



College of Social Work (Autonomous)

Nirmala Niketan Institute

Affiliated to the University of Mumbai

N.A.A.C. Re-accredited with CGPA
of 3.53 on four point scale at
Grade 'A' 3rd Cycle (2015)

Date- 2nd April 2025

REQUEST FOR PRAPOSAL – TRAVEL AGENCY (FOR SAKSHAM PRAMAAN PROJECT)

Objective-

College of Social Work (Empowered Autonomous) Nirmala Niketan, Mumbai (SSR) in coordination with TISS under NACP will undertake an annual evaluation of Targeted Interventions and Link worker scheme in Maharashtra, Mumbai and Goa.

Scope of Work-

pursuit of hiring a complete Travel Solution Partner to manage domestic Air ticketing, Rail ticketing, taxi and transportation arrangements in the state of Goa for CSWNN SAKSHAM PRAMAAN PROJECT.

The detailed scope of the work is as per below:

1. Domestic Air Ticket Booking:

- Provide booking services for domestic flights within the specified country.
- Ensure availability, competitive pricing, and timely confirmation of tickets.
- Provide support for any changes or cancellations as necessary.

2. Domestic Car Booking (Required only in the state of Goa)

- Ensure vehicle availability, timely pick-up, and drop-off arrangements.
- Address any specific requests regarding vehicle type, amenities, or special requirements.

3. Domestic Bus Booking

- Facilitate bookings for domestic bus travel.
- Offer routes, schedules, and seat selection options.
- Ensure ticket confirmation and provide relevant travel details to Travellers.
- Assist with any modifications or cancellations as needed.

4. Train Ticket Booking (All classes)

Coordinate train reservations across various classes of service.

- Offer options for different train routes, classes, and seat preferences.



- Ensure timely booking confirmation and provide e-ticket details to clients.
- Assist with any changes, upgrades, or cancellations required by the clients.

Terms and Conditions

- The travel agency MUST be IATA authorized.
- Agency should be capable of providing such services like credit of 45 days.
- The travel agency will suggest economical tariffs and alternate routes, airline options with minimum stop overs for international and domestic flights, for all travels and provide confirmed tickets on refundable basis. In case confirmed tickets are not readily available, efforts are to be made by the agency for getting confirmed tickets on the preferred dates/routes.
- Agency should have 24 hrs Helpline number and be able to render 24 hrs service for 365 days.
- Travel agency will submit the bill on fortnightly basis. Invoices towards tickets booked in last fortnight must be submitted within seven (7) days from the end of the fortnight.
- The overall transaction in year not beyond of Rs. 2,00,000/-

Sr No.	Services	Service Fee inclusive of GST
1	Air Ticket booking (Ticketing for Domestic – Economy Class) per transaction	
2.	Domestic Ticket cancellation – per transaction	
3	Rail Ticket Booking - per transaction	
4	Rail Ticket Cancellation – per transaction	
5	Cab Booking - per transaction (GOA)	
6	Cancellation of Cab	

Please submit your proposal to Ms. Sushma Pagare,
College of Social Work (Autonomous), Nirmala Niketan,
Project Saksham Pramaan,
Sr. Finance and Admin Officer
Email id- faocswnn.saksham@gmail.com, Mob 9819189138.

The Last date of submission of application is 12th April 2025 12.00 noon.

