

26 April 2025

**(Technical Proposal - Open PDF file)**

**(Financial Proposal - Password-Protected PDF file)**

**REQUEST FOR PROPOSAL**  
**HIRING OF A TRAVEL AGENCY FOR DOMESTIC AND INTERNATIONAL TICKET BOOKING**  
**SERVICES (BRAZIL REGIONAL WORKSHOP 2025 & ICDRI FRANCE)**

**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.

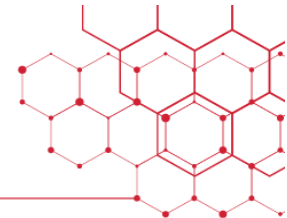
With the Strategic Work Plan for 2023 – 2026, CDRI has set out the following strategic outcomes.

**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.

### Objective of the assignment

The Coalition for Disaster Resilient Infrastructure (CDRI) is organizing two major international engagements and intends to appoint a competent travel agency to provide timely and cost-effective domestic and international flight ticketing services for delegates, staff, and experts traveling to France, Brazil, and other destinations as part of CDRI events. The details are as follows:

1. **Latin America Regional Workshop on Building Resilience of Transportation Infrastructure** to be held in **Brasilia, Brazil**, from **27<sup>th</sup> to 29<sup>th</sup> May 2025**
2. **International Conference on Disaster Resilient Infrastructure (ICDRI) 2025** to be held in **Nice, France** from **6<sup>th</sup> to 7<sup>th</sup> June 2025**

Given the immediate nature of travel requirements for these high-level events, CDRI intends to engage a ticket booking agency on a short-term basis, exclusively for managing domestic and international air ticketing services for both events.

### Scope of Work

The selected agency will be responsible for:

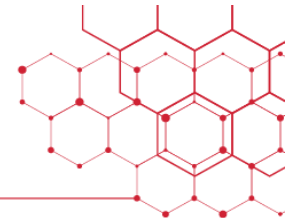
- Booking domestic and international flight tickets (economy/business class as per entitlement).
- Offering a minimum of 3 fare options for each booking, ensuring selection of the most direct and time-efficient route available.
- Coordinating itinerary confirmations with designated CDRI personnel.
- Issuing tickets upon approval and sharing complete e-tickets and travel details.
- Providing rebooking/cancellation assistance and coordination.
- Ensuring compliance with CDRI travel policies and class-of-travel entitlements.
- 24x7 support for emergency travel changes, if required.

### Deliverables

- Final itinerary and ticket for each traveler
- Summary of booking details per destination
- Travel support during the event week, including updates and emergency changes

### Expected Volumes

- Estimated 30–45 international tickets **to Brazil** from multiple overseas locations, including India (May 2025)
- Estimated 70–80 international tickets **to France** from multiple overseas locations, including India (June 2025)
- Estimated 15–20 domestic tickets (Delhi and other cities)



(Note: These are indicative numbers and subject to final confirmation by CDRI.)

### Qualifications of the Agency

- Minimum 3 years of experience in domestic and international ticketing services
- Accreditation with IATA or equivalent national authority
- Experience working with UN, government, or multilateral clients preferred
- Strong backend support system and 24x7 helpline
- Ability to assign a dedicated Relationship Manager for CDRI coordination

### Contract Duration

The agency will be engaged for a fixed term from **May 2025 to July 2025**, covering the travel windows for both events.

### Payment Terms

- Payment within 30 days of invoice submission and approval
- Invoice must be supported by original ticket copies and final itinerary details

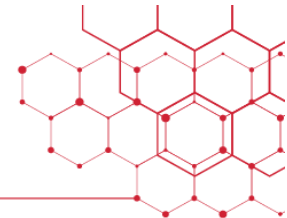
### Reporting & Coordination

- The agency will coordinate with the designated Event Operations Team at CDRI
- A nodal officer from the agency must be assigned for point-to-point communication

## 2. 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.	Billing	Accuracy	Invoices must match bookings and support docs	Zero discrepancies



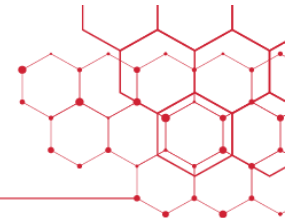
S. N.	Product / Service	Performance Attribute	Definition	Standard / Service Level
		Clarity	Bills must be transparent and auditable	Zero returns for clarification
4.	Rates & Pricing	Fairness	Competitive and fair pricing	Rates at or below market standard
		Proactive Fare Advice	The agency should share the best economic and most direct flight fares with justification	3 lowest fare options per booking; justify selection
5.	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
6.	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
7.	Travel Expertise	Competence	Knowledge of destinations, airline rules, and CDRI travel policy	75% proficiency rating or higher
8.	CDRI Travel Policy	Policy Compliance	Compliance with CDRI policy, entitlements, and route selection	Share 3 best options that are compliant and economical

### 3. 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.

### 4. 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](mailto: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.

## 5. Evaluation

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

S.N.	Technical Evaluation Criteria	Total Points
1.	<ul style="list-style-type: none"> <li>Proven experience handling national and international travel</li> <li>Organization Profile</li> </ul>	30
2.	<ul style="list-style-type: none"> <li>Past work with UN, multilateral agencies, or government institutions</li> <li>At least 3 client references</li> </ul>	30
3.	Accreditation with IATA or equivalent national authority	10
4.	<b>Team Structure &amp; Service Support</b> <ul style="list-style-type: none"> <li>Dedicated Account Manager for CDRI</li> <li>Clear escalation matrix with contact details</li> <li>Availability of 24x7 support, including emergency travel assistance</li> </ul>	30
<b>Total points obtainable</b>		<b>100</b>

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:

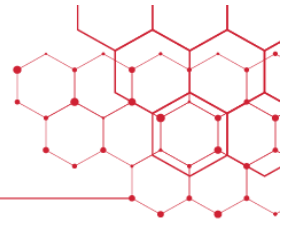
$Fn = Fmin/Fb * 100$  (rounded off to 4 decimal places) Where,

Fn = Normalized commercial score for the agency under consideration

Fb = Absolute financial quote for the agency under consideration

Fmin = Minimum absolute financial quote formula for final evaluation:

**Composite Score (S) =  $Ts * 0.70 + Fn * 0.30$**



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

## 6. 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.

## 7. Standards of quality

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

## 8. 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 on page 3 of the RFP and Technical Evaluation Criteria mentioned on page 5 of the RFP.**

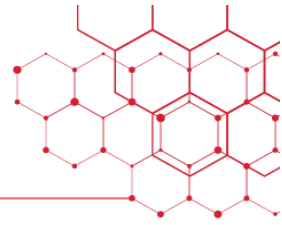
### II. Financial Proposal (**password-protected PDF**):

- 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](mailto:tender.projects@cdri.world) with the subject line: **"Hiring of Travel Management Agency on a short-term basis."**

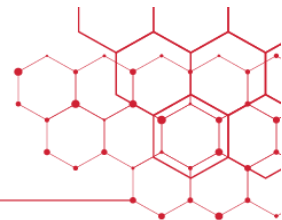
**Interested bidders are requested to submit their proposal by 23:59 hrs (IST) on 01 May 2025.** Responses received after the stipulated time or not in accordance will be summarily rejected.



**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.**

## **9. 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

Date:

To

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

**Sub:** Hiring of a Travel Agency for Domestic and International Ticket Booking Services (Brazil Regional Workshop 2025 & ICDRI France)

Dear Ma'am/Sir,

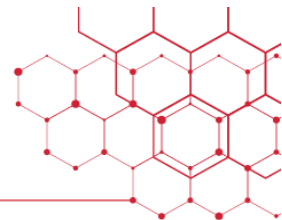
Following are the clarifications and comments from the terms and conditions and scope of work for the subject RFP. These clarifications are exhaustive.

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

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 a Travel Agency for Domestic and International Ticket Booking Services (Brazil Regional Workshop 2025 & ICDRI France)

Dear Ma'am/Sir,

We, the undersigned, having read and examined in detail the RFP Document for *Hiring of a Travel Agency for Domestic and International Ticket Booking Services (Brazil Regional Workshop 2025 & ICDRI France)*, 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	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)