



Request for Proposal (RFP)

Corporate Travel Services (Flights, Rail, Ground Transport, Accommodation, Events/Meetings)

1. Introduction & Background

Bandhan Bank Limited is a leading banking organization in India with approximately 75,000 employees deployed across multiple locations nationwide.

The Bank currently utilizes an online travel portal operated by Quest to Travel (Q2T). The Bank now intends to onboard one or more travel service partners through a transparent procurement process to enhance service quality, cost efficiency, compliance, and employee experience.

This RFP invites eligible and experienced Travel Management Companies (TMCs) to submit Technical and Commercial proposals for comprehensive, end-to-end corporate travel services.

2. RFP Timeline

RFP release on website: [09 03 2026]

Pre-bid queries due by: [18 03 2026, 17:00]

Bank's response to queries published: [24 03 2026]

Proposal submission deadline: [27 03 2026, 17:00]

Technical bid opening: [30 03 2026]

Technical evaluations & demos: [03 04 2026]

Award notification (LOA): [14 04 2026]

3. Scope of Services

Air Travel: Domestic & international bookings, reschedules, cancellations, refunds, corporate fares, priority VIP support.

Rail Travel: IRCTC-authorized bookings, PNR management, refunds, corporate MIS.

Ground Transport: Airport transfers, intercity/local cabs, vehicle safety, GPS where available.

Accommodation: Pan-India hotels (as per negotiated rates, GST invoices, safety checks).

Events/MICE: Venue sourcing, Lodging, logistics, AV, F&B, risk assessments.

Technology: Online booking tool, mobile app, SSO, integrations, MIS dashboards, Chat and Desk support.

Compliance: Travel policy enforcement, audit trail, data privacy.

Transition Support: Smooth migration from prevailing platform with training & helpdesk materials.

4. Contract Term

Initial term: 3 years

Extensions: Up to 1-year extensions based on performance.

5. Eligibility (Pre-Qualification) Criteria

- Registered company in India for at least 5 years.
- Positive net worth for last 3 years and minimum turnover INR 100 crore.
- IATA accreditation and IRCTC booking authorization.
- At least 5 enterprise clients (preferably BFSI) with 1,000+ employees each.
- Proven technology platform (OBT + mobile app).
- Pan-India service model with 24x7 support.



- ISO 27001/SOC 2 preferred; compliance with DPDP Act 2023.
- Valid GST/PAN; non-blacklisting declaration.
- Professional indemnity insurance of INR 50 crore.

6. Key Service Requirements & SLAs

24x7 helpdesk; call answer time ≤ 20 sec; email response ≤ 15 min.

PNR confirmation: 30 minutes (domestic), 2 hours (international).

Refund initiation within 5 business days.

Policy compliance $\geq 98.5\%$; ticketing accuracy $\geq 99.5\%$.

Dedicated desk with <10 -minute response.

BCP/DR tested annually; RTO 4 hours, RPO 1 hour.

Penalties may apply for repeated SLA breaches.

7. Data Protection, Security & Compliance

Compliance with DPDP Act 2023, RBI outsourcing guidelines (where applicable), and Bank policies.

Data residency in India preferred; disclosure of data flows and sub-processors.

Role-based access control (RBAC), MFA, encryption at rest and in transit.

Security incident notification within 24 hours; RCA within 5 business days.

8. Technical Proposal Requirements

Technical proposal must include:

- Company profile & governance.
- Eligibility documents.
- Solution overview (OBT, mobile, workflows).
- Transition plan (90 days).
- Operating model & staffing.
- Processes (booking, refunds, disruptions).
- Security & compliance documentation.
- Integration capabilities.
- Reporting dashboards.
- Risk register.
- Client references (minimum 3 BFSI preferred).

9. Evaluation Methodology

Technical Evaluation: 70%

Commercial Evaluation: 30%. Commercial bids will be sought from selected participants.

Criteria include experience, coverage, technology, compliance, SLAs, transition plan, innovation, and client references.

Site visits and demos may be conducted.



10. Terms & Conditions

Right to accept/reject any bid.

Confidentiality obligations.

Sub-contracting only with prior approval.

Anti-bribery/ethics compliance.

EMD: To be decided

Performance Bank Guarantee: [10%] of annual contract value.

Indemnity, liability caps, IP ownership, taxation, and termination conditions.

Governing law: India; Jurisdiction: Kolkata.

Arbitration as per Arbitration & Conciliation Act.

11. Submission Instructions

Two-bid format (Technical).

Mark envelopes clearly.

Queries only via email: travelhelpdesk@bandhanbank.com

Validity: 180 days.

12. Confidentiality & Disclaimer

This RFP is not an offer but an invitation to bid. The Bank shall not be liable for costs incurred in proposal preparation.

All information provided by the Bank must be treated as confidential.



Annexure A: Bidder Details & Eligibility Compliance

Legal Name	
CIN	
Year of Incorporation	
Registered Address	
Corporate Office Address	
Authorized Signatory	
IATA/IRCTC Accreditation	
GST Number	
ISO/SOC Certifications	
Client List (Top 10)	

Annexure B: Technical Proposal Format

(Provide detailed responses as per section requirements)

Annexure D: SLA & Penalty Matrix

SLA	Target	Measurement	Penalty