

RFP – HST- Mar/01

Request for Proposal for a Travel Agency

Purpose of Consultancy	Empanelment of a Travel Agency
Project Owner	The Humsafar Trust
Project Duration	One year from the start date subject to availability of project funds (01 st April 2026 to 31 st March 2027)
Last date of Submission	30 th March 2026

The Humsafar Trust (HST) is a community-based organization (CBO) working on health and human rights of LGBTQ since 1994. Through targeted HIV interventions, we currently reach out to 7500 Gay identified, Men Having Sex with Men (MSM) and TG/Hijra communities in Mumbai every year through its outreach work on physical sites, and over 9000 users through social media and online programs. We undertake advocacy activities focused on LGBTQ rights, including sensitization and awareness of employers, educational institutes, law enforcement agencies, and government bodies, staging and reading of LGBTQ themed plays, organizing activities and mobilizing the community around LGBTQ-focused events like Pride marches, International Day against Homophobia and Transphobia (IDAHOT) and World AIDS Day. We build capacities of Community Based Organizations in 27 Indian states on HIV prevention, treatment, care & support and advocacy for LGBTQ rights.

Objective of having Travel Agency

The HST is soliciting proposals from Travel Agency to meet with HST staff/Consultants to discuss and learn about their travel requirements. Travel agent is responsible for advising HST staff and consultants about suitable available travel options in accordance with their needs, wants and capabilities. In addition, they help them plan trips to domestic or international destinations, tours, accommodation, transport, insurance and fares.

- Organize travel by booking tickets and accommodation, securing rental transportation etc.
- Inform HST Staff and provide useful travel information (guides, maps, event programs etc.)
- Suggest suitable travel options that best suite staff needs.
- Use promotional techniques and offer different services and offerings.
- Research destination and travel prices, customs, weather conditions, reviews etc.
- Provide cost effective travel options
- End to End travel and logistics arrangements.

Sr. no.	Service Description	Agency Fees	Taxes	Discount, if any
I	Domestic -Flight Ticket Booking			
A	Flight ticket (Refundable/Non-Refundable) (Corporate Fare /Regular Fare)			
B	Flight ticket- Cancellation /Rescheduling			
C	Group booking -Flight Ticket Booking (Refundable/Nonrefundable)			
D	Group flight ticket – Cancellation/Rescheduling charges			
E	Flight ticket booking refundable			
F	Flight ticket cancellation and rescheduling charges			
G	International group flight booking charges			

H	Visa services charges (In station and outstation)			
---	---	--	--	--

II	Railway ticket booking per person charges (ordinary and Tatkal)			
a	Railway ticket group booking charges (ordinary and tatkal)			
b	Cancellation and re-scheduling ticket charges			
c	Transfer group from the Railway station -Hotel - Railway station			
d	Any other services provided			

III	Hotel/Venue Identification and facilitate booking of the hotel/venue			
a	Facilitate Hotel Booking/Venue booking			
b	Cancellation and re-scheduling ticket charges			
c	Transfer group from the Railway station -Hotel - Railway station			
d	Any other services provided			

****Agencies are requested to quote in the below given format. Application using any other format will be disqualified.**

Over and above the above-mentioned tables, Agency need to furnish the following details separately.

1. Frequency of Invoicing, issue of credit notes in the event of cancellation.
2. Payment Terms
3. In the event of hotel/venue booking, service provider is required to submit tax invoice with required details and agency will submit tax invoice for services provided as facilitator.
4. Declaration on Airline ticket booking where prices quoted by agency should be cheaper comparing to other travel portal.

Terms and Conditions:

- Please provide your best rate with taxes mentioned separately.
- Bids incomplete in any respect, will not be considered for evaluation.
- Please submit the following along with your quotation in PDF format.
- Copy of registration documents/IATA
- List of Clients Served by the Agency and recommendation letter for any two agencies.
- PAN and GST registration copy
- Audited Financial for the last three years and exceeding Rs.25 Lacs per annum.

Clarification of bids:

For any clarification on this document may notify the HST in writing by e-mail at the email address provided in the RFP by 30th March 2026 by 5.00 pm. No requests for clarification will be accepted by telephone. HST shall respond over email or inwriting. Any questions submitted post the clarification submission date shall not be considered by the HST

Quotations to be submitted in a pdf password protected document should be sent on the email id procurement1@humsafar.org and password should be sent on email id: password@humsafar.org

Interested vendors are requested to submit their quotation along with all supportive documents on or before 30th March 2026 by 5.00 pm on the above-mentioned email id for quotation and password.

Both (quotation and password) should be sent on the email ids given on the same date. Quotations received after the due date will not be considered.