

INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH
GOREGAON (EAST), MUMBAI

TENDER DOCUMENT FOR

**Annual Contract for the Engagement of a Ticket Booking Agency for Travel Desk
Services (booking of Air/Rail tickets, visa, etc.) at IGIDR**

Tender No. IGIDR/Tender/2026/ED/20 Date: 08.08.2026

INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH

Gen. A. K. Vaidya Marg, Film City Road, Santosh Nagar, Goregaon (East), Mumbai-400065.
Telephone: 022 6909 6200 / 507 / 513. Fax: 022 6909 6399.

INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH, MUMBAI

Notice Inviting Tender

"NAME OF THE WORK: **"Annual contract for the Engagement of Ticket Booking Agency for Travel Desk Services"** at the INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH, GOREGAON, MUMBAI – 400 065."

1. IGIDR invites sealed bids from vendors/service providers of repute for the following work:

Name of work	EMD ₹	Period of Contract
(1)	(2)	(3)
Annual Contract for the Engagement of the Ticket Booking Agency for Travel Desk Services (booking of Air/Rail tickets, Visa, etc.) at IGIDR	Rs. 20,000/-	One Year (Extendable for a further two years)

The tenders are being invited for the services mentioned above. IGIDR Mumbai reserves its right to award the work to the successful bidder.

2. The bidder has to submit an Earnest Money Deposit of **Rs. 20,000/-** (Rupees Twenty thousand only) along with the bid.
3. Tender bids in two-bid systems are invited through two separate e-mails to tender@igidr.ac.in: **"Email-1: EMD and Pre-qualification Bid"** and **"Email-2: Financial bid"**. The subject of the e-mail should be mentioned as **"Email-1: EMD and Pre-Qualification Bid for the Annual contract for the Engagement of Ticket Booking Agency for Travel Desk Services at IGIDR"** and **"Email-2: Financial bid for Engagement of Ticket Booking Agency for Travel Desk Services at IGIDR"** respectively. All the bid documents should be attached as a PDF or zip file. The financial bid file should be protected with a password.
4. The last date of submission of the Tender bid shall be **at the end of the day on 29.08.2026**.
5. The Institute reserves the right to reject any prospective application without assigning any reasons whatsoever.

REGISTRAR

SECTION - A*
LETTER OF OFFER

Date _____

To,
The Registrar,
Indira Gandhi Institute of Development & Research,
Gen. A.K. Vaidya Marg, Film City Road,
Goregaon (East), Mumbai 400065.

Subject: Tender for "Annual contract for the Engagement of Ticket Booking Agency for Travel Desk Services at IGIDR".

Reference: NIT No. IGIDR/Tender/2026/ED/20 date: 08.08.2026

Dear Sir,

With respect to your above-mentioned tender, I / We hereby submit my / our tender in the required format along with the Company Profile and supporting documents.

Should this tender be accepted, I/We hereby agree to abide by and fulfill the terms and provisions of the said Conditions of Contract annexed hereto so far as they may be applicable or, in default thereof, to forfeit the EMD and pay to the IGIDR the amount mentioned in the said Conditions.

I/We have deposited **Rs. 20,000/-** through NEFT/DD/FDR/BG as an earnest money or a valid **MSME** certificate for EMD exemption to the IGIDR, which will not bear any interest.

Should I/We fail to execute the contract when called upon to do so. I/We do hereby agree that this sum shall be forfeited by me/us to the IGIDR

I / We have carefully gone through the terms and conditions prescribed, and I / We accept the same without any alterations/modifications.

Yours faithfully,

Signature

Name & company seal of the bidder

**To be submitted on the company letterhead with signature and stamp on it.*

SECTION – 'B'
GENERAL INSTRUCTIONS TO
BIDDERS

Tender bids through email should be addressed to The Registrar, Indira Gandhi Institute of Development Research, Goregaon (East), Mumbai-400065.

1. Bidder has to submit Earnest Money Deposit of **Rs. 20,000.00** (Rupees Twenty Thousand only) through **NEFT/DD/FDR/BG** to “INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH, MUMBAI” **Account no. 010220100010001, IFSC code: BKID0000102**, Branch name: IGIDR, **Bank Name: Bank of India** and UTR number with a screenshot of the transaction should be included in the part of the tender document towards Earnest money.
2. The bidders registered under **MSE** are exempted from submission of EMD, but they should submit the necessary copy of the MSME certificate for exemption.
3. The tender bids in two bid systems are invited through two separate Emails to tender@igidr.ac.in: “**Email-1: EMD and Pre-qualification/Technical Bid**” and “**Email-2: Financial bid**”. The subject of the email should be mentioned as “**Email-1: EMD and Pre-qualification/Technical Bid for the Annual contract for the Engagement of Ticket Booking Agency for Travel Desk Services at IGIDR**” and “**Email-2: Financial Bid for the Annual contract for the Engagement of Ticket Booking Agency for Travel Desk Services at IGIDR**” respectively. **All the bid documents should be attached as a PDF or zip file.**
4. All the required documents should be scanned and merged into a single PDF file or zipped into a single file and attached to the respective Emails. **The Financial bid should be attached as a PDF document protected with a password, and the password will be shared during the financial bid opening through an online meeting. The bidder should keep their password secure and be required to give it only when asked for a financial bid opening in an online meeting. If a bidder cannot attach a single bid file to an email, they can split their bid and submit it in multiple emails with mentioning in the email subject as Part-I, II, III.... etc.**
5. The bids will be received by **the end of the day on 29.08.2026**. Each copy of the tender document is under their stamp and signature. Under any circumstances, no tender will be accepted after end of the day on **29.08.2026**.
6. The Email bid with the subject “**EMD & Pre-qualification Bid for the Annual contract for the Engagement of Ticket Booking Agency for Travel Desk Services at IGIDR**” shall be opened by the tender opening committee on the next day **30.08.2026** at **02:30 PM** through an online meeting platform. The link to the meeting will be shared with participating bidders. In case the government

declares a holiday on the day of opening the bids, the bids will be opened on the next working day at the same time.

7. The Email bid with the subject **“Financial bid for the Annual contract for the Engagement of Ticket Booking Agency for Travel Desk Services at IGIDR”** of only qualified bidders will be opened. The Institute shall inform the date of financial bid opening and link for online meeting to the qualified bidders. **The bidders should provide the password of the financial bid PDF file during the opening of the financial bid. If the bidder can NOT give a password for the financial bid at the opening, then their bid shall be rejected.**
8. The tender bid shall remain valid for acceptance by the Institute for Three months from the date of opening of the bid, which may be extended by mutual agreement. The bidder shall not cancel or withdraw the tender during this period.
9. The bidder must use only the tender forms issued by the Institute to fill in the rates. Any addition/alteration in the text of the tender form made by the bidder shall not be valid and be treated as null and void.
10. The Tender form must be filled out in English. If any documents are missing or unsigned, the tender may be considered invalid by the Institute at its discretion.
11. Rates should be quoted both in figures and in words in the columns specified. Overwriting of figures is not permitted. Failure to comply with either of these conditions will render the tender void at the Institute's option. No advice, especially on any change in rate specifications after the opening of the tender, will be entertained.
12. Each Page of the Tender Documents should be stamped and signed by the authorized person or persons submitting the Tender in token of his/their having acquainted himself/themselves with the General terms & conditions, specifications, special conditions of contract, etc., as laid down. Any Tender with any of the documents not so signed will be rejected.
13. A tender that EMD does not accompany will not be considered. The EMD will be returned to the bidder if their tender is not accepted by the Institute but without Interest. The EMD paid by the successful bidder shall be held/encashed by the IGIDR as security for executing and fulfilling the contract. No interest shall be paid on this deposit. The successful bidder's Earnest Money Deposit (EMD) may be converted into a Performance Security Deposit. The security deposit of the successful bidder will be forfeited if they fail to comply with any of the contract conditions. No interest will be paid on Security Deposits withheld by the Institute.
14. Tenders incomplete in any form will be rejected outright, conditional offers will not be accepted.
15. The Institute does not bind itself to accept the lowest bid and reserves the right to accept or reject any or all the tenders, either in whole or in part, without assigning any reasons for doing so.

16. The Institute reserves the right to subdivide the work mentioned in the tender among two or more bidders at its discretion. The successful bidders will have to execute orders for part of the items placed with them at the quoted rates. Institute also reserves the right to increase or decrease the quantities and omit any work item after the order is placed. The successful bidder shall execute the same without claiming anything extra. In this context, the rates quoted for each item must be self-supporting and relevant.
17. On receipt of intimation from the IGIDR of the acceptance of his/their tender, the successful bidder shall be bound to sign the formal agreement. Within seven days, the successful bidder shall sign a contract and the Schedule of Conditions but the written acceptance by Indira Gandhi Institute of Development Research and the contractor so, whether a such formal agreement is or is not subsequently executed. The successful bidder shall bear the cost of necessary Stamp paper for execution of the agreement.
18. No bidder will be allowed to withdraw after submission of the tender; otherwise, the EMD submitted by the bidder would stand forfeited. If the successful bidder declines the offer of contract (or refuses to acknowledge or execute the contract within 15 days of award of order), for whatever reasons, their EMD will be forfeited.
19. The rates quoted in the bid shall include all charges like material rates, applicable GST, transportation, loading and unloading, any other tax and duty or other levy whether existing or future, levied by the Central Government or any State Government or Local Authority, if applicable. No claim in respect of GST or any other tax, duty, or levy, whether existing or future, shall be entertained by the Employer.
20. **The intending bidder can obtain any clarifications regarding the tender document, scope, nature of work, etc., if any, by contacting Mr. Samir Parab (Administrative Officer) on e-mail at administrativeofficer@igidr.ac.in or mobile - 8097171963 or by the Administration Department of the Indira Gandhi Institute of Development Research, Goregaon (E), Mumbai-400 065 on any Institute's working day (Monday to Friday).**

I/We hereby declare that I/we have read and understood the above instructions, and the same will remain binding upon me/us.

Place:

Signature of the bidder with seal

Date:

SECTION – 'C'

GENERAL TERMS AND CONDITIONS

Upon the declaration of an intending vendor/bidder to be the Successful Bidder by the Institute, they shall be subject to the following terms and conditions that shall form part of the Formal Contract to be executed with the Institute.

1. The successful bidder shall carry out all the work strictly in accordance with the scope of work and as per the detailed instructions of the Institute.
2. The successful bidder must co-operate with the other contractor appointed by the Institute so that the work shall proceed smoothly to the satisfaction of the Institute.
3. In all matters of dispute arising on the work, the matter shall be referred to the **Registrar, Indira Gandhi Institute of Development Research, Goregaon**, for a decision.

4. Arbitration Clause:

In the event that the Successful Bidder is not satisfied with the decision of the Registrar, Indira Gandhi Institute of Development Research, the dispute shall be settled by arbitration in accordance with the provisions of the **Arbitration and Conciliation Act, 1996** or any enactment thereof. The Arbitral Tribunal shall consist of one arbitrator, to be appointed by the Institute. The place of arbitration shall be Mumbai, and any award, whether interim or final, shall be made, and shall be deemed for all purposes between the parties to be made in **Mumbai**. The arbitration proceedings shall be conducted in the English language, and any award or awards shall be rendered in the English language. The procedural law of the arbitration shall be the Indian law. The award of the arbitral tribunal shall be final, conclusive, and binding upon the Successful Bidder and the Institute.

5. Contract Period:

The contract period shall be initially for **one** year from the date of issuance of the work order, which will be extended for a further **two** years based on the review of the performance of the successful bidder on a yearly basis if performance is found satisfactory.

6. Payment Terms:

The agency should submit the bills on a fortnightly basis, and payment shall be released within 15 days of successful completion of the desired service and against submission of invoice and other supporting documents.

7. The performance security deposit (PSD):

The EMD of the successful bidder shall be retained as PSD amount till the completion of the contract obligations. If the successful bidder submits an MSME certificate for the EMD exemption, then they should deposit an amount of **Rs. 20,000.00** towards the PSD in the form of DD/FDR/BG. PSD amount shall be released after the successful completion of all the contractual obligations. No interest shall be paid on the PSD amount.

8. Penalty:

The penalty shall be imposed on the successful bidder if the cause for such penalty is directly and solely attributable to them. The total cumulative penalty imposed on the bidder shall be 1% of the total invoice amount of the particular service of the respective order for which the penalty arises. The Institute shall raise its concerns or objections to the bidder within 30 days of the services provided. The total cumulative penalty shall be a maximum of 5% of the Invoice value for the particular service giving rise to such indemnity.

9. Termination Clause:

9.1 Without prejudice to any other remedy available to the Institute, in case of default on the part of the successful bidder in the performance of this contract or in the discharge of any contractual obligations arising out of this contract or if the successful bidder commits a substantial breach of his obligations and such breach is not corrected within 15 (fifteen) days from the date of receipt of the notice specifying the breach, by the successful bidder, the Institute may terminate this contract by giving a 30(thirty) days written notice of intended termination to the successful bidder.

9.2 In the event of this contract being terminated, the Institute shall be liable to make payments of the amount due under this contract up to the effective date of termination for which services (including parts thereof) have been rendered by the successful bidder subject to clause 9.5 hereunder.

9.3 Notwithstanding anything contained herein above, the Institute may terminate this contract at any time by giving one month's notice to the successful bidder without assigning any reason thereof and without prejudice to the rights of the Institute to recover any money becoming due and payable to the Institute under this contract. The successful bidder may terminate this contract at any time by giving two months' notice to the Institute without assigning any reason thereof.

9.4 Forthwith, on the expiry or earlier termination of this contract, the successful bidder shall return to the Institute all materials and equipment belonging to the Institute with regard to this contract. The Institute shall also inform the successful bidder of a time when it can collect its

equipment stored in the Institute, and the successful bidder shall collect the same. In the event that the successful bidder does not collect its equipment by the appointed time, the Institute shall not be liable for the same thereafter.

9.5 Forthwith on the expiry or earlier termination of this contract, the Institute shall determine the costs of execution, cost of remedying any defects (if any) and the cost of completion of the work (if required). The Institute shall be entitled to recover from the successful bidder the extra costs, if incurred, after adjusting the same against the Performance Security Deposit made by the Contractor.

9.6 On the earlier termination of this contract due to failure to discharge its duties, the Performance Security Deposit shall stand forfeited by the Institute.

I/We hereby declare that I/we have read and understood the above terms and conditions. The same shall be binding upon me/us upon being declared as the Successful Bidder.

Place:

Signature of the bidder with seal

Date:

SECTION - 'D'
PRE-QUALIFICATION CRITERIA

- **Pre-qualification documents to be submitted by the bidder along with the Pre-Qualification Bid:**

1. The agency should have appropriate registration. Company Incorporation Certificate / Certificate of Registration / MOA / Registration of Shop & Establishment / Partnership Deed **(copy to be enclosed).**
2. The agency should be a member of the International Air Transport Association **(IATA). Copy of Certificate to be submitted.**
3. The agency should be an authorized Rail Ticket Booking Agency of IRCTC. **(A copy of the registration is to be submitted.)**
4. The agency should have valid registration with the Department of Tourism, Government of India **(Bidder should submit a copy).**
5. The bidder should submit a copy of valid PAN and Goods and Services Tax registration (GST).
6. The agency should have experience in providing ticket booking services (rail/air tickets) to two organizations, Central/State Government/Public Sector Undertaking/Autonomous Educational Institutes, in the last **five** years.

(Bidder should submit a copy of the Work orders/agreement/LOI and respective completion letters from the organizations).

7. The agency should have an average annual turnover of **Rs. 30 Lakh** for three financial years. The bidder should submit the audited balance sheets, profit & loss accounts, or CA Certificate, or self-declaration on the company letterhead for the turnover amount for the last three financial years, i.e., FY2025-26, FY2024-25 and FY2023-24. In case the audited financial statements/turnover for **FY 2025–26** is not available as on the date of submission of the bid, the bidder may submit the turnover details for **FY 2022–23** in any of the above-mentioned documentary evidence.
8. The bidder should submit a list of **two clients** along with the name & contact number of their representative.
9. Bidder may submit a copy of the client's certificate of appreciation, if any.
10. The bidder should not be blacklisted/ De-registered/ debarred by any Government department/ Public Sector Undertaking/ Private Sector/ or any other agency (Submit Undertaking as per **Annexure-A**).
11. The registered office or one of the bidder's branch offices should be located in the territory region of MMRDA.
12. The agency should have **24X7** helpdesk/helpline services **(Provide the helpline numbers).**

Bidders must submit documentary proof in support of meeting each of the above minimum qualification criteria. A simple undertaking by the bidder for any of the stated criteria will not suffice for the purpose. All documentary proof must be listed on the company letterhead and enclosed in a cover, to be submitted

along with the qualification bid (Email-1) duly stamped and signed by the authorized person of the agency.

- **Information to be furnished by the bidder:**

Sr. No.	Item	Information to be filled by Bidder
1	Name of the bidder	
2.	Address	
3.	Telephone Number: Office /Residence: Mobile Number: Fax No. E-Mail address-	
4.	Details of Registration (number & date) if applicable:	
5.	Month and Year in which the firm/company was Formed/incorporated.	
6.	Type of organization (Sole Proprietor, Partnership,Pvt. Ltd., Public Ltd., etc.)	
7.	Enclose a copy of the partnership deed, Articles of Association, or Affidavit (in case of firm)	
8.	24-hour helpline numbers	
9	Turnover in the last three financial years	FY 2023-24: FY 2024-25: FY 2025-26:
10	Bank Account Details	A/C No. Bank Name: IFSC:

Place:

Signature of the bidder with seal

Date:

SECTION - 'E'
TECHNICAL BID

• **SCOPE OF WORK:**

The agency would ensure the booking of air tickets, delivery of tickets during working hours/holidays/afteroffice hours (at the expense of the agency), Collection of tickets for cancellation, getting a visa, passport, confirmation/cancellation, upgradation/revalidation of tickets, documents.

The scope of work of the agency, in brief, is as follows:

1. Booking and issuing of domestic/international air tickets, including pre-paid tickets.
2. Carrying out the process for issuing/obtaining new passport/renewal and miscellaneous passport-related services.
3. Carrying out the process for obtaining a visa and submitting a passport at the embassies.
4. Issuance of foreign exchange as per the RBI guidelines. The Agencies should have valid licenses for foreign exchange issued by the RBI from time to time.
5. Obtaining travel-related insurance, including overseas medical insurance.
6. The agency will always be available to book/cancel air tickets.
7. Issuance and sending the boarding pass on the day of travel either at the IGIDR office or over e-mail for booked tickets.
8. The agency will create the Air Travel ID for IGIDR and pass on to IGIDR all concessions /facilities extended by the airlines to the passenger on air journeys booked by IGIDR.
9. Submission of a formatted monthly statement of bills raised showing the discount provided to IGIDR. In addition to the above, the statement should also include the cost of ticket of airline.
10. Ensuring receipt of proper statements from airlines on points gained on deal codes secured by IGIDR and ensuring proper utilization thereof.
11. Assisting IGIDR in securing deal codes with other airlines.
12. Assisting IGIDR Employees in getting enrolled in frequent flyer Programmes.
13. The tickets and travel documents will be delivered at the IGIDR office in Mumbai or by e-mail.
14. Hotel reservations, if required, can be made in India and abroad without any service charges.
15. Providing Travel services to IGIDR on 24 hrs. / All weekday's basis. Apart from this, they should assign a dedicated person to look after the grievances of IGIDR.

Date:

Signature of the Bidder with seal

- **Benefit to be offered under Corporate tie-up (if any):**

Please mention the benefit that will be offered under the corporate tie-up if any

Date:

Signature of the Bidder with seal

SECTION - 'F'

FINANCIAL BID

Tender No. IGIDR/Tender/2026/ED/20

Date: 08.08.2026

• **Quotation for Service Charges:**

Sl. No.	Service	Basis of Service Charge	Service Charge (₹)	GST (%)
	Air Travel Services			
1	Domestic flight booking	Per ticket		
2	International flight booking	Per ticket		
3	Modification/rescheduling of domestic flight booking, including issuance of revised itinerary, if any	Per ticket		
4	Modification/rescheduling of international flight booking, including issuance of revised itinerary, if any	Per ticket		
5	Cancellation and refund processing of domestic flight booking, if any	Per ticket		
6	Cancellation and refund processing of international flight booking, if any	Per ticket		
7	Web check-in for domestic flights, including seat selection, wherever permitted by the airline, if any	Per ticket		
8	Web check-in for international flights, including seat selection, wherever permitted by the airline, if any	Per ticket		
9	Assistance in case of flight cancellation, delay, schedule change or other travel-related contingency, if any	Per instance	Nil	

Sl. No.	Service	Basis of Service Charge	Service Charge (₹)	GST (%)
	Rail Travel Services			
10	General rail ticket booking	Per ticket		
11	Tatkal rail ticket booking	Per ticket		
12	Modification/cancellation and refund processing of rail ticket, if any	Per ticket		
	Other Travel-Related Services			

13	<u>Booking of air tickets/Train Tickets only for LTC purpose through IRCTC website / Balmer & Lawrie / Ashoka Travels.</u>	Per ticket		
14	Assistance for passport issuance/renewal process	Per application		
15	Assistance for visa issuance process	Per application		
16	Foreign exchange arrangement	Per transaction		
17	Travel insurance arrangement	Per policy		
18	Any other service offered by the bidder (please specify)	Please specify		

Corporate Benefits/Discounts/Complimentary Services Offered under Corporate Tie-up with IGIDR

*(The bidder shall specify all corporate fares, discounts, complimentary services, value-added benefits and other concessions offered, **if any.**)*

(Attach the details in a separate list)

Notes

1. The bidder shall quote only the service/convenience charges payable to the agency, exclusive of GST. GST shall be indicated separately and charged at the applicable statutory rate.
2. The quoted service charges shall remain firm throughout the contract period.
3. Actual airfare, railway fare, visa fee, passport fee, insurance premium, foreign-exchange conversion charges and other statutory or third-party charges shall be payable at actuals against documentary evidence.
4. The agency shall provide the Institute with all Corporate Fares/Corporate Benefits, airline discounts, negotiated fares, promotional fares and other benefits available to institutional clients. No additional charge shall be levied for extending such benefits.
5. For every booking, the agency shall offer the lowest available eligible fare, including corporate and negotiated fares, after considering baggage entitlement, cancellation conditions, rescheduling conditions and other applicable benefits.
6. No service charge other than the charges specifically quoted and accepted in the financial bid shall be payable by the Institute.
7. Dedicated customer support and assistance for emergency travel requirements shall be provided as part of the contract. If the Institute intends this support to be included without a separate charge, Item No. 9 may be marked as **“Nil/Included in booking service charge.”**

Date:

Signature of the Bidder with seal

**To be submitted on company letterhead duly signed and stamped on it.*

Annexure – A*

FORMAT OF UNDERTAKING, TO BE FURNISHED ON COMPANY LETTERHEAD WITH REGARD TO BLACKLISTING/ NON- DEBARMENT BY ORGANISATION UNDERTAKING REGARDING BLACKLISTING / NON – DEBARMENT

UNDERTAKING

To,
The Registrar
Indira Gandhi Institute of Development Research
Film City Road, Santosh Nagar,
Goregaon (East),
Mumbai – 400 065.

We hereby confirm and declare that we, M/s -----, is not blacklisted/ De-registered/ debarred by any Government department/ Public Sector Undertaking/ Private Sector/ or any other agency for which we have Executed/Undertaken the works/ Services during the last 5 years.

For M/s _____

Authorized Signatory

Date:

**To be submitted on the company letterhead with sign and stamp on it.*