



ROSHNI

Centre of Women Collectives led Social Action

A Technical Support Unit to Ministry of Rural Development

Supported by UNICEF India

Department of Development Communication & Extension

Lady Irwin College, University of Delhi

Email Id: roshni.ladyirwin@gmail.com

Call for Proposals (CFP)

For Empanelment of Travel Consultants/Operators/Agencies

To Facilitate Ticket Booking for Flights, Trains, and AC Buses with Coach for Inter-State Field Travel (Including Credit-Basis Bookings)

1. Introduction

ROSHNI – *Centre of Women Collectives led Social Actions* (ROSHNI-CWCSA), Lady Irwin College, New Delhi, serves as a technical support unit to the Deendayal Antyodaya Yojana– National Rural Livelihoods Mission (DAY-NRLM), Ministry of Rural Development, Government of India. The Centre supports women collectives in areas of food, nutrition, health, WASH (FNHW), and gender, and provides training, capacity building, programme assessments, research, and documentation across States.

To support regular inter-state field visits, ROSHNI-CWCSA invites proposals from qualified and experienced travel consultants/operators/agencies to facilitate booking of flights, trains, and AC buses with coach, including credit-basis bookings.

2. Scope of Work

The selected consultant/operator/agency will be responsible for:

- Booking flight tickets (including flexi tickets)
 - Booking train tickets
 - Booking AC bus tickets with coach services
 - Providing cost-effective and timely itinerary options
 - Facilitating ticket bookings on a credit basis, aligned with agreed billing cycles
 - Assisting with modifications, cancellations, and re-bookings
 - Maintaining complete and accurate travel documentation for audit and reporting
 - Offering responsive and reliable customer support, including for urgent travel requirements
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3. Eligibility and Experience Requirements

Applicants must:

- Have proven experience in facilitating travel bookings (flights, trains, AC buses) for government departments, development sector agencies, academic institutions, or similar organizations
 - Be capable of providing credit-basis booking services, supported by systematic invoicing and transparent documentation
 - Have processes for handling flexi-tickets, cancellations, and rescheduling
 - Possess legal registration and compliance documents (GST, PAN, agency registration, etc.)
 - Demonstrate reliability and capacity to handle travel itineraries for multiple team members across States
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4. Proposal Requirements

A. Technical Proposal

The technical proposal should include:

1. Background of the consultant/agency/operator
2. Relevant experience, including:
 - Ticket booking for flights, trains, and AC buses
 - Experience with government/development sector clients
 - Capacity to provide bookings on a credit basis
3. Samples of previous work, such as redacted travel records or client references
4. Legal registration details and compliance documents

B. Budget Proposal

A detailed budget/fee structure for travel facilitation services.

(Final terms will be negotiated with shortlisted agencies.)

5. Payment Modality (Credit Basis)

- All bookings will be made by the selected travel agency on a credit basis.
- Payment will be released only after ROSHNI-CWCSA receives the original invoices corresponding to the bookings made, and as per the approved quotes shared by the travel agency prior to booking.
- No advance payment will be provided.
- Invoices must be clear, accurate, and aligned with the agreed fare estimates and booking details.
- The agency must comply with any additional financial documentation required for internal verification or audit.

6. Submission Details

- All complete proposals must be submitted via email to:
finance.roshnicwcsa@gmail.com
- Deadline for Submission:
26th December 2025 (Monday), by 5:00 PM
- Important Note:
Proposals received after the deadline will not be considered.
Only shortlisted consultants/operators/agencies will be contacted for further discussions.
- Regarding any queries before submission agency can contact on
finance.roshnicwcsa@gmail.com