TRADING CORPORATION OF PAKISTAN (PVT) LIMITED
MINISTRY OF COMMERCE
GOVERNMENT OF PAKISTAN

Tender Notice No.TCP/A&C/Travel Agent /01/2025 Dated: 27-05-2025

TENDER NOTICE
TENDER FOR ENLISTMENT OF LICENSED TRAVEL AGENT/AGENCY/COMPANY/FIRM FOR BOOKING AIR TICKETS

Trading Corporation of Pakistan (Pvt.) Limited, (TCP) Karachi, a state-owned enterprise working under the administrative control of the Ministry of Commerce, Government of Pakistan, invites sealed Bids/ Proposals from reputed travel agents/agencies/companies/firms, for the enlistment of licensed travel agents/agencies/companies/firms as per The Travel Agencies Act, 1976 and Rules 1977, for the booking of domestic & international air tickets.

2. Interested travel agents/agencies/companies/firms registered with Income Tax, Sales Tax authorities/Sindh Revenue Board (SRB), and are on the active taxpayer list, may submit their bids on E-PADS. Bidding will be conducted under Rule 36(a) of the Public Procurement Rules, 2004. i.e., Single Stage One Envelope procedure. Therefore, interested Firms should register themselves on the EPADS at https://eprocure.gov.pk/#/supplier/ registration before the closing date of the tender and submit their bids accordingly. For registration/guidance/training on EPADS, firms/individuals may contact EPADS on the UAN: 051-111-137-237 or through the website www.ppra.org.pk.

3. The travel agents/agencies/companies/firms should be registered/members of IATA-accredited agencies & Department of Tourism Services (DTS) or the relevant provincial Ministry/Department & shall provide proof accordingly.

4. The travel agents/agencies/companies/firms will submit a scanned copy of the bid security with the bid(s)/proposals online on the EPADS on or before the date **16th of June 2025,** Time **11:00 A.M** & submit the physical original bid security before the opening of tender otherwise the bid(s)/proposals shall be declared as non-responsive.

5. The proposal/offers/bid(s) shall be opened on the same day at **11:30 A.M** in the TCP's Board Room in the presence of members of the TCP Procurement Committee and authorized representatives of the travel agents/agencies/companies/firms who may wish to be present.

6. Documents containing detailed Tender Documents & the Terms and Conditions can be downloaded from TCP's website (www.tcp.gov.pk) as well as PPRA's website (www.ppra.org.pk) as well as E-PADS website (https:// eprocure.gov.pk).

7. The reputable travel agents/agencies/companies/firms that have defaulted in their contract(s) awarded by TCP, or any other Government/Semi-Government Organization, are not eligible to participate in the tender. The bidder(s) who have not fulfilled their contractual obligation with TCP are also not eligible to participate in the Bid(s) unless they clear their dues along with penalties or fulfill their contractual obligations with TCP before opening the bids. Detailed requirements are indicated in the Tender Document containing the tender terms & conditions.

8. TCP reserves the right to accept or reject any or all offer(s)/bid(s) wholly or partially as per PPR-2004.

(Ali Raza Altaf)
DGM Incharge (A&C)
021-99207542

ٹریڈنگ کارپوریشن آف پاکستان (پرائیویٹ) لمیٹڈ

Trading Corporation of Pakistan (Pvt) Limited

Tender Notice No.TCP/A&C/Travel Agent /01/2025 **Dated: 27-5-2025**

TENDER FOR ENLISTMENT OF LICENSED TRAVEL AGENT/AGENCY/COMPANY/FIRM FOR BOOKING AIR TICKETS

TENDER DOCUMENT

ISSUED BY

Trading Corporation of Pakistan (Pvt.) Limited, Karachi
TCP

DEFINITION

a) "EMPLOYER" means the Trading Corporation Pakistan (TCP).

b) "EMPLOYER'S REPRESENTATIVE" means a person designated by the Trading Corporation of Pakistan to act on behalf of the EMPLOYER in all matters arising out of the contract.

c) "OWNER" means the Trading Corporation Pakistan (Pvt) Limited (TCP).

d) "TRAVEL AGENT" wherever used shall mean the successful bidder/travel agents/agencies/companies/firms/person as defined in Income Tax Rules/Ordinance who have been enlisted/whose offer has been accepted by the EMPLOYER and who has been awarded the work/service as mentioned in Scope of Work.

e) "CONTRACT/AGREEMENT" wherever used shall mean mutual, legally enforceable obligations between TCP & the successful bidder whose offer has been accepted.

SCOPE OF WORK

a) The TRAVEL AGENT shall provide air tickets for domestic & International travel and make travel bookings as per the directions of the EMPLOYER REPRESENTATIVE(S).
b) Air tickets shall be provided according to the EMPLOYER'S REPRESENTATIVE(S) specifications on a "NEED BASIS".
c) The TRAVEL AGENT shall provide 24-hour service to facilitate the EMPLOYER regarding travel arrangements and related services.
d) The services shall be procured based on "AS AND WHEN REQUIRED".
e) The TRAVEL AGENT shall identify the lowest fare.
f) The TRAVEL AGENT should offer a wider choice of airlines while ensuring bookings are made at the lowest rates.
g) The TRAVEL AGENT shall facilitate all travel plans as directed by the EMPLOYER'S REPRESENTATIVE(S), i.e., it shall purchase the air tickets, make bookings and reservations, and assist with seating requirements and other formalities.
h) Provide detailed itineraries, including airport information, to EMPLOYER REPRESENTATIVE(S).
i) The TRAVEL AGENT should also provide cancellation charges (if any).
j) The TRAVEL AGENT shall provide consultation and planning of travel itineraries.
k) The TRAVEL AGENT shall provide Booking of flights, accommodation, transportation, tours, and other travel-related services.
l) The TRAVEL AGENT shall assist with travel insurance and visa applications (if required).



TERMS & CONDITIONS

Trading Corporation of Pakistan (Pvt.) Limited, (TCP) Karachi, a state-owned enterprise working under the administrative control of the Ministry of Commerce, Government of Pakistan, invites sealed Bids/ Proposals from reputed travel agents/agencies/companies/firms, for the enlistment of licensed travel agents/agencies/companies/firms as per The Travel Agencies Act, 1976 and Rules 1977, for the booking of domestic & international air tickets.

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3. The travel agents/agencies/companies/firms should be registered/members of IATA-accredited agencies & Department of Tourism Services (DTS) or the relevant provincial Ministry/Department & shall provide proof accordingly.

4. The travel agents/agencies/companies/firms will submit a scanned copy of the bid security with the bid(s)/proposals online on the EPADS on or before the date **16th of June 2025,** Time **11:00 A.M** & submit the physical original bid security before the opening of tender otherwise the bid(s)/proposals shall be declared as non-responsive.

5. The proposal/offers/bid(s) shall be opened on the same day at **11:30 A.M** in the TCP's Board Room in the presence of members of the TCP Procurement Committee and authorized representatives of the travel agents/agencies/companies/firms who may wish to be present.

6. Documents containing detailed Tender Documents & the Terms and Conditions can be downloaded from TCP's website (www.tcp.gov.pk) as well as PPRA's website (www.ppra.org.pk) as well as E-PADS website (https:// eprocure.gov.pk).

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8. TCP reserves the right to accept or reject any or all offer(s)/bid(s) wholly or partially as per PPR-2004.

9. The general terms & conditions are given below:

1. GENERAL TERMS AND CONDITIONS:

a) The tender shall be prepared and submitted to the TCP strictly in accordance with the instructions set forth herein.

b) The travel agents/agencies/companies/firms must read the terms & conditions of this tender document, tender notice, and relevant laws carefully prior to submission of bids/offers.

c) All entries in the tender are to be in the ENGLISH LANGUAGE, duly signed by the authorized person(s).

d) The tender is constituted for a term of three (03) years & can be terminated earlier in accordance with the provisions in Section 1(g).

e) The duration of the CONTRACT/AGREEMENT shall initially span one (01) year, commencing from the date of signing of the Contract. The EMPLOYER reserves the right to extend or renew the contract for an additional period of one (01) year. Furthermore, the contract may be extended or renewed for a maximum/total duration of three (03) years on an annual basis, contingent upon satisfactory performance and mutually agreed upon terms and conditions.

f) The bill(s) will be paid within 30 days of submission of invoices after deduction of applicable taxes as per the Law. However, all taxes, already in place or revised/levied by the Government/relevant authorities during the currency of the contract executed against this tender, shall be applicable and the same shall be deducted from the payments/payables by the EMPLOYER in accordance with law. No claim in this regard shall be considered.

g) Either Party hereto may terminate this CONTRACT during the Term thereof, upon providing the other Party with not less than one (1) month's prior written notice, contingent upon the existence of material and substantiated cause warranting such termination. Such termination shall take effect following the expiration of the aforementioned notice period, subject to mutual acknowledgment of the justifying grounds by both Parties.

h) The travel agents/agencies/companies/firms must provide NTN, GST registration number & certificate issued by the Federal Board of Revenue/Sindh Revenue Board. Income Tax, GST/SST as applicable. The bidder must be on the Active Taxpayer list/verifiable from the FBR website.

i) If the bidder/travel agents/agencies/companies/firms wishes to seek clarification or meaning of any part of the Tender Documents, they may address their inquiry in writing to The Deputy General Manager In-charge (A & C), Trading Corporation of Pakistan, 4th, 5th Floor Block B, & 8th Floor, Block A, FTC Building, Shahra-e-Faisal, Karachi. Such questions shall be received no later than 7 days before the date of opening of the Tenders.

j) No alteration, unless authorized in writing by the EMPLOYER, may be made in the CONTRACT or the accompanying Tender Documents. Any technical or other comments that are desired to be made shall not be placed in the Tender Documents but shall take the form of a separate statement, as brief as possible, and referring to items, clauses, and pages of the Tender Documents.

k) Tenders will be opened by the Procurement Committee in the presence of the travel agents/agencies/companies/firms or their authorized representatives, who may like to be present.

l) EMPLOYER reserves the right to reject any or all bid(s) without giving any reason. EMPLOYER reserves the right to scrap the Tender without giving any reason to the bidder(s). EMPLOYER shall, upon request, communicate to any bidder(s) who submitted a bid(s) or proposal(s) the grounds for rejection of the bid(s) or proposal(s), but EMPLOYER is not required to justify those grounds.

m) The EMPLOYER shall disqualify the firm if it finds at any time that the information submitted by the firm concerning its qualifications was false and materially inaccurate.

n) The entire financial liability in respect of air ticketing would be the sole responsibility of the enlisted travel agents/agencies/companies/firms.

o) The enlisted travel agents/agencies/companies/firms shall be solely responsible for redressing grievances and resolving disputes with airlines during the ticketing process.

p) Upon selection, the selected/enlisted travel agents/agencies/companies/firms shall not be allowed to transfer, assign, pledge, or sub-contract their rights and liabilities under this agreement to any other service provider or organization.

q) The enlisted agents must be financially sound to be willing to do business on a credit basis for at least 30 days. Payment shall be made within 30 days of submission of invoices as per Section 1(f).

r) The credit limit for local air ticketing shall be **Rs. 2,000,000/-** (Rupees two million only) & for international air ticketing **Rs. 3,000,000/-** (Rupees three million only).

s) The EMPLOYER requires that participants of the tender under their contracts observe the highest standard of ethics during the procurement and execution of such contracts. In pursuit of this policy, the following terms are defined hereunder:

   i. **"Corrupt Practice"** includes offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to improperly influence the actions of another party.
   ii. **"Fraudulent practice"** includes any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation.
   iii. **"Coercive practice"** includes impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party.

t) The bidder involved in practice as mentioned in Section 1(S)(i)(ii)(iii) shall be blacklisted as per the rules.

u) The bid(s)/proposal(s) submitted, including the bid security, shall be valid for ninety (90) days.

2. INSTRUCTIONS TO BIDDERS:

a) The Tender Documents should be duly signed on each page without overwriting.

b) The bid should be accompanied by the following documents (all documents should be in the name of the bidder(s)): -

i. Attested copy of valid CNIC of the Authorized Person(s).

ii. Attested copy of NTN/GST Registration Certificate.

iii. Name, Designation, Office phone number, and Mobile number of the Authorized Person(s).

iv. Tender document, each page of the tender document shall be signed/stamped by the bidder(s), as acceptance of terms & conditions.

v. Affidavit on judicial stamp paper of Rs.100/- to the effect that the bidder has never been blacklisted by EMPLOYER or any other Government/semi-Govt. Department.

vi. The travel agents/agencies/companies/firms should be registered/members of IATA-accredited agencies & shall provide the proof accordingly. The travel agents/agencies/companies/firms should be registered with the Department of Tourism Services (DTS) or the relevant provincial Ministry/Department & shall provide proof accordingly.

c) Bids received through fax, email, or any other means, except as prescribed above, shall not be considered.

d) The proposals should not have any overwriting or cutting. Bids with any of the aforementioned defects will not be considered.

e) The bids/proposals of the travel agents/agencies/companies/firms shall be evaluated according to the criteria given in **Annex I.**

f) The agreement to be signed between the EMPLOYER & the enlisted TRAVEL AGENT is provided in **Annex II.**

3. ELIGIBILITY CRITERIA:

a. The travel agents/agencies/companies/firms which are blacklisted by the EMPLOYER, or any other Government/semi-Government entity shall not be eligible to participate in the tender. Furthermore, the companies that have failed to

fulfill any contract with TCP or have defaulted on any contract shall not be eligible to participate in the tender.

b. The travel agents/agencies/companies/firms that have not fulfilled their contractual obligation with TCP shall also not be eligible.

c. The travel agents/agencies/companies/firms that are not registered with sales tax and Income Tax authorities and not on the Active Taxpayer list shall not be eligible to participate in the tender.

d. Bids not complying with the instructions in this tender or submitted conditionally or without requisite documents shall be rejected.

e. Conditional or partial, or incomplete bids by the bidder(s) will be rejected.

f. The travel agents/agencies/companies/firms should be registered/members of IATA-accredited agencies. The travel agents/agencies/companies/firms should be registered with the Department of Tourism Services (DTS) or the relevant provincial Ministry/Department.

4. BID SECURITY:

a. Bid(s) shall be accompanied in original by a Bid Security worth **Rs. 250,000/-** in the shape of a Pay Order/Bank Draft in favor of **"Trading Corporation of Pakistan (Pvt) Limited"**. The original bid security shall be submitted physically before the opening of the bid & the photocopy/scanned copy of the Pay Order/Bank Draft in favor of **"Trading Corporation of Pakistan (Pvt) Limited"** shall be uploaded on E-PADS at the time of submission of bid, in case of non-submission of bid security, in physical or on EPADS the bid shall be considered non-responsive.

b. The Bid Security of the unsuccessful Bidder(s), including those Bid(s) that are not accepted for any reason, will be returned after the completion of the tender process.

c. The Bid Security of the successful bidder(s) will be released only after the signing of the contract. In the event of a refusal to sign the contract, Bid Security will be forfeited.

5. ARBITRATION:

Any difference/dispute, or liability of whatsoever nature arising out of the contract or in any way relating to the contract or its construction or fulfillment should be settled, as far as possible, amicably between TCP and the Travel Agent. Should the parties fail to come to an amicable settlement, the same shall be referred to the Chairman of TCP for final decision. The decision of the Chairman of TCP shall be final and binding on both parties, i.e., Travel Agent & Employer.

ANNEXURE-I

BID EVALUATION CRITERIA

- Participants in the tender failing in the mandatory requirements mentioned in section A will be disqualified.
- Successful participants of the tender must obtain equal to or above 60% marks.
- Participants of the tender obtaining less than 40% marks in any section of the evaluation criteria shall be disqualified.
- The following factors have been considered as the basis of evaluation:

SECTION –A

S.NO	Parameters	Yes	No
1	a) NTN Certificate. (Please provide a copy of the NTN Certificate.) b) GST Certificate. (Please provide a copy of the GST Certificate.) c) The Firm/company should be registered/ a member of IATA-accredited agencies. (Please provide evidence.) d) The Firm/company should be registered with the Department of Tourism Services (DTS) or the relevant provincial Ministry/Department. (Please provide evidence.)		
2	Provide duly signed and stamped Tender Notice, terms and conditions, technical compliance sheet, any other requirements, etc., included in Tender documents & agreed to execute the work accordingly.		

SECTION -B
RATING SUMMARY (PERFORMANCE CRITERIA)

NAME OF BIDDER: _____

S. No.	DESCRIPTION	RATING	
		MAX (%)	OBTAINED
1	Status of the Firm & General Requirements	35	
2	References and Past Experiences	35	
3	Capabilities and Physical Demonstration	30	
	Total	100	

1. STATUS OF FIRM AND GENERAL REQUIREMENTS

Sr.	DESCRIPTION	%	MAX	OBTAINED
1.1	**Type of Firm** ☐ Public / Private Limited ☐ Proprietorship *(Please provide a certificate of incorporation.)*	100% 50%	10	
1.2	**Established Offices** ☐ Registered Offices in Karachi, Lahore & Islamabad ☐ In any two (02) cities (Karachi, Lahore & Islamabad) ☐ In only one (01) city (Karachi, Lahore & Islamabad) *(Please provide full contact information of all offices located across the country, along with telephone numbers.)*	100% 60% 20%	10	
1.3	**Average Annual Turnover in the last 3 years** ☐ Between 08 to 10 million ☐ Between 06 to 08 million ☐ Between 04 to 06 million ☐ Between 02 to 04 million ☐ Equal to or less than 01 million *(Please provide annual report/income tax return/bank statement as evidence.)*	100% 70% 40% 10% 0%	15	
	TOTAL		35	

2. REFERENCES AND PAST EXPERIENCES

Sr.	DESCRIPTION	%	MAX	OBTAINED
2.1	**Total work Experience** ☐ Above 10 years ☐ B/w 5-10 years ☐ B/w 1-5 years ☐ Less than 1 year *(Please provide copies of work orders or other related documents.)*	100% 70% 40% 10%	35	
	TOTAL		35	

3. CAPABILITIES AND PHYSICAL DEMONSTRATION

Sr.	DESCRIPTION	%	MAX	OBTAINED
3	**The firm/company has provided a company profile, details of office setups, detail/ profile of the key personnel working.** ☐ Provided all three details. ☐ Provided any two ☐ Nothing Provided	100% 50% 0%	30	
	TOTAL		30	

4. SERVICE CHARGES

Sr.	SERVICE CHARGES	In Rupees & Words
1	Domestic Airline Ticket Service Charges	
2	International Airline Ticket Service Charges	
3	Flight Cancelled Charges Service Charges	
4	Airline Ticket Refund Service Charges	
5	Airline Ticket Exchange Service Charges	

ANNEXURE-II

CONTRACT/AGREEMENT

Trading Corporation of Pakistan (TCP)
AND
[Travel Agent Name]

THIS AGREEMENT is made and entered into on this ___ day of _____, 2025, by and between:

Trading Corporation of Pakistan (TCP), having its registered office at [_____], hereinafter referred to as the **EMPLOYER**,

and

[Travel Agent Name], having its registered office at [_____], hereinafter referred to as the **TRAVEL AGENT**

WHEREAS

The **EMPLOYER** requires the services of a **TRAVEL AGENT** for domestic and international travel arrangements, and the **TRAVEL AGENT** agrees to provide such services as outlined in this Agreement.

NOW, THEREFORE, THE PARTIES AGREE AS FOLLOWS:

Scope of Work:

1. The TRAVEL AGENT should provide air tickets for domestic and international travel and make travel bookings as per the directions of the EMPLOYER.
2. Air tickets shall be provided according to the EMPLOYER'S specifications on a "NEED BASIS."
3. The TRAVEL AGENT must provide 24-hour service to facilitate the EMPLOYER regarding travel arrangements and related services.
4. The services shall be procured based on "AS AND WHEN REQUIRED."
5. The TRAVEL AGENT shall identify the lowest available fare.
6. The TRAVEL AGENT should offer a wider choice of airlines while ensuring bookings are made at the lowest rates.
7. The TRAVEL AGENT shall facilitate all travel plans as directed by the EMPLOYER, including the purchase of air tickets, bookings and reservations, seating requirements, and other formalities.
8. The TRAVEL AGENT shall provide detailed itineraries, including airport information, delays, or cancellations of the flight to EMPLOYER.
9. The TRAVEL AGENT shall provide cancellation charges (if any).
10. The TRAVEL AGENT shall offer consultation and planning of travel itineraries.
11. The TRAVEL AGENT shall arrange bookings for flights, accommodation, transportation, tours, and other travel-related services.
12. The TRAVEL AGENT shall offer assistance with travel insurance and visa applications (if applicable).

Duration of the Agreement:

1. This Contract/Agreement shall initially span one (01) year, commencing from the date of signing of the Contract/Agreement.

2. The EMPLOYER reserves the right to extend or renew the contract for an additional period of one (01) year.
3. The Contract/Agreement may be extended or renewed for a maximum/total duration of three (03) years on an annual basis, contingent upon satisfactory performance and mutually agreed terms and conditions.

Financial Terms:

1. The TRAVEL AGENT must be financially sound and willing to do business on a credit basis for at least 30 days.
2. The bill(s) will be paid within 30 days of submission of invoices after deduction of applicable taxes as per the Law. However, all taxes, already in place or revised/levied by the Government/relevant authorities during the currency of the contract executed against this tender, shall be applicable and the same shall be deducted from the payments/payables by the EMPLOYER in accordance with law. No claim in this regard shall be considered.
3. The credit limit for local air ticketing shall be **Rs. 2,000,000/-** (Rupees two million only) & for international air ticketing **Rs. 3,000,000/-** (Rupees three million only).

Dispute Resolution:

1. Any difference, dispute, or liability of whatsoever nature arising out of this Contract/Agreement or in any way relating to the Contract/Agreement or its construction or fulfillment shall be settled amicably between the EMPLOYER and the TRAVEL AGENT.
2. If the parties fail to reach an amicable settlement, the matter shall be referred to the Chairman of TCP for a final decision.
3. The decision of the Chairman of TCP shall be final and binding on both parties.

IN WITNESS WHEREOF, the parties have executed this Agreement as of the date first written above.

For and on behalf of Trading Corporation of Pakistan:

Signature: _____

Name: _____

Designation: _____

Date: _____

Witness:

Signature: _____

Name: _____

Date: _____

For and on behalf of [Travel Agent Name]:

Signature: _____

Name: _____

Designation: _____

Date: _____

Witness:

Signature: _____

Name: _____

Date: _____