



सत्यमेव जयते

**Embassy of India,  
Paris**

No. MAR/PER/665/01/2024

May 15, 2024

**TENDER NOTICE**

Sealed Expression of Interest/bids are invited from companies to submit Tender for **empanelment of specialized agencies for the following, as and when required:**

- Booking of air, train, and boat tickets
- Booking of Hotel accommodation and Event Venues
- Car/Van hiring rates for Embassy Official duties and other miscellaneous purpose as per the list of contents in details given in Annexure A.
- Vehicles for local transportation in France such as mini-bus, bus, truck, etc.; as per the list of contents in details given in Annexure B.

2. The bidding companies/firms should have the following requirements:

- i. Having a registration in France including Siret Number and VAT account in France.
- ii. Office in Paris or suburb of Paris and other cities in France will be preferred.
- iii. Having experience of undertaking work of similar nature in France for 3 years or more.

3. Documents evidence of the above qualifications may be submitted along with sealed bids.

4. Enquiry, if any, may please be sent on the mail [pol.marseille@mea.gov.in](mailto:pol.marseille@mea.gov.in). Enquires shall be entertained only till June 04, 2024.

5. Interested parties may send their bids/quotations in sealed envelopes to the Second Secretary (Consul), Embassy of India, 15 Rue Alfred Dehodencq, 75116

Paris by June 04, 2024 (latest by 17.30 pm) superscribed “**Empanelment of specialized travel agencies.**”

6. The bids received would be opened at 1100hrs on June 05, 2024 by a Committee of Officers. Interested parties are welcome to send a representative for opening of the bids in the office of the Second Secretary (Consul), Embassy of India, in Paris.

7. The Embassy of India, Paris reserves the right to reject any bid at any stage of the bidding process without assigning any reasons whatsoever.

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**TENDER NOTICE**

**TARIFF FOR THE BELOW MENTIONED ITEM**

**Transfer Rate:** Vehicle Type: Berlin – Sedan – Van -Mercedes Class E 450 - SUV (Small-Medium-Large)

- Consulate General of India, Marseille to Marseille-Provence Airport (One way)
- Marseille-Provence Airport to Consulate General of India, Marseille (One way)
- Consulate General of India, Marseille to Gare St-Charles Marseille Railway Station (One way)
- Gare St-Charles Marseille Railway Station to Consulate General of India, Marseille (One way)
- Any other transfer in Marseille and suburbs of the Marseille (One way and Return)

**Disposal of car rate per hour:** Vehicle Type: Berlin – Sedan – Van - Mercedes Class E 450 -SUV (Small-Medium-Large)

**Disposal of car rate per day (12 hrs):** Vehicle Type : Berlin – Sedan – Van - Mercedes Class E 450 -SUV (Small-Medium-Large)

**Disposal of car rate half day (6 hrs):** Vehicle Type : Berlin – Sedan – Van - Mercedes Class E 450 -SUV (Small-Medium-Large)

**Car Rate for Outside of Marseille (200 km):** Vehicle Type : Berlin – Sedan – Van - Mercedes Class E 450 – SUV (Small-Medium-Large)

- Rate for per day:
- Rate for extra kilometers/Extra hours :

**Rate for without driver:** Vehicle Type : Berlin – Sedan – Van -Mercedes Class E 450-SUV (Small-Medium-Large)

- Rate per day:
- Size of cars (Small-Medium-Large):
- Model of cars (Berlin – Sedan – Van -Mercedes Class E 450-SUV)

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**TENDER NOTICE**

**TARIFF FOR THE BELOW MENTIONED ITEM**

**Quotation for Mini-Bus, Bus, Truck, etc hiring rate for Consulate Official purposes:**

**Transfer Rate:**

- Consulate General of India, Marseille to Marseille-Provence Airport (One way)
- Marseille-Provence to Consulate General of India, Marseille (One way)
- Consulate General of India, Marseille to Gare St-Charles Marseille Railway Station (One way)
- Gare St-Charles Marseille Railway Station to Consulate General of India, Marseille (One way)
- Any other transfer in Paris and suburbs of the Paris (One way and Return)

**Disposal of Mini-Bus, Bus, Truck, etc rate per hour:**

**Disposal of Mini-Bus, Bus, Truck, etc rate per day (12 hrs):**

**Disposal of Mini-Bus, Bus, Truck, etc rate half day (6 hrs):**

**Mini-Bus, Bus, Truck, etc Rate for Outside of Marseille (200 km):**

- Rate for per day:
- Rate for extra kilometers/Extra hours:

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**Embassy of India,  
Paris**

**Subject: Invitation of Expression of Interest (EOI) for drawing panel of specialized travel agencies**

Embassy of India, Paris invites offers for empanelment of specialized agencies for booking Air Tickets, train tickets, boat tickets, hotel accommodation, event venues and hiring of car, van, mini-bus, bus, truck, etc. Well established agencies who have experience of 03 years or more in the booking/hiring may send their offers in the sealed cover as per the terms and conditions mentioned in this document and Annexure 1 & 2 to this document.

**2. Scope of Work**

- i. Providing quotations for (i) booking of air/train tickets for domestic or international travel (ii) booking of boat tickets, (iii) booking of hotel accommodation & event venues and (iv) hiring of car, van, mini-bus, bus, truck, etc. The quotation may be sent for the net payable amount.
- ii. As and when requested, the booking of hotel accommodation and event venues should be done and details including the contact information and cancellation policy should be conveyed to the Embassy.
- iii. As and when requested, the booking of local transportation in France should be done. The ID Card and other personal details of driver as well as vehicle registration number should be conveyed to the Embassy.
- iv. Issuance of Air Tickets at the earliest as and when agency receives a confirmation/authority letter for booking of air tickets from this office. The air tickets should be emailed/messaged to

- the contact information furnished in authority letter.
- v. Issuance of tickets where at least one time cancellation/change is allowed without charge as far as possible.
  - vi. Cancellation/Change of Air Tickets only if requested by this office any time before journey.
  - vii. Process of refund amount and clear intimation of cancellation charges, if any.
  - viii. The booking will be done on **credit basis**. The specialized agencies should be in a position to provide credit limit for a period of minimum one month.
  - ix. The agency shall be available 24\*7 for booking/cancellation of both domestic and international Air tickets, railway tickets, boat tickets, hotel accommodation, event venues and hiring of transport.
  - x. Cancellation charges, if any shall be paid as per actual as charged by airlines/railways/hotels/venues/transportation.
  - xi. The company should provide a dedicated English speaking contact person who will deal the requests of the Embassy.

### **3. Terms & Conditions**

- i. Agency should be registered in France under companies act or relevant act for operating travel agency business (copy of registration to be enclosed) and have experience of at least 3 years in relevant field (proof to be enclosed).
- ii. 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 generally made within a month's time of the receipt of the bills in the Embassy.
- iii. Consulate reserves the right to avail/discontinue the services of one or more ~~specialized~~ agents at its discretion, without assigning any reason.
  - a) Name, Citizenship and contact details of the owner, partner, shareholder etc. of the Agency are to be provided to the Consulate.
  - b) The Consulate reserves the right to reject any or all the

applications without assigning any reason thereof.

- c) The specialized agency shall not assign the contract or any part thereof (sub-let) to any other Agency/party without the prior written consent/approval of Consulate.
- iv. **Confidentiality:** The correspondence (details of passport, names of the officials, booking of tickets, expenditure on booking of tickets, booking of hotel accommodation, event venues, hiring of transport, etc.) between the Agency and the Consulate shall be kept confidential by the Agency, during and even after the Contract period.
- v. **Authorized Signatory:** The application must be signed by the authorized signatory and their contact details must be mentioned on the cover page of the application.
- vi. **Blacklisting/debarring:** Consulate reserves the right to cancel the empanelment letter issued and debar the firm if it is discovered that the firm had produced any false information, on continued delivery of unsatisfactory services, insolvency of the company or any other ethical ground as deemed fit.
- vii. **Allocation of work post empanelment:** The allocation of work post empanelment among all the empaneled agencies will be made by floating limited tender inquiries/nomination basis as and when the requirements arise.
- viii. **Duration of the Panel:** Once constituted, the validity of the panel of specialized agencies would be **03 years**, unless otherwise revised/ extended by the Consulate.
- ix. **Rejection of Application:** The application is liable to be rejected if:
- Not in prescribed forms and not containing all required details.
  - Not properly sealed and signed as per requirements.
  - Received after the expiry of due date and time.
- x. **Submission Details:** Interested parties may send their applications along with the profile and other details inside a sealed envelope super-scribing **'Application for Empanelment of Specialized Travel Agency'** to:

Second Secretary (Consul),  
Embassy of India  
13-15, Rue Alfred Dehodencq  
Paris, France- 75016

- xi. The applications must reach this office by the evening of June 04, 2024. For any further queries, you may write to: [pol.marseille@mea.gov.in](mailto:pol.marseille@mea.gov.in).

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Cover Letter Proforma for submission of EOI by the prospective Agencies

(On Agency's Letter Head)

To

Second Secretary (Consul),  
Embassy of India  
13-15, Rue Alfred Dehodencq  
Paris, France- 75016

Subject: EOI for empanelment of Specialized Travel Agency

Dear Sir,

Having examined the EOI document on the subject indicating scope of work and terms and conditions, I/We hereby submit our proposal together with all the necessary information and relevant documents for empaneling us with Consulate General of India, Marseille as a Specialized Travel Agency for providing ticketing (flight and train, both on domestic and international sectors and boats) related services, reservation of hotel accommodation, event venues and hiring of local transportation in France. The proposal is made by me/us on behalf of.....  
.....(Company/Firm/Association of individuals) in the capacity of  
..... duly authorized to submit the proposal.

I/We understand that Consulate reserves the right to reject any proposal without assigning any reasons thereof.

I/We undertake that all the information furnished by me/us in the proposal is true to the best of me/our knowledge and belief.

**AUTHORIZED SIGNATORY**

(Name and Designation)

Name of Firm:

Address:

E-mail ID:

Contact details:

Stamp / Seal of the Agency

Company details and other information sought in the EOI

1.	Name of the specialized agency/company	
2.	Registration number and year of registration	
3.	Full address of the company (Including email id & telephone/mobile number)	
4.	Years of expertise in the field of booking of Air Tickets/Train/Boat Tickets, hotel accommodation, event venues and hiring of local transportation	
5.	Working Hours	
6.	Provision of Credit Facility for short period (After completion of journey/stay, the payments will be made immediately)	
7.	Is it possible for agency/company to provide quotations of Air Tickets/Train/Boat Tickets, hotel accommodation, event venues and hiring of local transportation without any charge?	
8.	Is it possible for company to block the tickets/accommodation/transportation for limited period (without cost), if requested?	
9.	Is it possible to provide tickets/accommodation/transportation without VAT on diplomatic passport holders?	
10.	Acceptable mode of payment?	
11.	Refund Policy, if tickets are canceled/hotel accommodation canceled?	
12.	Please specify how much fee/commission towards providing services such as booking of air tickets, train tickets and hotel accommodation, event venues and hiring of local transportation will be charged in addition to the actual costs?	

13.	Contact number for urgent assistance in Booking/Cancellation of air tickets, train tickets and hotel accommodation, event venues and hiring of local transportation after office hours?	
14.	Contact number for urgent assistance in Booking/Cancellation of air tickets, train tickets and hotel accommodation, event venues and hiring of local transportation on Weekends/Holidays?	
15.	Any other details that company like to mention?	

**AUTHORIZED SIGNATORY**

(Name and Designation)

Name of Firm:

Address:

E-mail Id:

Contact details:

Stamp / Seal of the Agency

**DATES TO REMEMBER**

<b><u>Events</u></b>	<b><u>Date</u></b>
<b>Notice Inviting Tender</b>	<b>15/ 05/ 2024</b>
<b>Starting date of Tender submission</b>	<b>15/ 05/ 2024</b>
<b>Period of any clarification needed</b>	<b>15/ 05/ 2024 to 31/ 05/ 2024</b>
<b>Last date of Tender Submission</b>	<b>04/ 06/ 2024</b>
<b>Opening of Bids</b>	<b>05/ 06/ 2024</b>