

**HIGH COMMISSION OF INDIA
LILONGWE**

No. Lil/Adm/861/01/2022

March 17th 2022

EXPRESSION OF INTEREST

The High Commission of India invites expression of interest for engaging services of local agents for booking of air tickets for domestic and international travel.

2. High Commission's website <https://www.hcilongwe.gov.in/Tender> and Central Procurement Portal (CPP) at <https://eprocure.gov.in/cppp/> may also be referred to for complete details, scope of work, and conditions of eligibility.

3. The proposal for expression of interest should be submitted to Mr. Harjeet Singh, Head of Chancery, High Commission of India at Plot no. 55 Area 9, Lilongwe, Malawi.

4. Last date for receipt of proposal for expression of interest is **8th April 2022** at 1700 hrs.



(Harjeet Singh)
Head of Chancery
High Commission of India
00265-1750 014
Emai: hoc.malawi@mea.gov.in

**HIGH COMMISSION OF INDIA
LILONGWE**

(Expression of Interest)

Sub: Booking of air tickets for domestic and International travel at the request of the High Commission of India, Lilongwe.

1. Background:

This document is for engaging services of local agents for booking of air tickets for domestic and international travel at the request of the High Commission of India, Lilongwe. The Expression of Interest (EOI) for providing air ticket booking services are invited as per details given in the following paras.

2. Scope of work:

The following would be the scope of work:

- a. Booking of best available fare air tickets in the communicated category on domestic sector, i.e. within Malawi.
- b. Booking of best available fare air tickets in the communicated category on International sector.

The High Commission may request for booking of air/train tickets in Economy/Business/Club/FirstClass.

3. Inviting expression of interest from companies:

All reputed agencies interested in rendering their service for the work broadly outlined above may send in their EOI to the High Commission, Lilongwe. The terms and conditions for empanelment of local travel agents will be as under:

- i. The agent provides the best available fare in the requested category at all times.
- ii. During office hours, the agency must remain reachable by phone and email.
- iii. The agency must ensure availability of **one contact person** for urgent bookings beyond office hours (0830-1700 hrs.), weekends and holidays. The contact person must be available over phone, e-mail and any other form of mobile communication app that is intimated by the High Commission.
- iv. High Commission's request for booking of air/train tickets may be addressed promptly, preferably on the same day. In case of any urgency, the request may be addressed at the earliest possible.
- v. On every occasion, the final award of work (i.e. booking of ticket) shall be given to the agent with lowest quote.

- vi. The invoices may be raised as per standard business practice. The invoices received in order shall be settled by the High Commission within 15 business days excluding holidays observed by the High Commission. The payment of invoices shall be made preferably through bank transfer or through cheque.
- vii. The invoice shall clearly mention the **cost of ticket** and the **agency charges** being levied for the services rendered.
- viii. High Commission being a Diplomatic Mission in the Malawi has tax exempt status and hence, High Commission will not pay any taxes on agency charges as per the tax exempt status.
- ix. Agencies that have established local office within Malawi shall be preferred.
- x. Previous experience in this field of working with any High Commission will be taken into consideration. Past experience working with any High Commission/Embassy of India around the world is preferable.
- xi. The proposals/expression of interests hence submitted by the local agency must ensure to provide a copy of certificate of incorporation, including details of promoter/proprietor/owner and corporate/regional address of the company.
- xii. The proposals submitted must be on the letter head of the company. It must incorporate the contact details of authorised representative.

4. **Contact Person:**

The advertisement has been placed on the Central Public Procurement Portal (CPPP) and the Official Website of the High Commission of India, Lilongwe, Malawi. Proposals would be accepted till **8th April 2022 (1700 hours)**. The Proposal in sealed cover should be submitted to **Mr. Harjeet Singh**, Head of Chancery, High Commission of India at Plot no. 55 Area 9, Lilongwe, email: hoc.malawi@mea.gov.in.

5. **Evaluation and Selection:**

It is proposed to open proposals on **11th April 2022 at 1030 hours**. The proposal offering as per scope of work, good credentials, past experience with Diplomatic Mission (as outlined in para 3 above) and best prices would be selected for the award of the job. High Commission shall add reputed agencies hence selected to its panel for rendering the aforementioned services. However, the final decision would rest with High Commission India, Lilongwe and no explanation will be owed to anyone about the selection process of the local agent for the job.



(Harjeet Singh)
Head of Chancery
High Commission of India
Lilongwe (Malawi)
00265-1750 014

Email: hoc.malawi@mea.gov.in

Dated: 17th March 2022