

Embassy of India

Bogota

Reference No.:BOG/665/1/22

24th June 2025

**EXPRESSION OF INTEREST (EOI)
for EMPANELMENT OF TRAVEL AGENCIES
at EMBASSY OF INDIA, BOGOTA**

The Embassy of India, Bogota invites experienced Travel and Tour agencies in Colombia to submit their interest for empanelment to arrange air tickets for domestic and international sectors. The selected agencies will provide travel-related services to Embassy officials, delegates, and Indian Technical and Economic Cooperation (ITEC) program candidates. More than 200 ITEC candidates travel to India and back to Colombia/Ecuador every year and the selected Travel agencies are expected to efficiently manage their travel arrangements.

The Expression of Interest (EOI), complete in all respects, should be sent in a sealed cover superscribed "EOI for Empanelment of Travel Agencies" to the Head of Chancery, Embassy of India, Bogota, Calle 116 #7-15 Int. 2 of 301, Torre Cusezar Building, Santa Barbara, Bogota, Colombia, by **1500 hrs on 18 July 2025 (Friday)**. The EOI documents will be opened on **21 July 2025 (Monday) at 1600 hrs** at the Embassy of India, Bogota, in the presence of representatives of EOI participants who choose to attend.

1.0 Qualifying Criteria:

1.1 The agency should be approved/authorized/registered travel agency in travel/tour business. Preference will be given to those agencies having IATA (International Air Transport Association) membership for air ticketing. The agency should submit documentary evidence.

1.2 The agency should have experience providing domestic and international ticket booking services to reputed customers, including Embassies, UN Officers, INGOs, and multinational companies in Colombia/Ecuador.

1.3 The agency should have 24x7 connectivity via email and telephone, and a system for delivering tickets other than mail transfer.

1.4 Preference will be given to agencies that accept payment by bank transfer/cheque rather than cash.

2.0 Scope of Work:

2.1 Timely delivery of air tickets, including on holidays, without any conveyance charges.

2.2 Creating cost-effective and suitable itineraries for the travelers.

2.3 The agency will inform the Traveler and the Embassy about the cancellation/rescheduling of flights by the airlines.

2.4 All empanelled agencies should provide rate/quotation to Embassy by email and ticket will be procured from the agency who quotes lowest price.

2.5 For all travel requests, the travel agency shall make the provisional bookings; prepare appropriate itineraries of possible quotes and formal quotations based on the lowest fare and the most direct and shortest routing.

2.6 Travel agencies must ensure that flight cancellation refunds are processed through the respective airlines.

3.0 Instructions to Applicants/Participants:

3.1 Applicants (agencies) are required to fill in all the details asked in Annexure – I and Annexure -II.

3.2 All information should be typed or handwritten legibly in English & Spanish only.

3.3 The applications are liable for rejection due to incorporation of any false information and furnishing fake or truncated documents.

4.0 General:

4.1 The Embassy shall empanel more than one agency and shall ask for quotations from all empanelled agencies for booking travel tickets.

4.2 All the empanelled agencies must send their quotations to the designated email ID of the Embassy.

4.3 The Embassy will procure tickets from the empaneled agency offering the lowest rate.

4.4 The empanelment will be valid for three years from the date of confirmation. The Embassy of India, Bogota may extend the empanelment period at its discretion, subject to satisfactory performance by the empaneled agency.

4.5 The Embassy of India reserves the right to evaluate applicant credentials and empanel agencies that meet the specified requirements.

4.6 The invitation of this Expression of Interest (EOI) does not obligate the Embassy of India to empanel any applicants, issue tender documents, or place orders.

4.7 The Embassy of India reserves the right to accept or reject any or all applications, and to withdraw, cancel, or suspend this notification without explanation.

4.8 In case of any dispute, the decision of the Ambassador of India, Embassy of India, Bogota shall be final.

5.0 Requirements for Empanelment/Terms and Conditions:

5.1 All travel agents must be registered and licensed as per host country laws and meet specific requirements set by the Indian embassy or consulate.

5.2 Financial stability of travel agents will be verified through documentation, including income tax returns.

5.3 Language proficiency of travel agents' staff in English and the local language will be assessed.

5.4 Selected travel agents will provide written confirmation of their willingness to be on the panel and will be formally notified of their selection.

5.5 Comprehensive terms and conditions for payment and services, including contractual agreements, will be developed and formalized with each travel agent.

6.0 Delivery of Tickets:

6.1 Tickets will be delivered via email or at the Embassy of India, Bogota, without extra cost.

6.2 The service shall have to be provided even on Saturday/ Sunday/ Holidays in case of emergency via email.

7.0 Fall Clause:

7.1 The agency must provide tickets at the lowest price. If the contract has been concluded and a lower price is discovered, the agency will refund the difference to the Embassy.

8.0 Payment Terms & Mode of Payment:

8.1 The payment will be made preferably through Bank Transfer or Cheque. Bidders should submit their Bank Details.

9.0 Termination of Contract:

9.1 The contract with the successful bidder/participant may be terminated if the bidder fails to perform obligations or provides unsatisfactory services.

Contact Information:

Embassy of India, Bogota
Calle 116 #7-15 Int. 2 of 301, Torre Cusezar Building
Santa Barbara, Bogota, Colombia
E-mail ID: hoc.bogota@mea.gov.in , admin1.bogota@mea.gov.in



(Manoj Kumar Sahu)
Second Secretary/Head of Chancery

Annexure – I: Technical Bid for Empanelment of Travel Agency

Annexure – II: Bids Securing Declaration



**Technical Bid for Empanelment of Travel Agency for Booking of
Domestic/International Air Tickets**

Category	Details	Response
1. Agency Details	Name of Firm/Agency	
	Registered Office/Business Address	
	Name of Contact Person(s)	
	Phone Number (including WhatsApp)	
	Email ID	
2. Registration and Licenses	Registration Number/License Number (If any)	
	Year of Incorporation/Constitution in Business	
3. Experience	Number of Years in Business	
	Experience with Diplomatic Missions/Government Agencies	
4. IATA Membership	IATA Membership Number (if any)	
5. Services Offered	Domestic Ticket Booking	Yes/No
	International Ticket Booking	Yes/No
	Hotel Booking	Yes/No
	Visa Services	Yes/No
6. Payment Terms	Acceptance of Bank Transfer/Cheque	Yes/No
	Bank Details (if applicable)	
7. Refund/ Cancellation Policy	General Cancellation Policy	

Category	Details	Response
	Missed Flights due to Medical Reasons	
8. References	Reference 1: Name, Address, Phone Number, Email ID etc	
	Reference 2: Name, Address, Phone Number, Email ID etc	
9. Additional Information	Any additional relevant information	

Declaration:

I/We hereby declare that the information provided above is true and accurate.
I/We understand that any misrepresentation or omission of facts may lead to rejection of our application.

Signature:_____

Date:_____

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Bids Securing Declaration Form

To,

The Head of Chancery,
Embassy of India, Bogota,
Calle 116 #7-15 Int. 2 of 301,
Torre Cusezar Building, Santa Barbara,
Bogota, Colombia,

We hereby submit our bid in response to the Expression of Interest (EOI) for Empanelment of Travel Agencies at the Embassy of India, Bogota. We understand that we are required to provide a Bids Securing Declaration in lieu of a Bid Security/Earnest Money Deposit.

2. We hereby declare that:

- i. We have read and understood the terms and conditions of the EOI document.
- ii. We agree to abide by the terms and conditions of the EOI document.
- iii. We confirm that our bid is valid for the period specified in the EOI document.
- iv. We understand that if we withdraw or modify our bid during the period of validity, or if we fail to sign the contract or provide the required performance security, we will be suspended from participating in future bids/tenders/Eois with the Embassy of India, Bogota for a period as deemed fit by the Embassy.

3. We hereby declare that our bid is unconditional and we agree to the terms and conditions of the EOI document.

Signature:

Name (authorized representative of the bidder):

Designation:

Name of Bidder:

Date:

Note: This declaration should be signed by the authorized representative of the bidder and submitted along with the bid.