

Consulate General of
India
Hong Kong



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No. HON/ADM/551/08/2023

07 September 2023

Tender Notice

Subject- Empanelment of local travel agents for booking of air tickets for official passages

Consulate General of India, Hongkong is inviting offers from reputed travel agencies for empanelment as its authorized local travel agents for booking of domestic/international air tickets.

Travel agencies are requested to submit the attached proforma **Annexure-I** alongwith all supporting documents ensuring their eligibility for empanelment e.g. IATA certificate, company registration certificate, tax certificate, documents in support of having experience of having done similar work etc. General terms and conditions of empanelment are attached at **Annexure-II**.

The details should be submitted to this office in sealed cover latest by 1700 hrs, 28 September 2023. For any further doubts, clarifications, queries, the following may be contacted:- Shri Manish K Panchal; Administration Wing; Tele:- +852 3970 9926 , Email ID: admin.hongkong@mea.gov.in;


07/09/23
(Himanshu Gupta)
Consul (Head of Chancery)
Consulate General of India
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ANNEXURE-I
Proforma for Introduction and Credentials of firm

1. Name of firm :
 2. Address of the Registered Office :
 3. Correspondence address :
 4. Contact details :
 Telephone No :
 Fax :
 E-mail :

S No.	Requirements	Response
1.	a) Brief introduction of the company.	
	b) Previous experience in the field.(minimum three years)	
	c) Total number of regular employees with the firm	
	d) Annual Turnover of the firm for the last two years	
	e) IATA (International Air Transport Association) certificate	
	f) Registration Certificate	
2.	Details of work plan and methodology for undertaking the job	
3.	List: Other Consulate or reputed organization where you are providing services of similar nature	

Kindly submit supporting documents

Sign of authorized representative of Company:.....

Name of the authorized representative:

Seal of the Company.....

ANNEXURE-II

General terms and conditions of empanelment will be:-

1. The company should provide a dedicated English speaking contact person who will deal the requests of the Consulate. The language of correspondence between the Agency and the Consulate would be English.
2. The requests from the Consulate for booking of domestic and international flight would be entertained uninterrupted whenever need arises.
3. Upon receipt of the request from Consulate, the agency would ensure booking of ticket, forwarding of tickets through e-mail to the concerned office in the Consulate at the earliest.
4. Non-receipt of the quote/response from the agency would be seen as unwillingness of the agency to remain in panel of the Consulate and the agency may be excluded from the panel by the Consulate at its discretion if 03 or more such instances are noticed by Consulate.
5. The agency should make efforts for upgradation/revalidation of tickets, preferred seat selection, preferably on free of charge basis, if possible.
6. Cancellation charges shall be paid by Consulate, as per actual as charged by airlines.
7. Agency fee, Service charges, transaction charges etc. should not be charged separately from the quote i.e. quote offered by the agency should be final price for booking the ticket.
8. Maximum possible discount will be offered by the agency to the Consulate in making booking in the entitled class.
9. The booking will be done by the agency on credit basis.
10. Bills for bookings shall have to be submitted on a regular basis and subject to the correctness of the bill(s) the payment will be made within one month of the receipt of the bills in the Consulate.
11. Agency should purchase additional luggage/ baggage on tickets, if requested by the Consulate, payment for which shall be made by the Consulate.
12. All available options of Air ticket purchase should be provided.
