



**Request for Proposal (RFP) for
On-line Travel Management Services**

**Issued by:
YR Gaitonde Medical, Educational and Research
Foundation**

RFQ_010_2026

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REQUEST FOR PROPOSAL (RFP) FOR PROVISION OF ON-LINE TRAVEL MANAGEMENT SERVICES TO YRG STAFF LOCATED PAN INDIA

PURPOSE / OBJECTIVE

YR Gaitonde Medical, Educational and Research Foundation, (YRGMERF) a public Charitable Trust is soliciting proposals for providing on-line portal for flight ticketing and hotel accommodation services to its staff members across its offices in India, for national and international travel. This RFP is seeking services from qualified and experienced firms for providing these services.

INTRODUCTION OF YR Gaitonde Medical, Educational and Research Foundation

YR Gaitonde **Medical, Educational and Research Foundation** (YRGMERF) was registered in 1985.

At YRGMERF, we pioneer compassionate, evidence-based healthcare and research, delivering sustainable services and transformative projects that uplift marginalised communities across India. Drawing from the pioneering legacy of Dr. Suniti Solomon - who first identified HIV in India - we offer integrated solutions for infectious diseases like HIV, viral hepatitis, and TB, alongside non-communicable conditions such as diabetes and mental health challenges. Our innovative programs foster equity, build resilience, and drive long-term impact, reaching over 500,000 lives annually through stigma-free care and community-led initiatives. Whether you're seeking support, partnering for change, or inspired to contribute, discover how we're transforming health equity today. Join us - one connection at a time.

PROJECT DESCRIPTION

YR Gaitonde Medical, Educational and Research Foundation is issuing this Request for Proposals (RFP) for the purpose of inviting submittal of proposals from public and private agencies interested in providing professional travel management services outlined above. The selected agency will be contracted for a period of two years with an option of an extension for a further period based on the services provided.

REQUIRED SERVICES

Interested firms will submit a Scope of Services with their proposal. Firms are encouraged to tailor their proposed Scope of Services as they see fit to deliver a process that balances timeliness, maximising the benefits to YRG.

- ❖ On-line flight booking
- ❖ On-line hotel booking

PROPOSAL DESCRIPTION

- i) Multiple user accounts for flight / hotel bookings
 - ii) Web check-in via E-Mail
 - iii) Seat Allocation on-line
 - iv) Cancellation
 - v) Rescheduling
 - vi) Group booking of flights
 - vii) MIS reports via portal
 - viii) Corporate fare to include (seats + meal + cancellation + rescheduling)
 - ix) Service support window (24 x 7/24 x 5/week-end/public holidays etc.
- a) Fee proposal for above services indicating clearly **any booking surcharge or agency handling charges per ticket.**
 - b) Payment terms for all bookings.
 - c) Credit period.

Sl.Nr.	Required Terms / Costs information	Offered term	Cost Basic	GST on Cost
1	Service charges per ticket (Agency handling)			
2	Payment terms for flight bookings (Advance Deposit OR Payment in arrears post billing)			
3	Credit period offered			
4	Corporate fare to include seats + meal + cancellation + rescheduling			
5	Creation of multiple user accounts			
6	Web check-in via E-Mail			
7	Seat allocation on-line			

8	Rescheduling of flights			
9	Group booking of flights			
10	MIS Reports available via portal			
11	Cancellation terms - general fares			
12	Cancellation terms on corporate fares			
13	Missed Flight re-booked free of charge (Percentage of free flights of total missed flights)			
14	Service Support Window (24 x 7 24 x 5 week-end/public holidays etc			
15	Rewards Program - Traveller			
16	Rewards Program - Corporate			
17	On-line hotel booking available			

COMPANY OVERVIEW: { i) to ii) below within Maximum 1 Page }

Provide an overview of the company detailing with documentary proof for documents at sl.nr. iii – vi below

- i) the total number of professional staffs
- ii) the history of the company
- iii) the ownership structure
- iv) the turnover for the last three financial years
- v) the audited financial statements for the last three financial years (only balance sheet)
- vi) ITR main page for the past three FYs
- vii) PAN & GST registration
- viii) Kindly share your organisational policy in relation to welcoming in your teams
 - People Living with HIV
 - Transgender Individuals

EVALUATION OF PROPOSALS

- YRG reserves the right to reject any or all of the offers received in response to this RFP without assigning any reason.
- YRG may not base its decision to award a contract solely on the responses to this RFP.
- YRG reserves the right to restrict the award to any one or more of the services sought above. Such a restriction shall not impact the financial offer made for the selected service.

TENTATIVE PROCUREMENT SCHEDULE

Date	Stage in award
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15 September 2026	RFP Issued
21-22 September 2026	Meetings with interested agencies
25 September 2026	Offers to reach us by 23:59 hrs via email to rfp@YRG.org
30 September 2026	Award of Contract to selected firm

POINT OF CONTACT

All communication including the offer and questions regarding the project should only be sent via E-Mail as pdf attachments to:

The generic Mail Box: rfp@yrgcare.org

Name & Address of the Company

YR Gaitonde Medical, Educational and Research Foundation

www.yrgmerf.org

Regd. Office: Old No. 15, New No. 34, East Street, Kilpauk Garden Colony, Chennai-600010

Admin. Office: New No. 58, Old No. 72, Alsa Garden, Harrington Road, Gilchrist Avenue, Chetpet, Chennai-600031.