



**High Commission of India  
Dar es Salaam, Tanzania**

No. DAR/ADMN/551/02/2022

Dated: 06 May, 2026

**Expression of Interest (EOI) for Empanelment of Travel Agencies**

The High Commission of India, Dar es Salaam invites applications from reputed and authorized Travel Agencies dealing in domestic and international air tickets for the purpose of empanelment by the High Commission for a period of two years, renewable at the High Commission's discretion up to three spells of one year each based on the Agency's performance and subject to the terms and conditions given below. The tender should be properly sealed with the superscription "Application for empanelment of travel agencies for booking of air tickets for the High Commission" and addressed to:

**Head of Chancery,  
High Commission of India,  
Plot No. 213/51, Shaaban Robert Street,  
P.O. Box 2684, Dar es Salaam, Tanzania**

2. The tender documents can be downloaded from the website of the High Commission of India, Dar es Salaam (<https://hcindiatz.gov.in/tenders-tanzania.php>). The duly filled-in tender is required to be submitted on or before 1700 Hrs on 28 May, 2026.
3. Incomplete Tenders are liable to be rejected. No further correspondence will be entertained for rejected tenders.

**Head of Chancery  
High Commission of India  
Dar es Salaam**  
Email: hoc.desalaam@mea.gov.in

## **TERMS AND CONDITIONS**

### **1. ELIGIBILITY CRITERIA**

1.1 The bidder should be a registered company engaged in the business of booking and purchasing of air tickets for domestic and international sectors.

1.2 The bidder should have experience of at least three (3) years in similar works of booking/purchasing of domestic and international tickets, including for Diplomatic Missions, UN and other international organizations, and big corporate/business houses. (Documents to be attached)

1.3 The Service Provider Company/Firm/Agency shall submit an affidavit stating that the agency is/has not been blacklisted by any Government or other institution. (Documents to be attached)

1.4 The bidding company should be IATA approved. A copy of the certificate issued by IATA should be attached.

1.5 The bidding company should have a registered office in Tanzania.

### **2. SCOPE OF WORK:**

2.1 Booking of international and domestic air tickets on 'Best Available Fare' in the specified class of travel with either a direct flight or the least layover time in case of a connecting flight.

2.2 The Agency should be capable of preparing the most cost-effective and suitable itinerary for the user. The Agency should be able to provide services on holidays/beyond working hours in cases of urgency.

2.3 The agent should be able to send quotations by the quickest means (e-mail/phone) to the High Commission, with information such as flight number, date of travel, cost of ticket, discounts (if any), taxes (if any), etc., within a short period — even within one to two hours in case of emergency.

2.4 Mere submission of a quotation for a ticket does not constitute a purchase order. A separate purchase order will be issued if the quotation is acceptable.

2.5 The booking will be done on a credit basis. The amount will be settled within 10 working days from the date of receipt of the billing invoice, subject to verification.

2.6 Issuance of tickets where at least one-time cancellation/change is allowed without charge, as far as possible.

2.7 The agency shall inform the traveller about any cancellation/rescheduling of flights by the airlines in a timely manner.

3. COST OF TENDER FORM: The tender is available free of cost and attached to this Notice.

4. TENURE OF CONTRACT: Once constituted, the panel of travel agencies would be valid for two years, unless revised or extended by the High Commission. Extensions, if any, would be granted in spells of one year each.

5. **PROHIBITION OF SUB-CONTRACT:** The travel agency shall not assign the contract or any part thereof to any other agency/party. The travel agency shall also not sublet the work or any part thereof under any circumstances.

6. **PAYMENT:** Bills for bookings shall be submitted after the journey date. Payment of bills will be made within 10 working days of receipt, after verification.

7. **SUBMISSION OF TENDER:** The Tender must be submitted in the prescribed proforma provided in Annexure-I. Tenders not in the prescribed proforma are liable to be rejected.

8. **LAST DATE OF SUBMISSION:** The last date for receipt of sealed applications is 28 May, 2026. No application shall be entertained after the expiry of the due date and time.

9. **VALIDITY OF THE BIDS:** The bids submitted shall be valid for a period of 60 days, subject to increase in the period by mutual consent.

10. **AUTHORIZED SIGNATORY:** The bid application must be signed by the authorized signatory, and their contact details must be mentioned on the cover page of the application.

11. **REJECTION OF BIDS:** The bid application is liable to be rejected if it is:

- i) Not in prescribed forms and not containing all required details.
- ii) Not properly sealed and signed as per requirements.
- iii) Received after the expiry of the due date and time.
- iv) Missing any supporting document(s).
- v) Liable for any other reason ascertained by the High Commission.

## **12. TERMS & CONDITIONS:**

- i) The High Commission reserves the right to empanel any travel agency or to cancel the empanelment at any time, without assigning any reason.
- ii) The empanelment does not guarantee the award of a work order in the future. The High Commission reserves the right to award work orders to any empanelled firm.
- iii) The arrangements with the travel agency shall stand terminated in the case of insolvency of the travel agent or upon entering into any arrangement/compensation with their creditors.
- iv) The High Commission reserves the right to reject/cancel any or all the bids without assigning any reason.

\*\*\*\*\*

**Company Credentials**

<b>SI No.</b>	<b>Particulars</b>	<b>Details to be filled by the Agency</b>
1.	Name of the Agency	
2.	Registered office / business address of the Company / Firm / Agency	
3.	Details of key personnel of the agency (Name / Designation / Contact number)	
4.	Address with telephone, fax numbers, Email and name(s) of the contact person(s)	
5.	Year of Incorporation / Constitution of the Company / Firm / Agency (Attach company registration documents)	
6.	Experience in booking domestic / international tickets: for Embassies/High Commissions, UN organizations, big corporate houses, etc. (Attach supporting documents)	
7.	Additional facilities offered other than booking tickets / transaction charges / service fees / other charges if any	
8.	Whether the travel Agency is IATA approved (Attach certificate)	
9.	Whether the agency is connected with a Computerized Reservation System (CRS) and other modern communication systems	
10.	Whether the agency is prepared to provide services on weekends / Holidays besides normal working days also	
11.	Please indicate whether agency is prepared to offer 10 working days credit	
12.	Is it possible for the Agency to provide at least one-time cancellation / change without charge?	
13.	Is it possible for the Agency to block tickets for a limited period (without cost), if requested?	
14.	Refund policy, if tickets are cancelled	
15.	Service charges on the basis of per person / ticket	
16.	Whether the company has a Branch / Head Office in Dar es Salaam (may furnish proof)	
17.	Bank Details: Name of Bank / Account Name / Account Number / Branch / SWIFT Code	
18.	Affidavit stating that the agency is / has not been blacklisted by any government or other institution	

SI No.	Particulars	Details to be filled by the Agency
	(to be attached)	
19.	Any other relevant information	

**UNDERTAKING**

I hereby certify that all the information furnished above is true to the best of my knowledge and belief. I have no objection to the High Commission verifying any or all the information furnished in this document with the concerned authorities, if necessary.

I also certify that I have understood all the terms and conditions indicated in the tender document and hereby accept the same completely and unconditionally.

I understand that my empanelment may be cancelled by the High Commission of India, Dar es Salaam, at any stage, if any information furnished by our agency is found to be incorrect.

Signature of Authorized Signatory.....  
 Full Name: .....  
 Designation: .....

(Office seal of the Bidder)

Date: .....  
 Place: .....