



REQUEST FOR PROPOSAL (RFP)
FOR ENGAGING THE TRAVEL AGENCY
FOR INDIAN OLYMPIC ASSOCIATION (IOA)

Indian Olympic Association (IOA) hereby invites the Quotes /Rates from the interested Travel Agents dealing in the services of Booking of Air Travel, Rail Tickets, Visa Services, Hotel Accommodations, Bus and Taxi rental Services and Overseas Insurance with the following scopes of works:

Scope of Work:

- Travel reservations, issuance and delivery of E-tickets or paper tickets for air, rail or land transportation with advance seat assignments and coverage of Overseas Insurance.
- Arranging charter flight services on as needed basis as per the specification agreed by IOA
- Securing reservations for lodging accommodations either within IOA set per diem for domestic and international locations or as directed by IOA
- Coordinating and booking of commercial automobile/bus rental services, as needed
- Advice on necessary health requirements, including types of inoculations and vaccinations whether required or suggested for foreign travel;
- Detailed travellers' itineraries;
- Collection & reporting of total expenditures by airline/hotel chain
- Ability to provide services for approximately 2000 travellers per year.
- The services include the supply of air ticketing services with the best route and most effective cost for both domestic and international air travel. Travel Agencies in all cases to book the most economical fare available in order to provide the lowest appropriate fares. The most direct and economical route should be selected with consideration of the following:
 - Travel with transit points should be minimum in time.
 - Traveller must travel based on planned minimum connecting times.
- **Travel Agent's Project Manager**
The Travel Agent shall assign a Project Manager who shall be responsible for the administration, supervision, and coordination of IOA travel operations. The Project Manager shall have experience in the management of travel services and shall have adequate authority to make decisions for the timely resolution of problems. The Project Manager shall coordinate closely with the designated person in IOA.
- **Travel Counsellors/Reservationists**

The Contractor shall assign full-time travel counsellors/ reservationists. The Travel Counsellors/Reservationists shall have been trained in operating the proposed automated reservation and ticketing equipment. The Contractor shall provide qualified substitute personnel for absent employees, or when service levels are negatively impacted, as determined by the IOA.

The Quotations should be containing the details of the service charge of each and every service they provide.

IOA will only accept the quotations from the potential bidders in a sealed envelope through Post / Courier addressing to:

The Logistic Deptt.
Indian Olympic Association
B-29, Qutab Institutional Area,
New Delhi 110016

The deadline to submit the quotations is no later than 10th July, 2023 by 5.30 p.m.
