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Request for Proposal (RFP)

Appointment of Agency for Travel and Hospitality Management Services

Issued by: Indian Rugby Football Union (IRFU)

RFP No.: IRFU/TRAVEL/2025/01

Date: 26th June 2025

1. Introduction

The Indian Rugby Football Union (IRFU), the official governing body for Rugby in India and a member of Asia Rugby and World Rugby, invites proposals from experienced and reputed agencies to manage comprehensive travel and hospitality services for its teams, officials, and staff. The selected agency will be responsible for air ticketing (domestic & international), hotel accommodation bookings, ground transportation, and associated support services.

2. Scope of Work

The selected agency shall provide end-to-end travel and logistics services including but not limited to:

A. Air Ticketing

- Booking of domestic and international flights
- Issuance, rescheduling, and cancellation of tickets
- Visa assistance (if required)
- Ensuring best available rates with flexibility and cancellation options
- 24x7 emergency assistance for ticketing-related matters

B. Hotel Booking




- Booking of hotels (domestic and international) in consultation with IRFU
- Negotiation of rates and packages for team/group bookings
- Coordinating check-in/check-out, early arrival/late departures
- Provision of amenities based on athlete and official requirements

C. Ground Transportation

- Arrangement of airport transfers, intercity and local travel
- Provision of suitable vehicles (coaches, vans, sedans, etc.)
- Coordinating with local transport partners to ensure punctuality, safety, and comfort
- Driver support and on-ground coordination where necessary

Indian Rugby Football Union

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3. Eligibility Criteria

The agency must meet the following criteria:

- Minimum 3 years of experience in providing travel management services
- Prior experience in managing travel for events, sports teams or large groups (preferred).
- Registered office in India, PAN/GST compliant and IATA authorized – copy to be submitted along with proposal.
- Capability to provide 24x7 support
- Annual turnover of at least INR 1 Crore in the last 3 financial years – CA Certification to be submitted.
- Non-blacklisted by any private or government organization (self-attested undertaking to be provided)

4. Proposal Submission

The proposal should include:

- Profile of the agency
- Relevant experience and client references (preferably sports federations or events or large corporates)
- Team structure and key personnel assigned to IRFU account
- Commercial proposal including service fees, cancellation/refund policies, and mark-ups (if any)
- Value-added services or technology platforms offered (e.g., booking dashboards, mobile apps)
- PAN/GST Registration and audited financial statements for the last 3 years
- Undertaking for not being blacklisted by any private or government organization.

5. Evaluation Criteria

All submitted proposals will be evaluated based on a combination of technical and financial parameters.




A. Technical Evaluation (70 Marks Total)

The proposals will be assessed by evaluation committee appointed by IRFU as per the following detailed criteria:

Criteria	Description	Maximum Marks
Relevant Experience	Experience in managing travel and logistics for sports teams, federations, or similar organizations.	3 years – 10 Marks 5 Years – 15 Marks More than 5 years – 20 Marks
Client Portfolio & References	List of current and past clients, with at least 3 relevant references.	10

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Service Delivery & Operational Capabilities	Includes booking process, escalation matrix, 24x7 support, and issue resolution.	10
Technology & Innovation	Use of travel management systems, dashboards, mobile apps, etc.	20
Value-Added Services	Visa facilitation, insurance, group negotiations, etc.	5
Presentation & Proposal Quality	Structure, clarity, and completeness of the proposal including the account management mechanism.	5

Minimum Technical Score to Qualify for Financial Evaluation: 50 out of 70

B. Financial Evaluation (30 Marks Total)

As billing will be done on an actuals basis (for airfares, hotel rates, transport rentals, etc.), the financial proposal will be evaluated by the committee appointed by IRFU primarily on the following aspects:

Criteria	Description	Max Marks
Service Fee Structure	Clarity and reasonableness of service charges for ticketing, hotel booking, ground transport arrangement, and ancillary services. Agencies offering transparent and competitive fee structures will be rated higher. To enable bidders to submit a competitive structure a tentative volume of work is provided at Annexure A of this document.	15
Mark-up/Discount Transparency	Declaration of any mark-ups or commission-based models applied on actual bookings. Preference will be given to agencies that pass on negotiated rates without hidden costs.	10
Cancellation & Refund Policies	Reasonableness and flexibility of the agency's refund/cancellation support and any associated administrative charges.	5

Note: The agency is expected to quote service fees as fixed per transaction, per person, or as a percentage, wherever applicable, along with clear justifications. Rates must be valid for the entire contract period.

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The agency with the highest combined technical and financial score will be invited for contract negotiation and onboarding.

6. TIMELINES

Event	Date
RFP Release Date	26 th June 2025
Last Date for Queries	7 th July 2025
Proposal Submission Deadline	10 th July 2025
Evaluation & Presentations (if needed)	Post 15 th July onwards
Appointment of Agency	20 th July 2025
Contract Start Date	20 th July 2025

All queries can be submitted via email on info@rugbyindia.in

7. SUBMISSION DETAILS

All proposals should be submitted via email to:

CEO

Indian Rugby Football Union

Email: info@rugbyindia.in




The subject line of the email should be: **"Proposal for Travel and Hospitality Services – IRFU"**

8. TERMS AND CONDITIONS

- IRFU reserves the right to accept or reject any or all proposals without assigning any reason.
- The selected agency will be engaged for an initial period of 1 year, extendable based on performance.
- Any disputes shall be subject to the jurisdiction of courts in Mumbai.

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Annexure A: Indicative Volume of Work (Annual)

The following information is provided to give an indicative understanding of the expected volume of work. These figures are based on current and historical data and are subject to change based on the Indian Rugby Football Union's annual calendar and activities.

1. Air Travel Requirements

- Estimated number of flight bookings: Domestic 50-60 per month (peak periods, competition months), 10–20 per month (regular travel non-peak). International flights 10-15 per year.
- Mix of team travel (groups of 15–25) and individual official/athlete travel.
- Preference for flexible fare options to accommodate changes in travel plans.

2. Hotel Booking Requirements

- Domestic stays are primarily in metro cities and tournament host cities.
- International bookings aligned with tournament locations and training camps.
- Requirement for 2-star to 5-star accommodations depending on the context (team travel/technical officials/senior management/board members).

3. Ground Transport Requirements




- Estimated number of transport service days: 50-100 per year.
- Requirements include:
 - Airport pick-up/drop-offs
 - Local transport for training and match venues
- Maximum Vehicle types: Sedans & SUVs on 8/12 hour & 80/120 km basis

4. Other Notes

- All travel will be coordinated centrally with an appointed nodal officer from IRFU.
- Visa services will be needed for travel of Indian National teams (groups of 20-25) for international competitions (6-8 competitions per year).
- The selected agency should be able to scale operations quickly during peak periods.

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