



Odisha State Health & Family Welfare Society

Dept. of Health & Family Welfare, Govt. of Odisha

Annex Building of SIH&FW, Nayapalli, Unit-8, Bhubaneswar-751012

Phone: 0674- 2392480/88



Advt. No.14/25

Date: 29.10.2025

TENDER CALL NOTICE FOR BOOKING OF TRAVEL TICKETS & HOTELS

Sealed tenders are invited from **IATA & TAAI registered/accredited** travel agencies for booking of travel tickets (Air/Train/Bus) & hotels (for outside State Travel) for a period of three years. Initially, the contract with the selected agency shall be signed for a period of one year which shall be renewed for another two years depending on satisfactory performance of the agency. The eligibility criteria and detail terms & conditions may be downloaded from the website www.nhmodisha.gov.in (under link "Tender"). The tenders should reach the office of the undersigned by **19th November 2025 (till 3 PM)**. The tenders will be opened at **4.00 PM on 19th November 2025**. The undersigned reserves the right to reject any or all the tenders without assigning any reason thereof.

Sd/-
Mission Director
NHM, Odisha

TENDER FOR BOOKING OF TRAVEL TICKET
(AIR /TRAIN/BUS) & HOTELS
INSTRUCTION TO TENDERERS

1. Sealed tenders are invited from IATA registered/accredited travel agencies for booking of travel ticket (air & train/bus) and hotels (for outside state travel) for Mission Directorate, NHM, Odisha for a period of **three years**. Initially, the contract with the selected agency shall be signed for a period of **one year** which shall be renewed for another **two years** depending on satisfactory performance of the agency.
2. Interested bidders may download the detail terms and conditions from the website : www.nhmodisha.gov.in
3. The tender will be in two parts i.e. **Technical Bid (Cover-A)** and **Financial Bid (Cover-B)**. The bidders should submit their **technical** and **financial** bid separately in **two envelopes** and these **two envelopes** should be put into **another cover envelop** superscribed as “**Tender for Booking of Travel Ticket (Air & Train/Bus) & Hotels**”. The Technical & Financial Bid envelopes should be clearly marked as Technical Bid & Financial Bid on the top of the relevant envelopes. The tenders should be addressed to :

**The Mission Director,
National Health Mission,
SIHFW Annex Building, Nayapalli, Unit-8,
Bhubaneswar – 751 012, Odisha.**

Tender must be accompanied by tender document cost of Rs.2,000/- (Non refundable) and EMD of **Rs.1,50,000/-** in technical bid envelop in the shape of demand draft / Fixed deposit duly pledged / BG drawn on any Nationalized/Scheduled Bank in favour of Mission Director, NHM, Odisha payable at Bhubaneswar. Tenders not accompanied by tender document cost & EMD will not be accepted. There is no exemption regarding submission of tender document cost. However, as per Finance Department - Govt. Of Odisha office memorandum no. 21926 dtd. 12.8.2015, Local micro & small enterprises registered in Odisha with the respective DIC, Khadi, Village, Cotton & Handicraft Industries, OSIC and NSIC while participating in tenders of Government Departments & Agencies under its control shall be exempted from payment of earnest money. This exemption to the local MSEs shall be applicable if the kind of service as required under this tender enquiry is clearly specified against the details of the service to be provided in their DIC / NSIC registration certificate (to be furnished in the technical bid).

EMD of unsuccessful tenderers will be returned without interest on finalization of the tender process. EMD of successful tenderer may be retained for adjustment against the performance security & will be refunded without interest on successful completion of work during the contract period

5. Eligibility Criteria :

The Travel Agency

- i) Must be **IATA and TAAI registered /accredited** travel agent. The IATA registration /accreditation certificate must be issued for the current year, i.e. 2025 and the TAAI registration /accreditation certificate must be valid until March 2026.
- ii) The firm must have **average annual turnover of Rupees Five Crores** in the last three financial years and have to submit the **audited** balance sheet P&L Account

statement (of the audited last three financial years: 2021-22, 2022-23 & 2023-24) duly signed by a Chartered accountant and supported by copies of the balance sheets.

iii) **The firm must have Registered Office/Regional Office/Branch Office at Bhubaneswar.**

iv) Must have a GST registration certificate and have to furnish the GST return copies of the last three months (June, July & August 2025)

v) Must have executed assignments (Booking of **Air Ticket**) in Govt. / Pvt. Sectors **during the last three years** (Copies of such work orders to be furnished)

vi) Must furnish the EMD of **Rs.1,50,000/-** & tender document cost of Rs.2,000/- in the technical bid (Separate Demand draft for EMD & tender document cost)

vii) will furnish an **Affidavit** (On **original Stamp Paper** of Rs.20/-) with the following clauses:

1. Our organization has not been blacklisted by any Government Organization.
2. Our organization does not have any legal suit / criminal case pending against it for violation of PF /ESI/MW Act or any other law.
3. Our organization agrees to abide by all terms & conditions of tender.

6. The tender should reach the office of the Mission Directorate, NHM, Odisha by **19th November 2025 (3 PM)** and the tender will be **opened at 4.00 PM on the same day.**

7. **Evaluation Criteria:** Bidders who **qualify technically** [as per submission of relevant documents in support of the eligibility criteria], their **Financial Bid** (Part 2) shall **only** be opened. Evaluation shall be made on the basis of booking service charges. In case of booking service charges quoted by two or more bidders are same, then the L1 shall be selected through a transparent system of lottery.

TERMS AND CONDITIONS FOR TRAVEL TICKET BOOKING

01. The Travel Agent shall immediately make bookings and prepare appropriate itineraries based on the lowest fare and the most direct and convenient routing after receipt of request letter duly signed by the competent authority of Mission Directorate.
02. The period of contract shall be for a period of three years. However, contract shall be signed initially be for **one year** which may be renewed depending on the satisfactory performance of the agency.
03. In case of Air Ticket, the booking of ticket shall have to be made immediately on the same day after getting the requisition for booking of ticket from the competent authority of Mission Directorate. In the event, the required travel arrangements cannot be confirmed, the Travel Agent shall intimate the requesting party of the problem and arrange for the same. In case no arrangement is provided in time, the authority shall have the right to book tickets from the market and the cost (both fare & service charges) incurred by the authority shall be borne by the agency.
04. For wait-listed bookings, the Travel Agent shall provide regular feedback on status of the Flights/Trains.
05. The Travel Agent shall issue authentic tickets with detailed itineraries showing the status of the flights/Trains on all segments of the journey and where necessary tickets and billings shall be modified or issued to reflect changes affecting travel and make appropriate adjustments for any change(s).
06. The Travel Agent shall issue and deliver tickets or e-Tickets to the concerned authority of the Mission Directorate. Tickets shall routinely be provided not earlier than one or two days in advance of travel unless required otherwise.
07. The Travel Agent shall accurately advise the Mission Directorate of ticketing deadlines and other relevant information every time reservations are made in order to avoid cancellations of bookings;
08. The Travel Agent shall ensure that all travelling staff has complete travel documents required for their journey sufficiently before departure.
09. The Travel Agent shall only act on travel requests for official travel submitted by the designated staff of the Mission Directorate.
10. The Travel Agent shall provide an information service to notify the Mission Directorate and the traveller of such events such as airport closings, cancelled or delayed flights / trains / buses and strike situations as well as of local political or safety conditions, which may affect travel to any particular destination.
11. The Travel Agent shall provide all official travellers with last seat availability, advance seat assignments and advance boarding passes on all airlines for which the Travel Agent can offer these services.
12. The Travel Agent shall provide reconfirmation and revalidation of tickets, re-issued tickets which are returned as a result of changed routing or fare structures.
13. Traveller's Itineraries

The Travel Agency shall provide each traveller a complete printed itinerary document which includes the following:

- ❖ Flight/Train/Bus number(s) and seat assignment(s) in case of Travel Tickets / Details of Hotel Accommodation in case of hotel booking.
- ❖ Confirmed upgrade (if applicable);
- ❖ Departure and arrival time(s) for each segment of the trip;
- ❖ Intermediate stops;
- ❖ Airport and other taxes;

Any other information such as change in date lines etc.

14. Traveller's Profiles

The Travel Agent shall maintain computerized profiles of all frequent travellers as designated or defined from time to time of the Mission Directorate.

15. Management Reports

The Travel Agent shall hold meetings at intervals with the concerned person dealing with travel matters in Mission Directorate to address any issues or problems which may arise.

16. Refunds

The Mission Directorate shall be reimbursed by the Travel Agent for partly or fully unused tickets subject to applicable regulations.

17. Mission Directorate, NHM will have the sole discretion to extend the period of the contract beyond one year or terminate the contract prematurely in case of unsatisfactory services.

18. **Period of Service:** The contract assignment shall be for a period of **three years**. However, initially the contract with the selected agency shall be signed for a period of **one year** which shall be renewed for another **two years** depending on satisfactory performance of the agency.

19. **Performance Security:** The selected agency shall have to furnish a performance security of **Rs.4,00,000/-** in the shape of demand draft in favour of Mission Director, NHM, Odisha payable at Bhubaneswar. The EMD of Rs.1,50,000/- submitted by the agency at the time of bid submission may be retained and adjusted against the performance Security. In case the EMD of Rs.1,50,000/- is adjusted against the performance security, the selected agency shall have to deposit an additional Rs.2,50,000/- so that the total performance security amount shall be Rs.4,00,000/-. In case of a local MSE bidder if selected shall be required to pay 25% of the value of performance security.

The performance security will be refunded without interest on successful completion of assignment during the contract period.

20. **Termination:** Mission Directorate, NHM shall have the discretion to terminate the contract at any time whereupon the travel agent will immediately cease the provision of the Services and submit a bill for costs incurred for the contracted services to the date of termination.

21. **Payment:** Payment shall be made on a **monthly basis** after submission of bill in triplicate alongwith a monthly statement & copy of the booked tickets. TDS as applicable shall be deducted from the monthly bill.

22. **Arbitration:** Mission Directorate, NHM and the travel agent will make every effort to resolve amicably by direct negotiation, any disagreement or dispute arising between them under or in connection with the work assigned. In case of their failure to resolve, the matter will be referred to Mission Director, NHM whose decision will be final and binding on both parties. The arbitration proceedings if any shall be held at Bhubaneswar.

23. Legal Jurisdiction

All legal disputes are subject to the jurisdiction on Bhubaneswar courts only for administrative convenience.

TENDER FORM Part -1
FORM-T1
(Technical Bid) – Cover A

(The documents has to be arranged serially in technical bid as per the order mentioned below)

1	Name of the Organization	
2	Registered office Address of the firm /Agency Telephone No Fax No. Email ID	
3	Office address of the Regional/Branch office in Bhubaneswar City (If registered office is not in Bhubaneswar) Telephone No Fax No. Email ID	
4	Name of authorized signatory (in capital letters)	
5	Specimen signature of the authorized signatory	
6	Telephone number of authorized signatory / Organization	
7	IATA Registration	(Attach the photocopy of the IATA registration certificate for the year 2025)
8	TAAI Registration	(Attach the photocopy of the TAAI registration certificate for valid untill March 2026)
8	GST Registration no.	(Attach photocopy of GST registration certificate issued)
9	Copies of GST return for the last three months (June, July & August 2025)	
10	Instrument No. and date of the tender document cost of Rs.2,000/- (Non-Refundable) submitted by the organization	(In shape of Demand Draft)
11	Draft number and date of the EMD of Rs.1,50,000/- submitted by the organization	(In shape of Demand Draft)
12	Audited Annual turnover certificate duly signed by Chattered Accountant submitted for audited last 3 financial years (2021-22, 2022-23 & 2023-24) – Provisional shall not be allowed	(Furnish copy of the audited P&L account showing the turnover of audited last three financial years as per Form T2)
13	Affidavit of declaration (<i>On Original Stamp Paper of Rs.20/-</i>) as per Clause 5 (vii) of instruction to tenderer	
14	PAN	(Attach Photocopy of PAN)

13	Work order copies of the past assignments (Flight Ticket Booking) executed during the last three years.	(Attach work order/contract copies of similar assignments in Govt. Pvt. Sectors)
14	Bank Details of the Bidder: <i>The bidders have to furnish the Bank Details as mentioned below for return of EMD /Payment of Bill if any (if selected)</i> a. Name of the Bank: b. Name of the Account & Full address of the Branch concerned: c. Account no. of the bidder : d. IFS Code of the Bank :	
15	Whether all documents submitted signed by the authorized signatory of the organization (Yes/ No)	

DECLARATION

I / we hereby certify that the terms and conditions given with the tender notice have been read carefully and acceptable to me/us and that the information furnished above is full and correct to the best of my /our knowledge. I / we understand that in case of any deviation in the above statement at any state, our Firm/Agency will be blacklisted/debarred and will not have any dealing with your organization in future.

(Signature and seal of the authorized signatory)

Place

Date

(Seal)

FORM T2

(To be furnished in Technical Bid)

Audited Annual Turnover Statement

(In the letter head of the Chartered Accountant)

The audited Annual Turnover for the last 3 (three) financial years of M/s _____ are given below and certified that the statement is true and correct.

Sl.	Financial Year	Turnover in (Rs.)
1	2021-22	
2	2022-23	
3	2023-24	

Date:

Place:

Signature of Auditor/Chartered Accountant
(Name in Capital)

Seal

Membership No.:

UDIN No.:

N.B:

- 1) It is mandatory to specify the Membership no. & UDIN No. of the Auditor / Chartered Accountant.
- 2) The annual turnover statement should also be supported by **copies of audited annual statement of the last three financial years/Annual Report** and the turnover figures mentioned above should be highlighted there.

TENDER FORM**Part –II (Financial Bid)-Cover B****(To be submitted in Cover B – Financial Bid)**

A. Travel Tickets			
PARTICULARS	BOOKING SERVICE CHARGES (excluding GST) (in Rs.) (Per person / Sector)	CANCELLATION SERVICE CHARGES (IF ANY) excluding GST (in Rs.) (Excluding Airline / Railway Cancellation Charges)	GST (%) (IF ANY) [Pl. Mention the % of GST as applicable on & above the booking service charges / cancellation service charge with HSN Code (last 4 digit only)]
I. AIR TICKETS			
(a) DOMESTIC			
(b) INTERNATIONAL			
II. TRAIN TICKETS			
(a) A/C			
(b) NON A/C			
(c) TATKAL			
(d) TATKAL Premium			
III. BUS TICKETS			
B. Hotel Booking for outside State Travel			
PARTICULARS	BOOKING SERVICE CHARGES (excluding GST) (in Rs.) (Per Room / Night)	CANCELLATION SERVICE CHARGES (IF ANY) excluding GST (in Rs.)	GST (%) (IF ANY) [Pl. Mention the % of GST as applicable on & above the booking service charges / cancellation service charge with HSN Code (last 4 digit only)]
I. For Standard / Deluxe Room			
II. Executive / Premium / Suite Room			

(Signature of the authorized signatory)

Place:

Date:

Seal

Note: Evaluation shall be made on the basis of booking charges (excluding GST). In case of booking charges quoted by two or more bidders are same, then the L1 shall be selected through a transparent system of lottery.