

(Forwarding Letter to be furnished on the letterhead of the company)

Date:

To,

**The Registrar
Gujarat technological University
Ahmedabad**

**Sub: Expression of Interest, providing various services like Air Ticket Booking & Visa/ Forex/
Insurance (Keep the suitable option only) services for IEP – 2018**

Expression of Interest, Providing services for IEP – 2018
(Air Ticket Booking & Visa Process / Forex/ Insurance)
(Application Form)

Application by (Name of Agency)

1. Details of the Agency:
 - i. Name of the Agency:
 - ii. Communication Address:
 - iii. Name of dealing person(s):
 - iv. Contact Details:
 - v. Email id:
 - vi. Website:
2. Details of Authorized person:
 - i. Name:
 - ii. Contact No:
 - iii. Designation:
 - iv. Email id:
3. Applying for the services (Tick mark on the appropriate option):
 - i. Air Tickets (International):
 - ii. Visa:
 - iii. International travel Insurance:
 - iv. Forex:
4. Total years of Experience in providing Services: (provide the details to appropriate option along with supporting proof as Annexure I)
 - i. Air Tickets (International):
 - ii. Visa:
 - iii. International travel Insurance:
 - iv. Forex:

5. Is your agency approved by IATA? (Yes/No)
(if yes, furnish the supporting proof as Annexure II)
6. Other Accreditations if any: (Yes/No)
(if yes, attach supporting proof along with annexure II)
7. Turn Over of Last 3 years: (In Rupees with supporting proof as Annexure III)
 - i. For FY 2016-17:
 - j. For FY 2015-16:
 - k. For FY 2014-15:
8. Registrations Certificate from Income Tax (PAN NO):
(furnish the supporting proof as Annexure IV)
9. GST Registration Certificate (attach copy):
(furnish the supporting proof as Annexure V)
10. Municipal Corporation License No (attach copy):
(furnish the supporting proof as Annexure V)
11. Experience Details of present and past clients as per the format: (Details of similar work should be mentioned first)

Sr. No.	Name of client	Address and contact Details	Services Offered from....to	Type of Services offered	Any other details

12. Is your company has been black listed by any government/non-government organization in last five years? (yes/no)
If Yes: provide the details.

13. FINANCIAL RATES (Provide the rates of the appropriate service as per the option tick marked in point no.3)

Sr. No	Description	Amount
1	Service Charge for Air Ticket Booking	
2	Service Charge for Visa filing	
	i. USA	
	ii. Canada	
	iii. Germany	
	iv. Bulgaria	
3	Service Charge for Forex	
4	Maximum margin on the rate of forex	
4	Cost of Travel Insurance for following slabs/criteria:	Can be furnished as a separate sheet
	i. For age group of (0-40, 41-60 and 61-70)	
	ii. Number of days (up to 35, 36-47, 48-60 and 61-75)	
	iii. Countries (USA, Canada, Germany and Bulgaria)	
5	Any other information & service that your company would like to mention apart from above	

CONTRACT TENURE OF AGENCY FOR IEP - 2018

Appointed agency shall work in coordination with IEP department of the University from the date of contract enforcement till the end of IEP 2018.

GENERAL TERMS AND CONDITIONS FOR AGENCY

1. The agency must nominate a dedicated contact person with whom the department will deal for all tasks.
2. Representatives from agency (whenever required) must remain present in every IEP meeting organized by GTU to handle the queries of students.
3. The agency should provide a list of requirement to execute the tasks assigned within a week of the contract appointment.
4. The agency should adhere to definite timeline defined for various processes.
5. The agency shall not directly deal with students before and after the process of Visa/Air Tickets/FOREX/Insurance. If required, the communication has to be done by keeping GTU in loop with prior permission.
6. Misusing of students data by agency shall be liable for legal/Financial Punishment.
7. All agencies should provide original invoice of purchase of respective services for group/individual customer to GTU.

8. The selected agency for Visa and Air Ticket booking will provide Security Deposit of Rs.3,00,000 (3 LAKH) in the form of Demand Draft in favor of “Gujarat Technological University” for the Contract period. The same will be refunded within a one month of completion of the program/contract tenure.
9. On enforcement of the Contract, the agency cannot withdraw at any point before the completion of the task within the contract tenure due to any reason. Such condition will attract financial penalty and legal litigation on agency. A legal matter will be subjected to the Ahmedabad jurisdiction and security deposit will be forfeited.
10. Refund of Security Deposit
 - a. Security Deposit is non-refundable in case of breach of contract or it’s conditions at any point of time during the contract tenure.
 - b. Poor Service quality like violation of GTUs instructions, delayed execution of activities etc. will attract deduction in the refund amount. The decision of the GTU vice chancellor will be considered final regarding the penalty and the refund amount.
11. GTU is authorized to cancel the agreement at any point of time if appointed agency fails to provide timely services as per decided terms & conditions.
12. The number of students mentioned in the circular for inviting EoI is the approximate number of students participating in IEP since last two to three years. The actual number for IEP 2018 may vary as this is a non-mandatory program offered by university to its students.
13. The final selection of the agency shall be made considering the information provided for given criteria and other subjective preferences which are necessary for such program. So, the decision of the selection of the agency for any service shall be sole discretion of the university and any agency cannot file any kind of grievance or inquiry for the same.
14. Decision of GTU shall be final in case of any discrepancy.
15. In all the concerned matter regarding agency selection and related operation by agency, decision of GTU has to be considered final.

ROLES AND RESPONSIBILITIES OF AGENCY

(A) VISA PROCESS

1. The visa agency must provide a detailed checklist of all documents to be furnished by students, GTU and Foreign University for the visa purpose within a week of the contract enforcement.
2. The agency must specify time line to collect & verify document within a week of contract enforcement.

3. The agency must provide time line specifying total time duration required to complete the visa process i.e. from collecting the documents up to handing over the original passport to students with visa status.
4. Provided time line must be prepared considering the exceptional cases (Handling queries raised by embassy, etc)
5. It will be the sole responsibility of the agency to safely keep all original passports of students given for visa process.
6. As soon as visa is approved / rejected by embassy, agency must handover all original passports to GTU.
7. Agency must provide support in terms of handling queries raised by students / parents/ University at any point of time during visa process of a country.
8. Agency must provide services/assistance relevant to all the activities of visa processing e.g. Documentation, filling up application form, collection of documents, verification of documents, appointments from embassy, collecting visa processing fees from students, depositing fees for visa appointment, assisting students at the time of interview to get visa, post application follow up, handing over original passports after the visa, etc.
9. Agency shall provide the breakup of financial amount charged for processing visa showing details like visa fees charged by the embassy, visa processing charge, taxes if applicable, etc.
10. Any other services which seems necessary by the university for execution of the program.

(B) AIR TICKETS

1. The agency should guarantee to offer the lowest applicable airfare.
2. Prior confirmation from GTU is mandatory for confirming / cancelling / rescheduling the travel itineraries.
3. Ensure high quality services with all necessary technical knowhow in terms of best travel itinerary with shortest route with minimum stops and optimum cost.
4. The appointed agency cannot hire any third party for air ticket booking.
5. The agency will ensure the booking of air tickets within the duration of which the visa has been granted i.e. no air tickets should be issued by agency before and after the dates of granted visa. In case of discrepancies found, the agency will have to bear the financial liability.
6. Fare breakup should be provided with details like base fare, service charge, taxes etc.
7. Any other services which seems necessary by the university for execution of the program
8. Air Tickets Services will also include
 - a. Providing blocked tickets and its time frame
 - b. Issuance and delivery of all travel tickets and itineraries on a timely basis

- c. Provide E-tickets to students individually as soon as it is booked.
- d. Providing on each itinerary a comprehensive outline of all airline and relevant information pertaining to specific destinations including cancellation policies, emergency service telephone numbers, etc.
- e. Investigating or responding to queries initiated by the traveler relative to their arrangements, fares, food preferences and itinerary
- f. Provide optimized travel route, different travel options to select from, combined rates of connecting flights, baggage allowance etc.
- g. Provide list of restricted items to carry during travel
- h. Provide clear refund policy in case of Cancellation of ticket, Rejection of Visa, change in date i.e. rescheduling
- i. Provide on-spot services/facilities for contingencies like flight cancellation or flight missing etc.

(C) FOREX

1. The agency should provide adequate support/proof to transaction in case of any discrepancies with the third party
2. Applicable bank charges must be clearly mentioned in case of wire transfer.
3. Over and above the Exchange rate the agency should provide rates/flat margins for the following
 - a. Wire transfer from GTU to foreign university partner
 - b. Students' wire transfer
 - c. GTU Employees
 - d. Students Personal Forex
 - e. Service charge if applicable should be mentioned separately

(D) INSURANCE

1. Prompt assistance in case of Insurance claim
2. Should quote details like Premium Amount, Discount, taxes applicable, etc

I/We wish to provide the services for IEP 2018 with assurance of complying all the terms and conditions along with given rate of services mentioned in the EoI form.

Signature (with date)/Company Stamp

Full Name of Applicant