

REQUEST FOR PROPOSAL (RFP)
“PROVISION OF AIR TICKETING SERVICES”
“DOMESTIC/ INTERNATIONAL”

FOR
DEMOCRACY REPORTING INTERNATIONAL,
COUNTRY OFFICE,
ISLAMABAD, PAKISTAN

Date: 9 March 2018

Subject: Request for Proposal (RFP) – Provision of Air Ticketing Services – Domestic /International

Dear Sir / Madam,

Democracy Reporting International (DRI) is a nonpartisan, independent, not-for-profit international organization registered in Berlin, Germany, which promotes political participation of citizens, accountability of state bodies and the development of democratic institutions worldwide. DRI's Berlin, Germany contact details are: Prinzessinnenstraße 30, 10969 Berlin, Germany, phone +49 (030) 27877300.

DRI Country Office Islamabad is located at 1st Floor, Ufone Tower, Jinnah Avenue, Blue Area, Islamabad, Pakistan. Tel: +92-51-8357972.

DRI is pleased to invite your company/ firm to take part in the competitive bidding process for air ticketing services (domestic/ International) for its programme in Pakistan according to enclosed Request for Proposal (RFP) document.

Please submit your company/ firm's technical & financial proposal with official cover letter and send complete proposal document via courier or deliver in person at the given address. The deadline for submission of proposal is **Tuesday, 20 March 2018 by 1500 Hrs.**

For any further information and clarification, please contact undersign,

Thank you and best regards.

Sincerely,

Touseef Ahmad Jan
Logistic & Procurement Associate
Democracy Reporting International
1st Floor, Ufone Tower, Jinnah Avenue,
Blue Area, Islamabad, Pakistan
Tel: +92-51-8357972, 2310575, 2310576
Email: t.jan@democracy-reporting.org

1. Request for Proposal:

Proposals are invited from eligible firms/companies for providing Air Ticketing Services (domestic/ International). DRI requires Air Ticketing Services for its officials within and outside Pakistan. Qualified bidder will be offered a service contract of one year (initially), which will be extended annually for maximum three years, based on performance and subject to availability of project funding.

2. Description of the services required:

The selected travel agency will provide corporate travel services that includes domestic and international air ticketing for DRI officials. For details, please see Annex-I, Terms of Reference.

3. Contents of this RFP Document:

The document consists of the following annexes and should be read in conjunction with any Addendum that may be issued by the DRI.

Annex I: Terms of Reference
Annex II: Proposer Information Form
Annex III: Technical and Financial Evaluation Form

4. Amendment in Document:

At any time, prior to the deadline for submission of RFP document, DRI may amend the document by issuing addenda. Any addendum issued shall be part of the RFP document and shall be communicated to the participating firms in writing by DRI. To give prospective applicants reasonable time and not less than one week to take an addendum into account in preparing their RFP document, DRI may, at its discretion, extend the deadline for the submission of proposal.

5. Disclaimer:

The submission for this RFP document does not entail any commitment on the part of DRI, either financial or otherwise. DRI may cancel the process, any time, without assigning any reason.

7. Submission of Proposal:

Completed RFP document with original signed cover letter should be submitted via courier/ hand delivered, in a sealed envelope clearly marked with “RFP - Air Travel / Ticketing Services” to the following address:

Touseef Ahmad Jan
Logistic & Procurement Associate
Democracy Reporting International
1st Floor, Ufone Tower, Jinnah Avenue,
Blue Area, Islamabad, Pakistan
Tel: +92-51-8357972, 2310575, 2310576
Email: t.jan@democracy-reporting.org

7. Deadline for submission of RFP document:

Deadline for submission of RFP document is **Tuesday, 20 March 2018 by 1500 Hrs.** RFP received after the deadline shall not be considered. Documents sent by e- mail or facsimile shall not be accepted.

8. Proposal Evaluation and Award criteria:

Proposals will be evaluated according to Annex-III - Technical & Financial Evaluation Form and contract will be awarded on best value for money basis.

9. Operational language

All written communications for this proposal must be in English.

10. Confidentiality:

Information and procedure relating to evaluation of RFP is confidential.

11. Notification of Award:

The successful bidder will be informed in writing that its proposal has been accepted.

Annex-I

“General Conditions - Air Ticketing Services”

1. Handle ticketing requests sent by e-mail or phone call from authorized representative of DRI;
2. Reservations shall be made in flexible Economy class. Above Economy class may only be quoted provided that no seats are available and issue air ticket only after authorized person’s approval from Democracy Reporting International;
3. Itineraries shall be presented in English and where possible, with two or three itinerary options indicating the times of departure/arrival (always local time) with a price including fare + taxes and the deadline for issuing the ticket;
4. For wait-listed bookings, the travel agency shall provide regular feedback on status of flight and continuously endeavor to secure confirmation until it is obtained;
5. Reservations are to be kept on hold for the period the airlines are offering;
6. Confirm reservations, issue and deliver air tickets and with advance seat assignments (if requested by DRI);
7. The travel agency shall provide services from **Monday to Friday 0900 Hrs. – 1730 Hrs.**;
8. The travel agency shall provide emergency services outside regular working hours through a 24-hour, phone number, available to Democracy Reporting International;
9. The travel agency shall be capable of accepting payments through crossed cheques (for all services); Payments of services provided shall be released within (30) thirty days after submission and acceptance of invoices; and original supporting documentations;
10. The travel agency shall provide a dedicated staff who shall be responsible for the administration, supervision, and coordination of its air ticketing operations for Democracy Reporting International and must be fluent in English.
11. DRI will deduct with-holding tax at source on service charges according to tax law.
12. DRI has the right to accept or reject financial proposal without assigning any reason.

**Annex II – Proposer Information Form
(Note: Please complete this section in full)**

About the Company/Firm:

Firm's Registered Name:	
Trading Name:	
IATA Registration Number:	
National Tax Number (NTN) (attach certificate):	
Sales Tax Registration Number (STN) (attach certificate):	
Company Address with telephone / email:	
Proposer's Authorized Representative: (Name/Designation/ Address/ Tel/Cell, Fax/ Email)	
Branch Offices/address (if any):	
Total years of experience in travel industry (experience will count from Date of Registration with IATA):	

Annex –III

Technical & Financial Evaluation Form

“Please provide documentation for Technical Qualification”

S#	Description of Technical/ Financial Evaluation	Maximum Marks	Marks Obtained
	TECHNICAL EVALUATION PART (70 Marks):		
1.	Organizational Profile, total years of relevant experience in field since inception of business operations as registered travel agent <i>(1 mark per year, max marks for 15 years plus experience)</i>	15	
2.	Accredited IATA membership <i>(5 Marks)</i> National Tax Number as active tax payer <i>(2.5 Marks)</i> Sales Tax Registration Number <i>(2.5 Marks)</i>	10	
3.	List of GDS (Global distribution systems) being used, e.g. (Abacus, Amadeus, Galileo, World span, Others) <i>(1 mark for each system, maximum 5 marks)</i>	05	
4.	Provide letter of appreciations from other Clients with complete references with contacts (authorized representative of the firm, telephone, fax, email) <i>(DRI may contact for reference check)</i> <i>(2 mark for each letter, maximum 10 marks)</i>	10	
5.	Geographical Coverage Fully Operational Offices in Islamabad (5 Marks) Fully Operational Offices in Karachi/ Lahore (10 Marks)	15	
6.	Provision of 24/7/365 days services: <i>7.5 Marks</i> – at office; <i>7.5 Marks</i> – services availability from home on personal cell phone, email or landline	15	
	FINANCIAL EVALUATION PART (30 Marks):		
	<i>DRI will deduct with-holding tax at source according to tax law.</i>		
7.	% of Service Charges on Domestic Air Tickets	15	
8.	% of Service Charges on International Air Tickets	15	
9.	Lowest Financial Proposal/ Proposal Under Review x 15 = <ul style="list-style-type: none"> The lowest will get full 15 marks in relevant field and the rest will get proportionate marks as per their financial offer in relation to the lowest bid submitted; For Example: Bidder A, B, C has quoted 3%, 4% and 5% respectively. So, calculation would be: For A: $3/3 \times 15 = 15.00$ Marks For B: $3/4 \times 15 = 11.25$ Marks For C: $3/5 \times 15 = 9.00$ Marks 		
	<i>Total Marks:</i>	100	

End.