

Expression of interest/Request for Proposal**Date: 11.06.2025**

TIDE invites 'Request for Proposal (RFP) for **Empanelment of Travel Service Provider for Booking and Travel Support Services**'

1.Introduction:**TIDE**

Technology Informatics Design Endeavour (TIDE) is a Bangalore based development organization leveraging technology for environment conserving, livelihoods creation, and addressing societal issues. TIDE's work encompasses energy access and biomass-based cooking solutions, environment conservation through energy waste and water interventions, and Technology based innovative livelihoods, particularly with focus on rural women. TIDE is currently implementing a project titled 'Integrated Water Management' in partnership with BORDA, in two towns of Karnataka. For more information about TIDE, please visit <https://tide-india.org>.

Title	Empanelment of Travel Service Provider for Booking and Travel Support Services"
Location	TIDE Office, Bangalore
Nature of Assignment	The assignment involves providing comprehensive travel management services to support the organization's official travel requirements, both domestic and international. The selected agency will be responsible for facilitating travel arrangements including but not limited to air, train, and bus bookings; hotel accommodations; visa and passport assistance; travel insurance; and any other related services as required. The travel service provider is expected to ensure cost-effective, timely, and reliable services in line with the organization's travel policies and protocols.
Period	The period will be for the duration of June-2025 to December-2025

Technology Informatics Design Endeavour

GST no; 29AAATT1118N2Z7

FF1, Sapthagiri apartments, No 30, 10th cross, 15th main road, RMV extension,
Sadashivanagar, Bengaluru – 560080

Email – info@tide-india.org

Ph – 080 2361 2031

2. Terms of Reference

The Service provider shall be responsible for the activities mentioned herein and shall also support TIDE where reasonable and possible, to ensure that the objectives of the assignment are met. The details of the assignment are given below,

3. Scope of work of the Assignment

The selected Travel Agency will be required to provide the following services:

1. Booking & Advisory Services

- Support and advice in booking **Air Tickets** (Domestic & International)
- Booking of **Train Tickets** (including Tatkal & Premium services)
- Booking of **Bus Tickets** (Government and Private Operators)
- Outstation Cab facilities.

2. Accommodation Booking

- Booking of hotel accommodation (Domestic & International) as per organization preferences, policies, and cost norms

3. Ground Transportation Services

- Arrangement of cab/taxi services for local travel within cities
- Provision of outstation cab services for intercity travel
- Coordination of pick-up and drop services from airports, bus terminals, or railway stations

4. Visa and Passport Services

- Support and guidance for **Visa applications** for overseas travel
- Support in **passport renewals and extensions** for staff

5. Travel Insurance

- Support in identifying and purchasing appropriate **Travel Insurance** for both domestic and international trips

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6. Other Travel-Related Services

- Any other support services related to travel, including itinerary planning, coordination, real-time changes, and emergency support

4. Eligibility criteria:

The company/firm/supplier should meet the following minimum eligibility criteria:

<ul style="list-style-type: none">• The company/firm/supplier should be registered with legally binding registration document
<ul style="list-style-type: none">• The company/firm/supplier shouldn't have been blacklisted by central/state government agencies
<ul style="list-style-type: none">• Any other supporting documents
<ul style="list-style-type: none">• Financial quote / service charges (format will be provided in Financial Bid section)
<ul style="list-style-type: none">• Details of services offered and operational capacity
Note: The Supplier need to submit the supporting documentary evidence for the criteria.

Evaluation Criteria:

The proposals will be evaluated based on:

Criteria	Weightage
Relevant Experience	30%
Service Offerings & Approach	25%
Cost / Financial Quote	30%
Client References / Past Work	15%

6. Duration of Empanelment

The selected agency will be empanelled initially for **June-2025 to December-2025 year**, extendable based on performance and mutual consent.

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7. Submission Deadline

All proposals must be submitted in sealed format or email if allowed to:

Technology Informatics Design Endeavour(TIDE) office at FF1, Sapthagiri apartments, no. 30, 10th cross, 15th main road, RMV extension, Sadashivanagar, Bengaluru – 560080

Email:

- ashwin.kumar@tide-india.org
- gautam.lahiri@tide-india.org
- iwm.accountant@tide-india.org

By: **25th June 2025**

15.Schedule of Payment

1. No Advance Payment shall be made for the services.
2. Payments will be made on or before 7 working Days submission of the invoice along with the following:
 - Summary of services rendered during the billing period
 - Copies of tickets, Boarding pass, booking confirmations, and receipts
 - Applicable supporting documents (e.g., visa processing receipts, insurance purchase proof)
3. Payment will be processed within 7 working days from the date of receipt of the complete invoice and supporting documents, subject to approval by the authorized officer.
4. Applicable taxes will be deducted at source (TDS) as per Government norms.
5. The agency should submit its bank details for online transfer of payments.

16.Submission of Proposal and deliverable:

Proposal Submission

Proposals must be submitted via email or hard copy and should include the Annexures I to V

Submission Email IDs:

- ashwin.kumar@tide-india.org
- gautam.lahiri@tide-india.org
- iwm.accountant@tide-india.org

Important Notes

- TIDE reserves the right to cancel or modify this RFP at any time.

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- Shortlisted vendors may be called for a technical presentation/demo.
- Final selection will be based on cumulative score and post-negotiation agreement.

ANNEXURES

Annexure I: Letter for EOI Submission to Be Submitted on the letter Head of the Institution

Annexure II: Information regarding any Conflicting activities and declaration

Annexure III: Quote/Bid FORM

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Annexure II: Information regarding any Conflicting activities and declaration

Annexure III: Details of a minimum of 3 similar works executed by the bidder.

Annexure IV: Quote/Bid FORM

ANNEXURE I

LETTER FOR EOI SUBMISSION TO BE SUBMITTED ON THE LETTERHEAD OF THE ORGANISATION

Ref: No:

Date:

Executive Director,
TIDE, FF-1, Sapthagiri Apartments,
No.30, 10th Cross, 15th Main Road,
RMV Extension, Sadashiv Nagar,
Bengaluru – 560080

Dear Sir/Madam

We, the undersigned, offer to provide the services as required in your invitation for EOI dated: ----- . We are hereby submitting our proposal with all the requisite information and documents.

We hereby certify that all the information and statements made in this proposal are true and accept that any misstatement or misrepresentation in the enclosed documents may lead to our disqualification.

We understand that you are not bound to accept/reject any proposal without assigning any reason.

Yours faithfully

Authorized Signatory

NAME & DESIGNATION

ANNEXURE II

INFORMATION REGARDING ANY CONFLICTING ACTIVITIES AND DECLARATION THEREOF

Is the party engaged in any activities which conflict with the proposed activities of TIDE as mentioned in this document?

If yes:

Please furnish information on activities the institution is engaged in, which in your opinion, is of a nature that conflicts with the assignment desired to be awarded by CoE.

If no:

We hereby declare that our organization is not either directly or indirectly engaged in any activities which can be termed conflicting activities as mentioned in the EOI document. It is understood that any misrepresentation or misstatement in this regard shall lead to our organization to be disqualified from the entire process.

Signature of the authorized signatory

Name

Designation

TO BE SUBMITTED ON THE LETTERHEAD

ANNEXURE III

Details of a minimum of 3 similar works executed.

(Amount Rs. in Lakh)

Sl.No.	Nature of similar work carried out	Name of the party for whom such work was carried out	The total value of the work	Period of the assignment	Contact person name and mobile no.

AUTHORISED SIGNATORY

TO BE SUBMITTED ON THE LETTERHEAD

ANNEXURE IV

Quote/Bid FORM

To

The Executive Director

TIDE

FF-1, Sapthagiri Apartments, No. 30, 10th Cross, 15th Main Rd,

Raj Mahal Vilas Extension, Sadashivanagar,

Bengaluru, 560080

I hereby offer to submit our EOI for the “.....”
assignment as a Service Provider/Expert/supplier of material/services etc.

Financial Proposal for support in the below services required for Technology Informatics Design Endeavour (TIDE) for the project year 2025.

Sl No.	Parameters	Particulars/Description
1.	Name	
2.	Address	
3.	Contact Details	Email: Mobile:
4.	GST Number (If no GST please submit a declaration)	

Sl. No.	Nature of Service	Service Charges (Per Person and Per Sector)	Cancellation Charges (Per Person and Per Sector)	Any other Handling Charges. (Per Person and Per Sector)	Credit period (for each booking done)
1	Air Tickets (International) Booking				
2	Air Tickets (Domestic)				
3	Bus Tickets				
4	Visa				
5	Accommodation (International)				
6	Accommodation (Domestic)				
7	Fresh Passport				
8	Renewal of Passport				
9	Travel Insurance linked to travel				

Note:

1. *The ticket amount for Air travel, Railway, Bus should be actual and should be based on current market rate.*
2. *We are expecting corporate fare with the minimum cancellation charges.*
3. *Cancellation charges mentioned above is not the cancellation charges from Airline rather the agency charges. Same way service charges and any other handling charges to be mentioned above should be agency charges.*
4. *For VISA , Fresh Passport and renewal of passport you need to mention the service charges the agency will be taking . Apart from the service charges the Govt fees should be actual .*
5. *Service charges, Cancellation Charges and Any other Handling charges to be mentioned above should **be inclusive of all taxes.***
6. *We need all the original invoices once the billing made. The service provider is responsible for sending the same to our office address.*

The charges mentioned above shall be

Declaration:

I certify that the above particulars are correct. I understand and agree that if any statement is found to be false or incorrect, TIDE reserves the right to reject my application.

I certify that if awarded the assignment, I shall maintain confidentiality and shall avoid conflict of interests.

Signature:

Place:

Full name:

Date: