

CARE INDIA
A-12, Bhilwara Towers,
Third Floor, Tower-2,
Sec-1, Noida, U.P. 201301

REQUEST FOR PROPOSAL – SELECTION OF TRAVEL AGENCY

BY REGISTERED POST/HAND/COURIER ONLY

RFP No.:	RFP/2020/001	Date:	2	7	0	1	2	0
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Our Vision

We seek a world of hope, tolerance and social justice, where poverty has been overcome, and people live in dignity and security.

Our Mission

CARE India helps alleviate poverty and social exclusion by facilitating empowerment of women and girls from poor and marginalized communities.

Background

Over the years, CARE has invested in increasing the digital and social media footprint in India to build awareness and create a positive disposition among diverse stakeholders-peers, donors, government, employees to support CARE with their knowledge, time, effort and money.

This year we need to deepen our engagement with more and more stakeholders to enable them to connect with our vision, and share the work of CARE with others, so that we gain more supporters and advocates to make our mission a success.

CARE India would like to select a Travel Agency for the period of 1 year with possibility of renewal of agreement subject to requirement and performance of agency.

SCOPE OF WORK (SOW)

Objective

CARE India is in the process of finalizing a Travel Agency which can provide travel services to all its operational locations viz – Bihar, Orissa, Uttar Pradesh, Gujarat, Chhattisgarh, Hyderabad, Rajasthan, Karnataka, Maharashtra, Madhya Pradesh, Kerala and Tamil Nadu etc., as per the services listed below. The estimated expenditure likely to be made by CARE India is Rs. 2 crores in a financial year.

Deliverables:

1. Air Ticketing (International & National)/Sea and Train Ticketing including cancellation:

The approximate ratio of Air and Train Ticketing is 90% Air and 10% Train. The current total business of Air ticketing can be further segregated approx. as 80% domestic and 20% international.

2. Passport/Visa Services:

The agency will be required to process the Passport and Visa for CARE Staff as and when required.

3. Other Travel Services:

- a. To provide an Implant at CARE India Patna Office
- b. Travel Solution (Remotely) with a dedicated response team
- c. 24X7 help line facility
- d. Foreign Currency Exchange
- e. Air Travel Insurance
- f. Airline corporate deals
- g. Car Rental Services;
- h. Hotel reservations
- i. Conference and Event Management (as per requirement)
- j. Passport and Visa facilitation;
- k. FRRO: Registration of Expats (as per requirement)
- l. Client friendly/requirement based on MIS System

4. The Travel agency will provide services every day for 24 hours, arrangements for services after working hours and holidays which include Saturday's and Sunday's should be internally managed by the agency. The agency will provide 24 hours emergency toll free response numbers to the CARE India for any Travel services and related assistance. Agency will provide such tollfree facilities also on holidays to the benefit of the CARE India. Agency will also appoint a contact person/Relationship manager who will facilitate the services to the CARE India.
5. Delivery of travel documents or vouchers or both to the CARE India by the agency during the normal business hours.
6. Implant will be based at Patna office and shall ensure that he/she is a trained staff and travel consultant. Implant cost shall be part of service fee only.
7. Ticket bookings done on Saturdays & Sundays or on holidays or after office hours would be treated as normal bookings & billing for it would be as for other normal transactions.
8. Agency will issue a comprehensive travel insurance policy covering a host of eventualities for passengers traveling abroad.
9. Establishment and Grievance management and Alert process.

Other General Terms & Condition:

The agency will provide all the services listed in the SOW at all CARE India's operational location. However, the payment will be made by the respective state offices of CARE India directly to the Travel agency.

Credit Limit should be as per CARE India requirement and expenditure.

Special Terms and Conditions:

There will be penalty of minimum 10% on invoice excluding taxes if services are not provided as per RFP and vendor terms and conditions.

Important Dates

Date	Activity
3 rd Feb 2020, Monday	Last date of submission of Pre-Bid queries only through email (procurementhq@careindia.org)
17 th Feb 2020, Monday	<u>Submission of Technical and Financial Bid in separate envelop in hard copy before 5:30 pm, 17th Feb 2020, Monday at CARE India office</u> CARE INDIA A-12, Bhilwara Towers, Third Floor, Tower-2, Sec-1, Noida, U.P. 201301
To be informed, If required	<ol style="list-style-type: none">1. CARE India reserve the right to ask for a technical presentation as per Technical Evaluation Criteria and Scope of Work.2. Presentation time slots shall be informed separately.

Qualifications of the Agency

Agency to submit all below mentioned supporting document with sign and stamp with Technical Proposal.

<p>The Agency must describe and explain how and why they are the best entity that can deliver the requirements of CISSD by indicating the following:</p> <ol style="list-style-type: none">a) Profile – describing the nature of business, field of expertise, Achievement, licenses.b) Minimum 3 years’ experience dealing as a Traveling Agency.c) Business Licenses –Incorporation certificate, Tax Payment etc.d) Last 3 years Audited Financial Statement – income statement and balance sheet to indicate Its financial stability, liquidity, credit standing, and market reputation, etc.;e) Submission of GST, PAN, 2 Customer reference.f) Written Self-Declaration that the company is not ineligible to apply.
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Technical Evaluation Criteria

S.NO	Particulars	Marks	Document to Submit
1	Years of experience in Travel Services- 3 to 5-years experience = 5 marks 6 to 10-years experience = 10 marks Above 10-years experience = 20 marks	20	PO/WO/ Agreement/ Completion Certificate/Proof of Experience
2	Years of experience in managing social sector account in Travel Services. 3 to 5-year experience = 3 marks 6 to 10-year experience = 6 marks Above 10-year experience = 10 marks	10	PO/WO/ Agreement/ Completion Certificate/Proof of Experience
3	Agency Approach and Methodology including grievance redressal mechanism: 1. Present the services to be offered in accordance with the sequence and description in the SOW. – 10 marks 2. Cost reduction opportunity - 5 marks 3. Grievance redressal mechanism and Escalation matrix – 5 marks	20	Detailed Proposal
4	Geographical Presence of Offices 1. Patna – 5 marks 2. Delhi NCR – 5 Marks	10	Self-certify on letter head with complete address and contact details.
5	Background and Experience 1. Key personnel dedicated to CARE India – 5 marks 2. Management Team of agency – 5 marks	10	Detailed CVs
6	Annual Turnover during the last three Financial Years: 2016-17, 2017-18 & 2018-19.	30	Last 3 years Audited Financial Statement –

Annual Turnover Above 5 and upto 8.5 crore = 10 marks Annual Turnover Above 9 and upto 15 crore = 20 marks Annual Turnover More than 15 crore = 30 marks		income statement and balance sheet.
Total Score	100	
Qualifying Score – Minimum 60 marks		

Technical Qualification.

1. Procurement/Technical Committee shall have the final decision on Technical Evaluation and cannot be challenged.
2. Proposal shall be reviewed and evaluated based on above mentioned criteria, completeness and compliance of the Proposal and responsiveness with the requirements of the RFP and all other annexes providing details of CISSD requirements.
3. Agency must pass the technical criteria with minimum of 60 marks to be eligible for consideration to open their Financial Proposals.
4. Selection will be based on Lowest Price Quote among technically qualified agencies.
5. **Financial format contains weightage of 100% which divided and highlighted (*) in annexure 1. Please note lowest price quote will be calculated based on weightage of each requirement and cost.**
6. CARE India may call the agency for presentation/discussion
7. One agency will be selected; however, CARE India reserve the right to increase the number of selected agencies.
8. Presentation date and time will be announced later, if required.

General Terms and Conditions:

- a) In the course of preparing Proposal, it shall remain agency responsibility to ensure that it reaches the address above on or before the deadline. Proposals that are received by CISSD after the deadline indicated above, for whatever reason, shall not be considered for evaluation
- b) Any discrepancy between the unit price and the total price shall be re-computed by CISSD, and the unit price shall prevail, and the total price shall be corrected. If the agency does not accept the final price based on CISSD's re-computation and correction of errors, its Proposal will be rejected.
- c) In case the services provided by you do not confirm either to the quality specifications of CARE India or the prescribed delivery schedule, CARE India reserves the right to not accept delivery of the items and in such event, no expenses of any sort will be reimbursed to you.

- d) No price and service variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by CISSD after it has received the Proposal. At the time of Award of Contract or Purchase Order, CISSD reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions
- e) Any Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions attached hereto. Agreement will be finalized with selected vendor with mutual consent, there are few nonnegotiable clauses which will be discussed with finalized vendor.
- f) The mere act of submission of a Proposal implies that the agency accepts without question the General Terms and Conditions of CISSD
- g) Please be advised that CISSD is not bound to accept any Proposal, nor award a contract or Purchase Order, nor be responsible for any costs associated with an agency preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.
- h) CISSD encourages every prospective agency to prevent and avoid conflicts of interest, by disclosing to CISSD if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, cost estimates, and other information used in this RFP.
- i) CISSD implements a zero tolerance on fraud and other proscribed practices, and is committed to preventing, identifying and addressing all such acts and practices against CISSD, as well as third parties involved in CISSD activities.
- j) The items/service to be quoted and supplied to CARE India should meet quality specifications as per SOW.
- k) **Please ensure that the Financial quote must be submitted as per prescribed format only (Annexure -1). Typed, stamped and duly signed by the authorised signatory.**
- l) Please ensure that the bid should be made on the Request for Proposal (RFP) proforma as attached at Annexure-1. However, in case the bid is submitted using a separate sheet (which must be in the same proforma format), this RFP in original should also be returned to us along with the bid. In the absence of which, your Bid may not be considered for evaluation
- m) Agency to submit signed copy of Annexure -2 (AGENCY'S PROPOSAL) on Agency Letter Head.
- n) Only the authorized person of your organization should sign the quotes and affix the official Rubber Stamp in authentication of the Bid.
- o) **Submission of sealed Technical and Financial Bid in separate envelop in hard copy before 5:30 pm, 17th Feb 2020, Monday at CARE India office.**

- p) CARE India will be making payment within 30 working days of receipt of the valid invoice with all supporting documents and quality at designated place, and acceptance thereof by it subject to necessary deductions as per applicable local Laws.
- q) CARE India reserves its right to accept or reject any Proposal without assigning any reasons thereof whatsoever.
- r) CARE India reserve the right to cancel this RFP at any point of time without assigning any reason.
- s) Assignment cannot be sub contract by selected agency.
- t) The proposal must be valid for 90 days.
- u) You will be passing on the discounts/schemes and other freebies as offered by the Principal Company along with the product/services from time to time.

Should you have any query, please contact Mr. Raj, Procurement Unit (Ph# 0120-4048250/ Extn-263) at CARE India Head Quarters.

We look forward to having a business association with you.

Thanking you.

Raj
Senior Manager - Procurement & Administration

Annexure - 2

FORM FOR SUBMITTING AGENCY'S PROPOSAL

(This Form must be submitted only using the vendors Official Letterhead/Stationery)

[insert: Location].

[insert: Date]

To:

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to CISSD (CARE India) in conformity with the requirements defined in the RFP dated *[specify date]* , and all of its attachments, as well as the provisions of the CISSD General Contract Terms and Conditions :

*[Name and Signature of the Agency's
Authorized Person]*

[Designation]

[Date]