

THE TAMIL NADU Dr.M.G.R. MEDICAL UNIVERSITY

Anna Salai, Guindy, Chennai – 600 032

E-TENDER

For Empanelment of Travel Agency for Booking of Air Tickets / Train Tickets and Bus Tickets for the Examiners who are coming from All Over India to Tamil Nadu for Examination purpose”

Ref.No.SI(3)/22550/2026

1.	Date of Publish of e-tender	:	29/07/2026
2.	PRE-BID MEETING	:	03/08/2026 at 11.00 a.m.
3.	Bid Submission Start Date	:	06/08/2026 at 11.00 a.m.
4.	Closing date of submission of online Bid	:	13/08/2026 at 11.00 a.m.
5.	Opening date of technical Bid	:	13/08/2026 at 04.00 p.m.

THE TAMIL NADU DR. M.G.R. MEDICAL UNIVERSITY, CHENNAI-32.

Empanelment of Travel Agency for Booking of Air Tickets / Train Tickets and Bus Tickets for the Examiners who are coming from All Over India to Tamil Nadu for Examination purpose”

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THE TAMIL NADU DR. M.G.R. MEDICAL UNIVERSITY, CHENNAI-32.

I. SCOPE OF TENDER

The Tamil Nadu Dr. M.G.R. Medical University is a State University and was established by an Act No.37 of 1987 of Government of Tamil Nadu. The Tamil Nadu Dr. M.G.R. Medical University has proposed for "Empanelment of Travel Agency for Booking of Air Tickets / Train Tickets and Bus Tickets for the Examiners who are coming from All Over India to Tamil Nadu for Examination purpose".

The successful Tenderer shall "Book Air Tickets / Train Tickets and Bus Tickets for the Examiners who are coming from All Over India to Tamil Nadu for Examination purpose".

The Tamil Nadu Transparency in Tenders Act, 1998 and the Tamil Nadu Transparency in Tender Rules, 2012 shall apply to this Tender.

II. NOTICE FOR INVITING TENDER

The Tamil Nadu Dr. M.G.R. Medical University invites bids from eligible, experienced and financially sound Companies, Firms, Agencies for '**E-Tender for Empanelment of Travel Agency for Booking of Air Tickets / Train Tickets and Bus Tickets for the Examiners who are coming from All Over India to Tamil Nadu for examination purpose**' for a period of 2 (Two) years. This tender will be governed by the Tamil Nadu Transparency in Tenders Act, 1998, and the Tamil Nadu Transparency in Tenders Rules, 2012, and subsequent amendments there of are applicable to this Tender.

Prospective bidders shall visit the University and acquaint themselves with the scope & schedule of work before participating in the pre-bid meeting, if required. In order to familiarise the bidders on scope of the work and obligations in the proposed contract, a pre-bid meeting will be conducted with bidders.

For any queries related to the Bid submission, bidders shall contact by email registrar@tnmgrmu.ac.in or telephone number 044 – 2235 3572 (from 10:00 AM to 05:00 PM in all working days).

The tenders are in Two bid System (a) Technical Bid and (b) Financial Bid. All the bidders are requested to go through the instructions, terms & conditions and specifications laid down in the Tender document. Failure to furnish all required information in every aspect will be at their risk and may result in the rejection of their bids. All tender documents including Technical and Financial bid should be submitted in **Tamil Nadu Government Tender Portal (www.tntenders.gov.in)**.

The companies / Firms / Agencies not fulfilling the Eligibility Criteria will not be considered and will be summarily rejected.

Tender Document No.	SI(3)/22550/2026
Date of Publish of e-Tender	29.07.2026
Description	Empanelment of Travel Agency for Booking of Air Tickets / Train Tickets and Bus Tickets for the Examiners who are coming from All Over India to Tamil Nadu for examination purpose.
Estimated Tender Value	Rs. 72,00,000/- (Rupees Seventy Two Lakhs only)
EMD Value	Rs. 10,000/- (Rupees Ten Thousand only)
Closing Date of submission of Online Bid	13.08.2026 at 11.00 a.m.
Submission of Bids	Two Bid System will be followed for this tender (Technical Bid and Financial Bid). - The proposals shall be submitted in two parts, viz., Technical Bid and Financial Bid and should be as per the formats given in Annexures. - Bid documents will be available on website – 'https://tntenders.gov.in' from 29/07/2026 to 13/08/2026 for submission of bids. The bidders must possess a Digital Signature Certificate and submission of bids is through online on 'https://tntenders.gov.in' and any other mode is not accepted.

The Tenderers should produce copies of registration, certificates, proof of experience/testimonials to the satisfaction of The Tamil Nadu Dr. M.G.R. Medical University.

An Earnest Money Deposit of Rs.10,000/- (Rupees Ten Thousand only) should be transferred through online payment mode in e-tender portal of <https://tntenders.gov.in> on or before due date i.e.,13/08/2026 before 11.00 a.m Any other mode of payment of EMD shall not be accepted. The Bank Guarantee towards EMD will not be accepted. The Tender Documents received without EMD will be summarily rejected.

The Registrar reserves herself the right to reject any or all of the Tenders without assigning any reasons there for.

Registrar
Tender Inviting Authority,
The Tamil Nadu Dr. M.G.R. Medical University

III. IMPORTATNT DATES

S.No.	Events	Date & Time	Location
1	Date of Pre-Bid meeting	03.08.2026 at 11.00 a.m.	The Tamil Nadu Dr. M.G.R. Medical University, No.69, Anna Salai, Guindy, Chennai – 600 032. Phone No.22353572 E.Mail ID: registrar@tnmgrmu.ac.in Website: www.tnmgrmu.ac.in
2	Closing Date of submission of Online Bid	13.08.2026 at 11.00 a.m.	
3	Opening Date of Technical bid	13.08.2026 at 04.00 p.m.	
4	Date and time of opening of Financial bid	Will be intimated to technically qualified bidders only.	

**THE TAMIL NADU DR. M.G.R. MEDICAL UNIVERSITY
CHENNAI - 600 032.**

IV. GENERAL TERMS & CONDITIONS

4.1 METHOD OF SUBMISSION OF TENDER :

- (i). The bids should be submitted through online only in two bid system
i.e. Technical Bid and Financial Bid separately.
- (ii). The bidder has to submit the tender document duly signed on all pages by an authorized person and his / her full name and status be indicated below the signature along with official stamp of the firm. Submission of wrong / forged information / document will be liable to legal action, and rejection of tender submitted by the firm.
- (iii). The tenders of the contracting agency/firm/company not in possession of valid statutory license / registrations are liable for rejections.
- (iv). No bidder will be allowed to withdraw / alter / modify after submission of tenders within the bid validity period.
- (v). The Tender is liable to be rejected if complete information is not given therein or if the particulars and date (if any) asked for in the schedule to the Tender are not fully filled in or not duly signed/authenticated. Specific attention is drawn to the delivery dates and terms and conditions enclosed herewith. Each page of the bids required to be signed and bears the official seal of the Bidders.
- (vi). If the application is made by a firm, it shall be signed (with seal) by the partner(s) of the firm above full typewritten name(s) and current addresses or alternatively by a partner holding power of attorney for the firm in which case a certified copy of the power of attorney shall accompany the application. A certified copy of the partnership deed along with current addresses of all the partners of the firm shall also accompany the application.
- (vii). If a limited company or a corporation makes the application, it shall be signed by a duly authorized person holding power of attorney for signing the application, in which case a certified copy of the power of attorney shall accompany the application. Such limited company or corporation may be required to furnish satisfactory evidence of its existence. The applicant shall also furnish a copy of the Memorandum of Articles of association duly attested by a Notary Public.

4.2 ELIGIBILITY CRITERIA :

The bidders must fulfill the following eligibility conditions and also submit documentary evidence in support of fulfilling these conditions while submitting the Technical Bid. The University will consider the Commercial Bid of the tenderers who qualify in the Technical bid. For those tenderers who are not qualified in the Technical Bid, the Commercial bid will not be considered for opening.

- 4.2.1 The bidder should have registered the firm under Companies Act or similar acts of Government of India or Tamil Nadu. (A copy of registration of the firm should be attached).
- 4.2.2 The bidder should be registered with International Air Transport Association (IATA) and Indian Railway Catering and Tourism Corporation Ltd. (IRCTC).
- 4.2.3 The bidder must have at least 10 (Ten) years of experience in providing travel related services for various reputed organizations / University / Government / Autonomous/ Quasi Government Departments. Submit work orders and performance certificate as documentary proof for successfully executed/ completed similar works should be enclosed.
- 4.2.4 The Annual Turnover of the bidder for the previous three financial years (2022-23 to 2024-25) shall not be less than 2.5 Crores per annum in the field of providing travel related services (Attach certificate from the Chartered Accountant along with the audited balance sheet including Profit and Loss statement for the last three years)
- 4.2.5 The Company / Firm / Agency should have at least one running contract of providing travel related services to organizations / University / Government / Autonomous/ Quasi Government Departments. The details of the same along with supporting documents are to be enclosed.
- 4.2.6 The Bidder should indicate GSTIN No. (copy of GST registration to be enclosed) and PAN No. (Copy of Pan to be enclosed)
- 4.2.7 The firm should be assessed for Income Tax, hence copies of Income Tax returns filed for the last three assessment years, that is, for 2022-23, 2023-24 and 2024-25 to be enclosed.
- 4.2.8 The Bidder should not be blacklisted / terminated by any Government organization / agency for unsatisfactory past performance, corrupt, fraudulent or any other unlawful or unethical business practices. An undertaking to this effect should be submitted as per Annexure 'D'.

4.2.9 The Firms without documents mentioned in section 4.2.1 to 4.2.8 will be rejected.

4.3 OPENING OF TENDER

4.3.1 Date of opening of bids will be as per this tender document.

4.3.2 The Tamil Nadu Dr.MGR Medical University will evaluate the technical bids for minimum eligibility adherence based on the data provided by the bidder as the format given in Annexure – B.

4.3.3 The Tamil Nadu Dr.MGR Medical University will open the financial bid, as the format given in Annexure – C, of those who have qualified in the technical bid on the date to be announced by The Tamil Nadu Dr. M.G.R. Medical University.

4.3.4 Financial bids will be opened and the lowest financial bid amongst those qualified in the Technical bid will be declared as successful bidder (L1).The contract will be awarded to the successful bidder (L1), subject to other usual conditions.

4.3.5 In case more bidders quoted the same lowest price, the lowest bidder will be selected on the basis of the following preferential conditions in sequence:

(i) Average Turnover of the bidder for the last 3 years

(ii) Experience of providing similar service

(iii) Value of similar works executed.

The Tamil Nadu Dr. M.G.R. Medical University reserves the right to negotiate with the bidder whose offer is the lowest evaluated price for further reduction of price. The Tamil Nadu Dr. M.G.R. Medical University also reserves the right to negotiate with other bidders to match the negotiated L1 price or below, according to the Tamil Nadu Transparency in Tenders Rules, 2000.

4.4 SCOPE OF WORK:

The Tenderer would ensure booking of tickets / confirmation of waitlisted tickets, forwarding of tickets through e-mail to during working hours /holidays/ after office hours, getting confirmation/cancellation, up-gradation/revalidation of tickets. The specifications of scope of work and conditions of Contract in brief is as 'Annexure-A.'

4.5 EARNEST MONEY DEPOSIT (EMD)

4.5.1 . The EMD of INR. 10,000/- (Rupees Ten Thousand only) should be transferred through online payment mode in e-tender portal of <https://tntenders.gov.in> on or before due date 13/08/2026 before 11.00 a.m. Any other mode of payment of EMD shall not be accepted.

4.5.2. Tenderer has to select the payment option as "Pay online" to pay the EMD amount. Only after payment of EMD, Bidder will be able to upload their bids. In order to avoid any issues and last-minute delay in processing of payment online, it is recommended to make payment and submit the bid as early as possible. The Tamil Nadu Dr. M.G.R. Medical University will not be held responsible for any sort of difficulty faced / failure in submission of bids online by the bidder

4.5.3. The EMD will not carry any interest. Non-submission of EMD details on or before the due date and time will result in rejection of the bid.

4.5.4. The Firm who are registered with Micro Small Medium Enterprises (MSME) / National Small Industries Corporation (NSIC) / Small Scale Industries (SSI) are **exempted to submit EMD only (Copy of registration must be provide along with technical bid)** other conditions for eligibility will remains as per other tender conditions / **No other relaxation shall be allowed.**

4.5.5. The Earnest Money Deposit amount of the unsuccessful Tenderers will be refunded without any interest after decisions regarding award of contract is taken.

4.5.6. The Earnest Money Deposit amount of the successful tenderer will not be adjusted against the Security Deposit (SD) payable for successful execution of the Contract and will be returned only after successful completion of the contract.

4.5.7. Any tender not accompanied by Earnest Money Deposit as in para 1 above shall be rejected summarily by the Tamil Nadu Dr. M.G.R. Medical University.

4.5.8. The Earnest Money Deposit shall be forfeited:-

- a) if the tenderer withdraws the tender after opening of Technical Bid during the validity period specified in the tender document.
- b) in the case of a successful Tenderer, if the Tenderer fails to sign the agreement or to remit the Security Deposit within the specified time limit.

4.5.9. Further the Tamil Nadu Dr. M.G.R. Medical University will blacklist the Tenderer without prejudice to any action that may be taken against the Tenderer.

4.6 SECURITY DEPOSIT

- i. The successful tenderer will be required to remit the Security Deposit equivalent to 5% (Five) percent of the total value of the work order within 10 days (Ten) from the date of receipt

of communication intimating the acceptance of the tenders by way of **e-payment to A/c No.167901000000666 (IFS Code IOBA0001679)** of the Tamil Nadu Dr. M.G.R. Medical University. No interest shall be paid on the Security Deposit. If the accepted tenderer fails to remit the Security Deposit within the stipulated period, the Earnest Money Deposit remitted by him will be forfeited to The Tamil Nadu Dr. M.G.R. Medical University, Chennai – 600 032 and his tender will be held void. The “Empanelment of Travel Agency for Booking of Air Tickets / Train Tickets and Bus Tickets for the Examiners who are coming from All Over India to Tamil Nadu for Examination purpose” will be started after execution of the above agreement by the successful tenderer and after the remittance of the Security Deposit.

ii. The Security Deposit furnished by the tenderer in respect of his tender will be returned to him after the completion of tender period and after satisfactory verification of the proof of delivery effected during the tender period subject to the condition that the Tenderer has rendered service to the fullest satisfaction of the Tamil Nadu Dr. M.G.R. Medical University, Chennai 600 032 without any complaint. If the tenderer fails to fulfill the same, the “Empanelment of Travel Agency for Booking of Air Tickets / Train Tickets and Bus Tickets for the Examiners who are coming from All Over India to Tamil Nadu for Examination purpose” will be carried out by the University by engaging third party and the expenses incurred therefor will be recovered / adjusted from the Security Deposit amount and the balance if any shall alone is refundable.

iii. In case of successful tenderer the Earnest Money Deposit paid by him will be adjusted towards Security Deposit payable by him.

iv. Security deposit will be liable to be forfeited or appropriated in the event of unsatisfactory performance of the contract and loss or damage, if any, sustained by the University on account of failure or negligence on the part of employees of Tenderer.

v. Incase the successful tenderer is not able to remit the Security Deposit, Indemnity Bond has to be executed by the Successful tenderer.

4.7 AMENDMENT OF TENDER

1. At any time prior to the last date for receipt of Bids, the Tamil Nadu Dr. M.G.R. Medical University, may for any reason, whether at its own initiative or in response to a clarification requested by the Bidders, modify the Tender by issuing an addendum / corrigendum. Any such amendment issued along with the original Tender document will constitute Revised Tender.

2. The addendum / corrigendum will be uploaded on the website tnmgrmu.ac.in. The Bidders are requested to visit the website frequently to check for any amendments.

4.8 PERIOD OF CONTRACT

1. The contract will be for a period of Two years, subject to review after 3 months regarding the satisfactory performance and service levels, which can be further extended on mutual consent to a minimum extend possible.
2. Bidders shall have no right or claim for the extension of the contract in any circumstances and decision of the Tamil Nadu Dr. M.G.R. Medical University shall be final and absolute.

4.9 VALIDITY OF THE RATE

The rates quoted are valid for the contract period of 2 (Two) year from the date of award of contract and under no circumstances any upward revision in the rate will be considered during the contract period.

4.10 SUBLETTING OF WORK

No part of the contract or any share or interest therein shall in any manner or degree be transferred, assigned or sublet by the contractor directly or indirectly to any person, firm or corporation without the written consent from the Tamil Nadu Dr. M.G.R. Medical University.

4.11 VALIDITY OF THE OFFER

The offer of the Tenderer should kept valid for acceptance for 180 days from the date of opening of the tender.

4.12 DISQUALIFICATION OF BIDS

The Tamil Nadu Dr. M.G.R. Medical University, Chennai, may in its sole discretion and at any time during the processing of Bid, disqualify any bidder from the process if the bidder has :

- i]. Submitted the Bid after the scheduled date & time.
- ii]. Firms not meeting the eligibility criteria.
- iii]. Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.

- iv]. If found to have a record of poor performance such as abandoning works, not properly completing the contracts, inordinately delaying completion of Financial failure etc.,
- v]. Submitted the Bid without bid security and required documents.
- vi]. Failed to provide clarifications related thereto, when sought.
- vii]. Submitted more than one Bid.
- viii]. Offered a Bid which is not valid for at least 180 days from the day of opening.

4.13 ACCEPTANCE OF TENDER

The Registrar, the Tamil Nadu Dr. M.G.R. Medical University, Chennai reserves the right to accept or reject the offer without assigning any reasons whatsoever.

4.14 PAYMENT TERMS

No advance payment will be made for any kind of booking. Payment will be released on monthly basis within 1 (one) month after receipt of bill and certification by Controller of Examinations that the services provided during the month are satisfactory. The TDS on Income Tax, applicable Taxes etc., will be deducted from the bill as per rules in force.

4.15 AGREEMENT

- a. The successful tenderer shall execute an agreement for the due fulfillment of the contract in a Non-Judicial stamp paper of the value of INR.200/- (Rupees Two Hundred only) within 5 (five) days from the date of acceptance of the e-tender for "Empanelment of Travel Agency for Booking of Air Tickets / Train Tickets and Bus Tickets for the Examiners who are coming from All Over India to Tamil Nadu for Examination purpose" specified in the work order issued by the University.
- b. The expenses incidental to the execution of agreement shall be borne by the successful tenderer.
- c. The conditions stipulated in the agreement form should be strictly adhered to and violation of any of the conditions will entail termination of the contract without prejudice to the right of the University and to recover any consequential loss from the successful tenderer.

4.16 TERMINATION OF THE CONTRACT

1. The Tamil Nadu Dr. M.G.R. Medical University, Chennai may terminate the contract without assigning any cause by giving 1(one) month notice in writing. However, the notice period may be extended by mutual agreement till alternate arrangements are made. Further, any pending or unresolved service, function, task, performance, unpaid fees and any other remedies shall continue by both the parties during the period of termination notice and the same must be satisfied before the agreement is terminated.
2. The Bidders shall have no claim to any payment or compensation whatsoever on account of any profit or advantage, which would have derived from the execution of the work in full, but which he did not derive in consequences the full amount of the work not having been carried out, neither shall he have any claim on compensation / damage for the loss suffered by him by reason of termination of agreement by the Tamil Nadu Dr. M.G.R. Medical University, Chennai.
3. The Tamil Nadu Dr. M.G.R. Medical University without prejudice to any other remedy, reserves the right to terminate the Tender / Contract in whole or in part and also to blacklist the Bidders for a suitable period without giving any notice in case he fails to honour his bid or contract without sufficient grounds or found guilty for breach of condition /s of the tender or contract, negligence, carelessness, inefficiency, fraud, mischief and misappropriation or any other type of misconduct by Bidders or by its staff or agent. The Tamil Nadu Dr. M.G.R. Medical University decision in such a situation shall be final and shall be accepted by the service provider without any objection or resistance. In such case of termination, the Tamil Nadu Dr. M.G.R. Medical University, Chennai will have the right to put in place any other Bidders for carrying out the remaining enrolment work. Any extra expenditure shall be recovered from the agency.
4. If the successful bidder withdraws or the services provided by the successful bidder are not found satisfactory (say in a month or so) during the probationary period of 2(two) months from the date of taking over charge, the Tamil Nadu Dr. M.G.R. Medical University reserves the right to terminate the contract without giving any notice and initiate appropriate necessary action in the matter for making alternate arrangements.

4.17 LIQUIDATED DAMAGES

1. The Tenderer is expected to deliver the tickets/services expeditiously. Email copy of the tickets, wherever required, will be sent within two hours of booking in office working hours. Physical delivery of the tickets shall also be effected, wherever required, within 8 working

hours of booking. In case of exceptions of delay, the following deductions shall be effected from the agency:-

- a) 2% in case of bulk air ticket booking on the value of ticket not provided by the Tenderer.
 - b) 5% in case of individual air ticket booking.
 - c) In case of Railway tickets, Rs 100/- per head in the ticket.
2. The above deductions shall be effected from the payment of relevant bills. However, if such exceptions become a general practice, the University may invoke clause 4.16 above after giving prior notice supported by repeated exceptions. In addition, the University will black list the successful tenderer for their non performance and deficiency in service.

4.18 INDEMNITY

The Bidders for Booking of Air Tickets / Train Tickets and Bus Tickets for the Examiners who are coming from All Over India to Tamil Nadu for Examination purpose hereby covenants and agrees to indemnify and shall at all times keep indemnified the Tamil Nadu Dr. M.G.R. Medical University, Chennai against any loss or damage that the Tamil Nadu Dr. M.G.R. Medical University, Chennai may sustain as a result of the failure or neglect of the Bidders to faithfully carry out its obligations under this agreement or negligence, carelessness, inefficiency, fraud, mischief and misappropriation or any other type of misconduct of the Bidders or its employees, agents, representatives and further to pay for all loses, damages, costs, charges and expenses which the Tamil Nadu Dr. M.G.R. Medical University, Chennai may reasonably incur or suffer, and to indemnify and keep indemnified the Tamil Nadu Dr. M.G.R. Medical University, Chennai in all respects.

4.19 FORCE MAJEURE

1. The Parties shall not be liable for any failure to perform any of its obligations under this Agreement if the performance is prevented, hindered or delayed by a Force Majeure event (defined below) and in such case its obligations shall be suspended for so long as the Force Majeure Event continues (provided that this shall not prevent the accrual of interest on a principal amount which would have been payable but for this provision). Each party shall within a week inform the other of the existence of a Force Majeure Event and shall consult together to find a mutually acceptable solution.
2. "Force Majeure Event" means any event due to any cause beyond the reasonable control of the Party, including, without limitation, unavailability of any communication system,

sabotage, fire, flood, explosion, acts of God, civil commotion, strikes or industrial action of any kind, riots, insurrection, war or acts of Government.

4.20 LEGAL JURISDICTION

The Legal Jurisdiction shall be the courts at Chennai only.

GENERAL

The Tenderers while sending their Tenders should enclose a copy of the conditions stipulated duly certified and attested by them in token of accepting the Tender conditions that they understood and accepted them fully. Tenders received without the certified copy of the conditions shall be rejected summarily.

TENDERER

Seal of the Contractor's Firm

Signature:

Name :

Date:

Designation:

Place:

Name of the Contractor

ANNEXURE-A

SPECIFICATIONS OF SCOPE OF WORK AND CONDITIONS OF CONTRACT WHICH MUST BE FULFILLED BY THE TRAVEL AGENCY ALONG WITH TECHNICAL BID:

- The External Examiners of nearly 2050 persons (approximately per year 7000 tickets) will be appointed from all over India to come to Tamil Nadu for attending the practical examinations in the Medical / Dental / Paramedical / AYUSH Colleges in Tamil Nadu.
- The number of examiners is subject to change depending on the increase in number of courses/colleges/candidates in each college. Hence, the travelling cost is also subject to change in every session.
- The approximate value of the travelling cost per year would be Rs.72,00,000/-.
- Economy Flight Non Stop Service only to be made. Multiple stop flights should not be entertained. (where direct connectivity not available, break of journey may be taken with prior permission). If break of journey is done, only Car fare charge only made.
- Destination should not be changed (i.e. workplace to Examination Center). Cancellation / Postponement / Preponement of tickets should not be done without written consent from University.
- To & Fro tickets will only be permitted.
- The Tenderer should have membership in TAAI, TAFI, IATA (IATA guarantee level should be minimum of one crore) and the Tenderer should be recognized by Ministry of Tourism, Government of India.
- The Tenderer must communicate with the examiners and book tickets according to their convenience, one day prior to the examination and not later than the next day after completion of examination. Copy of the tickets and the completed boarding pass must be submitted to the University after which only payment will be made.
- The Tenderer should have eligibility to make emergency arrangement at the time of cancellation of flights tickets (24 x 7 services has to be undertaken by the Tenderer).
- The Tenderer must indicate the service charges per ticket/processing fee, change of date, cancellation fee in the price bid.
- The Tenderer should have authorized rail e-ticketing centre.
- If both Air / Train facility not available bus booking must be done by the Tenderer.

- Add-ons (Seat/Food/Insurance) should not be added by the Tenderer.
- The Tenderer must have the office in Chennai
- The Tenderer should have timely delivery of tickets and any other related services.
- Sometimes tickets and other related service will be required on a very short notice (2-3 hours) and also on holidays by the Examiners.
- The Tenderer will provide 24 hours help line service number so that in case of any emergency this University/Traveller may contact the Agency. The tenders of agencies who do not have 24 hours helpline facility will not be considered.
- The Tenderer will inform the Traveller about the cancellation/rescheduling of Flight by the Airlines.
- In case the tickets are delivered after the scheduled date and time, the agency will be solely responsible for the same and no payment will be made for it.
- The Tenderer will extend discounts/benefits, if any, on tickets offered by the airlines to the University.
- The Tenderer will ensure booking of tickets /confirmation of waitlisted tickets, delivery of tickets mainly at the University's campus during working hours/holidays/ after office hours (at the expense of the agency), collection of tickets for cancellation, confirmation/cancellation, up gradation/revalidation of tickets, delivery of tickets, documents.
- Booking and issuing of Domestic air ticket(s) including pre paid tickets.
- Booking and arranging of domestic railway tickets.
- Obtaining travel related insurance .
- The Tenderer will be available at all times for booking /cancellation of both Air, Railway tickets and Bus tickets
- The Tenderer will depute one employee /Executive to the University to look after the travel related work of the Examiners in coordination with the concerned Officers / Officials of the University.
- The tenderer will pass on to the University all concessions /facilities extended by the airlines to the passenger on air journeys booked by the Examiners.
- Submission of a formatted monthly statement of bills raised showing discount provided to the University. In addition to the above, the statement should also include the cost of ticket of airline / railway.

- Ensuring receipts of proper statement from airlines on points gained on deal codes secured by the University and ensuring proper utilization thereof.
- Assisting University officials in getting enrolled in frequent flyer programmes.
- Delivery of the tickets and travel documents either at the University Campus or if advised at the residence of the Examiners travelling within India.
- Arrangement of Car and Coaches, if required, in metropolitan cities (Mumbai, Chennai, Kolkata, Hyderabad, Bangalore) or other places without any service charges.
- Hotel reservation, if required, in India without any service charges.
- At the end of each session of examinations, bills along with a copy of boarding pass of all the examiners to be submitted to the University.

ANNEXURE-B

E-Tender for Empanelment of Travel Agency for Booking of Air Tickets / Train Tickets and Bus Tickets for the Examiners who are coming from All Over India to Tamil Nadu for examination purpose

Ref.No.SI(3)/22550/2026

PROFORMA FOR TECHNICAL BID

(in Company / Firm / Agency's Letter Head)

Sl.No.	Particulars	Information/ Inputs to be filled in by the Tenderer	Page number to be filled by the Tenderer
01	Name of the Travelling Agency		
02	Nature of the Business		
03	Date, Month and Year of Establishment of Business as Travelling Agency		
04	Address of the Registered Office		
05	Location of the Travelling Agency		
06	Telephone No. / Mobile No. & E-mail		
07	Status of the Travelling Agency (a) Proprietorship (b) Partnership (c) Private Limited (d) Public Limited		
08	Branches in other cities in India		
09	Nature of business carried out by the agency/company		
10	Is the Agency registered with International Air Transport Association (IATA) and Indian Railway Catering and Tourism Corporation Ltd., (IRCTC)? Please indicate details and attach a copy thereof		
11	Total No. of employees of the agency, (please attach details)		

12	Income Tax Return for the last three financial years from 2022-23 to 2024-25 (please provide copies of IT Returns)		
13	Total Turnover of the travel agency during the last three financial years 2022-23 to 2024-25 (please enclose Turnover certificate from a Chartered Accountant and Minimum turnover must be 2.5 crores per year during the last three years)		
14	Online booking facility available or not?	YES / NO	
15	24 Hours helpline No.(s) available or not? if so, indicate the helpline No.	YES / NO	
16	Whether willing to depute one employee / executive to the Institute to look after the travel related work of the Institute	YES / NO	
17	Names of the Government Agencies to whom the Supplies of similar works were made recently		
18	Sales Tax / Service Tax Number/ Certificate and PAN Number (Agency must be registered with sales Tax / Service Tax and other required Authorities / Departments as applicable for the Trade.)		
19	Whether already had Business transaction with the Tamilnadu Dr.M.G.R. Medical University, Chennai		
20	Details of current / previous clients of atleast 40 with contact person name & Phone No. (if required separate sheet may be attached)		
21	Total Experience (must have at least 10 years relevant experience in providing travel related services for various reputed organizations / University / Department of Government/ Autonomous/ Quasi Government Departments.)		
22	Bidder should not be blacklisted / terminated by any Government organization / agency for unsatisfactory past performance, corrupt, fraudulent or any other unlawful or unethical business		

	practices. An undertaking to this effect should be submitted as per Annexure 'D'.		
23	EMD Payment Particulars		

Note:

The proof attached should be indexed and page numbers of the attached proof should be clearly mentioned in the Technical Bid format.

Place:

Date:

Signature of the Bidder

Name & Address of the
Bidder with Office Stamp

ANNEXURE – D

E Tender For Empanelment of Travel Agency for Booking of Air Tickets / Train Tickets and Bus Tickets for the Examiners who are coming from All Over India to Tamil Nadu for Examination purpose

Ref: SI(3)/22550/2026

(To be executed & Attested by Public Notary / Executive Magistrate on Rs.200/- Stamp paper by the bidder)

DECLARATION REGARDING BLACKLISTING / DEBARRING FROM TAKING PART IN GOVT. TENDER BY THE TAMIL NADU Dr. M.G.R. MEDICAL UNIVERSITY / GOVT. DEPARTMENT(S).

I / We Proprietor / Partner (s) Director (s) of M/s._____ hereby declare that the firm / company name M/s._____ has not been blacklisted or debarred in the past by The Tamil Nadu Dr. M.G.R. Medical University or any other Government organization from taking part in Government tenders.

(Or)

I / We Proprietor / Partner (s) Director (s) of M/s._____ hereby declare that the firm / company name M/s._____ was blacklisted or debarred in the past by The Tamil Nadu Dr. M.G.R. Medical University Government organization from taking part in Government tenders for a period of _____ years w.e.f _____

The period is over on _____ and now the firm / company is entitled to take in Government tenders.

In case, if the above information is found false, I / We are fully aware that the tender / contract will be rejected / cancelled by the Tamil Nadu Dr. M.G.R. Medical University and shall be forfeited.

In addition to the above, the Tamil Nadu Dr. M.G.R. Medical University will not be responsible to pay the bills for any partially completed work.

Signature: _____ Name: _____ Capacity in which as signed: _____
Name & Address of the firm: _____

Place:

Seal of the firm should be affixed

ANNEXURE -E

AGREEMENT

This deed of agreement is made and entered into on _____ day of _____ Month of 2026 between the Tamil Nadu Dr. MGR Medical University represented by its Registrar having its registered Office at No. 69, Anna Salai, Guindy, Chennai-32, hereinafter called " UNIVERSITY " (which term shall include its successor & assigns) as the Party of the First Part and M/s. ----- represented by Mr. / Ms. ----- (Title) having its office at ----- hereinafter called "TRAVELING AGENT" (which form shall include successors and assigns) as the Part of the Second Part. Whereas " TRAVELING AGENT " expresses their desire to enter into an agreement with " UNIVERSITY " for the work of arranging Air tickets, Train tickets and Bus tickets from all over India to the Tamil Nadu Medical Colleges in accordance with the conditions of contract as per the list given by the Controller of Examinations.

CONDITION OF CONTRACT

1. This document on having been signed by both the parties shall constitute a binding contract between the parties and shall remain in force during the contract period of **2 (Two) Years** from _____ to _____. But in the event of any breach of agreement at any time on the part of the Traveling Agent, the contract shall be determinable by the Registrar, The Tamil Nadu Dr. M.G.R. Medical University, Chennai – 600 032 by giving seven (7) day notice to the Travelling agent.

2. The Travelling Agent agrees to arrange for Air tickets/Train tickets/Bus tickets as per the list given by the Controller of Examinations of this University at all inclusive price of Rs. _____ before specified date. The price offered should not be changed on any ground.

3 The price of the said items as detailed at Annexure – C Price Bid excludes, Sales tax, Surcharges, Freight, Octroi, Insurance and such other levies that may be applicable.

4. The air bookings are to be executed under this contract as per the specification / scope of the work.

5. The Tenderer must communicate with the examiners and book tickets according to their convenience, one day prior to the examination and not later than the next day after completion of examination. Copy of the tickets and the completed boarding pass must be handed over to the University after which only payment will be made.

6. The tickets are to be arranged without any extra cost in such estimates or number of passengers to be given per year from the Controller of Examinations. Any amendments may be incorporated on a mutually agreed basis.

7. If the execution not effected on or before the specified period, the Registrar, the Tamil Nadu Dr. M.G.R. Medical University, Chennai – 600 032 shall have the full authority to cancel the order and to take any such action that will be deemed fit in the circumstances to procure the tickets and the loss sustained due to the above process by the University will be collected from the Travelling Agent /adjusted against E.M.D. / Security Deposit.

8. In case of failure by the Travelling Agent to book tickets demanded from them within the period or in case of tickets booked by them not being of the stipulated time and details or in case of tickets are being booked without a correct invoice in triplicate, the Registrar or anyone duly authorized by him shall have power to reject any such bill or to purchase tickets from others. The Tamil Nadu Dr. M.G.R. Medical University over the contract price together with all charges and expenses attending the Air tickets shall be recoverable by The Tamil Nadu Dr. M.G.R. Medical University from the Travel agent.

9. Penalty will be levied at the rate specified in Point No.4.17 of tender document i.e., 10% of the total value of the work or equal to the actual loss sustained whichever is greater if the ticket bookings has not been completed in full within the stipulated period, subject to force majeure conditions. Besides, such performance may entail black listing of the Travelling Agency.

10. The Travel agent should furnish the bill of cost in triplicate on completion of work to the Registrar. After necessary certificate obtained from user Department, action will be taken for the payment of the bill of cost after deduct necessary taxes in force.

11. The Travelling Agent hereby agrees to get the refund of incentive, Excise Duty and proportionate Sales Tax from concerned authorities and pass it on to University if the Government or any other appropriate agency reduces the applicable taxes or give incentive or any type retrospectively after supplying the tickets, failing which action will be taken to recover the balance amount from the Travel Agency.

12. The contract or any part share of interest in it, is not to be transferred or assigned by the Travel Agency directly or indirectly to any person or persons whomsoever without the written consent of the Registrar, The Tamil Nadu Dr. M.G.R. Medical University, Chennai – 600 032.

13. Neither the University nor the Travelling Agency shall be liable for any delay or failure in the performance of their respective obligations due to causes, contingencies beyond their reasonable control such as:

- (a) Natural phenomena
- (b) Acts of any Government authority domestic or foreign including but not limited to war declared, or undeclared, priorities and guarantee restrictions.

14. The detailed final offer of the Travelling Agent respectively will form part of this contract. Wherever the offer conditions stipulated in the work order, the latter shall prevail over the offer conditions furnished by the Travel agents.

15. Any notice to the Travelling Agent shall be deemed to be sufficiently served, if given or left in writing at their usual or last known place of abode or business.

16. Any modification to the terms and conditions shall be made only with the mutual consent of both parties to the agreement.

17. In case of any dispute, the matter will be referred to an arbitrator appointed by the both parties. The arbitration shall be held in Chennai only in accordance with the "Arbitration and Conciliation ACT 1996"

18. IN WITNESS THEREOF, the parties have set their hands to the agreement on the day and month and year first above written in the presence of the witnesses.

For and on behalf of Travel Agencies
(Name and Address of the Travel Agency with Official seal with date)

WITNESS:

- 1.
- 2.

ACCEPTANCE

The Registrar, The Tamil Nadu Dr. M.G.R. Medical University, Chennai hereby accept the contract in accordance with the conditions of contract and work order there into annexure.

REGISTRAR
The Tamil Nadu Dr. M.G.R. Medical University,
Chennai.

WITNESS:

- 1.
- 2.