



महाराष्ट्र मेट्रो रेल कॉर्पोरेशन लिमिटेड
MAHARASHTRA METRO RAIL CORPORATION LIMITED
 भारत सरकार आणि महाराष्ट्र शासनाचा संयुक्त उपक्रम
 Joint Venture of Govt. of India & Govt. of Maharashtra
 PUNE METRO RAIL PROJECT

No. MAHA-METRO/PMRP/PROC/Quot/171

Date: 11 June 2026

QUOTATION NOTICE

Name of Work: Appointment of Agency for Air Ticket Booking (Domestic & International) Services, Hotel Booking, and Train Booking for Pune Metro Officials for duration of 02 years.

The quotation document may be downloaded from 15:00 Hrs. on 11 June 2026 from the official website of Pune Metro Rail Project, Pune Metro Rail Project, by Travel and Hospitality Management Agencies having their registered office within the limits of Pune Municipal Corporation (PMC) or Pimpri Chinchwad Municipal Corporation (PCMC).

Instructions: -

1. Stamped, Signed and Sealed quotations (in Hard Copy only) shall be submitted by Agency in the office of **Additional General Manager / Procurement & Contract, PMRP, Metro Bhavan, District Court Metro Station Premises, Next to Kamgar Putala Vasahat, Shivajinagar, Pune-411005**, up till 15:00 Hrs. of 18 June 2026.
2. The bidder shall deposit the EMD for an amount of INR 10,000/- (Ten Thousand Only) in the bank account of Maha-Metro. Details of the bank account are as follows-

Name of Beneficiary: MMRCL- PUNE-TENDER FEE AND EMD
 Account No: 50200068854177
 IFSC Code: HDFC0000104

Note:

- i. Evidence of submission / payment of EMD to be submitted along with quotation.
 - ii. Any bid with non-deposition of EMD shall be rejected by the Employer as non-responsive.
 - iii. The EMD of unsuccessful bidders shall be returned as promptly as possible upon the successful Bidder's acceptance of Letter of Acceptance (LOA) issued by MAHA-Metro.
 - iv. The EMD of successful bidders shall be returned as promptly as possible upon the successful Bidder's submission of security deposit.
3. Quotation submitted by e-mail or any other mode shall not be accepted.

**Additional General Manager / Procurement & Contract
 Maha-Metro/PMRP**

**Copy to:**

1. Notice Board, Maha-Metro
2. Office File

MAHARASHTRA METRO RAIL CORPORATION LIMITED
(PUNE METRO RAIL PROJECT)

QUOTATION FORM

Name of Work: - Appointment of Agency for Air Ticket Booking (Domestic & International) Services, Hotel Booking, and Train Booking for Pune Metro Officials for duration of 02 years.

1. Name of agency (Issued to):
2. Registered / Listed with:
3. Address:
4. Date of Issue: 11 June 2026
5. Last Date of submission: On or before 15:00 Hrs. of Date 18 June 2026
6. Opening Date & Time: 16:00 Hrs. on 18 June 2026
7. Place of submission:
Office of Additional General Manager / Procurement & Contract,
Metro Bhavan, District Court Metro Station Premises,
Next to Kamgar Putala Vasahat, Shivajinagar, Pune-411005 Bidder shall quote his offer in the formats enclosed as:

Annexure-A: Format for Firm/Agency details

Annexure-B: Format for Financial Quote

Annexure-C: Format for Authorization letter on company letter head

8. Eligibility Criteria:

8.1 Experience: - The bidder will be qualified only if they have **Similar Work*** Experience for the department of the Government of India/Any State Government/ Statutory Bodies/ PSUs/ PSE/Local Bodies/ Corporate Sector, during last five years (Preceding years reckoned from 31.12.2025) and **should be either of the following:**

a) Bidder must have experience of executing at least **One *Similar Work** for a minimum period of one year, with annual receipts not less than **Rs. 54.28 Lakhs (Including GST)** from this work.

Or

b) Bidder must have experience of executing minimum **Two *Similar Works** for a minimum period of one year each, each with annual receipts not less than **Rs. 33.93 Lakhs (Including GST)** from this work.

Or

c) Bidder must have experience of executing minimum **Three *Similar Works** for a minimum period of one year each, each with annual receipts not less than **Rs. 27.15 Lakhs (Including GST)** from this work.

8.2 Financial Criteria: The minimum average annual turnover of bidder should be **Rs. 67.85 Lakhs** during last three financial years (i.e. 2025-26, 2024-25, and 2023-24) supported by documentary proof/audited should be provided duly certified by Chartered Accountant.



(Furnish copies of audited balance sheets and profit & loss account statements).

8.3 GST and Income Tax Registration: - The bidder must have a valid GST and Income Tax registration under the relevant acts.

8.4 The agency should have office in Pune/ PCMC Municipal Corporation limits.

Notes:

- (i) *Similar Work: "Providing services for Air Ticket Booking (Domestic & International) Services/Hotel Booking/Train Ticketing for any department of the Government of India/ Any State Government/ Statutory Bodies/PSUs/ PSE/Local Bodies/ Corporate Sector – Company listed under NSE and BSE during the period of 5 years' (Preceding years reckoned from 31.12.2025).
- (ii) An Experience Certificate should contain type of services and total amount of the work done along with contact address of the Employer. (Bidder should submit the Purchase Order/Work Order/ LOA or any other verifiable document against experienceCertificate).
- (iii) Financial data for last three audited financial years has to be submitted by the Bidder in the form of Summary of balance sheets duly certified by the Statutory Auditor with UDIN. The bidder shall submit details of turnover in the Annexure-D.
- (iv) The Bidder shall submit details of similar work experience in the **Annexure-E** along with documentary proof such as Employer's certificates clearly indicating the required details of services, commencement and actual completion date and total amount received from the Employer against the work done.
- (v) The offers submitted without these documentary proof shall not be evaluated.
- (vi) The submission of Bidders, who do not qualify the minimum eligibility criteria stipulated in the clauses above, shall not be considered for further evaluation and therefore their tenders will be rejected.

9. Brief Scope of Work:

The agency shall provide end-to-end travel and hospitality management services, including booking, cancellation, modification, and related assistance for domestic and international air tickets, hotel accommodations, and railway tickets. The services shall be available on a 24x7 basis throughout the contract period, including Sundays, public holidays, and beyond normal working hours, to meet urgent and emergency travel requirements of Pune Metro Rail Project. The detailed scope of work mentioned at Appendix-1.

10. Terms and Condition:

- 10.1 SECURITY DEPOSIT:** The successful bidder will have to deposit a Security Deposit @ 5% (Five Percent) of awarded Service charges of the work within 15 days of the receipt of the work order/LOA . The security deposit will be furnished in the form of Bank Transfer/DD drawn in favor of "Maharashtra Metro Rail Corporation Limited". The security deposit shall be return after 30 days of completion certificate by client.
- 10.2** No compensation in terms of any damage, breakdown of deployed machine, loss of assets, man or material associated with this work shall be compensated by MAHA- Metro. It is responsibility of bidder / contractor to cover it by suitable insurance at his own cost.
- 10.3** The Agency shall not assign, transfer, pledge or sub-contract the performance or service without the prior written consent of the MAHA-Metro.
- 10.4 Penal Provision:**
 - i. The agency must book the ticket at the earliest after receipt of the intimation from the concerned MAHA Metro officials but in any case within 06 hours from the time of receipt of intimation. In the



event of failure to do so, the Travel Agent will be liable to pay a sum of ₹500/- per incident of delay or non-performance.

- ii. In case, cancellation of the ticket is not done by the travel agent even after written communication (through EMAIL, WHATSAPP or SMS) requesting such cancellation has been made by the officials of MAHA Metro within the permissible time (as per the Airline Rules) for making the cancellation, no payment shall be made to the travel agency for that particular transaction.
- iii. If the empaneled agency is found to have inflated rates or committed fraud, a penalty of Rs 500 will be charged per instance. This shall be in addition to the recovery of differential amount for excess billing. Decision of MAHA Metro will be final in this regard.

10.5 Any dispute arising out of or in connection with this contract shall be subject to the exclusive jurisdiction of the competent courts at Pune, Maharashtra.

11. The MAHA Metro reserves right to terminate the services due to failure of the Agency to provide satisfactory services and / or repeated failures at any time after giving one month's notice to the selected Service Provider with or without assigning any reasons and without any liability, financial or otherwise on itself.

12. General Terms & Conditions:

- (i) TDS towards Income Tax, GST etc., levy-able under the applicable laws shall be deducted by MAHA-Metro at the time of payment of any amount towards this work. Details of taxes deducted/ Tax deduction certificate at the source shall be issued to Contractor as per standard practices.
- (ii) The Agency shall also be liable for depositing all taxes, levies, cess etc. on account of service rendered by it to MAHA-Metro to concerned tax collection authorities from time to time as per extant rules and regulations on the matter.
- (iii) The Agency shall maintain all statutory Registers under the applicable laws. The firm/company shall produce the same, on demand, to the concerned authority of MAHA Metro or any other authority under law.
- (iv) The Tax Deduction at Source (T.D.S.) shall be deducted as per the provisions of Income Tax law, as amended from time to time and a certificate to this effect shall be provided to the firm/company by MAHA-Metro.
- (v) In case, the tendering firm/company fails to comply with any statutory/ taxation liability under appropriate law and as a result thereof the MAHA-Metro is put to any loss, obligation, monetary or otherwise, the MAHA-Metro will be entitled to get itself reimbursed out of the outstanding bills or the Security deposit of the firm/company, to the extent of the loss or obligation in monetary terms.
- (vi) Quoted rates shall be inclusive of all taxes and GST.
- (vii) Bidder shall quote offer as per scope of work given at Appendix-I in figures as well as in words.
- (viii) All pages/formats & documents provided by bidder must be self-attested.
- (ix) Overwriting on the quoted rates shall not be accepted.
- (x) Any modification/correction/replacement in offer after opening time & date shall not be permitted.
- (xi) Any condition(s) incorporated by bidder other than above, shall result in outright rejection of the offer/proposal.
- (xii) Any conditions, deviations, assumptions, exclusions, suggestions of alternative clauses, request of amendments in conditions & specifications of work or any other information submitted by you along with the Quotation Form, which is different from the Quotation Form & Quotation Notice issued by Maha-Metro or its representatives, shall not be treated as a part of the LOA/Work Order and shall not be binding upon Maha-Metro in anyway whatsoever at any stage of work during execution or thereafter, unless specifically agreed to by Maha-Metro in writing.
- (xiii) The agency should submit its offer in prescribed format issued by Maha-Metro along with the copy of Goods & Service Tax (GST) registration certificate, PAN card, original cancelled cheque, authorization



letter in the name of the person authorized for signing and submission of quotation on company letter head as per format given at Annexure-C, Annexure-Annexure-E, statutory registration (if any) like shop act, Certificate of Incorporation etc.

(xiv) Bids submitted after the stipulated submission deadline will not be accepted under any circumstances.

13. Evaluation Criteria:

The evaluation of submitted quotations shall be as per the eligibility criteria as mentioned above. The submitted quotations will be opened on the scheduled date and time by an authorized opening committee. The bidder quoted the lowest rate of services charges will be declared the L-1 bidder for that schedule and may be considered for the award of the work.

14. Payment Terms: Payment to agency shall be made on submission of document as mentioned below:

- i. Agency should submit the bill in fortnightly (15 days).
- ii. Bill should include - Air tickets (Domestic and International), Hotel Booking, Train tickets, Agency tax Invoice and Airlines tax invoice or tax break up in Agency tax invoice.
- iii. No advance payment will be made.
- iv. Payment shall be related to satisfactory performance of all the jobs envisaged in the contract.
- v. The standard terms of payment are within 15 days from the date of submission of bills in triplicate duly certified by the Competent Authority of MAHA-Metro. The payment shall be made through Cheque (s)/RTGS/NEFT/ECS.

15. Any condition(s) incorporated by agency other than above; shall result in outright rejection of the offer/proposal.

16. Documents to be enclosed with quotation form: -

- i. Copy of PAN Card
- ii. Copy of GST registration certificate
- iii. Original cancelled cheque
- iv. Evidence of submission / payment of EMD
- v. Annexure-A: Format for Firm/Agency details
- vi. Annexure-B: Format for Financial Quote
- vii. Annexure-C: Authorization letter on company letter head as per the format given
- viii. Statutory registration (if any) like shop act, Certificate of Incorporation (for Year of Establishment)
- ix. Annexure-D: Average Annual Turnover
- x. Annexure-E: Summary of Experience.

Name:

Signature:

Date:.....



Format for Firm/Agency Details

(TO BE FURNISHED BY BIDDER ALONG WITH TECHNICAL BID)

1.	Bidder Type Bidder's Name (Company Name)	
2.	Registered address and Nationality	
3.	Address of Correspondence	Head Office
		Pune Office
4.	Name of Proprietor/Director of Company	
5.	Certificate of incorporation/ Statutory Registration/Shop Act License No. and Validity Period/Date. Certificate No & Dates supported by copy of certificate. (If applicable)	
6.	Nature of Business & Establishment Year (as mentioned in Incorporation certificate)	
7.	Telephone Nos.	
8.	Fax Nos.	
9.	Mobile No.	
10.	E-mail ID	
11.	Contact Person Name Designation Mobile E-mail	
12.	Organizational Capability (Staff strength)	
13.	PF/ESI Details: Reg. No. PF Reg. No. ESI Reg. No. Service Tax	
14.	PAN Details: PAN No.	



15.	A brief enlistment of Clients with whom your organization has worked (Enclosed the list supported by LOA/WO/Experience Certificate		
16.	List any arbitration cases/ legal disputes on Current/ previous projects - Mention name of project, reason for dispute, party filing the suit and current status)		
17.	Already established office at Pune	YES	NO
18.	If Yes, Complete address with contact no ofPune.		
19.	Whether have conflict of Interest as per Point 2of Sub-Clause 3.1 of the Bid Document <i>Marking "Yes" as "✓" will disqualify the bidder</i>	YES	NO
20.	Name & Signature of the person furnishing the above statements		

Notes: -

1. Every statement made in the pre-qualification format should be supported byDocumentary proof for consideration. Otherwise the tender is liable to be rejected.

Signature of authorized person

Full Name:



Format for Financial Quote
Service Charges for Ticket Booking

Sr. No.	Services	Approx. Number of Tickets in 2 years	Service Charges of Agency per Ticket in INR (Excluding GST)	Total Service Charges of Agency in INR (Excluding GST)
A	B	C	D	E= CxD
1	Service charges for Domestic Air Ticket Booking per person	2800		
2	Service charges for Domestic Air Ticket Reschedule/Cancellation per person	560		
3	Service charges for International Air Ticket Booking per person	100		
4	Service charges for International Air Ticket Reschedule/Cancellation per person	20		
5	Arranging VISAs (formalities for foreign tours) - Per VISA	20		
6	Hotel Booking (Domestic and International) per Room	300		
7.	Total Service Charges in INR (Except GST) = (1)+(2)+(3)+(4)+(5)+(6)			
8.	GST			
9.	Total Services Charges (Incl GST) (8+9)			

Notes:

1. Agency shall arrange train ticket bookings as and when required and shall not levy any service charges, convenience fees, or handling charges for such bookings. Only the actual ticket fare shall be reimbursed by the Employer.
2. Price shall be firm and no price variation shall be allowed during the contract period. No payment shall be made in advance nor any loan from any bank of financial institution recommended on the basis of the order of work.
3. The rate should be quoted in Indian Currency only and the service charge rate should be including GST.
4. In quoting rates, the bidder are advised to take into account all factors including any fluctuations in market rates. Please note that the rate quoted in the tender shall remain firm and valid for the contract period of 'TWO YEAR' from the date of commencement of work (which may extend for another one year). During this period no request for enhancement/escalation in rates shall be



- considered under any circumstances.
5. The above stated tickets in a two year are approximate, it may vary as per actual requirements.
 6. The ticket price should include the applicable GST, and only the GST related to "Service Charges" for booking the Tickets shall be paid extra as per prevailing rate.

We agree to supply the above items in accordance with the specification/scope for
Rs.....(In Figures, incl GST) Rupees

.....
(In words) within the period specified in the invitation for quotations.

Name:.....

Signature:.....

Date:



**Authorization Letter
(On company letter head)**

It is certified that Mr./Mrs./Ms. _____ **(Name)** _____ working as **(Designation)** _____ is authorized for signing and submission of quotation and take all decisions for the work "Appointment of Agency for Air Ticket Booking (Domestic & International) Services, Hotel Booking, and Train Booking for Pune Metro Officials for duration of 02 years" on behalf of M/s _____ **(Company Name)**.

.....
(Specimen Signature of authorised signatory)

Name

Designation.....

.....
(Signature of Proprietor/Company Head)

Name

Designation.....

Date.....



Average Annual Turnover of the Bidding Agency

Annual turnover for 3 years		
S. No.	Year	Amount Rs.
1	[indicate year]	[insert amount]
2		
3		
	Average Annual Turnover	

Note: -

1. Attach certified copy of summary of balance sheet by Statutory Auditor for each year mentioned above.
2. Average Annual Turnover should be provided duly certified by Statutory Auditor with UDIN.



Summary of Experience

(Only for Similar Work)

Starting Year	Ending Year	Contract Identification
		Name of Work: _____ Name, Address and E-Mail ID of Employer: _____ Contract value (Revised Contract value if any): Status of work: On-Going/ Completed Date of Commencement: Date of Completion: Value of Work Executed (As per Experience Certificate):
		Name of Work: _____ Name, Address and E-Mail ID of Employer: _____ Contract value (Revised Contract value if any): Status of work: On-Going/ Completed Date of Commencement: Date of Completion: Value of Work Executed (As per Experience Certificate):
		Name of Work: _____ Name, Address and E-Mail ID of Employer: _____ Contract value (Revised Contract value if any): Status of work: On-Going/ Completed Date of Commencement: Date of Completion: Value of Work Executed (As per Experience Certificate):



SCOPE OF WORK

1. **Service Availability:** Services are required 24x7 for booking air tickets (Domestic and International), Hotel Booking, and Train tickets on all days, including Sundays, holidays, and odd hours.
2. **Request Handling:**
 - i. Agency shall receive requests from the MAHA Metro authorized officials through E-mail for booking/rerouting/cancellation/refunds of air tickets.
 - ii. Agency shall coordinate with officials to gather necessary travel information, including visa requirements etc.
 - iii. Agency should take prior written consent of MAHA Metro authorized officials before booking the final tickets.
3. **Electronic Ticketing System:** Air tickets (Domestic and International), Hotel Booking, and Train tickets have to be arranged through the Electronic Ticketing System with a focus on securing the least fare and confirmed air tickets (Domestic and International), Hotel Booking, Train tickets. E-tickets including Ticket Fare Breakup (System Generated) should be sent immediately to the individual and the Administration Department via E-mail/ WhatsApp for verification.
4. **Benefits from Airline Agreements:**

Benefits arising out of any agreement between Agency and any airlines concerning ticket booking shall be availed by the agency and passed on to MAHA Metro.
5. **Responsiveness:**

The Travel agency shall be responsible for ensuring the booking, delivery, and cancellation of air tickets (Domestic and International), Hotel Booking, Train tickets to the concerned official during/after office hours, including holidays.
6. **Timely Processing:**
 - i. Booking/cancellation/modification of tickets should be done by the agency within 30 minutes from the time of receipt of the request from MAHA Metro representative/ Administration department.
 - ii. Travel agency must book the ticket strictly at the most economical fare available for the indicated time slot.
7. **Cost Optimization:** MAHA Metro will prefer the purchase of tickets at the most economical rates available to derive maximum benefit to MAHA Metro.
8. **Ancillary Services:** All ancillary services like Seat, priority Check in, Excess Bag etc., if demand by MAHA Metro would be paid extra and shall be extended to the entitled class only.
9. **Cancellation Charges:** Cancellation of ticket booking charges should be refunded to MAHA Metro at the time of Submission of the bill and same should be done in accordance with the cancellation policy of respective airlines.



10. Other Bookings:

- i. The agency shall arrange VISAs (Formalities for foreign Tours).
- ii. The agency shall book hotel accommodations and taxi services, both Inter/Intra City, for Domestic and International travel at the most competitive and cost-effective rates, subject to the request and prior approval of MAHA Metro.
- iii. Agency shall arrange taxi/vehicle for the officials of MAHA Metro, if required, on actual tariff basis. No Services Charges would be leviable upon booking of Taxi.
- iv. Agency shall arrange train ticket bookings as and when required and shall not levy any service charges, convenience fees, or handling charges for such bookings. Only the actual ticket fare shall be reimbursed by the Employer.

11. Itinerary Assistance: The successful Travel agency shall assist in firming up the itineraries of MAHA Metro officials for domestic air travel as follows:

- i. Booking of Airline Tickets: Immediate booking, cancellation, and rescheduling (without additional cost) as directed by the authorized officer.
- ii. Corporate Booking: Tickets should be booked as a corporate booking with inclusions like food, seat selection, window or aisle side, and web check-in.
- iii. Maximum Discount: The agency should provide the maximum discount on the base fare.
- iv. Seat Allotment: Seats should be allotted as per the concerned official's requirement, and in case of chargeable seats, approval should be sought before booking.

12. Corporate Deals: Assisting the company in securing corporate deals with other airlines.

13. 24x7 Helpline/Helpdesk: Dedicated 24x7 helpline/helpdesk/call center for queries/booking/cancellation requests for MAHA Metro officials is required.

14. Centralized Process: Centralize and streamline the entire process of travel, approval, booking, billing settlement/statement, MIS reports & expenses. All reports should be available as and when required by MAHA Metro officials.

15. Boarding Pass Provision: The agency should provide boarding passes to the employees.



16. GST:

- i. The ticket price should include the applicable GST, and only the GST related to "Service Charges" for booking the Tickets shall be paid extra as per prevailing rate.
- ii. The Input Tax Credit on GST paid on airfare to airline companies for bookings made by MAHA Metro should be taken by the Air Travel Agent. The Air Travel Agent should pass on the GST Input Tax Credit to MAHA Metro in the invoice issued by the Air Travel Agent to MAHA Metro.

17. The Agency's personnel working in the MAHA-Metro should be polite, cordial, positive and efficient while handling the assigned work and their actions should promote good will and enhance the image of the MAHA-Metro.

18. The Agency's personnel shall not divulge or disclose to any person, any details of office, operational process, technical knowhow, security arrangement and administrative /organizational matters as all are of confidential/secret nature.

The quantity requirements forming part of the scope of work are provided in the table below.

Tabulated specification

Sr. No.	Services	Approx. Number of Tickets in 2 years
1	Service charges for Domestic Air Ticket Booking per person	2800
2	Service charges for Domestic Air Ticket Reschedule/Cancellation per person	560
3	Service charges for International Air Ticket Booking per person	100
4	Service charges for International Air Ticket Reschedule/Cancellation per person	20
5	Arranging VISAs(formalities for foreign tours) - Per VISA	20
6	Hotel Booking (Domestic and International) per Room	300



