

No. HOU/Adm/551/1/2026
Consulate General of India
Houston

No. 01/2026

NOTICE: INVITING EXPRESSION OF INTEREST (EOI) FOR EMPANELMENT OF TRAVEL AGENCIES AS AUTHORISED SERVICE PROVIDERS FOR BOOKING OF AIR TICKETS AND HOTEL ACCOMMODATION

The Consulate General of India, Houston invites offers from reputed and experienced travel agencies for empanelment as its authorised service providers for:

- Booking of domestic and international air tickets
 - Booking of hotel accommodation (within USA and abroad) for official travel requirements of the Consulate
2. Interested travel agencies are required to submit documents establishing their eligibility for empanelment, including but not limited to:
- Valid IATA Accreditation Certificate
 - Certificate of Company Registration / Incorporation
 - Tax Registration Certificate (as applicable)
 - Documentary proof of experience in handling similar assignments, preferably for Government / Diplomatic Missions / International organizations
 - Any other relevant supporting documents
3. The terms and conditions for providing services to the Consulate General of India, Houston shall be as follows:
- I. The agency shall ensure provision of the **best available fare and hotel rates** at all times in the requested category, ensuring optimal cost efficiency.
- II. The agency shall remain fully accessible during office hours through **telephone and email communication without interruption**.
- III. The agency shall designate at least one **dedicated English-speaking contact person** for handling urgent requirements beyond office hours (0930–1800 CST), including weekends and holidays. The contact person shall remain reachable at all times via phone and email.
- IV. All requests from the Consulate shall be attended to **promptly and efficiently**, preferably on the same day. In case of urgent travel requirements, processing shall be undertaken on priority and at the earliest possible time.
- V. The work shall be awarded on the basis of **lowest evaluated cost**, which shall include base fare, hotel charges, applicable taxes, and clearly quoted service charges. No hidden or unquoted charges shall be accepted.
- VI. The agency shall ensure **business continuity and operational readiness** to handle all booking requests in a timely manner, including emergency requirements.
- VII. Invoices shall be raised in accordance with standard business practice and applicable Government financial procedures. Payments shall be processed within **15 business days**, excluding Consulate holidays, upon receipt of correct and complete invoices. Payment shall be made preferably through **bank transfer**.

VIII. All invoices must clearly and separately indicate:

- Base cost (air ticket / hotel booking)
- Taxes and statutory charges
- Service charges levied by the agency

IX. Service charges must be clearly defined and quoted in the proposal if any:

- Air ticket booking: per ticket or per booking (to be clearly specified if any)
- Hotel booking: per room night or per booking (to be clearly specified if any)

X. Preference shall be given to agencies having a **registered/local office in the United States**.

XI. Prior experience in handling travel arrangements for **Government organizations, Embassies, Consulates, or International Missions**, particularly Indian Missions abroad, shall be considered an added advantage.

XII. The proposal must be submitted on the **official letterhead of the company**, duly signed by an authorized representative, and must include complete contact details of the authorized representative.

XIII. Incomplete proposals or those not conforming to the prescribed requirements may be liable for rejection at the discretion of the Consulate.

XIV. The bidder shall certify that no conflict of interest exists in submission of the proposal. Any misrepresentation shall lead to disqualification.

4. For further clarification/information, Consulate General of India, Houston may be contacted at admnhouston@mea.gov.in

5. Interested agencies may submit their applications by email to admnhouston@mea.gov.in and hochouston@mea.gov.in or by post to Consulate General of India, Houston, 4300 Scotland Street, Houston, TX, 77007 in a sealed envelope superscribed "Application for Empanelment of Travel Agents for Booking of Air Tickets and Hotel Accommodation for CGI Houston". Proposals would be accepted till 29 May 2026 (1730 hours).

6. The Consulate reserves the right to accept or reject any or all applications without assigning any reason.

7. Empanelment does not guarantee business or any minimum business or assured volume of work.

8. The Consulate reserves the right to terminate empanelment at any stage based on performance or administrative requirements. The Consulate reserves the right to disqualify or blacklist any agency found to have submitted false information or engaged in unethical practices.


(Prashant K. Sona)
Head of Chancery
Consulate General of India
Houston