

REQUEST FOR QUOTATION (RFQ)

DESCRIPTION: Provision of Air Ticketing Services -Domestic/International

DEADLINE DATE FOR SUBMISSION OF RFQ: 02 March, 2021

POSTING DATE: 16 February, 2021

Khyber Pakhtunkhwa Revenue Mobilization and Public Revenue Management Program (KPRM & PRMP) is project implemented by Finance Department Government of Khyber Pakhtunkhwa. The project intends to use part of the proceeds for Procurement of services of Air Tickets.

KPRM & PRMP now invites sealed technical proposals from eligible offerors, based on the following Terms and Conditions, on offerors letter head.

The Request for Quotation offer, and accompanying documents must be received by Khyber Pakhtunkhwa Revenue Mobilization & Public Resource Management Program FF-32 Deans Trade Centre, Peshawar Saddar not later than **02 March, 2020**.

Terms and Conditions:

- i. Ticketing agency must have office in one or more capital cities of Pakistan.
- ii. Ticketing agency must have established office in commercial area of the city / cities.
- iii. Availability of Tax exemption certificate (if applicable) / or having NTN and other provincial tax registration is mandatory.
- iv. Offeror must have a valid landline number and domain for proper official email ID and website (desired).
- v. Offeror must have IATA memberships and other provincial / federal licensed.
- vi. Extended working hours availability / valid helpline (24/7) or services via email, are also essential for qualification for this contract.
- vii. Ticketing agency must have a proper bank account on the name of the business, for the payment of the services via cross cheque.
- viii. Ticketing agency must have a sound financial record and willingness to extend at least ONE month credit line after receiving of bills in the office.
- ix. Offeror must have a decent cancellation policy with minimum liability on cancellation of any ticket / booking with minimum time.
- x. In case nomination changes from department's side after booking of tickets, ticketing agency must have a fare policy to change of name of person on whom ticket been issued.
- xi. All reservation will be in Economy class, ticketing agency Shall have capacity to upgrade tickets in the same fare where possible (in group traveling).
- xii. Ticketing agency should have a system to inform the traveler via call / sms / whatsapp in case of delay in the flight / route / cancellation etc.
- xiii. Offeror is not supposed to charge any hidden charges in bill.

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FINANCE DEPARTMENT**

- xiv. Offerors must mention the format of computerized bill / head of charges, in case they charge above the charges of any airline cost mention on website / online booking / OR discount offer in online booking.
- xv. Charges **MUST** be inclusive of all the taxes, charges etc. and no additional cost shall be claim over and above the billed amount of the ticket cost.
- xvi. Bill charged **MUST** be in Pakistani Rupees and no additional cost shall be claimed in case of at least one month credit line time, including but not limited to conversion rate of USD to PKR.
- xvii. Fare variation would not be applied on the tickets once booked (Fare must be valid for at least 3 working days).
- xviii. Extra Charges on Excess Baggage/Lost Baggage must be mention separately in your proposal.
- xix. Service Provider Must mention Table of fee and charges (if any) for provision of Travel Management Services (Service Charges on Ticketing, Service Charges on Cancellation, Service Charges on Reissuance).
- xx. Operates as a travel agency for a minimum period of 5 years.
- xxi. Maintains a good track record in serving Government Departments and medium to large multi-national corporations.
- xxii. Financially capable of rendering services to KPRM & PRMP.
- xxiii. Maintains facilities of on-line automated reservation and ticketing program.
- xxiv. Employs competent and experienced travel experts, especially in ticketing and fare computations, as evidenced by their track record.
- xxv. Secretary Finance is the competent authority for grievance redressal.

Coordinator
Khyber Pakhtunkhwa Revenue
Mobilization & Public
Resource Management Program