases to book the lowest available fares and to research alternate itineraries (at least three options, if applicable) to provide the lowest appropriate fares, which satisfy the FIND travel policy requirements. The FIND travel policy embodies the following basic principles:

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- The Travel Agent must disclose any charges related to cancellations or date change at the time of offering the fare.
- Business class travel or equivalent may be applicable only in limited situations; and is subject to appropriate authorization by FIND

- Travel regulations prohibit first-class travel.
- The Travel Agency must offer special fares, corporate fares, restricted fares, discount fares, and bulk fares for use whenever appropriate. Fares which entail restrictive conditions (such as penalties or stay-over), however, shall be booked only with the express approval of authorized FIND focal person.
- The Travel Agents shall, where appropriate, attempt to obtain free business class and first-class upgrades for FIND travelers. FIND India travelers may allowed to upgrade or use their frequent flyer miles for business travel.
- Any upgrades should be used for cost-savings purposes.

Service Configuration:

FINDs goal is to set up an agreement with an Authorized Travel Agency for provision of Travel Services and use

FINDs travel volume. FIND expectations:

- Highly competent and quick service.
- Provision for the choice of the best/least costly routes possible.
- Assistance in creating a discount system with key airlines and other travel providers.
- Competitive prices; support with issuance of visas.
- Transparency of all bills submitted to FIND.

Contract Parameters

FIND plans to negotiate a one-year renewable agreement with a vendor for the performance of travel services. The standards of service to be provided must be of the highest order. FIND reserves the right to periodically check the market pricing with other travel companies for any of the travel management services covered by this TOR to ensure that the travel program is competitive with trending changes in the market.

FIND recognizes the importance of confidentiality of the data provided: the proposal information and the travel itineraries, traveler's personal information and reservations of its travelers. Accordingly, the selected agency must keep confidential all dealings with FIND.

Scope of Work

The Travel Agency should provide travel services during working hours. In addition, the Travel Agency shall provide an emergency service along with a dedicated help desk, as well as for services during weekends and on official holidays where emergency travel service is required (24X7). Agency's focal person shall always be reachable by phone and email.

Furthermore, in carrying out its diverse worldwide operations for FIND, Travel Agency's must arrange not only travel for its INDIA based staff, but also for the travel of meeting participants and staff from other parts of the world.

The Travel Agency shall render a full spectrum of high-quality services in a polite, responsive, hassle-free and efficient manner at all times to all the officers/staff of FIND, in accordance with the FIND travel policy, procedures and guidelines over the phone and online. Preference will be given to the agency's having its own strong MIS systems, online billing System and Online booking portal.

As a service objective, telephone calls should be answered promptly. When it is necessary to place calls on hold, they shall not be kept on hold for more than a few minutes and call backs, when necessary, shall be made within one hour.

The products and services required by FIND include but are not limited to the following:

Reservations and Ticketing:

- Suggest bookings on a minimum of three (3) main airlines operating the route, preferably all on confirmed status; prepare the appropriate itineraries.
- Formalize the 3 quotations based on the most economical fare, the most direct and convenient routing; and transmit the same to the passenger or Requestor of the travel.
- Book Accommodation as per requisition.

In the event of high-volume users or downtime of the online portal, the Travel Agency shall notify the requesting party or FIND representative of the problem and present three (3) alternative routings/quotations for consideration.

- ✓ The Travel Agency is expected to recognize the authorized Persons FIND Requisition and Travel Authorization. Upon receipt of Requisition, the Travel Agency shall promptly issue and deliver accurate tickets and detailed itineraries, (in electronic format) showing the accurate status of the reservations on all segments of the journey.
- ✓ The Travel Agency shall provide the same level of service for rebooking, re-issuance, and refund requirements.
- ✓ The Travel Agency shall manage the comprehensive database with traveler profile information including, but not be limited to, full legal name, complete passport information/details, frequent flyer data, seat and meal requests/preferences, and other service information.
- ✓ The Travel Agency shall promptly advise passengers of any flight schedule changes as they occur, and ensure protection for cancelled, delayed, diverted, and misconnected flights.
- ✓ The Travel Agency shall explain in writing all the restrictions and limitations when using special fares.
- ✓ The Travel Agency shall provide all official travelers with seat availability, advanced seating assignments and advance boarding passes on all airlines for which the Travel Agent can offer these services.
- ✓ The Travel Agency is expected to expand these services as they become available on additional airlines.
- ✓ The Travel Agency is expected to provide FIND with a phone-based application for IOS and android users with full functionality.

Airfares and Airline Routings/Itineraries

The Travel Agency shall:

Propose fares/airline routings and guarantee that it shall obtain the lowest available airfare for the journey concerned – only by using FIND corporate fares with some airlines, or any other comparable or lower rates, without sacrificing flexibility of itinerary. Such journeys shall always be the most direct and economical routing.

Assist, upon request, FIND focal person in negotiating preferred carrier discounts and load such fares in the Travel Agency's Computerized Reservation System for use in auto-ticketing. Advise FIND on market practices and trends that could result in further savings for FIND, including the use of corporate travel booking tools with automated travel policy compliance and enforcement, and travel management reporting.

Travel Information/Advisories

The Travel Agency shall:

- ✓ Inform travelers, upon booking confirmation, of flight/ticket restrictions, involuntary stopovers, hidden stops, and other possible inconveniences of the itinerary.
- ✓ Provide travelers with online and offline relevant information on official destinations (e.g., airport transfers/land transportation facilities, local points of interest, currency restrictions/regulations, health advisories, security advisories, weather conditions, etc.).
- ✓ Endeavor to notify travelers of airport closures, delayed or canceled flights, security procedures, health precautions, as well as other changes that will affect or will require preparations from the travelers, sufficiently before departure time.

Quick reference for requested destination.

Flight Cancellations/Rebooking and Refunds

The Travel Agency shall:

Process duly authorized changes/cancellations as and when required and taking care that in such cases, cancellation fees and charges imposed by the airlines are avoided.

Immediately process refunds for canceled travel requirements/unutilized pre-paid tickets and credit these to FIND as expeditiously as possible.

Limit refund charges at airline rates only, i.e., no additional charges will accrue to the Travel Agency.

Ticket Delivery

The Travel Agency shall deliver tickets, itineraries, boarding passes (where available) and other travel documents as determined necessary by FIND.

Furthermore, the Travel Agency shall, as required, provide emergency ticket delivery at notified alternate email-address other than the traveler.

Management Reporting System

- The Travel Agency shall submit to FIND the following reports/documents on a fortnightly basis, or immediately upon request by FIND.
- List of all tickets issued including the passenger's name, itinerary and fare paid.
- Changes and updates on airline rates, promotions, policy changes, etc., immediately upon the Travel Agency's receipt of the advice; and
 - Complaints/Incidents Summary and Analysis.
 - Destination travel volume.

- Agency travel volume

The Travel Agency shall endeavor to provide other reports and reporting details as and when requested by FIND.

Availability of Other Products and Services as may be requested.

The Travel Agency, where applicable and upon request of the travelers, shall provide other services including, but not limited to, the following:

- ✓ Package Tours and Promotions offerings. Preferred Seating Arrangements/Upgrades
- ✓ Privileged Check-in Services/Use of Airline Lounge Facilities
- ✓ Hotel reservations/Accommodations
- ✓ Excess Baggage/Lost Baggage
- ✓ Ground Transportation/Car Rental
- ✓ Emergency Services, e.g., sickness, injury, etc.
- ✓ Travel Insurance
- ✓ Transfer-Out Assistance
- ✓ Travel Assistance/Support to Conference/Special Events
- ✓ Others as may be requested.

Qualification of the Successful Travel Agency

The Travel Agency contracted will provide a wide range of Travel Management Services (TMS) and should have the capacity to handle commercial accounts.

The successful Travel Agency who will be contracted to serve the needs of FIND Shall have the following minimum qualifications:

Registered to operate in India.

Experienced in serving International Nonprofit Organizations, International organizations, Embassies and medium to large multinational corporations with travel volumes comparable to FIND or higher.

Financially stable

Currently maintains global network/affiliates in major destinations; Ability to provide in-plant services, equipment, and facilities, with the least operational disruption, and with little lead time for FIND, from the time of signing of the contract; Proven ability to issue tickets on all respective airlines as demonstrated by a list of the Agency's agreements with those airlines. Capable of deploying motorized messenger (s)/documentation clerk (s) when needed and required; Willing and able to guarantee the delivery of products and services in accordance with the performance standards required under this TOR; The Travel Agency shall advise on the booking system used by the TA (i.e. Amadeus, Galileo, etc.); The Travel Agency shall provide a list of individuals by name and title that will be responsible for servicing FIND in order to fulfill its obligations under the agreement. The successful Travel Agency is required to devote at least two

(2) personnel providing dedicated services to the travel needs of FIND consisting of Travel Consultants:

- ✓ To service domestic and international travel needs.
- ✓ To provide comprehensive services from reservations and ticketing. In some instances, visa and passport documentation and processing may also be required.
- ✓ For the overall management of the FIND account.
- ✓ To propose itineraries, fare computations and ticketing.

- ✓ For the documentation's assistance; and
- ✓ To prioritize delivery of documents to FIND authorized travelers.

Agency Profile

To determine the Travel Agency's profile, please provide the following with your

proposal: ITR for the past three years.

The type of ownership and mixed locations; Business references/list of other corporate clients and Development sector partners being served.

The Travel Agency's employees who will be assigned to serve FIND. These employees must perform their functions in a highly efficient and professional manner and do not necessarily need to be new. They may also be current employees of the Travel Agency, to be reassigned to service FIND requirements on a full-time basis.

Rate of staff turnover. It is the expectation of FIND that the turnover of staff will be very low, and retention of staff rendering good quality services shall be vital to the success of the contract.

The name of the Senior Travel Agency representative to be assigned to FIND. The Travel Agency shall assign a senior representative experienced in providing corporate travel services to oversee the travel management services provided to FIND and to ensure full compliance with all requirements of the contract with FIND.

If other expertise is needed and facilities required, they shall be sourced from the existing capacity of the staff.

Refunds

FIND shall always be fully reimbursed by the Travel Agency for partially or fully unused tickets and PTA, subject to applicable regulations.

The Travel Agency shall process for a refund of all returned airline tickets for official travel within 48 hours. The Travel Agency should avoid using PTA (prepaid ticket advice) as much as possible, in view of the difficulties in obtaining refunds.

Supplier Relations:

The Travel Agency shall not favor any airline/carrier when making reservations.

The Travel Agency shall maintain excellent relations with all airlines/carriers for the benefit of FIND.

Performance Evaluation and Review

The Travel Agency shall meet periodically with FIND to discuss issues of mutual concern, to review the Travel Agency and reservation system's performance, and to discuss improvements which the Travel Agency or FIND should make to achieve more effective travel management and greater savings. The Travel Agency shall arrange meetings quarterly to discuss travel updates and other travel matters with FIND. The Travel Agency shall make FIND aware immediately of major industry changes, which have a broad impact on its travel policy or procedures.

Compensation Scheme

Travel Agent shall generate its income on a per-ticket/transaction basis.

The FIND focal person, however, shall, from time to time, evaluate and verify with other Travel Agencies and other industry indicators the comparability and competitiveness of the rates being given to FIND. Frequency of deviation from the competitive rates in the market shall be factored in the annual performance review and decision to extend the contract.

Travel Agency's Quality Control

The Travel Agency shall establish and monitor the quality of the travel service provided to FIND on a regular and continual basis. These procedures shall include a self-inspection system covering all the services to be performed under the Agreement including a method for monitoring, identifying, and correcting, deficiencies in the quality of services furnished to FIND. FIND shall be notified of any deficiencies found and corrective actions taken; such actions shall be included in the Travel Agency's narrative report required. FIND reserves the right to conduct its own quality control surveys amongst frequent travelers.

Duration

The duration of the agreement is initially 12 months, with the subsequent assessment of the services provided and possible further extension in case of the successful provision of Travel Services.

FIND reserves the right to terminate the contract at any time by giving one month's notice in writing.

FIND holds no responsibility for the Travel Agency entering liquidation, whether compulsory or voluntary, or enters into receivership or bankruptcy, or defaults on its payments to any empaneled vendors or agency under the Bank Settlement Plan.

Travel Agency should give one month's notice in writing in the event of change of controlling ownership.

Payment Schedule and Credit limit

FIND will make payments to the Provider for any Travel Service rendered by the Provider hereunder:

All payments will be made by Cheques / NEFT as per the above-mentioned cycle. Agency shall reconcile fortnightly billing / payment statements as follows:

01st to 15th of the month, the 20th of every month.

16th to 31st of the month, by the 05th of the following month.

All payment will be made within 30 days from the bill submission date to FIND India.

Minimum **Twenty lakh** of credit limit will be provided to FIND India equivalent to 30 days value of transactions.

Documents to be submitted to FIND India for payment:

- Summarized sheet as per project code, which includes details of travel undertaken
- Invoice of travel agency along with supportings
- Requisition received from FIND

All IATA commissions and applicable Market overrides or corporate deals on the transactions applicable at the time of issuance of tickets would be passed on to FIND immediately.

International Ticketing 100% POS Commission *(Wherever applicable)
Domestic Ticketing 100% POS Commission *(Wherever applicable)

Fee Structure: Agency to propose the financial option to FIND, as per **the Financial Form attached as Annexure-D**

The Agency may list out other charges which are applicable based on the services provided. All additional charges should be detailed in your proposal to FIND.

ANNEXURE-B

EVALUATION & QUALIFICATION CRITERIA

This Section contains all the criteria that the Purchaser shall use to evaluate a bid and qualify the Bidders

1.1 Evaluation Criteria

The technical bids shall be opened and evaluated by FIND INDIA at the first instance and evaluated by a competent committee or authority. At the second stage financial bids of only these technically acceptable offers will be opened after intimating them the date and time of opening the financial bid for further evaluation and ranking before awarding the contract.

The Purchaser shall use the criteria and methodologies listed in this Section to evaluate Bids. By applying the criteria and methodologies the Purchaser shall determine the Most Advantageous Bid. This is the Bid that meets the Qualification Criteria and has been determined to be substantially responsive to the bidding document, and the lowest evaluated cost.

The determination of bidder quoting lowest evaluated cost shall be based on the comparison of total evaluated bid price of the agencies, and cost of related services quoted by substantially responsive bidders.

1.2 Proposal Evaluation

From the time the Proposals are opened to the time the Contract is awarded, the Agencies should not contact FIND India on any matter related to its Technical and/or Financial Proposal. Any effort by Agencies to influence FIND India in the examination, evaluation, ranking of Proposals, and recommendation for award of Contract may result in the rejection of the Agencies' Proposal.

FIND India will constitute a Selection Committee (SC) which will carry out the entire evaluation process. The FIND India evaluation panel will assess the extent to which proposals submitted in response to this RFP meet the evaluation criteria below. The evaluations are divided into technical and financial. These factors will be evaluated relative to each other as described herein.

After the technical evaluation of bids and at the second stage, the financial bids of only technically acceptable offers will be opened after intimating them the date and time of opening the financial bid for further evaluation and ranking before awarding the contract.

1.3 Qualification Criteria

The successful Travel Agency who will be contracted to serve the needs of FIND India shall have the following qualifications and need to submit documentary evidence as under:-

1. The agency needs to submit an Accredited IATA/ Sharing IATA Registration No, and should be registered to operate in India.
2. The agency should have a minimum 3 years of experience working with national/International Non-profit organizations, International organizations, Embassies and medium to large multinational corporations with travel volumes comparable to FIND INDIA or higher.
3. Copy of Income Tax Return for the last three financial years, and also provide CA-certified certificate for Annual Turnover for the Last three years.

4. Agency should have its own online booking portal.
5. Copy of GST registration certificate and PAN card
6. Copy of MSME Registration Certificate, if your firm/company is registered with MSME;
7. The agency should have its own online booking portal.
8. The agency should have an average annual turnover of 50 lakhs for the last three years.
9. The agency should provide the name & CV of the Senior Travel Agency representative to be assigned to FIND INDIA. Also provide the details of at least two (2) personnel providing dedicated services to the travel needs of FIND INDIA
10. The Technical proposal should also include the presentation of understanding of agency profile, TOR, work Plan, methodology and should be concisely presented and structured, and should explain your ability, capacity and resources to provide the requested services. Proposals that are incomplete or not responsive to these criteria may not be considered in the review process.
In addition to the written proposal, FIND INDIA may request (if required) agency(s) to make oral presentations in English. The date, time, and place for such (if any) will be communicated to all eligible agencies. Information obtained through oral presentations will be considered in the overall evaluation process.
11. Declaration regarding conflict of interest (Tech Form 3)
12. Agency should agree for rendering all services as per scope of work and accept all terms & conditions mentioned in the Scope of Work (Annex-A)
13. Agency should accept bid validity of 90 days as per bid requirement.
14. A copy of self-certificate declaring that agency has not been blacklisted or debarred in the past by FIND INDIA or any other organization from taking part in bids.
15. Copy of filled- technical form (Tech 1-3) as per attached RFP.

Financial Proposal: _

Agency to propose cost, as per attached FIN form.1 and should be password protected. The password for financial would be called during the financial bid opening meeting.

1. 4 Cost Evaluation Criteria

The financial proposal will be evaluated for both A and B category services and the total for both categories will be calculated for finding the lowest responsive proposal.

CATEGORY-A- Domestic services

A1-Domestic Travel Services

A2- Car Rental Services

A3- Car Rental Services -Outstation

CATEGORY-B-International Travel Services

90% weightage to be given to the total cost under Category A and 10 % weightage to be given to the total cost under Category B.

Example: - if the total cost of A category is 10,000 and for B category 5000, the final will be 9500.

Calculation: - $10000 \times 90/100 + 5000 \times 10/100 = 9000 + 500 = 9500$

An agency that found lowest after calculating for both categories as mentioned above will be considered technically responsive lowest evaluated agency.

When correcting computational errors, in case of discrepancy between a partial amount and the total amount, or between word and figures, the former will prevail. In addition to the above corrections the items described in the Technical Proposal but not priced, shall be assumed to be included in the prices of other activities or items.

1.5 Method of Selection: -

The agency who are found qualified under all the parameters of the eligibility criteria mentioned above will be considered technically qualified for award of contract. Price bids of all these technically qualified firms will be opened and contract awarded to the lowest bidder, after negotiations, if necessary.

1.6 Award of Contract: -

After completing negotiations, if any, FIND INDIA shall issue a Letter of Intent to the selected Agency and notify all other Agencies who have submitted proposals about the decision taken.

The Agency will sign the contract after fulfilling all the formalities/pre-conditions, within 10 working days of issuance of the letter of intent. The Agency is expected to commence the Assignment/job soon after signing the contract.

FORM TECH-1

LETTER OF PROPOSAL SUBMISSION

[Location, Date]

To: [Name and address of FIND

INDIA] Dear Sir/Madam:

We, the undersigned, offer to provide the consulting Assignment/job for [Insert title of Assignment/job] in accordance with your Request for Proposal dated [Insert Date] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal, and a Financial Proposal sealed under a separate envelope/sheet and our technical proposal is valid for 90 (ninety) days after the date of submission of bids.

We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

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

Yours sincerely

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

ANNEXURE-C

Form Tech-2

Agency Information Form

1. Proposer's Legal Name [insert Proposer's legal name]	
2. Actual or intended Country/ies of Registration/Operation: [insert actual or intended Country of Registration]	
3. Year of Registration: [insert Proposer's year of registration]	
4. IATA / Sharing IATA Registration No.	
5. GST & PAN Card No.	
6. Countries of Operation	
7. No. of staff in each country	
8. Years of Operation in each Country	
9. Legal Address/es in Country/ies of Registration/Operation: [insert Proposer's legal address in country of registration]	
10. Value and Description of Top Five (5) Biggest Contract for the past (3) years	1.
	2.
	3.
	4.
	5.
11. Latest Credit Rating (if any)	
12. Brief description of litigation history (disputes, arbitration, claims, etc.), indicating current status and outcomes, if already resolved.	

13. Proposer's Authorized Representative Information	
• Name: [insert Authorized Representative's name]	
• Address: [insert Authorized Representative's name]	
• Telephone/Fax numbers: [insert Authorized Representative's name]	
• Email Address: [insert Authorized Representative's name]	
• Agency website	
14. Audited Turnover in last 3 years (Year wise)	
15. Checklist with page reference for documents attached as per qualification criteria 1.3 Annex-A	
16. References (minimum of 3):	
Name Designation Organization Contact Information – Address; Phone; Email; etc.	
Name Designation Organization Contact Information – Address; Phone; Email; etc.	
Name Designation Organization Contact Information – Address; Phone; Email; etc.	

Provide the following information regarding corporate experience within the last three (3) years which are related or relevant to those required for this Contract.

Name of organization Project/	Client	Contract Value	Period of activity	Types of Services provided	Status or Date Complete d	References, (Name, Contact Details)

ANNEXURE-C

Form Tech-3

INFORMATION REGARDING ANY CONFLICTING ACTIVITIES AND DECLARATION THEREOF

Are there any activities carried out by your firm or group company or any member of the consortium which are of conflicting nature. If yes, please furnish details of any such activities.

If no, please certify,

We hereby declare that our firm, our associate / group firm or any of the member of the consortium are not indulged in any such activities which can be termed as the conflicting activities. We also acknowledge that in case of misrepresentation of the information, our proposals / contract shall be rejected / terminated by FIND INDIA which shall be binding on us.

Authorized Signature [In full and initials] :

Name and Title of Signatory:

Name of Firm:

Address:

ANNEXURE-D

FIN FORM-1 (should be password protected)

FINANCIAL PROPOSAL FORM

(All values in INR)

A1-Domestic Travel Services	
	Service Charges (in INR)
Domestic Air Ticket (Per Person Per Sector)	
Domestic Cancellation (Per Person Per Sector)	
Domestic Travel Insurance (per ticket)	
Domestic Train Ticket (Per Person Per Sector)	
Domestic Cancellation (Per Person Per Sector)	
Changes Air Ticket	
Changes Train Ticket	
Hotel Booking/cancellation- (Agency % between 1 room up to 5 rooms)	
Hotel Booking/cancellation- (Agency % from 6 room onwards)	
Web Check IN	
Seat Booking Charges	
Non-ticket-based fees and other services	
Airport assistance (meet and greet at the airport)	
Train assistance (meet and greet at the railway station)	
Total A1	

**** Please note the following, which FIND will require while processing the invoices**

- 1) Payment proof against the visa fee along with Visa fee slip.
- 2) Proof of payment transaction for credit card charges, applicable wherever such charges are indicated on the invoice raised to FIND.

A2 CAR RENTAL SERVICES- Delhi

1. Please provide details of the process and methodology for the provision of Car/Taxi Services, local and outstation.
2. Notice inviting proposal for supply of vehicle on rental basis for a period of One-year. Price quoted for the work is inclusive of fuel charges.
3. Any parking, toll charges and applicable taxes will be as per actuals.

	Particulars	(Sedan)		Innova (SUV)	
	Need Basis (Local/Outstation)	AC	Non-AC	AC	Non-AC
1	Up to 40 km inclusive of fuel				
2	Up to 80 km inclusive of fuel				
3	Up to 250 km inclusive of fuel - no minimum or maximum hours				
4	Extra Km, charges for Local Running				
5	Extra Hrs charges, charges for Local Running				
6	Night stay (applicable for outstation services only)				
7	Pick up from Airport/ Railway Station for Delhi				
	Total A2				

The above is a proposed template, bidders can propose in their own templates if required

A3 -CAR RENTAL SERVICES- Outstation

1. Please provide details of process and methodology for provision of Car/Taxi Services local and outstations.
2. Notice inviting proposal for supply of vehicle on rental basis for a period of One-year. Price quoted for the work is inclusive of fuel charges.
3. Any parking, toll charges and applicable taxes will be as per actuals.

Taxi rates region-wise	
North India plains (except Delhi)	Rate Per KM
Sedan up to 250 Km	
SUV up to 250 Km	
Driver Allowances	
North India Hills	
Sedan up to 300 Km	
SUV up to 300 Km	
Driver Allowances	
East India plain- West Bengal	
Sedan up to 300 Km	
SUV up to 300 Km	
Driver Allowances	
Jharkhand, Orissa, Chhattisgarh	
Sedan up to 300 Km	
SUV up to 300 Km	
Driver Allowances	
Northeast (Hills)	
Sedan up to 300 Km	
SUV up to 300 Km	
Driver Allowances	
West India Plains Except Mumbai	

Sedan up to 300 Km	
SUV up to 300 Km	
Driver Allowances	
Sount India plains	
Sedan up to 300 Km	
SUV up to 300 Km	
Driver Allowances	
Sount India hills	
Sedan up to 300 Km	
SUV up to 300 Km	
Driver Allowances	
Total A3	

The above is a proposed template, bidders can propose in their own templates if required or you can use additional page for providing detail information.

B-International Travel Services	
	Service Charges (in INR)
International Economy Air Ticket	
International Business class Air Ticket	
International Travel Insurance (per ticket)	
Cancellation Air Ticket Economy	
Cancellation Air Ticket Business Class	
International Train Ticket	
Cancellation Train Ticket	
Changes Air Ticket	
Changes Train Ticket	
Hotel Booking/cancellation- (Agency % between 1 room up to 5 rooms)	
Hotel Booking/cancellation- (Agency % 6 room onwards)	
Web Check IN	
Seat Booking Charges	
B-Visa services	
Visa processing/assistance fee- per visa	
Toal B	

The Agency may list out any other charges which are applicable as per Scope of Work, but not covered under above categories.