

## **REQUEST FOR EMPANELMENT ( RFE) OF AGENCIES**

(RFE document is to be submitted in original in sealed cover, duly filled and signed in blue/black colour ink on all pages by Authorized Signatory with Company's seal stamped on each page).

All India Football Federation (AIFF), Football House, Sector 19, Dwarka, New Delhi - 110075.  
Tel: - +91 11 25308200, Fax: - +91 11 25308234, +91 11 25308236.

### **REQUEST FOR EMPANELMENT (RFE) OF ONLINE TRAVEL MANAGEMENT COMPANY**

All India Football Federation (AIFF) is the governing body for football in India located in Dwarka, in the Indian Capital New Delhi. The AIFF regularly conducts football matches for the national teams and state teams, wherein the match participants need to travel to different states and internationally as a participant of the match. Competitive bidding process is initiated by the AIFF for obtaining rates from online Travel agencies for making arrangements in respect of domestic/international travel viz. air tickets, VISA, Hotels, lodging/boarding, local transportation, excursions, local site seeing, meals etc. The online travel agencies participating in the RFE should be willing to participate in the competitive pricing process as per requirement of the AIFF. Also, officials of the AIFF require international/domestic travels and arrangements are to be made according to the requirements.

All India Football Federation Invites Request for Empanelment (RFE) in the prescribed format from reputed, eligible, online Agencies for empanelment for a period of three years. Empanelled online agencies shall be responsible for making all arrangements as per Federation requirements as mentioned in the RFE.

#### **Applicant agencies may please note the following: -**

1. This request for empanelment is not a request for application in (RFE) in any form and would not be binding on AIFF in any form.
2. Participation in the RFE for Empanelment and / or empanelment of online Agencies shall in no way guarantee allotment of work to the shortlisted agencies. AIFF reserves the right to adopt measures deemed fit for allotment of work as and when deemed fit.
3. The online agencies must submit their applications in accordance with the requirements contained in this RFE.

4. AIFF reserves the right to update, amend and supplement the information in this document including qualification process before the last date and time of submission of applications.

5. Only the agencies who are in the ONLINE business are eligible to participate in the RFE.

**Scope of Work: -**

1. Arrange to book air tickets on international and domestic flights, including emergency booking/booking in odd situations, extra baggage and train tickets etc.
2. Deliver tickets at the AIFF office/email addresses of concerned officials and collect tickets for cancellation, if any.
3. Arrange for obtaining Visa and for that purpose submitting and collecting passport at the embassies.
4. Arrange for booking hotel, accommodation **including with or without meals**, surface transport, taxi etc. in India and abroad.
5. Arrange for obtaining travel related insurance including overseas medical insurance.

While the above-mentioned activities are to give an idea on the nature and type of work to be performed, there can be additional activities of similar nature, which the empanelled online agencies would be required to undertake, based on the AIFF requirements from time to time.

**Eligibility Criteria for Empanelment**

**Eligibility Criteria**

The applicant shall be a company registered under the Companies Act 2013 or Companies Act 1956 or any other previous companies act in India, Partnership Firm registered under the Indian Partnership Act, 1932, LLP registered Under the Limited Liability Partnership Act, 2008 and should have been in existence in India for the last five years.

That entity should have their office in Delhi / NCR along with dedicated team catering only to AIFF requirements.

The online agency must be registered in India with appropriate tax and other administrative authorities.

The applicant should have achieved at least average annual turnover of not less than Rs. 5 crores (Rupees Five crores only) during last three financial year(audited) and should be profit making.

The applicant entity should have a business experience with listed companies having annual turnover of at least **Rs. 100 crores** (Rupees one Hundred crores only) in the last 5 financial year.

The applicant should have been in existence/ operation for the last five years

The Applicant should furnish an undertaking to the effect that it has not been blacklisted in India.

### **Supporting Documents Required**

1. Certificate of Registration/ Incorporation under the respective Acts in India.
2. GST Registration Certificate
3. PAN Card
4. Audited Financial Statements & certificate from the Statutory Auditor certifying the Turnover.
5. Agency is having its office in Delhi/NCR.
6. Undertaking to the effect that it has not been blacklisted.

Supporting documents are required to be submitted in same sequence as indicated above, with proper flagging of the documents.

### **Other Terms & Conditions:**

1. The online agency must have the capability and resources to get best deals and discounts for arranging domestic/international travel, hotels, accommodation facilities, surface transport and taxis etc. Preferably the online agency should enter annual rate contracts with some good hotel chains and transporters.
2. The online agency shall be available 24\*7 for booking/ cancellation of both domestic and international Air tickets, railway tickets, taxis and hotel accommodation etc.
3. The booking will be done on credit basis.

4. Bills for bookings and any other related services shall have to be submitted on a fortnightly basis and the payment will be preferably made within 30 days. Or subject to negotiation with the shortlisted agencies.
5. The online travel agency should be preferably to provide credit limit for a period of 30 days or such period as agreed between the parties.
6. AIFF reserves the right to avail of the services of one or more online travel agents.
7. The Online Travel Agent shall ensure uninterrupted services irrespective of the holidays followed by AIFF. In the event of poor/ deficient services, AIFF reserves the right to terminate forthwith the arrangement with the Online Travel agent.
8. Application containing false or inadequate information is liable for rejection.
9. AIFF reserves the right to reject any or all the applications without assigning any reason thereof.
10. Last date of submission: last date of receipt of sealed applications is **8th December 2023** up to 5 PM. No application shall be entertained after the expiry of the due date and time.
11. Authorized Signatory: The application must be signed by the authorized signatory and their contact details must be mentioned on the cover page of the application.
12. Applications sent by post/courier/by hand: The applications may be sent by post/courier/by hand to reach before the scheduled date and time as indicated above in a sealed cover/ envelope and may be sent by online in encrypted files to the email: **legal@ the-aiff.com** The password in the encrypted files may be sent to the email: **legal@the-aiff.com** after two hours from the close of the RFE i.e., after 5 PM on 8<sup>th</sup> December 2023.
13. The online agencies or its associates/companies who are empanelled with AIFF as a result of this empanelment process are not allowed to use the name of AIFF, its logo, service marks or any document for any purpose without the prior written approval of AIFF.

As a part of evaluation of application submitted by the applicant agencies, AIFF may seek a 10 minutes' presentation on the capabilities from the eligible online agencies. AIFF may call for such information/presentation at a short notice.

At any time prior to the last date for receipt of applications, AIFF may for some reason, whether at its own initiative or in response to a clarification requested by a prospective applicant, modify the RFE document by an amendment. In order to provide prospective applicants reasonable time in

which to take the amendment into account in preparing their applications shall be applicable.

The applicant is required to visit the Tenders Section of AIFF website [www.the-aiff.com](http://www.the-aiff.com)

to download the RFE before submitting their applications.

Any application submitted is liable to be rejected if:

1. Not containing all required details.
2. Not properly sealed and signed as per requirements.
3. Received after the expiry of due date and time.
4. Missing of any supporting document(s) with the Application.

#### **Disclaimer**

The AIFF shall not be responsible for any late receipt of applications for any reasons whatsoever. The applications received late will not be considered and returned unopened to the applicant.

The AIFF reserves the right-

1. To reject any/all applications without assigning any reasons thereof.
2. To relax or waive any of the conditions stipulated in this document as deemed necessary in the best interest of the AIFF without assigning any reasons thereof.
3. To include any other item in the Scope of work at any time after consultation with applicants or otherwise.

AIFF does not assure for any of the participating agency a guaranteed business during a financial year.

Interested agencies may send their applications (RFE) along with necessary details and documentary proof inside a sealed envelope super-scribing '*RFE for Empanelment of online Travel Agency*' addressed to **Secretary General, AIFF, Football House, Sector 19, Dwarka, New Delhi - 110075. Tel: - +91 11 25308200, Fax: - +91 11 25308234, +91 11 25308236. To reach latest by 8th Dec. 2023** up to 5 PM through Speed Post/courier/By hand only or through online as mentioned under point 12 above. For any queries, please write to us.

(ON THE COMPANY LETTER HEAD).

Application for Empanelment

To,

Secretary General

All India Football Federation,

**Football House, Sector 19, Dwarka, New Delhi - 110075.**

**Tel: - +91 11 25308200, Fax: - +91 11 25308234, +91 11 25308236.**

Date:

Subject: Empanelment for online Travel Agency

Dear Sir,

Having examined the RFE document indicating scope of work, I/We hereby submit our application together with all the necessary information and relevant documents for empanelling us with AIFF as an Online Agency for providing domestic and international air ticketing/accommodation/hotel/taxi/VISA and other services mentioned in the Scope of Work.

The application is made by me/ us on behalf of.....

(Company/ Agency/ Association of individuals) in the capacity of ..... duly authorized to submit the application.

I/We understand that AIFF reserves the right to reject any application without assigning any - reasons thereof. I/We undertake that all the information furnished by me/us in the application is true to the best of me/our knowledge and belief. If any of the information is found to be false on subsequent verification, I/We undertake that I/We may be excluded from the list of empanelled Agency.

Signature of Authorized Signatory

(Name and Designation) Name of Agency: Address:

e-mail id:

Contact details:

Company Seal

Annexure-I

(ON THE COMPANY LETTER HEAD)

Schedule of Rate for Travel Services

Annexure-II

Services

**1. Domestic Travel Services**

Service / Management Fee

Cancellation charges

**2. International Travel Services**

Service / Management Fee

Cancellation charges

Cancellation fee per booking (Exclusive of Tax) other than airline charges

Remarks

**3. Hotel booking Services**

Within India

As required by the AIFF.

**4. Outside India**

VISA Processing charges

Any other charges, please specify

**5. Taxi Services**

Rate chart for various categories of Taxi

Any other charges, please specify

Certified that the above rates are exclusive of applicable taxes.

Signature of the Authorized signatory

Name of the Agency: .....

Place: .....

Date: .....

Address: .....

(Official seal)