

22 April 2025

(Technical Proposal - Open PDF file)

(Financial Proposal - Password-Protected PDF file)

REQUEST FOR PROPOSAL
Hiring of Travel Management Agency for CDRI (2025-27)

1. Background

The Coalition for Disaster Resilient Infrastructure (CDRI), an International Organization, recognized *vide* Gazette Notification F. No. D-II/451/16(3)/2021 by the Government of India, is a multi-stakeholder global partnership of national governments, UN agencies and programmes, multilateral development banks and financing mechanisms, the private sector, and academic and knowledge institutions that aims to promote the resilience of new and existing infrastructure systems to climate and disaster risks in support of sustainable development. The vision, mission, goal, and objectives of CDRI are explicitly linked to the post-2015 development agendas. CDRI promotes its Disaster Resilient Infrastructure (DRI) mandate through knowledge exchange and bolstering technical capacities among member countries and partners through the following key Strategic Priorities:

- Advocacy and Partnerships
- Research, Knowledge Management, and Capacity Building
- Program Support and Technical Assistance

Strategic Work Plan 2023-2026

CDRI's Strategic Work Plan 2023-26 describes the broad contours of its priority actions and planned initiatives in the next four years. The Strategic Work Plan sets out a clear direction for the Coalition to pursue a transformational agenda for DRI in response to a changing risk landscape and evolving on-ground realities of its members. In the next four years, the Coalition will continue to leverage the expertise of its Member Countries and partners to develop context-specific, innovative solutions for resilient infrastructure towards the achievement of national priorities and global commitments of its members.

With the Strategic Work Plan for 2023 – 2026, CDRI has set out the following strategic outcomes.

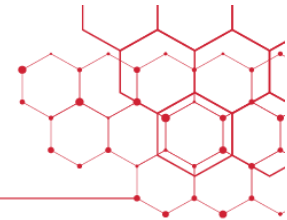
Strategic Outcome 1: A strong Coalition that has the membership, resources, and global leadership to drive global, national, regional, and local DRI action.

Strategic Outcome 2: Global DRI research, Coalition-led peer engagement, and CDRI-curated and generated knowledge promote risk-informed policy and practice.

Strategic Outcome 3: Enhanced capacities of government, private enterprises, and communities to implement post-disaster recovery and DRI action at scale.

CDRI Headquarters (Secretariat)

The CDRI Headquarter is established in New Delhi, India, to act as the Secretariat of the Coalition.



2. Terms of Reference

CDRI regularly organizes international and domestic events, workshops, and high-level meetings, which require seamless travel arrangements for participants, delegates, and dignitaries. To facilitate its growing travel needs, CDRI seeks to engage a professional **Travel Management Agency (TMA)** with proven expertise in managing complex travel logistics for large-scale organizations.

3. Objective

The objective of this engagement is to ensure efficient, cost-effective, and sustainable travel management services for all CDRI events and official travel. The selected TMA will outline and deliver the agreed scope of work and fulfill all responsibilities and deliverables to achieve this goal.

4. Scope of Work:

4.1 Travel Arrangements

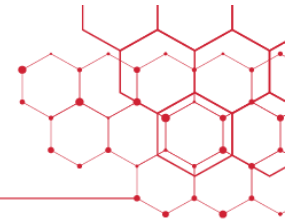
TMA shall provide the following services:

- Provide in-time domestic and international flight bookings, ensuring timely, economical, and efficient travel options, including optimal fare selection and the shortest direct flights available.
- Manage train bookings, other modes of transport as needed for international and domestic destinations, including but not limited to train bookings, car rentals, and other local travel options where flights are not feasible.
- Arrange timely alternative transportation as and when needed.
- Ensure 24/7 support for the timely and efficient execution of emergency tickets, accommodation cancellations, modifications, rescheduling, and/or rerouting support, as per the requirements and requests as may be raised by CDRI.
- Maintain an updated record of frequent travellers' preferences to provide a customized travel experience.
- Arrange top-quality airport transfers and local transportation, including transport services during events for all delegates and dignitaries, including cars, cabs, vans, and buses.

4.2 Visa, Immigration Support, and Travel Insurance:

TMA to provide:

- Facilitation for end-to-end visa application processes, including but not limited to document verification, application submission, and follow-ups with other relevant authorities.
- Advisory services for any visa requirements, ensuring compliance with destination country regulations, including the list of banned/contraband items, vaccination requirements, and any other requirement(s) or restriction(s), as may be applicable to the destination countries.
- Up-to-date information pertaining to visa regulations and entry requirements for all countries globally, upon request by CDRI.
- Facilitate comprehensive travel insurance solutions tailored to the needs and requests of CDRI, including but not limited to coverage for medical emergencies, baggage loss, trip cancellations, and other travel-related contingencies.



- Liaison with insurance providers to facilitate smooth and efficient processing of claims.
- Concierge services, as and when requested by CDRI, to support the specific needs.

4.3 Currency Exchange:

TMA to provide forex services (with competitive rates), including the arrangement of foreign currencies for international travel, ensuring compliance with regulatory standards.

4.4 Accommodation

While ensuring proximity to the event venues and adherence to international safety and comfort standards, TMA to:

- Identify, negotiate, and book accommodations or particular accommodations (as may be needed) in accordance with the program shared by CDRI at commercially negotiated rates or the lowest rate available for such hotels.
- Timely provide group and individual accommodation options, including block room bookings at commercially negotiated rates or the lowest rate available.

4.5 Technology Solutions

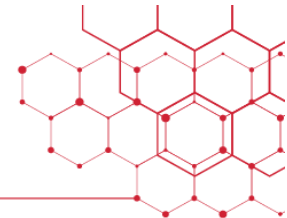
- TMA to ensure that its Online Travel Management portal and mobile application remain fully operational at all times, 24/7, to facilitate timely and seamless travel bookings, approvals, and real-time tracking.
- TMA to provide travel analytics and reporting tools for monitoring travel spend and trends.
- TMA shall ensure that its systems are fully compatible with, and technically capable of, supporting real-time API integration with CDRI's existing travel application or portal (including but not limited to SAP Concur), to enable seamless operational functionality and efficient data exchange

4.6 Dedicated Team & Turnaround Time (TAT)

- TMA to assign an exclusive operations team, including dedicated relationship manager(s), to oversee all travel and stay arrangements and address queries promptly.
- TMA to share an escalation matrix to ensure timely resolution of issues at all levels of service delivery.
- TMA to ensure 24-hour assistance is available for booking-related queries and emergency support.
- TMA to provide proposed Turnaround Times (TATs) for processing domestic and international flight bookings, as well as hotel reservations, as part of their submission.

4.7 Supporting Documentation

Provide third-party original invoices, including original hotel bills and ticket copies with fare details, as supporting documents for reconciliation and audit purposes.



4.8 Sustainability

- TMA shall implement eco-friendly travel practices, including carbon offset options and paperless processes.
- TMA to ensure compliance with international and local laws, including tax regulations and data privacy standards, as may be applicable.

4.9 Supporting Documentation and Compliance

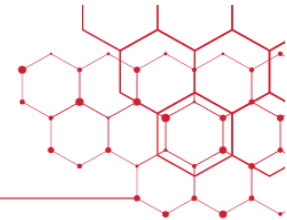
- TMA to timely submit all relevant supporting documents for verification and record-keeping purposes along with each invoice and service report.
- TMA to maintain electronic and physical copies of all supporting documents for a minimum period of five (5) years for audit and compliance purposes.

5. Estimated Volumes (annual, for reference): Approximately 105 domestic flight bookings; 150 international flight bookings; 550 hotel room nights; and 60 visa processes per year. (These figures are indicative and subject to change based on CDRI's requirements.)

6. Performance Indicators for Evaluation of Results

The performance of the selected Travel Management Agency (TMA) will be monitored and evaluated by CDRI based on the following performance indicators:

S. N.	Product / Service	Performance Attribute	Definition	Standard / Service Level
1.	Airline Reservation	Accuracy	Ability to perform bookings without error (passenger info, fare, route)	Zero errors in bookings, fare calculation, and routing
		Speed and Efficiency	Timely confirmation and issuance	Confirmed booking: Itinerary within 2 hours; Ticket upon approval; Waitlisted: Update every 2 days
2.	Airline Tickets	Accuracy	No error in ticketing or due to missing/incomplete documents	Zero aborted travel incidents
		Timeliness	Delivery of physical/digital ticket	Minimum 2 working days before departure
3.	Visa Documentation &	Accuracy	Clear understanding of destination-specific requirements	Zero incidents of travel disruption due to visa/doc issues
		Timeliness	Timely delivery of required documents	Minimum 5 working days before travel date
4.	Billing	Accuracy	Invoices must match bookings and support docs	Zero discrepancies
		Clarity	Bills must be transparent and auditable	Zero returns for clarification
5.	Rates & Pricing	Fairness	Competitive and fair pricing	Rates at or below market standard

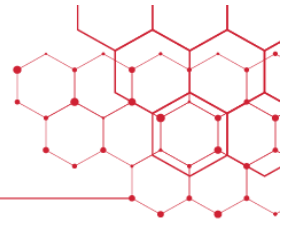


S. N.	Product / Service	Performance Attribute	Definition	Standard / Service Level
		Proactive Fare Advice	The agency should share the best economic and most direct flight fares with justification	3 lowest fare options per booking; justify selection
6.	Service Quality	Accessibility	Ease of reaching the agency	Response to calls in 3 rings; 24x7 emergency support; email response within 2 hours
		Responsiveness	Willingness to support beyond office hours	Track and report all ad-hoc requests; Annual performance review
7.	Problem Solving	Refunds	Timely processing of refunds	Within 15 days of cancellation
		Complaint Handling	Timely and effective resolution of issues	Within 1 week, an 85% satisfaction score on resolution
8.	Travel Expertise	Competence	Knowledge of destinations, airline rules, and CDRI travel policy	75% proficiency rating or higher
9.	Communication	Traveller Awareness	Keeping travellers informed about services and policies	Monthly circular/update on travel procedures
10.	CDRI Travel Policy	Policy Compliance	Compliance with CDRI policy, entitlements, and route selection	Share 3 best options that are compliant and economical
11.	Accommodation	Accuracy	Appropriateness of hotel selection, bookings, and compliance with traveller preferences	Zero errors; Hotels as per CDRI guidelines and traveller requirements
		Timeliness	Timely confirmation and sharing of hotel booking details	Confirmation of booking on the same working day.
12.	Forex Services	Accuracy	Accuracy in arranging forex as per approved request and documentation	Zero errors in the forex amount or beneficiary details
		Timeliness	Timely provision of forex as per the travel plan	Forex provided at least 2 working days prior to travel
13.	Event-specific Travel Support (During ICDRI / Major Conferences / Workshops)	Dedicated Attention & Timely Execution	The Agency must ensure additional preparedness, dedicated resources, and proactive coordination during large-scale events of CDRI, like ICDRI, Regional Workshops, or any high-profile international engagement	Deployment of dedicated Event Support Team; 24x7 on-ground / remote support; Zero error service delivery during event period

7. Deliverables

Key deliverables to be provided by the TMA include:

7.1. Travel Itineraries: Timely and detailed itineraries for all travel bookings (flights, trains, local transport, etc.) provided to travelers and CDRI organizers.



- 7.2. Hotel Booking Reports:** Consolidated reports of accommodation arrangements for each event or trip, including details of bookings, costs, and any cancellations or changes.
- 7.3. Monthly Analytics:** Monthly analytical reports on travel expenditures and trends, highlighting cost savings achieved and insights on travel patterns.
- 7.4. Incident Reports:** Prompt incident reports documenting any significant travel disruptions (flight delays, cancellations, emergencies) and the resolution/actions taken, to be provided within 24 hours of each incident.
- 7.5. Technology Integration Demo:** A demonstration (at the proposal stage and as needed during the contract) of a fully functional travel management portal and mobile app, showcasing its features and the feasibility of integration with CDRI's systems.

8. Responsibilities of the Travel Management Agency: Signing of Service Level Agreement (SLA)

The selected Travel Management Agency (TMA) will be required to sign a Service Level Agreement (SLA) with CDRI at the time of contract execution. This SLA will define the service standards, turnaround times (TAT), reporting mechanisms, and penalties for non-compliance, ensuring delivery of quality travel management services in line with CDRI's requirements. The SLA will be finalized in consultation with the selected agency and CDRI before the commencement of services.

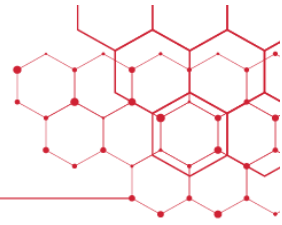
The selected TMA will be responsible for the following:

- 8.1.** Provide a dedicated operations team for CDRI with a clear escalation matrix for issue resolution.
- 8.2.** Ensure seamless communication and coordination with CDRI staff and event participants for all travel arrangements.
- 8.3.** Maintain confidentiality and data security for all traveler information and travel-related data.
- 8.4.** Adhere to agreed timelines and Service Level Agreements (SLAs) for all services. *(Note: An SLA template will be provided as an annexure in the contract and must be signed by the selected agency.)*

9. Reporting Requirements

The TMA is expected to submit:

- 9.1. Weekly Progress Reports:** Summary of ongoing travel arrangements, requests, and issues, shared weekly (e.g., every Friday by 4 PM).
- 9.2. Monthly Travel Summary:** A monthly report of all travel bookings, cancellations, modifications, and key analytics for that month (to be submitted by the 5th of the following month).
- 9.3. Incident Reports:** As noted in deliverables, any travel disruptions or incidents must be reported within 24 hours, detailing the issue and the steps taken to resolve it.



10. Required Qualifications

CDRI requires that the proposing agency meet the following minimum qualifications:

- 10.1.** At least **5 years of experience** in providing travel management services for large organizations, including handling international travel logistics.
- 10.2.** Accreditation with **IATA** (International Air Transport Association) or similar recognized travel industry bodies.
- 10.3.** Proven track record in managing online travel systems and mobile applications for travel booking and management.
- 10.4.** Demonstrated experience handling **complex travel logistics** for major events and conferences, including high-level delegations.
- 10.5.** An average annual turnover of at least **INR 10 Crore** during the last three financial years.
- 10.6.** Experience serving clients in the international, UN, or multilateral sectors (e.g., UN agencies, international organizations, government ministries) will be viewed favorably.
- 10.7.** The agency **must not have been blacklisted** by any Government, UN, or international organization. *A self-declaration to this effect should be submitted with the proposal.*
- 10.8. Evidence of eligibility:** The proposal should include documentation supporting all the above criteria (e.g., incorporation certificates, accreditation proof, financial statements, client references, etc.).

The bidder should also propose a suitable team for executing the contract. This should include at minimum a qualified account manager or team lead with substantial experience in travel management, along with support staff for bookings, logistics coordination, and customer service. An organizational chart and brief profiles of the key team members (detailing their experience, qualifications, and role) should be provided in the Technical Proposal.

11. Period

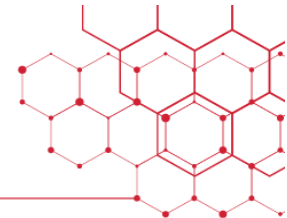
The selected agency will be engaged for an initial period of **two (2) years**, with an option to extend the contract by **one (1) additional year** based on performance and mutual agreement. The anticipated contract term is 2025–2027 (extendable to 2028 if extended).

12. Standards of Quality

All services, documentation, and data provided by the agency under this engagement should adhere to internationally accepted standards and best practices. The TMA is expected to maintain a high quality of service in all aspects of work, consistent with CDRI's global standing and requirements.

13. Clarifications by Bidders

- Bidders requiring any clarification on the RFP document may contact the Procurement Unit of CDRI in writing as per the format attached at '**Annexure-I**' by email to tender.projects@cdri.world
- CDRI shall endeavor to respond to the queries raised or clarifications sought by the bidders. However, CDRI reserves the right not to respond to any query or provide any clarification in its sole discretion, and nothing in this clause shall be construed, taken, or read as compelling or requiring CDRI to respond to any query or to provide any clarification.



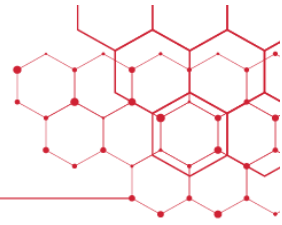
- At any time prior to the proposal due date, CDRI may, for any reason, whether at its own initiative or in response to clarifications requested by the bidder(s), modify the RFP document by way of issue of Addendum/ Corrigendum/ Clarifications. Any Addendum/ Corrigendum/ Clarification thus issued shall be shared with all bidders by email and/or uploaded on the website of CDRI (<https://app.cdri.world/tender/>) and shall be binding on bidders and shall form part of the RFP document.

14. Evaluation

- The agency will be selected following a **Quality Cum Cost Basis (QCBS)** of selection.
- Proposals shall be evaluated as follows: Evaluation Criteria for Technical Bids 100 points:

S. N.	Technical Evaluation Criteria	Total Points
1.	Relevant Experience & Past Performance <ul style="list-style-type: none"> Proven experience handling national and international travel Past work with UN, multilateral agencies, or government institutions At least 3 client references or case studies 	20
2.	Understanding of Scope & Proposed Methodology <ul style="list-style-type: none"> Clarity and practicality of approach to deliver CDRI's requirements Understanding of event travel complexities, emergency handling, and sustainability integration 	40
3.	Team Structure & Service Support <ul style="list-style-type: none"> Dedicated Account Manager for CDRI Qualified personnel for booking, visa, accommodation, and support Clear escalation matrix with contact details Availability of 24x7 support, including emergency travel assistance 	20
4.	Technology Platform & Integration Readiness <ul style="list-style-type: none"> Operational online booking portal and mobile app Capability for integration with CDRI platforms (e.g., SAP Concur) Real-time tracking, reporting, and approval workflows 	20
Total points obtainable		100

Rating Multiplier	
Level of Responsiveness	Rating
Irrelevant	0%
Poor	25%
Satisfactory	50%
Good	75%
Very Good	90%
Excellent	100%



The applicant scoring equal to or more than 70% in the technical evaluation shall be considered for financial evaluation. 70% weightage will be awarded for the Technical Proposal, and 30% weightage will be awarded for the Financial Proposal. Technical Bid will be assigned a technical score (Ts) out of a maximum of 100 points.

The agency's Financial Scores (Fn) are normalized as per the formula below:

$F_n = F_{min}/F_b * 100$ (rounded off to 4 decimal places) Where,

F_n = Normalized commercial score for the agency under consideration

F_b = Absolute financial quote for the agency under consideration

F_{min} = Minimum absolute financial quote formula for final evaluation:

Composite Score (S) = $T_s * 0.70 + F_n * 0.30$

The agency with the highest Composite Score (S) will be considered for contract award and may be invited for negotiations if required.

15. Terms of payment

Payments to the agency will be made within **30 days** of submission of the invoice and verification of services rendered. No advance payments will be provided. Payments will be processed upon satisfactory completion of services/deliverables as per the contract.

16. Standards of quality

Information and data created according to the RFP should follow internationally accepted standards and practices.

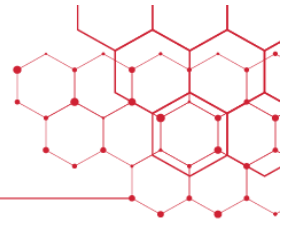
17. Proposal Submission

Both national and international agencies are eligible and encouraged to apply for this engagement.

Please share proposals in **two separate PDF files**:

I. Technical Proposal (Open PDF file), which should include the following:

- Submission of documents as per the **Minimum Qualifications mentioned in Sl. No. 10 and Technical Evaluation Criteria mentioned in Sl. No. 14 of the RFP.**
- **Technical Proposal (Open PDF file):** The technical proposal should contain the following:



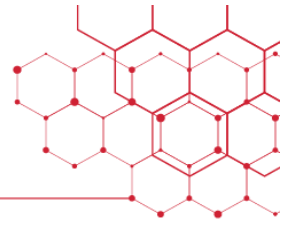
- **Company Profile and Qualifications:** Overview of the firm, years of experience, areas of expertise, accreditation (e.g., IATA), organizational capacity, and why it is suited for this assignment.
- **Relevant Experience:** Details of past experience in providing travel management services, especially for international organizations or large-scale events. Include at least **3-5 case examples** or client references highlighting similar work (with duration of engagement and scope of services).
- **Proposed Methodology and Work Plan:** A description of how the agency will carry out the scope of work. This should include the approach to managing bookings, ensuring cost savings, handling emergencies, quality control measures, and any innovative practices. Provide a tentative workflow or plan for a typical large event's travel arrangements, including timelines.
- **Online Travel Portal & Integration:** A brief overview of the agency's online travel management portal and mobile application, including key features and screenshots if available. Explain how this system will be used by CDRI for bookings/approvals and the feasibility of integration with CDRI's existing system (e.g., SAP Concur).
- **Team Composition:** The proposed team structure for servicing CDRI. Include an organogram and CVs/brief profiles of key personnel (the relationship manager, support staff for bookings, visa specialists, etc.). Highlight each member's relevant experience and role. Also, provide a contact point for 24/7 support and an escalation matrix.
- **Service Turnaround Times (TATs):** Specify committed TATs for various services (e.g., ticket booking confirmation, visa processing timeframes, issue resolution) as per the requirements.
- **Any Value-Added Services:** (Optional) Description of any additional value or unique offerings the agency can provide (e.g., special airline/hotel partnerships, volume discounts, travel risk management services, sustainability initiatives, etc.).
- **Compliance Statements:** Confirmation of meeting the required qualifications and a statement of non-blacklisting (as noted in Required Qualifications). Include any supporting documents or certifications in an appendix.

II. Financial Proposal (**password-protected PDF**):

- The Financial Proposal should be submitted strictly as per the format provided in **Annexure-II** of this RFP document.
- Bidders are required to quote their *Management Fee* for each of the service categories mentioned in the format. The Management Fee should be quoted in INR, exclusive of applicable taxes.
- The Financial Proposal must be submitted as a *password-protected PDF* separately from the Technical Proposal.
- *Note:* The password for opening the Financial Proposal shall be requested by CDRI from technically qualified bidders at an appropriate stage.

Note: The Financial Proposal PDF must be password-protected. Under no circumstances should the password be shared at the time of submission. It will be requested separately after the RFP submission deadline has passed.

The proposal must be sent to the email address tender.projects@cdri.world with the subject line: **"Hiring of Travel Management Agency for CDRI (2025-27)"**

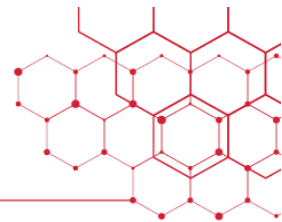


Interested bidders are requested to submit their proposal **by 23:59 hrs (IST) on 12 May 2025.** Responses received after the stipulated time or not in accordance will be summarily rejected.

Please ensure that your proposal is sent ONLY to the ABOVE-MENTIONED email ID before the closing date & time. Proposals sent/copied to any other email ID (other than the above) OR received after the bid closing date & time (mentioned above) will not be entertained.

18. Other Terms & Conditions

- i. The proposals should be valid for 90 days after the final submission date.
- ii. CDRI reserves the right to cancel this Request for proposal before or after the receipt of proposals or after opening the proposal and call for fresh proposals. CDRI also has the right to reject any proposal without assigning any reason.
- iii. Proposals incomplete in any respect will not be considered.



Annexure-I: Format of Pre-Proposal Queries (On Bidders's Letterhead)

Date:

To

Procurement Unit
Coalition for Disaster Resilient Infrastructure (CDRI)
New Delhi-110001

Sub: Hiring of Travel Management Agency for CDRI (2025-27)

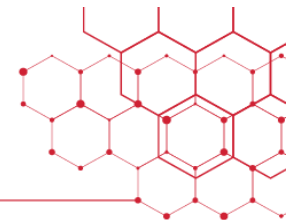
Dear Ma'am/Sir,

Following are the clarifications and comments from the terms and conditions and scope of work for the subject RFP. These clarifications are exhaustive.

S. N.	Clause no. and page reference	RFP text	Query
1			
2			
.			
....			

Yours faithfully,

Authorized Signatory
(with Name, Designation, Contact no. and Seal)



Annexure-II: Financial Proposal Submission Format

Date:
To
Procurement Unit
Coalition for Disaster Resilient Infrastructure (CDRI)
New Delhi-110001

Sub: Financial Proposal for Hiring of Travel Management Agency for CDRI (2025-27)

Dear Ma'am/Sir,

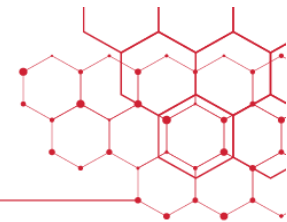
We, the undersigned, having read and examined in detail the RFP Document for *Hiring of Travel Management Agency (TMA) for CDRI (2025-27)*, hereby submit our Financial Proposal as per the prescribed format:

Financial Proposal: Management Fee Structure for Travel Management Services			
S. N.	Service Category	Management Fee (INR)	Remarks
1	Flight Bookings - Domestic		Agency fee per booking
2	Flight Bookings - International		Agency fee per booking
3	Flight Cancellation Charges		
4	Flight Rescheduling Charges		
5	Train Bookings- Domestic		Agency fee per booking
6	Train Bookings- International		Agency fee per booking
7	Train Cancellation Charges		
8	Visa Processing Services		Fee per visa processed
9	Travel Insurance- International		Fee per insurance policy
10	Hotel Bookings - Domestic		Fee per booking or block
11	Hotel Bookings - International		Fee per booking or block
12	Local Transportation - Domestic		Fee per transfer
13	Local Transportation - International		Fee per transfer
14	Forex Services		Management fee per transaction
15	Miscellaneous Services (Specify)		Specify and quote separately

We understand that CDRI reserves the right to negotiate the rates or reject any or all proposals without assigning any reason.

Yours faithfully,

Authorized Signatory
(with Name, Designation, Contact no. and Seal)



Draft Contract/SLA Template

AGREEMENT FOR TRAVEL MANAGEMENT SERVICES

This Agreement is for the limited purpose of engagement of _____ for rendering Travel Management Services (hereinafter referred to as the "Agreement") entered on this ____ day of _____ 2025, by and between:

Coalition for Disaster Resilient Infrastructure (hereinafter referred to as "**CDRI**"), an International Organisation, *vide* the Gazette Notification F. No. D-II/451/16(3)/2021 by the Government of India, with its registered and corporate office at 4th and 5th Floor, Shriram Bhartiya Kala Kendra, 1, Copernicus Marg, New Delhi-110001, India;

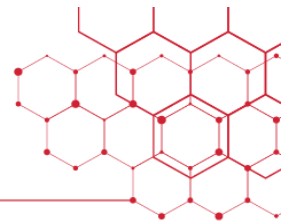
AND

[_____], a company incorporated in [_____], with its principal place of business at [_____], (hereinafter referred to as the "**Travel Management Agency**" or "**TMA**").

CDRI and the TMA shall be individually referred to as a "Party" and collectively as the "Parties."

1. BACKGROUND

- 1.1 CDRI is recognised as an International Organization *vide* the Gazette Notification F. No. D-II/451/16(3)/2021 by the Government of India is a multi-stakeholder global partnership of national governments, UN agencies and programmes, multilateral development banks and financing mechanisms, the private sector, and academic and knowledge institutions.
- 1.2 The Parties acknowledge and agree that CDRI regularly conducts domestic and international conferences, workshops, and high-level meetings, requiring high-standard, seamless travel and stay arrangements for national, international participants, experts, government officials, and dignitaries globally. To facilitate its growing travel needs, CDRI seeks to engage a TMA with proven expertise in managing complex travel logistics for large-scale organizations.
- 1.3 TMA acknowledges and agrees that the purpose of this Agreement is to formalize its engagement as an end-to-end travel management services provider, which shall include, but is not limited to, the coordination of travel bookings, accommodations, transportation, and other related services. Whilst this clause provides a general overview of the services to be provided, the specific terms and detailed scope of services are comprehensively defined in subsequent clauses of this Agreement.
- 1.4 Upon representations and assurances given by TMA, CDRI has decided to engage the TMA in providing services as provided in this Agreement.
- 1.5 TMA understands and acknowledges the international legal standing of CDRI and agrees to abide by all CDRI policies and the immunities and privileges granted to CDRI under the United Nations (Privileges and Immunities) Act, 1947. The TMA further agrees to abide by all policies of CDRI as of the date and as amended from time to time, which shall



govern the present Agreement. Any breach of any and/or all of the provisions of the policies of CDRI shall amount to a breach of the terms of this Agreement

2. OBJECTIVE

The objective of this agreement is to ensure efficient, cost-effective, and sustainable travel management services for all CDRI events and official travel.

3. SCOPE OF WORK

The CDRI agrees to engage the TMA to provide services as detailed in the SOW, which shall form an integral part of this Agreement, whenever the CDRI requires to avail services from the TMA against payment to be mentioned in the SOW as annexed herewith as **Annexure-1** on terms and conditions provided herein below. It is clarified that the execution of this Agreement does not mean/ensure that the TMA shall be provided work order/s as a matter of right. The same is at the discretion of CDRI.

4. Responsibilities Of the Travel Management Agency

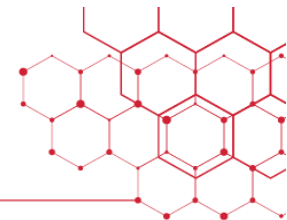
TMA will:

- 4.1 Use its best efforts to make available to CDRI the lowest fares available for all arrangements requested by CDRI and comply with the CDRI's travel policies in effect from time to time;
- 4.2 Use its best efforts to ensure that third party providers of airline, hotel or vehicle services or other third party goods or services suppliers, selected or used by the CDRI in the provision of Services to the CDRI hereunder, are solvent and provide high quality services;
- 4.3 Provide dedicated operations team with an escalation matrix;
- 4.4 Ensure seamless communication and coordination with CDRI for all travel arrangements;
- 4.5 Provide with accurate and timely delivery of detailed travel itineraries for all bookings;
- 4.6 Adhere to agreed timelines as may be suggested from time to time; and
- 4.7 Maintain confidentiality and data security of all travel-related information.

5. Reporting Requirements:

The TMA to submit:

- 5.1 Weekly Progress Reports, including summary of ongoing travel arrangements, requests, and issues, shared weekly (e.g. every Friday by 4 PM);
- 5.2 Monthly Travel Summary, including all travel bookings, cancellations, modifications, and key analytics for that month (to be submitted by the 5th of the following month).
- 5.3 Incident Reports, especially, any travel disruptions or incidents must be reported within 24 hours, detailing the issue and the steps taken to resolve it.



6. Payment Terms

- 6.1 The TMA shall be compensated for delivering services in accordance with the Scope of Work (SOW) detailed in **Annexure 1**. The final payment will be made based on the actual number of days' work as confirmed by the CDRI focal point.
- 6.2 Payments will be made within 30 days upon submission of the invoice and verification of services rendered.
- 6.3 The TMA agrees to take on the sole responsibility for filing tax returns and paying all applicable taxes, duties, or levies arising from this Agreement under the relevant laws of India. The TMA acknowledges that CDRI is exempt from taxes under the Headquarters Agreement with the Government of India and the United Nations (Privileges and Immunities) Act, 1947. It is hereby reiterated that CDRI shall not make any deductions from the payments.
- 6.4 Payment shall be made directly to the below-mentioned bank account of the TMA through banking channels using Cheque/SWIFT or any other online payment gateway authorized by the government for such payments within 30 calendar days from the date of receipt of a valid invoice by the CDRI.

Bank Details:

Account Name:	
Name of the Bank:	
Branch Address:	
Account No.:	
IFSC / SWIFT:	

- 6.5 The TMA assumes responsibility for the timely submission of valid invoices for supplies/services made to the CDRI. The invoice should be addressed and submitted to the CDRI's Office as given below:

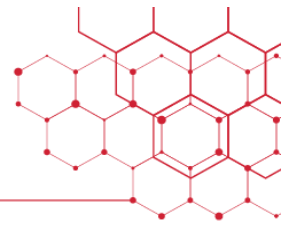
Coalition for Disaster Resilient Infrastructure (CDRI)

4th and 5th Floor, Shriram Bhartiya Kala Kendra, 1, Copernicus Marg, New Delhi- 110001

- 6.6 All bills for expenses in the original must be submitted to the CDRI. No payments will be disbursed in case of delayed submission. In case of any discrepancy or non-submission of valid documentary proof in support of expenses as required or requested by the CDRI or delayed, deficient delivery of services by the Vendor, the CDRI has a right to withhold payment to the TMA till the time such discrepancy is addressed by the TMA to the satisfaction of the CDRI or the CDRI may, in its sole discretion, decide to pay proportionately for such delivery/services.
- 6.7 The CDRI shall raise any disputes on any invoice within 15 calendar days of receiving such invoice after which they shall be considered undisputed. CDRI shall ensure that all undisputed invoices are paid on time, and the TMA shall not reissue undisputed invoices.

7. Term and Termination:

- 7.1 This Agreement shall be effective from ____ **2025** and shall remain in force **till** ____**2027** unless terminated in accordance with this Agreement or mutually extended by one (1) year by both the Parties as a written modification to this Agreement. The Parties acknowledges that extension of the term of this Agreement is at the sole

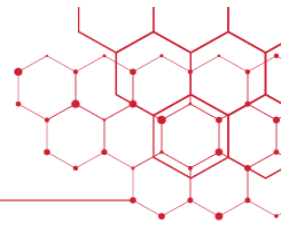


discretion of CDRI, and the TMA shall not claim it as a matter of right under any circumstances whatsoever.

- 7.2 This Agreement may be terminated by either Party before the expiry of the term mentioned in clause 7.1 above by giving to the other Party thirty [30] days advance written notice. Any SOW pending delivery from the TMA at the time of such termination shall be completed by the TMA in terms of the SOW, and the CDRI shall make payment against the delivery of the services as agreed under the terms and conditions of the SOW.
- 7.3 The CDRI shall have the right to terminate the Agreement without notice on any of the following grounds:
- 7.3.1 If the TMA and/or its proprietor/promoter/director/employee is accused of any offence including but not limited to offence involving moral turpitude/convicted of a criminal offence by a competent Court of Law/ Authority or has any sort of legal proceedings of a criminal nature pending against him/her;
 - 7.3.2 If CDRI gains knowledge that the TMA and/or its proprietor/promoter/director/employee, directly or indirectly, has committed any corrupt, fraudulent, collusive, and/or coercive practices, as defined under CDRI policies and/or generally known;
 - 7.3.3 If CDRI gains knowledge that the TMA or its proprietor/promoter/director/employee, directly or indirectly, has committed or accused of any violation, breach of any child protection laws and/or any laws protecting women;
 - 7.3.4 If CDRI gains knowledge that the TMA or its proprietor/promoter/director/employee, directly or indirectly, is found committing a breach of the Confidentiality terms and conditions set in this Agreement;
 - 7.3.5 In the event of misconduct, disobedience towards the CDRI and/or its employees by the TMA or any of the representatives or employees of the TMA or non-performance of the TMA's obligations towards providing the CDRI with services as per the CDRI's satisfaction and established industry norms, in terms of the SOW.
- 7.4 In the event the TMA's, its proprietor/promoter/director/employee's actions are found being a hindrance to the immunities/privileges granted to CDRI, the same shall constitute a breach of the Agreement and CDRI may take necessary action.

8. Data Protection and Confidentiality:

- 8.1 The TMA acknowledges and agrees that all personal and official data collected by it in pursuance of this Agreement shall be used solely for the purpose of providing travel management services including but not limited to processing bookings, arranging accommodations, coordinating transportation, amongst others as being explicitly defined under Clause 03 "Scope of Work" and for no other purpose. TMA shall not use the data for any other activities, including but not limited to marketing, sharing with third parties, or any other unrelated use, unless required by any law and informed to CDRI or explicitly authorized by CDRI.



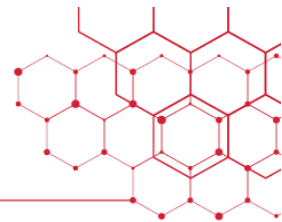
- 8.2 The TMA agrees to fully comply with all privacy and confidentiality policies, rules, and regulations of the CDRI at all times. Additionally, TMA shall adhere to any and all applicable laws, rules, and regulations, domestically and internationally, relating to data privacy, as may be in effect from time to time on it, in course of services being rendered to CDRI. TMA further acknowledges and agrees to comply with any relevant legal requirements and regulations that may apply based on the jurisdictions in which it operates while rendering services to CDRI.
- 8.3 The TMA acknowledges and agrees that all personal, official data collected by it in pursuance of this Agreement shall be used for the limited purpose as defined in the Agreement and none other. It may share with third party vendor for booking only on a "need to know basis". TMA shall take precautions necessary and appropriate to guard the confidentiality of any Confidential Information, including informing its employees of TMA who handle such Confidential Information that it is confidential and not to be disclosed to others. Confidential Information is and shall at all times remain the property of the CDRI.
- 8.4 The TMA acknowledges that any breach of confidentiality shall result in irreparable and continuing damage to the CDRI for which damages may not be adequate, and the CDRI is therefore entitled to seek injunctive relief including but not limited to the enforcement of confidentiality obligations hereunder without prejudice to any other right that the CDRI may be entitled to in law or under this Agreement.
- 8.5 The TMA shall not retain CDRI's confidential information beyond the Agreement term and shall destroy and/or return all such data within 30 days of Agreement termination.
- 8.6 In case of a data breach, TMA must notify CDRI within 24 hours and cooperate in remedial actions.
- 8.7 Any sensitive traveller information or any information as requested by CDRI shall be redacted before sharing with third parties, except where required by law or for official travel processing.
- 8.8 This Clause shall survive the termination or expiration of this Agreement.

9. Intellectual Property & Other Proprietary Rights:

- 9.1 Except as is otherwise expressly provided in writing in the Agreement, TMA acknowledges and agrees that all documents, reports, travel data, analyses, or other materials specifically prepared, compiled, or generated by it in the course of providing services under this Agreement shall be the sole property of CDRI. Such materials shall be treated as Confidential Information.
- 9.2 Subject to the foregoing provisions, all plans, data, reports, estimates, recommendations, documents, and all and/or any other data compiled by, produced and/or received by TMA under the Agreement shall be the property of CDRI, and shall be made available for use or inspection by CDRI at reasonable times and in reasonable places, shall be treated as confidential, and shall be delivered only to CDRI's authorized officials on completion of work under the Agreement.

10. Privileges And Immunities of CDRI

- 10.1 The TMA is aware and acknowledges that CDRI enjoys all privileges and immunities granted to international organizations under relevant international treaties and agreements and laws.



10.2 No provision in this Agreement shall be interpreted as a waiver of CDRI's privileges and immunities, expressed or implied.

11. Relationship

11.1 For all purposes and in the performance of its services as mentioned in this Agreement, the TMA shall be deemed to be an independent contractor on a 'principal' to 'principal' basis and shall in no manner whatsoever create any agency. Under no circumstances shall this Agreement be deemed to be a Contract of partnership or of joint venture.

11.2 The TMA acknowledges and agrees that it shall not be considered a "staff member," "employee," or "agent" of CDRI, and that its officials, representatives, employees, or subcontractors, if any, shall not be regarded as employees or agents of CDRI. TMA shall be solely responsible for any obligations arising out of their engagement.

12. Indemnity:

12.1 TMA shall indemnify, hold and save harmless and defend at its own expense, CDRI, its directors, partners, officers, employees, representatives, and agents from and against all suits, claims, demands, and liability of any nature or kind, including their costs and expenses, arising out of acts or omissions of the TMA or its personnel, in the performance of the Agreement. For the purpose of this Clause, reference to the CDRI shall also include the CDRI's clients and partners whose programmes are being implemented by the CDRI.

12.2 The TMA shall be responsible for and deal with all claims brought against it by its personnel, including individual contractors and consultants.

12.3 This Clause shall survive the termination or expiration of this Agreement.

13. Assignment & Sub-Licensing:

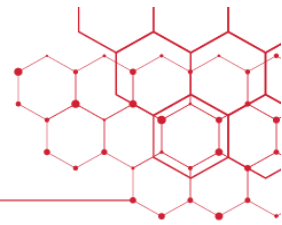
TMA shall not assign, sub-license, transfer, pledge, or make other disposition of this Agreement or any part thereof, or any of the Assignment rights, claims, or obligations under this Agreement, except with the prior written consent of the CDRI.

14. Sub-Contracting

In the event TMA requires services of another third party (in the capacity of an individual and/or firm), this shall not relieve TMA of any of his/her individual/independent obligations under this Agreement. The terms of any Agreement between TMA and another TMA firm shall be subject to and conform to the provisions of this Agreement.

15. Force Majeure

15.1 Neither Party shall be liable for any failure or delay in performing its obligations under this Agreement, to the extent such failure or delay is caused by events beyond its reasonable control, including but not limited to acts of God, war, civil commotion, natural disasters, government restrictions, strikes, labour disputes, epidemics, pandemics, or significant disruptions in infrastructure, provided that the affected Party promptly

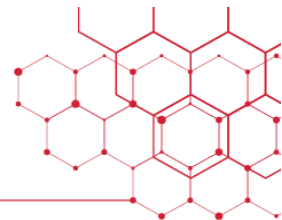


notifies the other Party of such event and takes all reasonable steps to mitigate the effects of the Force Majeure event.

- 15.2 If a Party wishes to claim protection in respect of an Event of Force Majeure, it shall as soon as possible following the occurrence or date of commencement of such Event of Force Majeure, notify the other Party of the nature and expected duration of such Event of Force Majeure and shall thereafter keep the other Party informed until such time as it is able to perform its obligations. The Parties shall use their reasonable endeavours to:
- a) overcome the effects of the Event of Force Majeure;
 - b) mitigate the effect of any delay occasioned by any Event of Force Majeure, including by recourse to alternative mutually acceptable (which acceptance shall not be unreasonably withheld by either Party) sources of services, equipment and materials; and
 - c) ensure resumption of normal performance of this Agreement as soon as reasonably practicable and shall perform their obligations to the maximum extent practicable, provided that neither Party shall be obliged to settle any strike, lock out, work stoppage, labour dispute or such other industrial action by its employees.
- 15.3 If either Party has a reasonable apprehension that the Force Majeure Event is likely to continue for 30 days after the commencement of the Force Majeure Event, then, notwithstanding anything contained in this Agreement, either Party will have the right to terminate the Agreement

16. Consequences of Breach:

- 16.1 In the event of a breach of Agreement by either party that is not resolved within 30 days of notification of such breach, the non-breaching party reserves the right to pursue arbitration.
- 16.2 A breach of this Agreement includes but is not limited to failure to deliver agreed-upon services, disclosure of confidential information, or non-compliance with terms of this Agreement.
- 16.3 The Parties agree that any breach of Agreement shall be resolved through negotiation in good faith, with arbitration being pursued only if an amicable resolution cannot be reached.
- 16.4 The TMA acknowledges that any breach of this Agreement may result in irreparable harm to CDRI and CDRI may seek liquidated damages that shall not exceed 10% of the total value of the particular output. This provision shall survive the termination of the Agreement.
- 16.5 CDRI reserves the right to withhold payment on each individual and consolidated output until the TMA provide satisfactory quality output as per the Performance Indicators for Evaluation of Results Matrix as enclosed in Annexure 2. In case of unsatisfactory performance, misconduct, unacceptable quality, the payment will be withheld until quality deliverables are submitted and subsequently, the Agreement may be terminated.
- 16.6 Upon a material breach of this Agreement, CDRI may terminate the Agreement, and the TMA shall not be entitled to receive any agreed payments upon termination of the Agreement. However, CDRI may consider making payment for the part satisfactorily performed based on Quantum Meruit as assessed by it, if such part is of economic utility to the CDRI.



16.7 In the event of a breach, the TMA shall be responsible for reimbursing CDRI for any costs incurred to remedy the breach, including but not limited to legal fees and expenses.

17. Settlement Of Disputes

17.1 **Amicable Settlement:** The performance of this Agreement is governed by the terms and conditions of this Agreement. In case a dispute arises between the Parties regarding any matter under this Agreement, either Party may send a written Notice of Dispute to the other Party. The Party receiving the Notice of Dispute will review the Notice and respond to it in writing within thirty (30) days after its receipt. If that Party fails to respond within thirty (30) days, or the dispute cannot be amicably settled within sixty (60) days following the response of that Party, that matter shall be resolved through Arbitration.

17.2 **Arbitration:** In the case of a dispute arising upon or in relation to or in connection with this Agreement between the Parties, which has not been settled amicably in **accordance** with Clause 26.1 above, either Party shall refer the dispute to arbitration in accordance with the United Nations Commission on International Trade Law (UNCITRAL) Arbitration Rules. The seat of arbitration will be New Delhi, India. The Parties agree to be bound by the arbitration award rendered under this Clause as the final adjudication of the dispute. Arbitration proceedings shall be held in New Delhi, India, and the language of the arbitration proceedings and that of all documents and communications between the Parties shall be English.

18. Interpretation

18.1 **Amendment:** This Agreement may be amended by a mutual written agreement between the Parties.

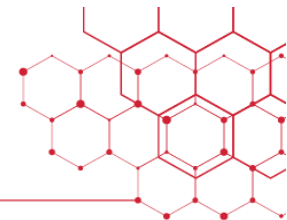
18.2 **Severability:** If any provision or condition of this Agreement is prohibited or rendered invalid or unenforceable, such prohibition, invalidity, or enforceability shall not affect the validity or enforceability of any other provisions and conditions of this Agreement.

18.3 **Entire Agreement:** This Agreement and any other special request in relation to the overall services to be rendered by TMA as per the scope of the Agreement, which is to be given in the form of a written document by CDRI, shall constitute the entire understanding of the Agreement between the Parties. Further, any prior or contemporaneous Agreements or understandings relating thereto are merged herein or superseded hereby.

IN WITNESS WHEREOF, the Parties have executed this Agreement to be effective the date set forth below.

By:

Coalition for Disaster Resilient Infrastructure (CDRI) Name: Designation: Signature: (Authorized Signatory)	TMA Name: Designation: Signature: (Authorized Signatory)
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Annexure-1

Statement of Work (SOW)

Name of the TMA:

Contact person:

From CDRI:	From TMA:

Scope of Work:

1. Travel Arrangements

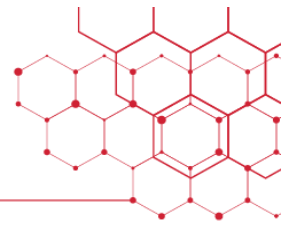
TMA shall provide the following services:

- Provide in-time domestic and international flight bookings, ensuring timely, economical, and efficient travel options, including optimal fare selection and the shortest direct flights available.
- Manage train bookings, other modes of transport as needed for international and domestic destinations, including but not limited to train bookings, car rentals, and other local travel options where flights are not feasible.
- Arrange timely alternative transportation as and when needed.
- Ensure 24/7 support for the timely and efficient execution of emergency tickets, accommodation cancellations, modifications, rescheduling, and/or rerouting support, as per the requirements and requests as may be raised by CDRI.
- Maintain an updated record of frequent travellers' preferences to provide a customized travel experience.
- Arrange top-quality airport transfers and local transportation, including transport services during events for all delegates and dignitaries, including cars, cabs, vans, and buses.

2. Visa, Immigration Support, and Travel Insurance:

TMA to provide:

- Facilitation for end-to-end visa application processes, including but not limited to document verification, application submission, and follow-ups with other relevant authorities.
- Advisory services for any visa requirements, ensuring compliance with destination country regulations, including the list of banned/contraband items, vaccination requirements, and any other requirement(s) or restriction(s), as may be applicable to the destination countries.
- Up-to-date information pertaining to visa regulations and entry requirements for all countries globally, upon request by CDRI.
- And facilitate comprehensive travel insurance solutions tailored to the needs and requests of CDRI, including but not limited to coverage for medical emergencies, baggage loss, trip cancellations, and other travel-related contingencies.
- Liaison with insurance providers to facilitate smooth and efficient processing of claims.
- Concierge services, as and when requested by CDRI, to support the specific needs.



3. Currency Exchange:

TMA to provide forex services (with competitive rates), including the arrangement of foreign currencies for international travel, ensuring compliance with regulatory standards.

4. Accommodation

While ensuring proximity to the event venues and adherence to international safety and comfort standards, TMA to:

- Identify, negotiate, and book accommodations or particular accommodations (as may be needed) in accordance with the program shared by CDRI at commercially negotiated rates or the lowest rate available for such hotels.
- Timely provide group and individual accommodation options, including block room bookings at commercially negotiated rates or the lowest rate available.

5. Technology Solutions

- TMA to ensure that its Online Travel Management portal and mobile application remain fully operational at all times, 24/7, to facilitate timely and seamless travel bookings, approvals, and real-time tracking.
- TMA to provide travel analytics and reporting tools for monitoring travel spend and trends.
- TMA shall ensure that its systems are fully compatible with, and technically capable of, supporting real-time API integration with CDRI's existing travel application or portal (including but not limited to SAP Concur), to enable seamless operational functionality and efficient data exchange

6. Dedicated Team & Turnaround Time (TAT)

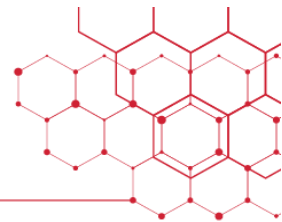
- TMA to assign an exclusive operations team, including dedicated relationship manager(s) to oversee all travel and stay arrangements and address queries promptly.
- TMA to share an escalation matrix to ensure timely resolution of issues at all levels of service delivery.
- TMA to ensure 24 hour assistance is available for booking related queries and emergency support.
- TMA to provide proposed Turnaround Times (TATs) for processing domestic and international flight bookings, as well as hotel reservations, as part of their submission.

7. Supporting Documentation

Provide third-party original invoices, including original hotel bills and ticket copies with fare details, as supporting documents for reconciliation and audit purposes.

8. Sustainability

- TMA shall implement eco-friendly travel practices, including carbon offset options and paperless processes.
- TMA to ensure compliance with international and local laws, including tax regulations and data privacy standards, as may be applicable.



9. Supporting Documentation and Compliance:

- TMA to timely submit all relevant supporting documents for verification and record-keeping purposes along with each invoice and service report.
- TMA to maintain electronic and physical copies of all supporting documents for a minimum period of five (5) years for audit and compliance purposes.