



Bid reference No.: LOC/FIFAU17WWC2022/RFQ/001

**LOCAL ORGANISING COMMITTEE - FIFA U-17
WOMEN'S WORLD CUP INDIA 2022**

INVITES QUOTATIONS FOR

**PROCUREMENT OF SERVICES OF TRAVEL
AGENCY**

**Last Date for Quotation Submission:
5th May 2021 by 1700 HRS**

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1. BACKGROUND

The FIFA U-17 Women's World Cup, is the world championship of association football for female players under the age of 17 organized by Fédération Internationale de Football Association (FIFA).

2. FIFA U-17 WOMEN'S WORLD CUP INDIA 2022

The FIFA U-17 Women's World Cup India 2022 will be the 7th edition of the FIFA U-17 Women's World Cup, the biennial international women's youth football championship contested by top 16 U-17 national teams of the member associations of FIFA. The tournament will be hosted by India and will comprise of 32 matches to be held at 5 Host Cities. This will be the first FIFA tournament for women to be hosted by the country.

3. AVAILABILITY OF REQUEST FOR QUOTATION DOCUMENT

The RFP document has been made available for download by prospective Bidders at the following link/website under the FIFA U-17 Women's World Cup 2022 section. Any corrigenda to the RFP will also be available under the same section. The bidders are advised to regularly check the website for any corrigendum's:

<https://www.the-aiff.com/documents>

4. OVERVIEW

- 4.1 The Local Organising Committee ("**LOC/Authority**") for the Tournament, a part of the All India Football Federation ("**AIFF**"), and having its principal office at Football House, Sector 19, Phase 1, Dwarka, New Delhi - 110075 has been entrusted by the Fédération Internationale de Football Association ("**FIFA**") with the organisation, hosting and staging of the Tournament.
- 4.2 As part of this endeavour, the Authority is required to make frequent visits to host cities and for efficient management of all those visits through this RFQ is seeking to appoint a "**Travel Agency**" to provide services as specified in detail in Section 5 of this document. ("**Scope of Work & Project Timelines**"). Through this RFQ, the Authority wishes to initiate the Selection Process for suitable service providers registered in India who are competent and eligible for providing the services as per the scope of work and in line with the quality specifications.
- 4.3 The Authority invites Quotations for selection of a **Service Provider** through an open competitive bidding process in accordance with the procedure set out herein. The quotations along with required documents should be submitted in line with the details requested at Annexure A of this document via email on tenders@india2022wwc.com on or before **5th May 2021 by 1700 HRS.**
- 4.4 The selected Bidder would be required to undertake the required works, in accordance with the agreement to be entered separately between the Authority and the selected Bidder (the "**Agreement**").

5. SCOPE OF WORK & PROJECT TIMELINES

The Authority in its mission to host the FIFA Under 17 Women's World Cup India 2022, requires the services of a Travel Agency, particularly in this case to make reservation and issuance of air tickets instantaneously, car rental services and Hotel Stays on a day-to-day basis as per the requirement until the closure of all operations of the Authority. The services

will be primarily required in the 5 host cities i.e. Navi Mumbai, Ahmedabad, Kolkata, Guwahati and Bhubaneswar along with New Delhi since the Authority is based in Delhi. Furthermore, the Authority may require these services in other cities as well as may be required.

The Services for the visit will specifically include, without the following list being definitive, the following:

5.1. Air Travel Services

- a) The selected bidder would be required to quote, book and issue air tickets according to requirements given by authorized representatives from the Authority according to the previous requisites established in this document and the contract to be entered between the Authority & the selected bidder referring to quality, price and preferential options which may include:
 - i. Preferential seating options on economy tickets including aisle, window or emergency rows with additional legroom at no additional cost.
 - ii. Preferential baggage options including weight restrictions and priority baggage handling and delivery.
 - iii. Preferential deals for meals on board.
- b) The selected bidder should be able to facilitate priority check-in at airports for all traveling members basis any pre-existing relationship with the airlines as may be required by the Authority.
- c) The selected bidder shall keep the Authority updated with regards to any changes in flight timings or departure terminals or gates as all times.
- d) The selected bidder would provide detailed information on cancellation clauses and related charges before booking the air tickets.
- e) If required by the Authority the selected bidder should be able to provide complete travel insurance coverage in terms of medical insurance, flight delays, cancellations, curtailment as well as baggage theft, loss, delay or damage specifying coverage amount. The costs for such insurances if taken shall be mutually agreed between the selected bidder & the authority.
- f) The selected bidder may be required to provide Visa support for any international travel by members of the LOC for official purposes. The charges for the same shall be agreed between the selected bidder & the authority on a case-to-case basis.

5.2. Ground Transport

- a) The selected bidder shall provide vehicles for ground transport according to the requirements given by the Authorized representatives of the Authority. The selected

bidder would provide the category of vehicle as required by the bidder as per the rates quoted in its financial proposal.

- b) The selected bidder shall ensure that vehicles always report on on-time and drivers provided are experienced, qualified, courteous, well dressed and able to understand English, Hindi or the local language. Further, the drivers should also be well versed with the city routes.
- c) The service provider shall ensure that the provision of standby vehicles/drivers/suppliers in the event of any unforeseen circumstance including but not specifically mechanical failure, traffic congestion or road accident with specified turn-around time.
- d) All the drivers should carry a valid driving license and the vehicles should have valid registration, insurance and pollution control document. The Authority will not be responsible for any damage that may happen to the vehicle during its usage.
- e) The selected bidder would be required to implement a ground transport auditing template for each vehicle detailing the following and would require to be signed off by the Authority representative for payment purposes:
 - a. Garage Out (Km)
 - b. Garage In (Km)
 - c. Reporting (Location, Time and Km)
 - d. Release (Location, Time and Km)
 - e. Additional parking charges

5.3.Hotels

- a) The selected bidder would be required to make hotel reservations in 3–5-star category, boutique hotels or similar which are located close to the main stadiums in each of the host cities or near airports as may be required by the Authority.
- b) The Authority will share the requirements for hotel bookings with the selected bidder and the selected bidder would be required to provide 2-3 options for hotels along with the applicable rates and the Authority may selected the most suitable option for the same. The rates quoted by the selected bidder for hotel options shall be in line with the structure proposed by the agency in its financial proposal as per the details provided at Annexure A.
- c) The hotel bookings made by the selected bidder for the Authority should be flexible on date changes and cancelation charges as may be required.

5.4.Coordination/Support Services

- a) The selected bidder shall appoint an overall Supervisor exclusively in charge of implementing the Services for the Authority.

- b) In case of any urgent bookings or immediate services which may be needed by the Authority the selected bidder should be able to provide services through its team on a 24*7 basis.
- c) To support the Authority for FIFA inspection visits or any other emergency requirements at the host cities, the selected bidder should be able to provide a local coordinator for addressing any issues at no additional cost.

6. SUBMISSION OF QUOTATIONS & EVALUATION

The bidders are required to submit the quotations for the above-mentioned scope of work as per the details provided at Annexure A. The quotations should be submitted on bidder's company letterhead signed by the Authorised representative and submitted online via email to tenders@india2022wwc.com within the stipulated time frame. Along with the BOQ the bidders are also required to submit the following documents to ascertain the technical compliance of the bidder. The quotations of only those bidders who are technically compliant with the below requirements will be considered. Further, the Authority reserves the right to seek clarifications or more details as may be deemed appropriate:

- The Bidder must be registered under the Companies Act, 1956/Partnership firm registered under the Partnership Act 1932 or Proprietorship firm or LLP under Limited Liability Partnership act of 2008 and provide a registered Company Registration, PAN & GST Details.
- The bidder must provide an undertaking of not having any direct/indirect holding in any of the other bidding company. There should be no cross ownership between any Bidders.
- The bidder must provide an undertaking that it has no pending major legal cases and has not been blacklisted by any State/Central/Private Organisation.
- The bidder should have been in the business of providing services as travel agency for large corporates/events/sports events in line with the above scope of work for at least 5 years and should submit details substantiating the same
- The bidder must have an average annual turnover of INR 1 Cr for the last four financial years and should submit a certificate from CA for the same.

The quotations of bidders who fulfil the above criteria will be evaluated by a committee appointed by the Authority as per procedure below;

- i. The rates quoted by the bidder for flight booking charges and ground transport charges will be given equal weightage of 50-50% respectively.
- ii. If three bidders A, B & C quote INR 10,15,20 as charges for air travel booking the lowest bidder A will be given 100 points for air travel booking, the second lowest bidder B will be given $(10/15) * 100 = 66.66$ and the highest bidder C

will be given $(10/20) * 100 = 50$ points. (average of ticket issuance charges, cancellation & rescheduling charges will be considered for this purpose)

- iii. If three bidders A, B & C quote INR 1500, 1200 and 1800 respectively for vehicle booking charges. The Lowest bidder B will be given 100 points, second lowest bidder A will be given $(1200/1500) * 100 = 80$ points, highest bidder C will be given $(1200/1800) * 100 = 66.66$ points. (Average of Sedan & MPV rates across all cities will be considered for this purpose).
- iv. As per the weightage criteria mentioned in point i) most suited bidder will be calculated as under:

	Bidder A	Bidder B	Bidder C
Air Travel (X)	100	66.66	50
Ground Transport (Y)	80	100	66.66
Total $(X*.50 + Y*.50)$	90	83.33	58.33

The bidder with the highest weighted score will be preferred by the Authority. In case of a tie, the preference will be given to one highest score on air travel rates and in case of a tie in that as well the one with more experience will be preferred.

7. QUERIES FROM BIDDERS

The Bidders may request clarifications about this RFQ document, only in writing, by sending an email to tenders@india2022wwc.com, all queries should be received at least 48 hours before the final submission.

8. TERMS OF PAYMENT

- 8.2. The payment to the selected Bidder(s) will be made as on a monthly basis upon submission of invoice with all the supporting documents which include hotel invoices, ground transport challans and email approvals by the Authority for air travel bookings/cancellations. Invoices received without proper supporting documents will not be considered. The invoices for each month should be delivered by the first working day of each month without fail.
- 8.3. The Selected Bidder(s) will need to submit an invoice in hard & soft copy to the Authority. Upon verification of the invoice by the Authority, the payment will be released within 15 days of receipt of the invoice.
- 8.4. The prices, once offered, must remain fixed and must not be subject to escalation for any reason whatsoever within the period of the validity of the Bid and the contract. An invoice submitted with an adjustable price quotation or conditional proposal may be rejected as non-responsive.
- 8.5. The Authority reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties, levies indicated within specified time frames.

9. VALIDTY AND MODIFICATION OF PROPOSAL

- 9.2. The Bids shall be valid for a period of 60 days from the date of evaluation of the Bids. A Bid valid for a shorter period may be rejected as non-responsive.
- 9.3. No Bid shall be modified, substituted, or withdrawn by the Bidder on or after the Bid Due Date.
- 9.4. Bidders are advised to exercise adequate care in quoting the prices. No excuse for corrections error will be entertained after the Bid Due Date has passed.

10. TERMS & CONDITIONS

- 10.2. It should be noted that entities which are controlled or owned, fully or in part, by the same individual or entity may not submit separate bids under this RFQ, either as separate Bidders or as part of the same consortium.
- 10.3. Interested Bidder(s) are advised and encouraged to study this RFQ document carefully and inform themselves fully about the assignment before submitting their Proposals in response to the RFQ. Submission of a Proposal in response to this RFQ document shall be deemed to have been made after careful study and examination of this document with full understanding of its terms, conditions and implications. Proposals must be made strictly in accordance with the terms and conditions specified in this RFQ.
- 10.4. Any failure, oversight or delay to read any such addenda will not entitle any Bidder(s) to any additional time for submission of Bids or any other relief or any claims against the Authority.
- 10.5. The Bid should be unconditional. In case of any condition, the Bid shall be treated as non-responsive and may be disqualified.
- 10.6. The selected Bidder shall ensure completion of works in accordance with the provisions of the scope of work mentioned in this document and the Agreement which will be entered into subsequently.
- 10.7. The Bidder(s) must ensure that all its relevant employees, officers, affiliates, advisors and subcontractors, permanently treat as confidential any data gathered which may pertain to, or be incidental to, this RFQ, irrespective of whether the Bidder is subsequently awarded the Agreement. The undue use by any Bidder of confidential information related to the process may result in rejection of its bid.
- 10.8. The Bidder(s) shall not have a Conflict of Interest that may affect the Selection Process or the award of Services Agreement hereunder. Any Bidder found to have a Conflict of Interest shall be disqualified. For the purposes of this RFQ Conflict of Interest may refer to any situation where a person could improperly influence the performance of duties and responsibilities of the Authority and/or the Selected Bidder(s) by itself or through any other person, or result in a breach of public trust, or be calculated to further the private or commercial interest of any person or organisation.

- 10.9. The Authority may, in its sole discretion, extend the Bid Due Date at any point of time.
- 10.10. The Authority reserves the right to verify all statements, information and documents, submitted by the Bidder in response to the RFQ. Any such verification or the lack of such verification by the Authority to undertake such verification shall not relieve the Bidder of its obligations or liabilities hereunder nor will it affect any rights of the Authority thereunder
- 10.11. All documents and other information provided by the Authority or submitted by a Bidder to the Authority shall remain or become the property of the Authority. Bidders are to treat all information as strictly confidential. The Authority will not return any Bid, or any information related thereto. All information collected, analysed, processed or in whatever manner provided by the Bidder to the Authority in relation to the assignment shall be the property of the Authority.
- 10.12. The Authority reserves the right to make inquiries with any of the clients listed by the Bidders in their previous experience record.
- 10.13. The Selected Bidder shall not at any time use All India Football Federation or FIFA trademark(s) or trade name(s) in any advertising or publicity. If the Selected Bidder is found violating this norm it will be considered an IP right violation.
- 10.14. The Selected Bidder will be responsible for welfare of its deployed staff and ensuring that all the equipment's being used are in perfect working conditions. The Authority will not be responsible for any of them.

11. MISCELLANEOUS

- 11.2. The Selection Process shall be governed by, and construed in accordance with, the laws of India and the courts in New Delhi shall have exclusive jurisdiction over all disputes arising under, pursuant to and/or in connection with the Selection Process.
- 11.3. The Authority, in its sole discretion and without incurring any obligation or liability, reserves the right, at any time, to:
- (a) suspend and/or cancel the Selection Process and/or amend and/or supplement the Selection Process or modify the dates or other terms and conditions relating thereto;
 - (b) consult with any Bidder in order to receive clarification or further information;
 - (c) retain any information and/or evidence submitted to the Authority by, on behalf of and/or in relation to any Bidder; and/or
 - (d) Independently verify, disqualify, reject and/or accept any and all submissions or other information and/or evidence submitted by or on behalf of any Bidder.
- 11.4. It shall be deemed that by submitting the proposal, the Bidder agrees and releases the Authority, its employees, agents and advisers, irrevocably, unconditionally, fully and finally from any and all liability for claims, losses, damages, costs, expenses or liabilities in any way related to or arising from the exercise of any rights and/or performance of any obligations hereunder, pursuant hereto and/or in connection herewith and waives any and all rights and/or claims it may have in this respect, whether actual or contingent, whether present or future.
- 11.5. All documents and other information supplied by the Authority or submitted by a Bidder shall remain or become, as the case may be, the property of the Authority. The

Authority will not return any submissions made hereunder. Bidders are required to treat all such documents and information as strictly confidential.

ANNEXURE A – DETAILS TO BE INCLUDED IN QUOTATION

1) Air Travel Services

The bidder is required to quote its service charges (Exclusive GST) for the following:

- a) Ticket Booking & Issuance Charges
- b) Ticket Cancellation Charges (if any)
- c) Ticket change/reschedule charges (if any)

2) Ground Transport Services:

The bidder is required to provide its quote for providing ground transport services for the below mentioned category of vehicles in each of the 5 host cities including with rates for airport transfers, 8HR/80Km usage, 12HR/120km usage, additional hour/km charges, any other charge and applicable taxes:

Location	Per Day Rental Rate	Per Day Rental Rate	Per Day Rental Rate	Per Day Rental Rate
Ahmedabad	20-seater vehicle (15 seats required) with storage space of luggage	Toyota Innova or Similar (6-seater, AC)	Tempo Traveller or similar (12-seater, AC)	Basic Sedan (Swift D'zire or similar, AC)
Bhubaneswar	20-seater vehicle (15 seats required) with storage space of luggage	Toyota Innova or Similar (6-seater, AC)	Tempo Traveller or similar (12-seater, AC)	Basic Sedan (Swift D'zire or similar, AC)
Goa	20-seater vehicle (15 seats required) with storage space of luggage	Toyota Innova or Similar (6-seater, AC)	Tempo Traveller or similar (12-seater, AC)	Basic Sedan (Swift Dzire or similar, AC)
Mumbai	20-seater vehicle (15 seats required) with storage space of luggage	Toyota Innova or Similar (6-seater, AC)	Tempo Traveller or similar (12-seater, AC)	Basic Sedan (Swift D'zire or similar, AC)
Kolkata	20-seater vehicle (15 seats required) with storage space of luggage	Toyota Innova or Similar (6-seater, AC)	Tempo Traveller or similar (12-seater, AC)	Basic Sedan (Swift D'zire or similar, AC)
Guwahati	20-seater vehicle (15 seats required) with storage space of luggage	Toyota Innova or Similar (6-seater, AC)	Tempo Traveller or similar (12-seater, AC)	Basic Sedan (Swift D'zire or similar, AC)

3) Hotel Services:

The bidders should include in their quotation a fee structure for hotel bookings to be done by the Authority. The bidder should indicate whether it will charge flat fee over & above the room charges for the hotel bookings or the rates quoted for room charges at the time of hotel booking will be inclusive of any management fee. The Authority reserves the right to negotiate on hotel rates at the time of booking. The bidders are also encouraged to provide a list of suitable 3,4- and 5-star hotels they work with in each of the 5 host cities for reference purposes.