



Request for Proposal - Selection of Travel Agency
Pre Bid Queries and Responses

Date - 4 Feb 2020

| Queries | CARE India Responses |
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| Is it possible to propose an Implant at your Noida location who will coordinate with all your offices PAN India. | Preference will be given to implant based at Patna Office, however Noida office may also considered. |
| With regards to point (P) in the general terms & conditions, is it possible if we can do weekly submissions and if there is any scope of getting the payments in 15 days as nowadays we make upfront payments in all LCC Airlines and credit period for BSP carriers is 7 days only. | We have a standard process to make payment within 30 days after submission of valid invoices and other supporting documents. |
| Please confirm if the submission & payment will be centralized in Noida. | CARE India is located at multiple location (Hub Office) and payment will be made by Hubs. |
| Would like to check if we can submit 2 proposals, 1 with the implant and the other with the SBT supported by a dedicated resource based at our office locat | We require an implant, please submit proposal with implant only |
| Clause No 3 – Price under “ Terms & Condition s” (CARE India may withhold tenpercent (10%) from the payment of the final invoice to ensure that all goods/services conforms to this order and all necessary documents has to be properly received. | Term and Condition is a standard document of CARE India. This clause refer for final invoice, as this service is continue for a year in this case this clause will be apply for final or last invoice. |
| RFP- Selection of Travel Agency : CARE India would like to travel Agency for the period of One year with possibility of renewal of agreement subject to requirement & performance of agency | We may renew the agreement for one more year subject to requirement & performance of agency and mutual Consent. |
| An Implant at Patna – Bihar : Please share the business potential with the business split for Patna location. | Approx. 75 % of total expenditure done by Patna Office. |
| Passport requirements : It is online & vendor doesn’t have control except to assist. | Agency will facilitate and assist CARE India |

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| FRRO : Registration of expats : What are the requirements from the vendor as this is done at Delhi by Ministry of internal (GOI) . | Agency will facilitate and assist CARE India |
| Foreign Currency : Doesn't have FFMC license but have the tie-up with forex dealer . | You may provide details in Proposal |
| Mice & Event : we have a dedicated division for MICE & works on 100% advance payment separately . | You may provide details in Proposal |
| Submission & payment follow-up with each location : need to understand the payment process of CARE India. | This will be discussed with shortlisted agency and as per mutual agreement. |
| Penalty clause of 10% on invoice : Need to understand. | If Services are not provided as per SoW and requirement, this clause will apply |
| Self declaration that company is not ineligible to apply . | This may be provided on agency letter head signed by Authorised person |
| Years of experience in managing social sector account : Need to understand | Social Sector refers to NGO, CSR , Trust, Society or any other organization which is working in social sector |
| Years of experience in Travel Services : Need to understand . | Agency which is dealing in Travel Services. Years bifurcations are mentioned in RFP Technical Evaluation Criteria. |
| It is our endeavour to provide flawless services to all our corporate clients, will not be abide by penalty clause. | It is part of our standard terms and conditions. |
| Share current airlines corporate deals ? | Do not have details now as current Travel Agency is handling it. This information may be provided at later stage. |