

EXPRESSION OF INTEREST (EOI)

For Empanelment of Tour & Travel Agencies

(For Hotel Booking, Air Ticketing, Lodging & Logistics Services)

1. Introduction

The Institute of Leadership Development (ILD), Jaipur, promoted by IFCI Limited, a Government of India enterprise, aims to enhance the competitiveness of the MSME sector by fostering leadership, innovation, and global business linkages. Through capacity-building initiatives, research, and stakeholder engagement, ILD supports MSMEs in overcoming challenges and capitalizing on growth opportunities in international markets.

ILD is now planning to organise various state level, national level workshops, and international B 2 B and or B 2 C exhibitions for the MSME enterprises.

State level workshops under RAMP are already going on, ILD being one of the Implementing agencies for this project of State Government assisted by World Bank.

For successful organising these events, Kamtech Associates Private Limited (Knowledge Partner of ILD), Jaipur invites **Expression of Interest (EOI)** from reputed and experienced agencies for empanelment for the following Categories:

S. No.	Services Name	Category
1	International Tour & Travel Agencies	Category A
2	International cargo logistics & Stall Display Support (Jaipur to and Return)	Category B
3	Agency for providing Work shop venue services across Rajasthan	Category C

Category A. International Tour & Travel Agencies

Leading Tour & Travel ticket leading lodging & boarding packages to and from Jaipur comprehensive tours and travel Service Providers.

Services including **air ticket booking, hotel accommodations, lodging arrangements, and transport/logistics of stall display items and machinery for international exhibitions** — particularly from **Jaipur (India) to** international destinations viz. Eastern Africa, Dar- Ee- Saalam, Nairobi etc.) ASEAN countries (Vietnam, Cambodia), Eastern Europe (Hungary, Poland, Romania, Bulgaria) and Baltic countries for supporting the export market exploration by MSME enterprise under various Government initiatives.

Scope of Work

The empanelled agencies will be responsible for providing **end-to-end travel, accommodation, and logistics solutions** as and when required by the Organization. The detailed scope shall include but not be limited to the following:

Air Ticket Booking

1. Domestic and international ticket booking (economy/business class) for officials and delegates.
2. Providing multiple fare options ensuring the most economical and direct routing.
3. Assistance with cancellations, rescheduling, refunds, and 24x7 support for emergencies.

Hotel Booking & Accommodation

1. Booking hotels/guest houses/lodges as per approved budget and category.
2. Negotiating competitive rates inclusive of breakfast and Wi-Fi.
3. Handling booking modifications and cancellations promptly.

Local Transport & Ground Logistics

1. Arrangement of airport transfers, city travel, and intercity transportation.
2. Vehicle hire services (car/bus) for delegation movement and official visits.
3. Coordination and itinerary management for official delegations, events, and B2B programs.

Additional Travel Support Services

1. Assistance with **Visa processing, Travel Insurance**, and related documentation.
2. 24x7 helpline for travel support, cancellations, and emergency travel arrangements.
3. End-to-end coordination of travel, lodging, for official delegations and international exhibitions.

Eligibility Criteria

Interested agencies must fulfil the following minimum criteria:

1. Must be a registered Tour & Travel Agency under relevant Government authority.
2. Must possess valid PAN, GST registration, and IATA / FIATA / FFFAI registration (as applicable).
3. Should have a minimum of 3 years of experience in providing similar tour & travel services to Government departments, PSUs, or reputed private organizations.
4. Must demonstrate prior experience in handling groups booking for participations for overseas exhibitions.
5. Should have dedicated staff for corporate/government tour & travel management and coordination.
6. Must not be blacklisted by any Government / semi-Government / PSU organization.
7. Annual turnover of at least ₹100 lakhs during each of the last three financial years.

Documents to be Submitted

1. Company profile with full contact details and management structure.
2. Copy of Registration Certificate, PAN, GST, IATA/FIATA/FFFAI registration (if applicable).
3. Work orders or experience certificates from Government/PSU/Corporate clients.
4. Audited financial statements for the last three financial years.
5. Details of manpower, office infrastructure, and logistics network (domestic and international).
6. Self-declaration for non-blacklisting.

Category B. International cargo logistics& Stall Display Support (Jaipur to and Return)

1. Transportation of exhibition materials, display items, promotional materials, and machinery from Jaipur, India to respective country (both ways).
2. Customs documentation, clearance, and freight forwarding via air or sea route as per schedule.
3. Pick up of goods Ex-Factory, Handling, packing, and safe delivery of fragile or heavy items to the exhibition venue and return.
4. On-site support at exhibition location (offloading, setup coordination, local delivery, etc.).
5. Coordination with Tanzanian and Indian logistics partners for timely shipment, clearance, and return logistics.
6. Delivery of Exhibit at the stand according to your instructions.
7. Removal & storage of empty carton storage / Long term & Short-term storage.
8. Onsite supervision by representative.
9. Labor/Manpower/Forklift/Cranes and other technical equipment for positioning.
10. Transfer of shipment from one exhibition to another.
11. Temporary/Permanent custom clearance in Bonded warehouse.
12. Third country export for exhibition.

Eligibility Criteria

Interested agencies must fulfil the following minimum criteria:

1. Must be a registered Logistics Company under relevant Government authority.
2. Must possess valid PAN, GST registration, and relevant customs clearing agent registration (as applicable).
3. Should have a minimum of 3 years of experience in providing similar travel and logistics services to Government departments, PSUs, or reputed private organizations.
4. Must demonstrate prior experience in handling overseas exhibition logistics (especially for African destinations such as Tanzania).
5. Should have dedicated staff for logistics coordination.
6. Must not be blacklisted by any Government / semi-Government / PSU organization.
7. Annual turnover of at least ₹100.00 lakhs during each of the last three financial years.
8. Details of past such handling of shipments for exhibitors.

Documents to be Submitted

1. Company profile with full contact details and management structure.
2. Copy of Registration Certificate, PAN, GST, customs clearing agent registration (if applicable).
3. Work orders or experience certificates from Government/PSU/Corporate clients.
4. Audited financial statements for the last three financial years.
5. Details of manpower, office infrastructure, and logistics network (domestic and international).

6. Self-declaration for non-blacklisting.
7. Details of past shipments/logistics handled for exhibitions or international events.

Category C. Agency for providing Work shop venue services across Rajasthan

ILD is organising workshop in entire Rajasthan at Block level near industrial areas or MSME clusters and need a venue or hospitality agency to provide the conference venue services on short notice for accompanying 40 participants having the projector, screen, sound mike, AV A/C halls and proper seating arrangement with round tables and podium back drop space and suitable space at the near for registration counter, Food (One High Tea and Lunch arrangement for 40 pax., per workshop)

- a) for Tier I city (Jaipur /Jodhpur/Udaipur/Ajmer/Kota/Bikaner etc)
- b) for Tier II city

2. EVALUATION & EMPANELMENT PROCESS

- EOIs will be evaluated based on **eligibility, experience, service capacity, and past performance.**
- Shortlisted agencies may be invited for an **interaction/presentation.**
- Empanelment will initially be valid for **two (2) years**, extendable based on satisfactory performance and requirement.
- Empanelled agency must ensure the submission of detailed proposal at short notice.

3. SUBMISSION OF EOI

Interested and eligible agencies are requested to submit their sealed EOI superscribed as **“EOI for Empanelment of Tour & Travel & Logistics Agency”**

Or

“EOI for Empanelment of International cargo logistics Agency”

to the following address on or before 27.10.2025:

To:

Mr. Shubham Kaushik,

Program Coordinator

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Mr. Himmat Singh

Program Coordinator

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Janta Colony- Jaipur

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4. Terms & Conditions

1. ILD reserves the right to reject any or all EOIs without assigning any reason.
2. Empanelment does not guarantee award of work; specific assignments will be issued as per requirement.
3. Payment and service terms will be finalized at the time of each assignment/work order.
4. All disputes shall be subject to jurisdiction of Jaipur **India** only.