

REQUEST FOR PROPOSAL (RFP)

Selection of Official Ticketing Agency for ICPB's flagship event - 15th Convention India Conclave (CIC) 2026.

1. Introduction

India Convention Promotion Bureau (ICPB) invites proposals from its eligible ICPB member organizations for providing comprehensive air ticketing for the **15th Convention India Conclave (CIC) 2026 from 19-21 August 2026**.

The selected agency will be responsible for managing domestic and international related ticketing requirements for invited speakers, dignitaries, ICPB officials, buyers and other approved delegates associated with the event.

2. **Scope of Work:** The selected agency shall be responsible for providing the following services:

Air Ticketing Services

- Issue domestic and international air tickets for invited speakers, dignitaries, ICPB officials, and other approved delegates associated with the event, ensuring availability of the most competitive and economical fares.
- Providing seat allocation, issue of boarding passes & communicating with travellers to update with flight information, if required with approval by ICPB Secretariat.
- To assist in obtain visa, overseas medical issuance, if occasionally required.
- Arrange airline meal preferences, where applicable, and facilitate meal provisions on sectors where such meals are not included in the airline ticket fare.
- Furnishing invoices on individual basis - fortnightly basis and submitting MIS report as and when required.
- Provide multiple fare and routing options, whenever available / required.
- Manage ticket amendments, revalidation, rescheduling, cancellations, and refunds.
- Coordinate emergency travel requirements, including last-minute bookings.

3. **Eligibility Criteria:** The applicant agency must:

- Be an active member of ICPB.
- Must be an IATA-approved Travel Agency (copy of valid accreditation certificate to be enclosed).
- Be recognized by the Ministry of Tourism, Government of India.
- Possess a valid GST Registration Certificate.
- Have a minimum of three years' experience in handling corporate and event-related travel services.
- Demonstrate experience in servicing conferences, conventions, exhibitions, government organizations, associations, or corporate clients.
- Possess adequate infrastructure, technology systems, and qualified manpower to ensure efficient, timely, and seamless travel management services.
- Submit an undertaking confirming that no commission, incentive, rebate, or any other financial benefit received from airlines in respect of bookings made for ICPB shall be charged to or claimed from ICPB, and that the agency shall maintain complete transparency in fare quotations and ticketing transactions.
- Minimum 100-150 air tickets will be purchased from the agency.
- Ticketing Agency have to book a group airfare for issuance of tickets, 15 days prior to the event.

4. **Evaluation Criteria:** The proposals shall be evaluated on the basis of:

- Compliance with eligibility requirements.
- Experience and track record.
- Quality of service infrastructure and support capabilities.
- Availability of dedicated servicing personnel.
- Commercial competitiveness.
- References and past performance.

ICPB reserves the right to seek additional information, negotiate terms, and accept or reject any proposal without assigning any reason.

5. **Reporting & Account Management**

- Furnish invoices on a fortnightly basis.
- Submit periodic MIS reports, travel summaries, ticket utilization reports, cancellation reports, and credit note statements as and when required.
- Assign a dedicated executive/account manager exclusively for servicing the ICPB account.
- Ensure prompt response to all ticketing requests during working and non-working hours, including emergencies.

6. **Payment Terms:**

- ICPB GST Number must be reflected in all invoices and supporting documents.
- Invoices shall be raised on a fortnightly basis.
- Each invoice shall be supported by:
 - Prior approval/authorization.
 - Copies of tickets issued.
 - Consolidated statement in Excel format.
 - Details of cancellations, refunds, credit notes, and adjustments.

Payments shall be processed as per ICPB's approved accounting procedures and timelines.

7. **Proposal Submission Requirements:** Interested agencies should submit:

- Company Profile.
- ICPB Membership Details.
- IATA Accreditation Certificate.
- Ministry of Tourism Recognition Certificate.
- GST Registration Certificate.
- Brief of key clients and major events serviced.
- Brief of the dedicated servicing team.
- Commercial proposal clearly indicating:
 - Domestic ticketing service charges.
 - International ticketing service charges.
 - Visa assistance charges.
- Travel insurance facilitation charges.
- Cancellation/amendment/revalidation charges.
- Any additional service charges, if applicable.

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7. Contract Period:

- The appointment shall initially be valid for a period of five month from the date of issuance of the Letter of Appointment or till conclusion report of the event financials.

8. Termination:

- ICPB reserves the right to terminate the contract by giving **30 days' written notice** without assigning any reason.

9. Submission Deadline

Interested ICPB Members are invited to submit their proposals in two parts, namely **Technical Bid** and **Financial Bid**, in separate sealed envelopes, enclosed within a single outer sealed envelope superscribed **“Proposal for Appointment as Official Ticketing Agency for the ICPB’s Flagship Event – 15th CIC 2026”**.

The complete proposal should reach the ICPB Office **on or before 25th June 2026 at the following address:**

The Executive Director
India Convention Promotion Bureau (ICPB)
Room NO. 233 A, The Ashok Hotel, Niti Marg
Chanakya Puri, New Delhi – 110021
P: 011-21611168 / 011-26110101 Extn. 3186

10. Disclaimer

ICPB reserves the right to accept or reject any proposal, wholly or partially, without assigning any reason whatsoever and shall not be liable for any expenses incurred by applicants in the preparation and submission of their proposals.