Embassy of India
Guatemala

No. GUA/ADM/665/1/2025

4 April 2025

EXPRESSION OF INTEREST (EOI)
FOR EMPANELMENT OF TRAVEL AGENCIES
AT EMBASSY OF INDIA, GUATEMALA

Embassy of India intends to empanel experienced travel and tour agencies in Guatemala for arrangement of Air Tickets for both domestic and international sectors.

The EoI, complete in all respects, should be sent to Head of Chancery, Embassy of India 3 Avenida, Calle 17-59, Zone-14, Guatemala City in a sealed cover superscribing "EOI for Empanelment of Travel Agencies" before 1500 hrs on Friday, 25 April 2025.

The EOI document shall be opened on the same date at 1600 hrs at the above mentioned office in the presence of EOI-participant's representatives who choose to attend.

1.0 QUALIFYING CRITERIA

1.1 The agency should be approved/authorized/registered travel agencies in Travel/tour Business. Preference should be given to those agencies having IATA (International Air Transport Association) membership for air ticketing. The agency should submit documentary evidence.

1.2 The agency should have been providing domestic & international ticket booking services to reputed customers like Embassies, UN Officers, INGOs and other multinational companies in Guatemala. The agency should submit documentary evidence.

1.3 The agency should be connected by Fax, e-mail and telephone facilities for 24X7 and system of delivering tickets other than mail transfer.

1.4 Preference will be given to those agencies who accept payment by Bank transfer/ cheque with IVA exemption rather than cash.

2.0 SCOPE OF WORK

2.1 Timely delivery of air tickets including holiday without any conveyance charge.

2.2 Making of itinerary of travel of the user which is the most cost effective as well as they best suitable to the user.

2.3 The agency will inform the Traveler about the cancellation/rescheduling flight by the airlines.

2.4 All empanelled agencies should provide rate/quotation to Embassy by e-mail and ticket will be procured from the agency who quotes lowest price.

2.5 For all travel requests, the travel agency shall make the provisional bookings; prepare appropriate itineraries of possible quotes and formal quotations based on the lowest fare and the most direct and shortest routing.

2.6 Travel agencies are to make sure that re-imbursement of flight cancellations are processed through the respective airlines.

3.0 INSTRUCTIONS TO APPLICANTS

3.1 Applicants are required to fill in all the details asked in Annexure – I and Annexure -II

3.2 All information should be typed or hand written legibly in English only.

3.3 The applications are liable for rejection due to incorporation of any false information and furnishing fake or truncated documents.

4.0 GENERAL

4.1 The Embassy shall empanel more than one agency and shall ask for quotations from all empanelled agencies. All the empanelled agencies must send their quotations to the designated e-mail ID of the Embassy. The Embassy shall procure the tickets from the agency on the basis of lowest rates.

4.2 The empanelment will be for a period of three (03) years from the date of communication confirming empanelment. The period of empanelment may be extended at the discretion of Embassy of India, Guatemala for a further period subject to satisfactory performance by the empanelled agency.

4.3 Embassy of India, Guatemala reserve the right to evaluate the credentials of the applicants and empanel the agencies found qualified and capable of meeting the requirements of Embassy of India, Guatemala.

4.4 Invitation of EOI does not bind Embassy of India, Guatemala to empanel the applicants or place order or send tender documents to the agencies responding against this notice.

4.5 Embassy of India, Guatemala also reserves the rights to accept or reject any or all the applications and/or withdraw or cancel or suspend this notification without showing any reason.

4.6 In case of dispute the decisions of the Ambassador of India, Embassy of India, Guatemala shall be final.

5.0 DELIVERY OF TICKETS

5.1 Tickets shall be delivered either by email or at Embassy of India, Guatemala or at the residence of officers or any other place in the city, as and when instructed at no extra cost. The service shall have to be provided even on Sunday/Holidays in case of emergency via email.

6.0 FALL CLAUSE

6.1 The agency undertakes that it will provide tickets at the lowest price to Embassy and if it is found at any stage that similar product was supplied by the Agency to any of the organization at a lower price, then the difference in the cost would be refunded by the Agency to the Embassy, if the contract has already been concluded.

7.0 PAYMENT TERMS & MODE OF PAYMENT

7.1 The payment will be made preferably through Bank Transfer or cheque for which bidders are requested to submit their Bank details.

8.0 TERMINATION OF CONTRACT

8.1 The Contract with the successful bidder may be terminated if bidder fails to perform its obligations specified in the contract agreement or if incase the service provided is found to be unsatisfactory.

[Ramesh C Khulbey]
Second Secretary/ Head of Chancery

ANNEXURE – I

TECHNICAL BID FOR EMPANELMENT OF TRAVEL AGENCY FOR BOOKING OF DOMESTIC/INTERNATIONAL AIR TICKETS

Sl No.	Particular	Details to be filled by Agency
1	Name of the Firm/Agency	
2	Registered Office/Business address of the agency	
3.	Name of Contact person (s)	
4.	Address with telephone, Fax numbers, Email and name 9s) of the contact person	
	Year of Incorporation/Constitution of the Firm/Agency (copy of registration certification)	
	Whether the agency is providing domestic/International ticket booking services to reputed customers like Embassies, UN Officers, INGOs, Multinational Companies etc. Give names of institutions where the agency is empanelled/providing such services.	
	Weather for all travel request, whether the travel agency agrees to make the provisional bookings, prepare appropriate itineraries for shortest routes and send the quotations to designated e-mail of the Embassy	
	Whether the travel agent is equipped with the requisite infrastructure in the form of Airline Computerized Reservation System (CRS), electronic mail and other modern communication systems	
	Whether the agency is prepared to provide the services on Sundays/ Holidays besides normal working days also.	

	Whether the firm is ready to accept payment through Bank Transfer/cheque. Please provide Bank details	
	Whether the agency has deposited BSD (Annexure -II) along with EOI	

I/We…… ……. do hereby declare that the entries made in the above form are true to the best of my/our knowledge and also we shall be found by the acts of my /our duly constituted attorney. I/We hereby understand that the submission of application does not guarantee for empanelment as service provider of Embassy of India, Guatemala. I/We further understand that in case of any information submitted by me/us, found to be incorrect either before or even after the empanelment, Embassy of India, Guatemala will have the right to summarily reject the application/cancel the empanelment at anytime without assigning any reason whatsoever.

Date :
Place :

Signature of authorized signatory

Name
Seal

ANNEXURE – II

Embassy of India
Guatemala City

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BIDS SECURING DECLARATION

I/we accept that if I/we withdraw or modify Bids during the period of validity or if I/we are awarded the contract and I/we fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, I/we will be suspended for the period of time specified in the request for bid document from being eligible to submit Bids for contracts with the Government of India.

Date: Place:
Name: Signature: