

**Embassy of India
Washington DC

WAS/ADM(PROT)/665/01/2026

Dated: March 30, 2026

**EXPRESSION OF INTEREST (EOI)
FOR EMPANELMENT OF TRAVEL AGENCIES
AT EMBASSY OF INDIA, WASHINGTON DC.**

Embassy of India intends to empanel experienced travel and tour agencies in the USA for arrangement of Air Tickets for both domestic and international sectors and Train Tickets for domestic visits at the request of the Embassy of India, Washington DC..

The Eoi, complete in all respects, should be sent to Head of Chancery, Embassy of India, 2107 Massachusetts Ave NW, Washington DC 20008 in a sealed cover superscribing "EOI - for Empanelment of Travel Agencies" before 1700 hrs on Thursday 30th April 2026.

The EOI document shall be opened at 1600 hrs on Monday 4th May 2026 at the above mentioned address in the presence of EOI-participant's representatives who choose to attend.

This document is for engaging services of local agents for booking of air/train tickets for domestic and international travel The Expression of Interest (EOI) for providing air ticket booking services are invited as per details given in the following paras.

1. Scope of work:

The following would be the scope of work:

- a. Booking, modification, cancellation of air and train tickets on the basis of best available fare in the communicated category in domestic sector, i.e. within USA.
- b. Booking of air tickets on the basis of best available fare in the communicated category in international sector.

The Embassy may request for booking of air/train tickets in Economy/Business/Club/First Class.

2. Inviting expression of interest from companies:

All reputed agencies interested in rendering their services for the work broadly outlined above may send in their EOI to the Embassy. The terms and conditions for empanelment of local travel agents will be as under:

- i. The agency should be approved/authorised/registered travel agencies in Travel/tour Business in the USA. Preference should be given to those agencies having IATA (International Air Transport Association) membership for air ticketing. The agency should submit documentary evidence.
- ii. The proposals/expression of interests hence submitted by the local agency must ensure to provide a copy of certificate of incorporation, including details of promoter/proprietor/owner and corporate/regional address of the company.
- iii. The proposals submitted must be on the letter head of the company. It must incorporate the contact details of authorised representative.
- iv. The agent provides the best available fare in the requested category at all times.
- v. During office hours, the agency must remain reachable by phone and email.
- vi. The agency must ensure availability of one contact person for urgent bookings beyond office hours (0930–1800 EST), weekends and holidays. The contact person must be available over phone, e-mail and any other form of mobile communication app that is intimated by the Embassy.
- vii. Embassy's request for booking of air/train tickets may be addressed promptly, preferably on the same day. In case of any urgency, the request may be addressed at the earliest possible.
- viii. On every occasion, the final award of work (i.e. booking of ticket) shall be given to the agent with lowest quote.
- ix. This exercise is aimed at forming a panel of agencies which can be approached for booking of tickets, as need be. The interested agency at this stage is requested to express interest to be a part of the panel of the Embassy. The Embassy will seek quotes from the empanelled agencies as and when need be. The final booking of tickets will be awarded to the lowest quotation from the particular journey in each case.
- x. The invoices may be raised as per standard business practice. The invoices received in order shall be settled by the Embassy subsequent to booking of the tickets as soon as possible. The payment of invoices shall be made preferably through bank transfer or through cheque.
- xi. The invoice shall clearly mention the cost of ticket.
- xii. Embassy being a Diplomatic Mission in the US has tax exempt status and hence, Embassy will not pay any taxes.
- xiii. Agencies that have established local office within USA shall be preferred.
- xiv. Previous experience in this field of working with any Embassy will be taken into consideration. Past experience working with any Embassy/Consulate of India around the world is preferable.

3. Contact Person:

The advertisement has been uploaded on the Central Public Procurement Portal (CPPP) and the Official Website of the Embassy of India, Washington DC. Proposals

would be accepted till Thursday 30th April 2026 (1700 hours). The Proposal in a sealed envelope should be submitted to Head of Chancery, Embassy of India at 2107 Massachusetts Ave. NW, Washington DC-20008, Tel: 202-939-7034, email: hoc.washington@mea.gov.in.

4. Evaluation and Selection:

It is proposed to open proposals at 1600 hrs on Monday 4th May 2026. The proposal offering as per scope of work, good credentials, past experience with Diplomatic Mission (as outlined in para 3 above) and best prices would be selected for the award of the job. Embassy shall add reputed agencies hence selected to its panel for rendering the aforementioned services. However, the final decision would rest with Embassy of India, Washington DC and no explanation will be owed to anyone about the selection process of the local agent for the job.

5. Instructions to Applicants:

- (i) Applicants are required to fill in all the details asked in **Annexure I** and **Annexure II**.
- (ii) All information should be typed or handwritten legibly in English only.
- (iii) The applications are liable for rejection due to incorporation of any false information and furnishing fake or truncated documents.

6. General:

- (i) The Embassy shall empanel more than one agency and shall ask for quotations from all empaneled agencies. All the empaneled agencies must send their quotations to the designated email ID of the embassy. The embassy shall procure the tickets from the agency on the basis of lowest rates.
- (ii) The appointment will be for a period of two (02) years from the date of communication confirming empanelment. The period of empanelment may be extended at the discretion of Embassy of India, Washington DC.
- (iii) Embassy of India, Washington DC reserve the right to evaluate the credentials of the applicants and empanel the agencies found qualified and capable of meeting the requirements of Embassy of India, Washington DC.
- (iv) Invitation of EOI does not bind Embassy of India, Washington DC to empanel the applicants or place order to the agencies responding against this notice.
- (v) Embassy of India, Washington DC also reserves the rights to accept or reject any or all the applications and/or withdraw or cancel or suspend this notification without showing any reason.

7. Termination of Contract:

The contract the successful bidder may be terminated if bidder fails to perform its obligations specified in the contract agreement or if in case the service provided is found to be unsatisfactory.

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(Prem Kumar)

**Head of Chancery
Embassy of India,
Washington D.C.**

ANNEXURE - I

**TECHNICAL BID FOR EMPANELMENT OF TRAVEL AGENCY FOR BOOKING OF
DOMESTIC/INTERNATIONAL AIR TICKETS /TRAIN TICKETS**

S. No.	Particular	Details to be filled by Agency
1.	Name of the Firm/Agency	
2.	Registered Office/Business address of the agency	
3.	Name of Contact person (s)	
4.	Address with telephone, Fax numbers, Email and name of the contact person	
5.	Year of Incorporation/Constitution of the Firm/Agency (copy of registration certification)	
6.	Whether the agency is providing domestic/International air ticket/train ticket booking services to reputed customers like Embassies, Consulates, UN Officers, INGOs, Multinational Companies etc. Give names of institutions where the agency is empanelled/providing such services.	
7.	Whether for all travel request, whether the travel agency agrees to make the provisional bookings, prepare appropriate itineraries for shortest routes and send the quotations to designated e-mail of the Embassy	
8.	Whether the travel agent is equipped with the requisite infrastructure in the form of Airline Computerized Reservation System (CRS), electronic mail and other modern communication systems	
9.	Whether the agency is prepared to provide the services on Sundays/ Holidays besides normal working days also.	
10.	Whether the firm is ready to accept payment through Bank Transfer/cheque. Please provide Bank details	
11.	Whether the agency has submitted BSD (Annexure -II) along with EOI	

I/We.....
do hereby declare that the entries made in the above form are true to the best of my/our knowledge and also we shall be bound by the acts of my /our duly constituted attorney. I/We hereby understand that the submission of application does not guarantee for empanelment as service provider of Embassy of India, Washington DC. I/We further

understand that in case of any information submitted by me/us, found to be incorrect either before or even after the empanelment, Embassy of India, Washington DC will have the right to summarily reject the application/cancel the empanelment at anytime without assigning any reason whatsoever.

Date :

Place :

Signature of authorized signatory

Name

Seal

Embassy of India,
Washington DC

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BID SECURITY DECLARATION

I/we accept that if I/we withdraw or modify Bids during the period of validity or if I/we are awarded the contract and I/we fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, I/we will be suspended for the period of time specified in the request for bid document from being eligible to submit Bids for contracts with the Government of India.

Date:

Place:

Signature of authorized signatory

Name

Seal