

**REQUEST FOR PROPOSAL (RFP)**  
**For Hiring Travel Services on Annual Contract Basis**  
**Closing Date for Submission**

**July 15, 2025, at 05:00 PM**

## I. INTRODUCTION & BACKGROUND

LEHS is a charitable organization in India whose purpose is to offer basic health and education for the poor. LEHS in furtherance of charitable objectives through its flagship programs Wadhvani AI which aims to build equitable and sustainable systems by making quality primary healthcare available and accessible to the underserved population and to bring the benefits of modern AI technology to underserved populations by building and deploying AI solutions for social good across domains such as healthcare, agriculture, governance and education in India. LEHS aims to promote the integration of technologies, particularly in emerging domains like artificial intelligence and innovations into the Indian mainstream primary healthcare, education, and agriculture systems through a partnership with the State and National Government, apex institutions, international agencies, and private sector partners e.g. innovators, social enterprises and other ecosystem contributors in line with its stated objectives for the betterment of society particularly focusing on projects of national and social significance.

Wadhvani AI, a program unit of LEHS, focuses on developing and deploying artificial intelligence solutions to address critical social challenges in India, particularly in domains such as healthcare, agriculture, and education.

LEHS aims to promote the integration of technologies, particularly in emerging domains like artificial intelligence and innovations into the Indian mainstream primary healthcare, education, and agriculture systems through a partnership with the State and National Government, apex institutions, international agencies, and private sector partners e.g. innovators, social enterprises and other ecosystem contributors in line with its stated objectives for the betterment of society particularly focusing on projects of national and social significance.

To support its growing operational and programmatic needs, LEHS is seeking proposals from experienced travel agencies for managing end-to-end travel services on an annual contract basis. This includes domestic and international air travel, visa processing, travel insurance, foreign exchange, hotel accommodations, train and bus travel services.

## II. SCOPE OF WORK

LEHS invites proposals from qualified travel agencies to provide the following services under an annual contract:

- Domestic and International air ticketing (economy class)
- Visa application support and documentation
- Travel insurance arrangements
- Forex currency exchange
- Hotel accommodation bookings (domestic and international)
- Train ticket bookings (IRCTC-authorized)
- Bus ticket bookings
- 24x7 travel assistance and emergency support
- Monthly consolidated billing with travel summaries

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### III. PROPOSAL SUBMISSION DEADLINE

All the Vendors are requested to submit their proposals on or before **July 15, 2025**, with the subject line **Proposal for Annual Travel Services Contract**.

### IV. Proposal Submission Guidelines

All interested vendors must submit their proposals in accordance with the guidelines outlined below.

- Submit complete proposal in PDF format via email
- Include company profile, rate sheet (including service charges, convenience fees, cancellation policies), and all required documents
- Proposals received after the deadline will not be considered

### V. Evaluation Criteria

Proposals will be evaluated based on the following criteria:

- Experience and client portfolio
- Service coverage (domestic + international)
- Cost-effectiveness and transparency
- Turnaround time, customer support, and flexibility
- Reference and client feedback

### Eligibility Criteria

Agencies must meet the following minimum criteria:

- Minimum 3 years of experience in handling corporate travel bookings
- Valid licenses, GST, PAN, IATA accreditation mandatory
- Demonstrated experience with corporates, NGOs or institutions
- Prior experience in serving corporates, NGOs or institutions
- 24x7 dedicated helpline or focal point for coordination

### Proposal Submission Requirements

Vendors are requested to submit the following:

- Company profile including years of experience and client list
- GST, PAN company registration
- Rate card for services (ticketing, visa, forex, insurance, hotel booking fees, etc.)
- Service commitment levels (response time, support availability)
- Client references and testimonials preferred

### Duration of Contract

The contract will be valid for **one year**, extendable based on performance and mutual agreement.

### Service Locations

- Primary location: **LEHS Office in Delhi**
- Other locations: Across India and international destinations as per travel needs.

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## Payment Terms

- Invoices shall be raised bimonthly (twice a month) basis, and payments will be made within 30 days from the date of invoice submission, subject to verification of the corresponding MIS (Excel Sheet) submitted along with the invoice.
- TDS and other applicable deductions will be made as per statutory norms.

## Mandatory enclosure

- Please submit the following as enclosures or attachments with your quotation. Bidders must provide all the information requested below. Quotations that do not provide the required information and certificates, or do not follow the submission requirements, may not be reviewed.
- Company Profile, testimonials, work completion reports, purchase orders, reference (NGOs).
- GST registration certificate.
- PAN & TAN registration.
- Rate card with detailed charges.
- Audited Financials for the last three years.
- Income Tax Return for the last three years.
- Cancelled cheque.
- Travel accreditation

## Submission Address

All responses to this RFP must be received no later than **July 15, 2025**. The proposal should be submitted only through e-mail in PDF format addressed Procurement Team in the below-given e-mail id: [rfp.lehs@wadhwaniai.org](mailto:rfp.lehs@wadhwaniai.org)

**Note:** Only shortlisted vendors will be contacted for presentations or negotiations. If you do not hear from us within two weeks of submission, please note your proposal might not have been selected.

LEHS reserves the right to reject any or all proposals and to negotiate terms and conditions with the selected vendor.

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**Annexure 1: RFP 2025 FINANCIAL PROPOSAL –To be filled by the Firm**  
**RATES FOR PROVIDING AIR/TRAIN TICKETS & OTHER RELATED SERVICES**

Please include the commercials for the items listed in the formats below along with the services charge in INR and final prices for the same:

SI No	Item	Rate for service charges in INR
<b>Air travel</b>		
<b>1</b>	For Booking of domestic air tickets in all classes	
<b>2</b>	For cancellation charges of domestic air tickets in all classes	
<b>3</b>	For booking of international air tickets in all classes	
<b>4</b>	For cancellation charges of international air tickets in all classes	
<b>Railway Tickets</b>		
<b>1</b>	Train tickets booking charges	
<b>2</b>	Train tickets cancellation charges	
<b>3</b>	Tatkal ticket booking charges	
<b>4</b>	Tatkal ticket cancellation charges	
<b>Other Services</b>		
<b>1</b>	Visa service charges	
<b>2</b>	Passport service charges	
<b>3</b>	Insurance charges	
<b>4</b>	Forex charges	
<b>5</b>	Domestic Hotel Booking charges	
<b>6</b>	International Hotel Booking charges	
<b>7</b>	Any other related services	
<b>8</b>	GST/Service Tax/ Charges (if any) 18% ON Service Charges	

I / We have gone through the contents of the application form carefully. The information supplied by me /us is/are true to the best of my/our knowledge and belief and nothing has been concealed there from. I/We shall abide by the terms and conditions of LEHS.

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