

**Ref. No. III/Online-Air Ticketing/Admin/NBE/2017-18/**

**Dated :**

To,

**REQUEST FOR PROPOSAL(RFP)**

**Subject : Request for Proposal (RFP) for empanelment of Service Provider (s) - Online Web Based Portal for Air Ticket Bookings.**

National Board of Examinations (NBE) is an autonomous organization of the Ministry of Health & Family Welfare, Government of India that has been entrusted with the responsibility of conducting PG Examinations in various Medical Specialities. NBE seeks Request for Proposal (RFP) for empanelment of service providers providing online web portal based air ticket bookings.

**1. Eligibility Criteria :**

- (i) The Service Provider should have a 24 x 7 online e-commerce portal for issuance of Air Tickets.
- (ii) The Service Provider should have office at Delhi/NCR.
- (iii) The Service Provider should have trained staff with excellent communications skills available 24x7 for online / offline booking / cancellation / rescheduling etc.
- (iv) The Service Provider may be a sole proprietary concern, partnership firm or a company / LLP and should be registered with Registrar of Firms / Companies, whichever is applicable.
- (v) The Service Provider should have Goods & Services Tax Identification Number (GSTIN) and PAN Number.
- (vi) The Service Provider should be equipped with the requisite infrastructure in the form of Airline Computerized Reservation Systems (CRS) and electronic mail.
- (vii) The Service Provider should have been providing Domestic / International ticket booking services to reputed Institutional customers.
- (viii) The Service Provider Company / Firm / Agency shall submit an undertaking stating that the agency is / has not been black listed by Central Government / State Government / any Public Organization.

## 2. Terms and Conditions :

- (i) A panel containing up to Three (03) Service Provider for obtaining service shall be made.
- (ii) The tenure of the contract shall ordinarily be One (01) Year. However, the Assistant Director (Admin), may at sole discretion, allow extension of the tenure of Memorandum of Understanding (MoU), subject to satisfactory services of the firm.
- (iii) Satisfactory Services : The decisions of NBE/Assistant Director (Admin) shall be final and binding on the Company / Firm / Agency for the purpose of determining satisfactory services.
- (iv) Prohibition of Sub-Contract - The empanelled Company / Firm / Agency shall not appoint any sub-contract for this work under any circumstances.
- (v) Dispute or clarification – In case of any clarification regarding any interpretation of this document or subsequently the MoU with successful the decisions of Assistant Director (Admin) shall be final.
- (vi) Pricing of Air-Fare: It is essential to have the most competitive and transparent pricing for the airfares. NBE reserves its rights to verify the pricing of e-tickets / bookings.
- (vii) The Service Provider shall only be entitled for fixed fees plus applicable taxes per sector per e-ticket issued / modified / cancelled.
- (viii) No other fees or commission shall be payable.
- (ix) The proposal in prescribed format shall be submitted to Assistant Director (Admin) latest by 12:00 Noon on or before **3<sup>rd</sup> November, 2017** in Tender Box at the following address:  
Assistant Director (Admin)  
National Board of Examinations  
Medical Enclave,  
Ansari Nagar Ring Road,  
New Delhi-110029.
- (x) NBE reserves all rights for selection of service provider for empanelment.
- (xi) Jurisdiction for all disputes shall be Delhi / New Delhi only.

**Note :** As NBE has invited a Request for Proposal (RFP) for creation of a panel of best Three (03) to Five (05) Star Hotels on pan India basis. Hence, individual as well as joint RFP /Quotation from such portals, dealing with Flight and Hotel stay is most welcome.

**Capt. K. Paul James**  
Assistant Director (Admin)

Enclosure : Format Including Declaration.

**FORMAT FOR SUBMISSION OF REQUEST FOR PROPOSAL(RFP)**

1. Applicant Service Provider / Company / Firm :
2. Address :
3. Key Person with Contact Details :
4. PAN Number and GSTIN :
5. Website Address :
  
6. Financial Terms :
  - (i) Service Charge (Exclusive of taxes) Per Sector / Per Booking / Per Rescheduling / Per Cancellation :  
  
Domestic  
  
International
  - (ii) Credit Period offered :
  - (iii) Charges for payment by Credit / Debit Card / Net Banking :
  
7. Declaration

**DECLARATION**  
(On Letter Head)

I, Mr. /Ms. \_\_\_\_\_ Son / Daughter / Wife of  
Shri \_\_\_\_\_ Proprietor /Partner / Director, an  
authorized signatory of the Company / Firm / Agency, namely M/s. \_\_\_\_\_  
\_\_\_\_\_ is competent to sign this declaration and  
execute this Request for Proposal (RFP);

I have carefully read and understood all the terms and conditions of this RFP and  
undertake to abide by them;

The information / documents furnished along with the above application are true and  
authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact  
that furnishing of any false information / fabricated document would lead to rejection of  
this RFP at any stage besides liabilities towards prosecution under appropriate law;

I do hereby undertake that the Company / Agency / Firm shall comply with all statutory  
provisions relating to GSTIN (Goods & Services Tax Identification Number) and any  
other taxes / Acts / Rules relevant to the matter and in case any liability arises on NBE  
on this account, the Company / Agency / Firm shall bear the same;

It is also certified that the Company / Firm / Agency namely M/s. \_\_\_\_\_  
\_\_\_\_\_ having its registered office at  
\_\_\_\_\_ has not been blacklisted by any Government Department / Public Sector Undertaking  
for engagement as Service Provider for Travel Services.

PAN Number	
GSTIN (Goods & Services Tax Identification Number)	

Signature of Authorized Signatory :  
Full Name :  
Seal of the Company / Firm :