



## REQUEST FOR EMPANELMENT (RFE) OF ONLINE TRAVEL MANAGEMENT AGENCY

Dated: 7 February 2024

### INTRODUCTION

The All India Football Federation, commonly referred to as AIFF, is the governing body for the sport of football in India. Established in 1937, the AIFF is responsible for organizing and developing football at all levels across the country. It is affiliated with the FIFA (Fédération Internationale de Football Association), the global governing body for the sport, and the Asian Football Confederation (AFC).

AIFF invites Request For Empanelment (RFE) in the prescribed format from reputed, eligible, online travel management agencies (hereinafter referred to as “online agencies”) for empanelment for a period of three years. Empanelled online agencies shall be responsible for making all arrangements as per the requirements of AIFF as mentioned in this RFE. Applicant agencies may please note the following: -

1. This Request For Empanelment (RFE) is not a request for application in any form and would not be binding on AIFF in any form.
2. Participation in this RFE 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 RFE document including qualification process before the last date and time of submission of applications.
5. Travel management agencies who are not in the online business are not eligible to participate in this RFE.

AIFF regularly conducts football matches for the national teams and state teams, wherein the match participants need to travel to different states and abroad. Competitive bidding process is initiated by the AIFF for obtaining rates from online agencies for making arrangements with respect to domestic/international travel viz. air tickets, visa, hotels, lodging/boarding, local transportation, excursions, local site seeing, meals etc. The online agencies participating in the RFE should be willing to participate in the competitive pricing process as per the requirements of the AIFF. Also, officials of the AIFF require international/domestic travels and arrangements are to be made according to the requirements.

Applicants shall note that AIFF has a travel related volume of approximately INR 5 to 6 crore on an annual basis.



## SCOPE OF WORK

The scope of work is as follows: -

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(s) 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 aforementioned 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 requirements of AIFF from time to time.

## TIME SCHEDULE

- |   |                              |
|---|------------------------------|
| a. Date of issue of RFE:                    | 7 February, 2024             |
| b. Last date for submission of application: | 16 February, 2024 (5 PM IST) |
| c. Opening of Technical and Financial Bids: | 19 February, 2024            |

## ELIGIBILITY CRITERIA FOR EMPANELMENT

- ❖ The applicant shall either be a company registered under the Companies Act 2013 or Companies Act 1956 or any other previous Companies act in India, or a Partnership Firm registered under the Indian Partnership Act, 1932, or a Limited Liability Partnership (LLP) registered under the Limited Liability Partnership Act, 2008 and should have been in existence in India for the last five years.
- ❖ The online agency must be registered in India with appropriate tax and other administrative authorities.
- ❖ The applicant should have achieved at least an average annual turnover of not less than Rs. 5 crore (Rupees five crore only) during the last three financial years (audited) and should be profit-making.
- ❖ The applicant should have been in existence/ operation for the last two years.
- ❖ The applicant should furnish an undertaking to the effect that it has not been blacklisted in India.



## **SUPPORTING DOCUMENTS REQUIRED**

- ❖ Certificate of Registration/ Incorporation under the respective Acts in India.
- ❖ GST Registration Certificate
- ❖ PAN Card
- ❖ Audited Financial Statements & certificate from the Statutory Auditor certifying the turnover.
- ❖ Undertaking to the effect that it has not been blacklisted.

Supporting documents are required to be submitted in the same sequence as indicated above, with proper labelling of such 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. The online agency shall preferably 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 accommodations etc.
3. The bookings shall 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 shall be preferably made within 30 days, or subject to negotiation with the shortlisted agencies.
5. The online travel agency shall preferably provide a 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 agencies.
7. The online agency 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 agency.
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 receipt of sealed applications is 16 February 2024 up to 5 PM. No application shall be entertained after the expiry of the due date and time.
11. The application must be signed by the authorized signatory and the relevant contact details must be mentioned on the cover page of the application.
12. The applications may either be sent by post/courier/by hand to reach before the scheduled date and time as indicated above in a sealed cover/envelope, or be sent online in encrypted files to [legal@the-aiff.com](mailto:legal@the-aiff.com). The password of the encrypted files may be sent to [legal@the-aiff.com](mailto:legal@the-aiff.com) after two hours from the close of the RFE, i.e., after 7 PM on 16 February 2024.
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.
14. A dedicated Account Manager from the online travel management agency shall be readily available for the purposes of coordination with AIFF.
15. Applicants shall also mention the credit period and credit amount in their bid(s).
16. Costs related to any kind of software/online tool shall not be borne by AIFF.



17. The agency shall assign a Point of Contact (PoC) to guide/train the concerned AIFF staff in matters pertaining to the aforementioned scope of work.

18. Applicants shall mention in detail the relevant cancellation charges.

As a part of evaluation of application submitted by the applicant agencies, AIFF may seek a 10-minute 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.

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. it does not contain all required details;
2. it is not properly sealed and signed as per requirements;
3. it is received after the expiry of due date and time; and/or
4. it is missing any supporting document(s).

#### **DISCLAIMER**

AIFF shall not be responsible for any late receipt of applications for any reasons whatsoever. The applications received late shall not be considered and the unopened applications shall be collected back by the applicant.

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(ies) 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 the Acting 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 16<sup>th</sup> February 2024 up to 5 PM through Speed Post/courier/by hand only or through email as mentioned under point 12 above. For any queries, please write to us: -



(ON THE COMPANY LETTER HEAD)  
Application for Empanelment

To,

Acting 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 Travel 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 being empanelled.

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

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)