

Foundation for Innovative New Diagnostics (FIND INDIA)

**Open Tender Enquiry
FOR
Hiring an Agency for Travel Management Services for FIND INDIA**

FIND INDIA/Travel Management services/75/2021

**Foundation for Innovative New Diagnostics, India
Registered Office: Flat No. 8, 9th Floor, Vijaya Building, 17, Barakhamba Road, New Delhi 110 001**

1 Important dates

Bid Ref No.	FIND India/Travel Management services/75/2021
Issuance Date	24 th November, 2021
Last Date and Time for receipt of request for clarifications/ queries	By 26th November, 2021 upto 16:30 hrs. All such request must be submitted through mail to (procurement.in@finddx.org)
Last Date, Time and Place for receipt of Bids	2nd December, 2021 upto 15:00 hrs.(online)
Bidding system	Two Bid system
Tender type	Open tender
Proposal Submission	Technical as well as Financial bids must be sent electronically by at e-mail ID: - 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. (Kindly peruse the attached Technical Formats (and Financial Formats for submitting your proposal)
Bid document and Amendments	The detailed bid document and amendment (if any) can be viewed and downloaded from website www.finddx.org .

2 Terms of Reference

3 Purpose	<p>FIND India is planning to hire a Travel Agency for provision of Travel Services and use FIND India's travel volume to create a discount system.</p> <p>The agency should be:</p> <ul style="list-style-type: none"> • Be highly competent and provide quick service. • Provide for the choice of the best/least costly routes possible. • Provide assistance in creating a discount system with key airlines and other travel providers. • Support with issuance of visas. • Transparency on all bills submitted to FIND INDIA.
4 Objectives	To achieve cost efficiency from economies of scale whilst ensuring outstanding quality of service, FIND India seeks to enter into a Long Term Agreement (LTA) with a Travel Agency to serve all its travel service requirements for both Air travel and Hotels.

	<p>FIND INDIA shall enter into agreement with the successful bidder for an initial period of one (1) year, and this may be extended annually based on the performance of agency and availability of funds , upon:</p> <ul style="list-style-type: none"> (i) Satisfactory evaluation of performance, based on a survey of FIND India travelers and travel focal persons (ii) Retention of the Service charges as agreed with FIND India 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 India on its standard principles. <p>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.</p> <p>General overview of FIND INDIA expense activity</p> <p>Total volume of both domestic and international travel for FIND India during the period of JAN 2019 – JAN 2020 (was approximately INR 1,20,00,000).</p> <p>Air Travel expense activity Domestic air – 85%, International air – 15%</p> <p>Hotel- Hotel Accommodation is undertaken as and when requested.</p> <p>FIND INDIA Travel policy</p> <p>FIND India’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 India travel policy requirements. The FIND India travel policy embodies the following basic principles:</p> <ul style="list-style-type: none"> • 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 India. • 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
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	<p>penalties or stay-over), however, shall be booked only with the express approval of authorized FIND INDIA focal person.</p> <ul style="list-style-type: none"> • The Travel Agents shall, where appropriate, attempt to obtain free business class and first-class upgrades for FIND INDIA 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 Background	<p>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.</p> <p>In India, over the last decade, FIND India has partnered to deliver 14 new diagnostic tools, including eight for tuberculosis apart from supporting 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.</p> <p>More about FIND India and our program can be found on our website: www.finddx.org.</p>
6 Scope of Work	<p>The Travel Agency shall provide travel services during the working hours. In addition, Travel Agency shall provide emergency service along with 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.</p> <p>Furthermore, in carrying out its diverse worldwide operations for FIND India, 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.</p> <p>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 India, in accordance with the FIND INDIA 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.</p> <p>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.</p> <p>The products and services required by FIND India include but not limited to the following:</p>

	<p>Reservations and Ticketing:</p> <ul style="list-style-type: none"> • Suggest bookings on a minimum 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. <p>In the event of high-volume users or downtime of the online portal, the Travel Agency shall notify the requesting party or FIND INDIA representative of the problem and present three (3) alternative routings/quotations for consideration.</p> <ul style="list-style-type: none"> ✓ The Travel Agency is expected to recognize the authorized Persons FIND INDIA 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 restrictions and limitations when using special fares. ✓ The Travel Agency shall provide all official travelers with seat availability, advance seat 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 INDIA with a phone based application for IOS and android users with full functionality. <p>Airfares and Airline Routings/Itineraries</p>
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	<p>The Travel Agency shall:</p> <p>Propose fares/airline routings and guarantee that it shall obtain the lowest available airfare for the journey concerned – only by using FIND INDIA 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.</p> <p>Assist, upon request, FIND INDIA focal person in negotiating preferred carrier discounts and load such fares in the Travel Agency's Computerized Reservation System for use in auto-ticketing);</p> <p>Advise FIND INDIA on market practices and trends that could result in further savings for FIND INDIA, including the use of corporate travel booking tools with automated travel policy compliance and enforcement, and travel management reporting.</p> <p>Travel Information/Advisories</p> <p>The Travel Agency shall:</p> <ul style="list-style-type: none"> ✓ 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. <p>Quick reference for requested destination.</p> <p>Flight Cancellations/Rebooking and Refunds</p> <p>The Travel Agency shall:</p> <p>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.</p> <p>Immediately process refunds for canceled travel requirements/unutilized pre-paid tickets and credit these to FIND INDIA as expeditiously as possible.</p> <p>Limit refund charges at airline rates only, i.e., no additional charges will accrue to the Travel Agency.</p> <p>Ticket Delivery</p>
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	<p>The Travel Agency shall deliver tickets, itineraries, boarding passes (where available) and other travel documents as determined necessary by FIND INDIA.</p> <p>Furthermore, the Travel Agency shall, as required, provide emergency ticket delivery at notified alternate email-address other than the traveler.</p> <p>Management Reporting System</p> <ul style="list-style-type: none"> • The Travel Agency shall submit to FIND INDIA the following reports/documents on a fortnightly basis, or immediately upon request by FIND INDIA. • 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 <ul style="list-style-type: none"> - Complaints/Incidents Summary and Analysis. - Destination travel volume. - Agency travel volume <p>The Travel Agency shall endeavor to provide other reports and reporting details as and when requested by FIND India .</p> <p>Availability of Other Products and Services as may be requested.</p> <p>The Travel Agency, where applicable and upon request of the travelers, shall provide other services including, but not limited to, the following:</p> <ul style="list-style-type: none"> ✓ 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. <p>The Travel Agency will provide a wide range of Travel Management Services (TMS) and should have the capacity to handle commercial accounts.</p> <p>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 INDIA, from the time of signing of the contract; Proven ability to issue tickets</p>
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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 INDIA 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 INDIA 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 FIND INDIA account.
- ✓ To propose itineraries, fare computations and ticketing.
- ✓ For the documentation's assistance; and
- ✓ To prioritize delivery of documents to FIND INDIA authorized travelers.

Refunds

FIND India 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 refund 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 INDIA.

Performance Evaluation and Review

The Travel Agency shall meet periodically with FIND India authorized person 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 India 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 India. The Travel Agency shall make FIND India aware immediately of major industry changes, which have a broad impact on its travel policy or procedures.

	<p>Compensation Scheme</p> <p>Travel Agent shall generate its income on a per-ticket/transaction basis. The FIND India 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 India. Frequency of deviation from the competitive rates in the market shall be factored into the annual performance review and decision to extend the contract.</p> <p>Travel Agency's Quality Control</p> <p>The Travel Agency shall establish and monitor the quality of travel service provided to FIND India 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 India.</p> <p>FIND India 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 India reserves the right to conduct its own quality control surveys amongst frequent travelers.</p>
7 Confidentiality	<p>FIND India considers any proposal received under the RFP as confidential. Agency will not disclose the proposal to third parties without the prior written agreement from FIND India .</p> <p>The review of proposals will be carried out by FIND India and FIND India's independent review committee, all members of which are also under confidentiality and are recused if found to have a potential conflict of interest (which they are obliged to disclose).</p> <p>Any specific questions concerning confidentiality should be addressed to the FIND India team.</p>
8 Payment Schedule and Credit limit	<p>Payment Schedule and Credit limit</p> <p>FIND India will make payments to the Provider for any Travel Services rendered by the Provider hereunder:</p> <p>All payments will be made by Cheques / NEFT as per the below mentioned cycle. Agency shall reconcile fortnightly billing / payment statements as follows:</p> <p>01st to 15th of the month by the 20th of every month. 16th to 31st of the month by the 05th of the following month.</p> <p>All payment will be made within 45 days from the bill submission date to FIND India.</p> <p>Minimum Twenty lakh of credit limit will be provided to FIND India equivalent to 30 days value of transactions.</p>

	<p>Documents to be submitted to FIND India for payment:</p> <ul style="list-style-type: none"> Summarized sheet as per project code, which includes details of travel undertaken Invoice of travel agency <p>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 India immediately.</p> <p>International Ticketing 100% POS Commission *(Wherever applicable) Domestic Ticketing 100% POS Commission *(Wherever applicable)</p> <p>Fee Structure: Agency to propose the financial option to FIND INDIA, as per financial form-attached)</p> <p>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 INDIA.</p>
9 Expected project duration	<p>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.</p> <p>FIND INDIA reverses the right to terminate the contract at any time by giving one month's notice in writing.</p> <p>FIND INDIA 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 IATA under the Bank Settlement Plan.</p> <p>Travel Agency should give one month's notice in writing in the event of change of controlling ownership.</p>
10 Proposal submission	<p>Proposals are invited from interested agencies for the above assignment and last date for receiving applications is 2nd December, 2021 upto 15:00 hrs. IST.</p> <p>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:-</p> <p>Two bid system:- The bidder shall submit their bids mentioning the Bid Reference No.-FIND INDIA/Travel Management agency/75/2021 via e-mail following the two-bid system comprising of :-</p> <p>(i) Technical bid (in a PDF non-editable format) consisting of all technical details along with commercial terms and conditions; and</p>

	<p>(ii) Financial bid (in a PDF non-editable format and password protected) indicating item-wise price for the items mentioned in the technical bid</p> <p>IMP NOTE:</p> <ul style="list-style-type: none"> ▪ The Technical Proposal and Financial Proposal should be submitted as <u>two separate non-editable PDF attachments</u> 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. <p>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.</p> <ul style="list-style-type: none"> ▪ (Kindly peruse the attached Technical and Financial Formats for submitting your proposal) <p>.For any queries related to the proposal, you may contact FIND INDIA Office at email: procurement.in@finddx.org within the deadline.</p> <p>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 .</p>
11 Declaration regarding conflict of interest by service provider	<p>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.</p> <p>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.</p>
12 Validity of bids	<p>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 INDIA 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.</p>
General information 13	<p>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</p>

	<p>consult FIND INDIA website to ensure that they are aware of amendments to this RFP.</p> <p>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.</p> <p>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.</p> <p>Agency(s) are solely responsible for their own expenses, if any, in preparing and submitting an offer to this RFP.</p>
15-Annex	ATTACHMENT A: EVALUATION & QUALIFICATION CRITERIA
16-Formats	Anne-B -Tech Form (Technical Format)& Fin Form (Financial Format)

ANNEXURE-A

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. Accredited BSP/IATA Travel Agency licensed and registered to operate in India.
2. Agency should have 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 last three financial years and also provide CA certified certificate for Annual Turnover for Last three years.
4. Copy of GST registration certificate and PAN
5. Copy of MSME Registration Certificate, if your firm/company is registered with MSME;

6. Agency should have its own online booking portal.
7. Agency should have average annual turnover of 50 lakhs for last three years (2017-18, 2018-19, 2019-2020)
8. 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
9. 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.
10. Declaration regarding conflict of interest
11. Agency should accept all terms & conditions mentioned in the Scope of Work.
12. Agency should accept bid validity of 90 days as per bid requirement.
13. Confirmation for rendering all services as per scope of work.
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**

1. 4 Cost Evaluation Criteria

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

CATEGORY-B-International Travel Services

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

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

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

Agency who 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:

Form Tech-2

Agency Information Form

1. Proposer's Legal Name <i>[insert Proposer's legal name]</i>	
2. Certificate of Registration	
3. Year of Registration:	
4. BSP/IATA Registration No.	
5. GST & PAN Card No.	
6. Countries of Operation	
7. Years of Operation in India	
8. Value and Description of Top Five (5) Biggest Contract for the past (3) years	1.
	2.
	3.
	4.
	5.
9. Latest Credit Rating (if any)	
10. Brief description of litigation history (disputes, arbitration, claims, etc.), indicating current status and outcomes, if already resolved.	

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

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 Completed	References, (Name, Contact Details)

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:

FIN FORM-2 (should be password protected)

FINANCIAL PROPOSAL FORM

(All values in INR)

A1-Domestic Travel Services	
Domestic Air Ticket	
Domestic Cancellation	
Domestic Travel Insurance (per ticket)	
Domestic Train Ticket	
Domestic Cancellation	
Changes Air Ticket	
Changes Train Ticket	
Hotel Booking/cancellation	
Web Check IN	
Non ticket-based fees and other services	
Airport assistance (meet and greet at airport)	
Train assistance (meet and greet at railway station)	
Total A1	

A2-CAR RENTAL SERVICES

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, drivers wages and all kinds of incidental charges and all taxes.

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

Agency can use additional page for providing detail information if require.

B-International Travel services	
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	
Web Check IN	
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.