

RFQ Title

Group Booking for International Sector for WorldSkills Contingent (India-China-India)

Category

Travel Services → Air Ticketing Services

Bid / Quotation Description

Quotations are invited from experienced and eligible travel agencies for providing end-to-end international air ticketing services for official Government travel to Shanghai, China.

Scope of Work

The selected agency shall be responsible for:

1. Round-trip (to and fro) international air ticket booking (India–Shanghai–India).
2. End-to-end coordination from ticket booking till boarding of all passengers.
3. Assistance in seat allocation, web check-in, baggage facilitation, and boarding.
4. Managing contingencies such as flight delays, cancellations, rescheduling, baggage issues, or any other travel-related inconvenience.

Any issue related to ticketing, baggage, boarding, or passenger facilitation shall be the sole responsibility of the selected vendor.

Tentative Passenger Requirement

- Tentative number of passengers: Approximately 155
 - Senior officials: Approximately 5
 - The above numbers are indicative and may increase or decrease based on administrative requirements.
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Price & Cost Structure

1. The bidder shall quote service charges on a per-passenger per sector basis, separately for:

- Economy Class, and
 - Business Class.
 - First Class
2. The quoted price shall be for round-trip (to and fro) travel only.
 3. Actual airfare shall be reimbursed as per actuals, against valid tickets/invoices. All applicable airline taxes, surcharges, and statutory levies must be clearly indicated.
 4. It shall be the responsibility of the bidder to book the lowest available airfare in the applicable class of travel at the time of booking.
 5. Booking of any airfare other than the lowest available option shall be undertaken only upon written communication/approval from NSDC. In the absence of such communication, the bidder must ensure booking of the cheapest available fare.
 6. Cancellation/changes charges must be clearly mentioned when sending quotation.
 7. All inclusion such as seat booking, meal, baggage allowance etc must be clearly mentioned while sending quotation.
 8. Any case of wrong booking made by the bidder representative shall not be paid by NSDC.

Payment Terms

- Payment shall be made on actual ticket issuance basis.
- Provision for advance payment, if required, may be considered as per NSDC financial rules.
- Balance payment shall be released upon submission of invoice with supporting documents.

Vendor Responsibility Clause

The selected agency shall bear end-to-end responsibility from booking till completion of boarding. Any passenger inconvenience, including baggage or flight-related issues, shall be promptly resolved by the vendor at no additional cost.

Eligibility / Qualification Criteria

Bidders must fulfil the following eligibility conditions:

1. Statutory Requirements

1. The bidder must be a legally registered entity in India. (Certificate of Incorporation/Registration)
 - The bidder must possess a valid PAN Card.
 - The bidder must have a valid GST registration.

2. Experience

- The bidder must have been operational in India for a minimum period of five (5) years in the field of travel / air ticketing services.
- **Documentary Proof:** - Documentary proof of minimum 5 years' experience (Work order, Service agreement)

3. Financial Capacity

- The bidder must have a minimum average annual turnover of ₹ 4 Crore during the last three (3) financial years.
- **Documentary Proof:** - CA-certified turnover certificate with UDIN for the last three financial years

4. Declaration

- The bidder must not be blacklisted or debarred by any Central/State Government Department, PSU, or Autonomous Body.
- **Documentary Proof:** - Self-declaration on company letter head of non-blacklisting

Non-submission or submission of incorrect documents shall result in rejection of the bid.

Legal & Compliance Terms

1. The vendor shall comply with all GeM terms and conditions and applicable NSDC rules and regulations.
2. The Buyer reserves the right to modify, cancel, or withdraw the RFQ without assigning any reason.
3. No minimum business is guaranteed against this RFQ.
4. Any loss or delay arising due to non-performance shall be borne by the vendor.

Service Location

India (Departure) – Shanghai, China (Destination) – India (Return)

Bidder are requested to quote the price in the below format:

Sr. No	Service Required	Service Charges (Including GST)
1.	Economy Class X 155 Pax.	
2.	Business Class X 5 Pax.	
3	First Class 2 pax	