REQUEST FOR PROPOSAL (RFP)
TRAVEL AGENCY SERVICES FOR GLOBAL HEALTH DIRECTORATE

Proposal Title: International & Domestic Travel Services **RFP No.** 001-2020

Date RFP issued: 29/12/2019 **Due Submission Date:** 13/01/2020

Each bidder is required to submit **single stage two envelop bid proposal (Technical & Financial)**.

Description	Volumes
Estimated Annual Volume Domestic Tickets (Major Sector KHI/ SUKKUR / QUETTA/ MULTAN /LAHORE & ISLAMABAD, SKARDU)	400
Estimated Annual International Air Travel	50
HOTEL Stays -4 Star & Guest Houses (Major Sector KHI/ SUKKUR / QUETTA/ MULTAN /LAHORE & ISLAMABAD, SKARDU)	250

Type of Contract: This is a per-transaction fixed fee contract. Global Health Directorate shall pay the contractor a transaction fee based on a fixed rate per transaction (see transaction fee procedures for details).

Contract Period: One-year period from the date to start services with two-year options to renew on basis of following annual turnover volumes.

In accordance with the requirements of this proposal, the undersigned offers and agrees, if their proposal is accepted to furnish any and all services for which the prices are submitted in accordance with the attached conditions as specified by the proposal.

Date: _____

Bidder Name & Address:

_____

_____

Signature and Title of Authorized Individual:

Introduction:

Global Health Directorate (GHD) a part of THE INDUS HEALTH NETWORK is a Non - Profit Organization, which is growing rapidly and expanding its TB Control Program all over Pakistan. Indus Health Network has supported tuberculosis control efforts in Pakistan since 2007 and GHD as part of IHN is a Principal Recipient for TB grant under an International Organization's funding mechanism to enhance case finding and treatment of susceptible TB and Drug Resistant-TB in public and private facilities across Pakistan.
Global Health Directorate (GHD) requires access to a range of services in order to meet its work programs, obligations & objectives. The GHD intends to established a service panel that will assist in the achievement of these responsibilities.

Purpose of the Proposal:

The purpose of this RFP is to enter into a contract for the services of non-exclusive travel agency to manage and coordinate the official travel needs of the organization.

Scope of Work:

The Global Health Directorate is interested in securing the highest quality of travel services, maximizing service convenience for its employees and various programs participants, while minimizing travel cost and developing a database that will give GHD an accurate reference of its travel expenditure patterns. GHD reserves the right to use other travel services, when necessary.

The corporate travel services that the Contractor shall provide include the following:

- Booking and issuance of international / domestic air tickets
- The agency would ensure booking of tickets /confirmation of waitlisted tickets, delivery of tickets mainly at GHD offices or other designated place(s) as instructed by authorized representative of GHD during working hours /holidays/ after office hours (at the expense of the agency), collection of tickets for cancellation, getting visa, passports, confirmation/cancellation, up gradation/revalidation of tickets, delivery of tickets, documents.
- Assistance for obtaining visas / transit visas and submitting passports at the embassies;
- Obtaining travel related insurances;
- Round the clock (24/7) availability of dedicated personnel for bookings / cancellation of tickets.
- Assisting travelers to get enrolled in frequent flyer programs;
- Provision of services at very short period of time when so required
- Offering and exploring the best suitable flight schedules and best fare offers / promotions / discounts on air fares
- The Agency shall intimate and transfer all additional discounts that are given by authorities/airline to GHD
- Travel arrangements through foreign carriers not operating in Pakistan
- Provision of hotel / car rental services when required

- Provisions of tours / leisure travels / holiday travel services
- Arrangements of prepaid ticket advice (PTA); and
- Travel reservations, issuance and delivery of E-tickets or paper tickets for air transportation with advance seat assignments;
- Securing reservations for lodging accommodations set per diem for domestic and international locations or as directed by IHN;
- Advice on necessary health requirements, including types of inoculations and vaccinations whether required or suggested for foreign travel;
- Detailed travelers' itineraries;
- Management information and billing reports derived from the booking database;
- Collection & reporting of total expenditures by airline/hotel chain;

Contractor's Service Requirements:

The Contractor shall perform the following:

A. The Contractor shall provide off-site service, **Monday through Saturday, compatible with GHD standard workday schedule** excluding the official holidays. The Contractor should provide GHD with exact physical address and other branches of operation in case in-person service is requested by GHD official travelers.

B. The Contractor shall provide GHD with a 24-hour phone number accessible by travelers to perform emergency itinerary changes and emergency services outside regular business hours. The Contractor shall be responsible for ensuring that any subcontractor providing such emergency service complies with all conditions of the contract.

C. The Travel Counselors/Reservationists shall have been trained in operating the proposed automated reservation and ticketing equipment.

D. The traveler is responsible to managed the invoicing protocols as prescribed by GHD finance for timely payments of service as per agreed payment methods.

Contractor's other Service Requirements:

In addition to providing the services listed under the scope of work, the Contractor shall perform the following:

A. When requested, provide on an open-market basis, complete personal travel services and support for GHD employees requesting personal (unofficial) travel arrangements. However, no individual is required to use the services under this contract for personal travel.

B. Promotional or other types of discount fares can be used under this contract provided that the contractor shall not use any restricted fare which provides for a monetary penalty for itinerary changes or flight cancellations without consulting the program officer/assistant in charge of the relevant official travel arrangements first.

C. When GHD official travelers include personal legs of travel in their official itineraries, the

contractor should be able to separate the official cost from the personal cost on a cost construct basis and coordinate payment of the personal difference with the traveler directly.

Payment Method:

All travel services including transaction fees (listed below) are paid on monthly basis. However, bi-weekly or monthly documentation detailing tickets issued, or other travel reservations made, are required to be provided to IHN and GHD office.

Transaction Fee Procedures:

A. These procedures apply only to official GHD travel, not personal. Any transaction fee charged to an individual on personal travel shall be between the traveler and the Contractor.

B. As directed by GHD, when the Contractor is required to arrange for official air transportation & hotel arrangement of one or more individuals, the Contractor may charge only one transaction fee per itinerary per individual when the ticket / hotel arrangement is managed. Until such time as GHD requests the Contractor to issue and the Contractor actually issues a ticket for transportation, no transaction fee shall be charged for any services associated with that transportation, including but not limited to:

- the original transportation reservations;
- changes to the original transportation reservations;
- lodging reservations;
- car rental reservations; and

C. Once the official ticket is issued, if the traveler requests a personal change in that ticket that requires ticket reissuance, the Contractor shall charge the traveler directly any additional transaction fee associated with the ticket change. However, if the change is requested by GHD for official purpose, GHD will cover the additional transaction fee. No additional transaction fee shall be charged for any other services.

D. After ticket issuance, if the Contractor must change and/or change and reissue the ticket because the Contractor or GHD discovers a Contractor-caused error in the routing, carrier or other problem, there shall be no additional transaction fee charge.

Business Registration Notice:

Any travel agency submitting a proposal is required to be in good business standing and should adhere to all IATA & State Regulations and to all other applicable registrations laws. Proof of a valid business registration is required prior to conducting business with IHN. Failure to submit such valid registration with a bid will render the bid materially non-responsive.

License and Permits:

The contractor shall obtain and maintain in full compliance and effect all required licenses, permits, and authorizations necessary to perform this contract. The Contractor shall supply IHN with evidence of all such licenses, permits and authorizations. This evidence shall be submitted subsequent to the contract award.

Implementation Plan:

It is essential that IHN-GHD move forward quickly to have the contract in place. Therefore, the Bidder must include as part of its proposal a travel company profile that would be forwarded to IHN.

Price Sheet and Supporting Detail:

Please submit a price schedule of the per-transaction fixed fee services that will be provided to IHN- Global Directorate as per Annexure # A

Meet or Exceed Requirements

The requirements provided in this document are the minimum requirements of GHD. The applicants must meet the minimum requirements. The applicant may exceed these requirements for the successful practical implementation. But in such a case additionally proposed or altered specifications/requirements should clearly be highlighted to enable GHD to clearly identify modified specifications/requirements.

Notification of Award

Prior to the expiration of the period of RFP validity, the GHD will notify the successful vendor in writing that its tender has been accepted.

The notification of award will signify the formation of the Contract subject to the signing of the contract between the vendor and the GHD. Simultaneously the other participants shall be notified that their proposal have not been successful.

Price Schedule **Annexure # A**

No.	Description	Agency Charges (% of ticket Cost / Air Fare etc.)
A	**Air Travel & Support Services**	
1	Domestic Air Tickets- Economy Class	
2	International Air Tickets- Economy Class	
3	Visa Processing Service	
4	Refund on cancellations	
5	Reissuance/Revalidation of Tickets Domestic	
6	Reissuance/Revalidation of Tickets International	
7	Chamber of Commerce Certificate for International Travel	
8	Police Character Certificate	
9	Attestation certificate for International Travel	
10	Any other Certificate	
11	Assistance for New Passport & Renewal	
12	Travel Insurance	
B	**Hotel Service**	
13	Domestic Hotels Accommodation	
14	International Hotels Accommodation	
15	Meals Service Charges	
16	Registration for Conference	
C	**Car Rental Service**	
17	Car Rental Service	
D	**Rail & Bus Tickets-Domestic & International**	
18	Rail Tickets-Domestic	
19	Rail Ticket – International	
20	Bus Tickets – Domestic	
E	**Any other Services**	
21	Credit limit	
22	Payment Terms	
23	Taxes Structure	
24	Service Timing	
25	Value Added Service	
26	Hotels on Boards Detail	
27	Past Service Experience with other National/ International Development Sector –NGO's (List of Clients & their Annual volumes)	

Technical Evaluation Criteria **Annexure # B**

S. No.	Evaluation Ground	Criteria	Marks
A	Experience in the field, in number of year, since inception of business operations as registered travel agent at Registered with relevant Govt. and International Department	(2 Marks for 3-5 years; 5 Marks for 6-8 Years , 7 Marks for 9-15 Years & Max 10 marks for 15 years plus experience)	10
B	No. of clients. Clientele of the applicant	(1 mark for each of the Local & International Development sector , NGO's & Health Sector) subject to maximum of 5 marks for each of the mentioned categories)	10
C	Geographical Coverage- Head office & sub offices locations	(2.5 marks each for Offices at Karachi, Lahore ,Islamabad & Peshawar)	10
D	Payment Credit period	Up to 30 days= 5 Marks Up to 45 days= 10 Marks Up to and above 60 days= 15 Marks	15
E	Credit Limit	Up to Rs. 500,000 = 5 Marks Up to 1 million= 10 Marks Above one million= 15 Marks	15
F	Working Hours -Customer Care	Provision of 24/7/365 days services 5 Marks – at travel agents office, 5 Marks – services availability or have office desk at the Airport, 3 Marks – on personal cell phone or landline 2 Marks - for dispatch rider services	15
G	Other related services	(5 Marks – for Provision of travel related services aboard 4 Marks – for Visa processing services)	5
H	E-Ticketing Facility Available	Online E-Ticketing Facility	5
I	Charges Schedule for Arrangements of Travel & other Services as per Annexure # 1 domestic tickets	(Max marks to lowest charges rest pro rata)	50
J	Annual Turn Over	Annual Turn Over (Max Marks 15) Above Rs.50 million = 15 Above Rs.40 million up to 50 million=13 Above Rs.30 million up to 40 million=9 Above Rs.15 million up to 30 million=7 Rs.10 Million & below = 5,	15
	Total		150

Applicant’s complying all mandatory requirements and securing 75% marks shall be considered as pre-qualified for required services.

Annexure # C

Mandatory Requirements for Applicants to Qualify

S.No	Attributes	Ref page # in Proposal
A	Complete company profile including name, registered office address, telephone, fax and e-mail address and web address, complete contact details of the contact person, details of branch offices and staff details (branch-wise).	
B	NTN, GST and IATA registration Certificates	
C	Last 3 years Audited Financial Statements/Bank certificate	
D	List of Clients as per Annex "C" must have at least 10 clients to its credit. Provide performance certificates from clients.	
E	Date of establishment of business and relevant business experience of at least for 3 years	
F	Established office setup in Karachi	
G	Duly filled in and signed & stamped charges schedule. Annex "F".	
H	Undertaking that the Applicant/firm and its employee(s) have never been blacklisted by any government, semi government, autonomous or state owned organization, national & or Local development sector and their cases regarding black listing are not under trial by any Court of Law.	

Proposal must follow the given Format.

Questions:

For queries against RFP a Pre Bid Session will be Organized with Potential Bidders on 6th January 2020 at 15.00 hour GHD Office Located at Wood Craft Building – Korangi. For those who not attend the session send their queries via only written email address to Adnan Anwar at adnan.anwar@ghd.ihn.org.pk and copied to Imran Ahmed at ahmed.imran@ghd.ihn.org.pk till five days prior to the proposal submission date . Any query received after above mentioned timeline shall not be entertained.

The deadline to submit questions is **by no later than close of business on Monday, 13 January 2020**