

**High Commission of India
Mbabane**

Subject: Invitation of applications for Empanelment of Travel agency for booking air Tickets.

Applications are invited in the prescribed form (Annexure I) for Empanelment of travel agencies for booking of air tickets for High Commission of India in Mbabane. The scope of work and other terms & conditions is mentioned here under: -

TERMS AND CONDITIONS

1. SCOPE OF WORK:

- (a) Providing of air tickets on 'Best Available Fare'
- (b) Making of itinerary of travel of the user which is the most cost effective as well as the best suitable to the user.

2. ELIGIBILITY CRITERIA: The tendering Service Provider Company/ Firm/Agency should fulfill the following technical specification:

2.1 The Travel Agent/agency should be preferably registered with IATA.

2.2 The Travel Agency may be a sole proprietary concern, partnership firm or a company and should be registered with all requisite and mandatory Eswatinian and other authorities, concerned.

2.3 The travel agent should be equipped with the requisite infrastructure in the form of Airline Computerized Reservation Systems (CRS), electronic mail and other modern communication systems.

2.4 The agency should have been providing international ticket booking services to reputed Governmental and other institutions.

2.5 The Service Provider Company / Firm / Agency shall submit an undertaking stating that the agency is/ has not been blacklisted by any Governmental or other institution (Annexure II).

2.6 Agency must have at least one physical office in Eswatini preferably in Mbabane.

3. Tenure of empanelment : The tenure of the contract shall ordinarily be one year. However, the competent authority, may at his discretion, allow extension of the tenure of contract.

4. PROHIBITION OF SUBCONTRACT: The firm/ agency shall not appoint any sub-contract for this work under any circumstances.

5. PAYMENT: The payment shall be released by cheque/bank transfer on submission of invoices.

6. LAST DATE: The application (hard or soft copy) complete in all respects should reach the Head of Chancery, High Commission of India, Quadrant B&C, UN House, Somholo Road, Mbabane by **26.11.2023**, (email id hoc.mbabane@mea.gov.in)

7. High Commission of India, Mbabane reserves the right to reject any or all the Proposals without assigning any reason.

8. High Commission of India, Mbabane reserves the right to empanel any travel agent and to cancel the empanelment at any time, without assigning any reason.

9. Submission of the application does not confer any right on any applicant for empanelment with High Commission of India, Mbabane

Sd/ —
Head of Chancery
High Commission of India,
Mbabane

Application for Empanelment of Travel Agency for booking of Air Tickets

S. No.	Particulars	Details to be filled by the Agency
1	Name of the Company/ Firm / Agency	
2	Registered office/ business address of the Company/ Firm/ Agency	
3	Name of Contact Person(s)	
4	Address with telephone, fax numbers, Email and name(s) of the contact person(s)	
5	Year of Incorporation/ Constitution of the Company/ Firm/ Agency	
6	TIN No. (Attach copy)	
7	IATA approval, if any	
8	Customer Profile (Attach copy of orders/ proof)	
9	<p>Infrastructure details:</p> <p>Whether the agency is providing international ticket booking services to reputed institutional customers like Government / any other institution, etc. Give names of institutions where the agency is empanelled/ providing such services. (Attach copy of Orders/ proof)</p>	
10	Additional facilities offered other than booking tickets/ Transaction charges/ service fees/other charges if any	
11	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.	
12	Whether the agency is prepared to provide the services on Sundays/ Holidays besides normal working days also.	
13	Please indicate whether the agency is prepared to offer 15 days credit	

14. Format for giving details of key personnel of the agency

Sl. No.	Name of personnel	Designation	Years with Agency	Contact number	Any information

15. Any other relevant information:

16. Verification: The application for empanelment should be signed by the authorized signatory verifying that all the details furnished in the application are true and correct to the best of his/ her knowledge and that in case of furnishing any false information or suppression of any material information, the application shall be liable for rejection.

Signature of authorized signatory _____

Name _____

Seal _____

Date:

Place:

DECLARATION

I, Mr. / Ms. / . _____ Son / Daughter / Wife of Mr. / Ms. / Dr. _____ Proprietor/ Partner / Director, an authorized signatory of the Company/ Firm/ Agency, namely M/ s _____ is competent to sign this declaration and execute this Proposal document;

2. I have carefully read and understood all the terms and conditions of the proposal and undertake to abide by them;

3. The information/ documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my proposal at any stage besides liabilities towards prosecution under appropriate law;

4. I do hereby undertake that the Company/ Agency/ Firm shall comply with all statutory provisions relevant to the matter.

5. It is also certified that the Company/ Firm/ Agency namely M/ s _____ having its registered office at _____ has not been black-listed by any Governmental/ other Institutes for engaging the above mentioned agency;

Signature of authorized signatory _____

Name _____

Seal _____

Date:

Place: