

Expression of Interest (EOI)

Expression of Interest for providing travel related services to attend overseas programs
by Asian Productivity Organization, Tokyo, Japan



National Productivity Council

(Under DPIIT, Ministry of Commerce and Industry, Govt of India)

Head quarter

National Productivity Council, Utpadakta Bhavan 5, 6, Lodhi Rd, Institutional
Area, New Delhi, Delhi 110003

CRITICAL DATE SHEET

Published Date	27.02.2024
Submission Start Date & Time	28.02.2024 from 10.30 am
Submission End Date & Time	07.03.2024 till 5.30 pm
EOI Opening Date & Time	08.03.2024 at 10.30 am

Invitation for Expression of Interest for providing travel related services to attend overseas programs by Asian Productivity Organization, Tokyo, Japan

Introduction:

Asian Productivity Organization (APO) established in 1961 in Tokyo, Japan is an intergovernmental regional organization with India as one of its founding members. It currently comprises of 21 member governments from the Asia Pacific region. It conducts capacity building programs for its member countries which are implemented by the member countries' National Productivity Organizations (NPOs).

National Productivity Council, an autonomous body under Department for Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce and Industry, Government of India is the designated NPO for India. Every year about 40 to 60 Indian nationals, based on the nominations submitted by NPC to APO for selection, attend overseas programs organized by the APO in its member countries and other countries. Please note that the number of participants is based on previous experience, however it may vary.

Scope of Work:

In order to provide seamless services to Indian participants in APO programs which are mostly conducted in 21 member countries across the Asia-Pacific region (List of member countries is available at: <https://www.apo-tokyo.org/directories/>), APO wishes to engage interested travel agents in India to provide following services:

- Air tickets for the most direct route between the international airport nearest to the participants' place of work and the international airport nearest to the venue of the project. The APO only meets the cost of international air travel. The costs for domestic flights, if applicable, must be met by participants. Program wise details will be provided by NPC, New Delhi.
- Discounted economy-class air tickets should be purchased, unless otherwise specified in the Project Notification or Letter of Acceptance. About 95% of tickets are economy class. Submit the itinerary along with airfare (all inclusive) for each participant to the NPC for approval before booking and issuing air ticket to the participant.
- After the approval of the itinerary, issue air tickets, provide detailed requirement for passport, visa assistance, insurance (optional) and address to preferences of the concerned participants such as dietary restrictions and seat selection etc.
- Assist the participants in processing documentation and visa.
- Towards the close of each calendar month, submit a comprehensive financial statement encompassing all bills issued during that period to the APO through NPC. The request for payment should be made, seeking settlement by the end of the subsequent calendar month based on the APO payment cycle. This procedure specifically pertains to tickets issued within the 1-30th timeframe of a calendar month, with the payment deadline set for the 30th of the following calendar month, (example: Approved bills of January shall be settled by end of February of early March)

Minimum Eligibility Criteria:

- International Air Transport Association certified agency
- Minimum annual turnover of Rs 2 crores over the past two financial years certified by Chartered Accountant
- Minimum 3 years' experience in liaising with ministries, government organizations, international bodies, PSUs etc. Relevant proof to be submitted.
- Minimum two trained staff – duly certified
- Member of at least one national trade association
- Office located in Delhi. Address proof to be provided.
- Self-certification by the head of agency that the agency is not black-listed or banned by any government body/entity or international organization.
- Fluency in English communications
- Preferably operation on weekends (APO project mostly require participants to travel over weekends (preferred option).

Desirable Qualifications

- Weight-age will be given to those who have provided the services to APO or any other equivalent international organization, please provide the reference document.
- Awards/ letter or appreciation received in last 5 years.

Submission Instructions:

Interested bidders are requested to submit their EOI with cover letter addressed to Shri K.D. Bhardwaj, Director & Group Head, International Services, National Productivity Council, Utpadakta Bhavan 5-6 Institutional Area, Lodhi Road, New Delhi, Delhi 110003 on or before EOI submission end date and time.

Submission of Financial Quotes:

Those bidders, who qualify the minimum eligibility criteria as per the scrutiny of the documents submitted, shall be invited to submit their financial quote including services charges, VISA processing charges and any other charges applicable. The lowest quote shall be considered as L1 and shall be further considered for selection of services.

General Instructions:

- Any EOI received by NPC after the stipulated deadline, shall be rejected and returned unopened to the bidder.
- All EOIs shall be submitted in English.
- The bidder shall be responsible for all costs incurred in connection with participation in the EOI process, including, but not limited to, costs incurred in conduct of informative and other diligence activities.
- The NPC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- The EOI is not an offer and is issued with no commitment. NPC reserves the right to withdraw the EOI and or vary any part thereof at any stage. NPC further reserves the right to disqualify any bidder should it be so necessary at any stage without assigning any reasons therefore.

Contact Information:**A) Addressee & Address:**

Director & Group Head,
International Services, National Productivity Council, Utpadakta Bhavan 5-6
Institutional Area, Lodhi Road, New Delhi, Delhi 110003
Email: kd.bhardwaj@npcindia.gov.in
Phone: 011-24607313

B) Name of the Contact Person for any clarification:

Shri Mayank Verma
Deputy Director,
International Services, National Productivity Council, Utpadakta Bhavan 5-6
Institutional Area, Lodhi Road, New Delhi, Delhi 110003
Email: mayank.verma@npcindia.gov.in / jsg@npcindia.gov.in
Phone: 011-24607328/312