



PLAN
INTERNATIONAL



INVITATION TO TENDER



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1. Background Information on Plan International

Plan International is an independent development and humanitarian organisation that advances children's rights and equality for girls.

We believe in the power and potential of every child, but this is often suppressed by poverty, violence, exclusion and discrimination, and its girls who are most affected. Working together with children, young people, our supporters and partners, we strive for a just world, tackling the root causes of the challenges facing girls and all vulnerable children.

We support children's rights from birth until they reach adulthood, and we enable children to prepare for – and respond to – crises and adversity. We drive changes in practice and policy at local, national and global levels using our reach, experience and knowledge.

We have been building powerful partnerships for children for over 80 years and are now active in more than 75 countries.

Read more about Plan International's Global Strategy: 100 Million Reasons at <https://plan-international.org/strategy>

2. Summary of the Requirement

Plan international Nepal has been working in Nepal Since 1978 together with local implementing partners to implement wide rang development projects. It has 140 plus staff to implement the projects in different project areas. Currently Plan is working in more than 27 districts of Nepal whereas its staff need to travel frequently to the districts to support communities and partners for official work. Similarly, plan staff also visit different country for attending training, workshop, meeting, and conference in different countries.

In this context, Plan needs domestic as well as international air ticketing services providers to provide domestic and international ticket for staff travelling for official business. Plan International country office Kathmandu is looking for air ticketing services providers (travel agents/airlines companies) for domestic and international air ticketing as below. Details is mentioned in the annexes.

- **Domestic air ticketing service**
- **International air ticketing service**

3. ITT Overview and Instructions

3.1 Overview

Plan International are inviting interested parties to submit a **[bid for services]** as part of a competitive process for **[the supply of domestic and international air ticketing services]**. Successful Bidder(s) will be expected to enter into a **Long-Term Agreement** on a **[exclusive basis]** with our organization. Plan International reserves the right not to award a contract as a result of this Invitation to Tender, or to award to multiple successful Bidders.

3.2 Instructions to Tenderers

These instructions are designed to ensure that all Bidders are given equal and fair consideration. It is the Bidders responsibility to ensure their offer is complete and that you provide all the necessary

information asked for in the format specified, or risk your offer being rejected. Further details can be found in section 9 of this ITT document, '**Submission Checklist.**'

Women-owned businesses and companies actively engaged or advancing gender equality and women empowerment in the workplace are especially encouraged to apply.

Documents comprising this tender pack are as follows:

- Ref No: 016-023/024- **Supply of domestic and international air ticketing services**
- **ANNEX-1.a.** Corporate discount on air fare for domestic flight
- **ANNEX-1.b.** Corporate discount on air fare for International flight
- **Annex-1.1.** Air ticket service-Domestic/International Flight-Evidence base information.
- **Annex-1.2.** Air ticket service-Domestic/International Flight-Declaration base information
- Non Staff Code of Conduct-Separately provide to the service providers

Tenderers are required to submit their proposal (bid), inclusive of all required annexes (hard copy), in a seal bid envelop in the address given below; No electronic submission is entertained and only accept the seal bid hard copy of the bid. Offers must be received by the deadline specified in the section '**3.3 Key Dates and Timelines.**'

Plan International Nepal,
Nepal Country Office
Maitri Marga, Bakhundole, Lalitpur-3,
Phone: 01-5535580

The offer and all correspondence and documents related to the tender must be written in [English Languages]

Each Tenderer or member of consortium or sub-contractor may submit only one offer.

- Unless stated otherwise, all communications from Bidders in relation to this tender, including Clarification Questions, must be directed to procurement@plan-international.org and must include the ITT reference number as below in the envelop as well as while seeking clarification
- Ref No: 016-023/024 **supply of domestic and international air ticketing services**

3.3 Key Dates and Timelines

The following table outlines the key dates and timelines associated with this tender process. Plan International reserves the right to change these at any time as the tender progresses. To maintain transparency, fairness, and adequate time to prepare your offers, Plan International will inform all interested Parties of any changes to these key dates and timelines simultaneously and in a timely fashion.

Activity	Deadline Date
Issue of Invitation to Tender	February 16, 2024
Deadline for supplier submission of clarifications questions	On or before February 23rd, 2024 by 5.00PM
Deadline for Plan to respond to clarification questions	On or before February 26th, 2024 by 5.00PM
Deadline for submission of offers (Required to submit bid, inclusive of all required annexes-hard copy in a seal bid envelop	On or before March 1st 2024 by 4.00PM

Note: Late submission of offers than the prescribed date and time will not be accepted and returned back immediately.

3.4 Pricing

Bidders are required to complete the Annexes and requirements attached separately in ‘Annexes 1.a, 1.b, 1.1 and 1.2. All prices must be quoted in [Nepalese currency], and inclusive of all applicable taxes.

It is expected that prices will be fixed for the duration of the contract and quotes valid for one-year period (**can be extended for extra two years** upon the mutual discussion following the Closing Date of this tender. If for any reason you are unable to guarantee fixed pricing for the duration of the contract, any projected price increases should be clearly stated in your tender.

To ensure a fair and transparent process, Plan International will not be able to divulge budget information relating to this tender or associated Projects. It is expected that Bidders submit their best possible financial offer at the point of submission.

The successful Bidder will be required to pay their staff who work on this contract **at least** the National Living Wage.

4. Specification and Scope of Requirement

Please refer to ‘1.a, 1.b, 1.1 and 1.2 for full details of the requirement.

5. Selection Criteria

Bids will be assessed against predetermined criteria which has been developed and agreed by the Tender Panel prior to launching this Tender process. The information gathered in ‘1.a, 1.b, 1.1 and 1.2’ and any other requested documentation, will be used to evaluate and score each bids (domestic and International air ticketing service) against this set criteria. Please find further details in the below table:

	Criteria	Tenderers must demonstrate.....	Weight
Compliance	Tender Compliance and Completion	<ul style="list-style-type: none"> Satisfactory completion of all documentation requested with sufficient information, submitted no later than the Closing Date specified. Agreement to our mandatory policies as set out in Non-Staff Code of Conduct. The travel agency must be registered with relevant authority of Nepal Government and registration should have been renewed as per the government law. Civil aviation authority's license if applicable PAN/VAT registration Latest FY tax clearance certificate or evidence letter form IRO about the date extension. Correct bank account in the name of the Hotel to make all payments through cross cheque or through online bank transfers. Vendor must be filled up with requested information, signed and stamped in each page of this documents including annexes. 	Pass/Fail. Bidders who do not meet these minimum requirements will not have their Bids further assessed.

Quality	Annex-1.1 and 1.2	<i>Evidence base information-27 Declaration base information-18</i>	45
Gender Responsive	Gender Sensitive Practices and Policies	Review organization profile-annex 1.1 for marking	5
Price	Discount provision (1.a and 1.b)	<ul style="list-style-type: none"> Completion of 'Annex 1.a, 1.b, with all requested information 	50

Note: Separate/same vendor can be selected for domestic and International air ticketing considering the bid offers. Supplier should apply for both (domestic/international) package as much as possible.

Evaluation of offers

The Tender Panel will review all Bids to ensure they meet the minimum requirements listed under the 'Compliance' section in the above table. Following this, each Bid will be assigned a score on the basis of predetermined criteria and their associated weighted scorings.

The contract(s) will be awarded to the Bidder(s) who represent the best overall value for Plan International in terms of the evaluation criteria set out above. By participating in this tender, you acknowledge and understand that Plan reserves the right to:

- Decide not to award to any supplier
- Decide to award to one or more suppliers
- Decide to readvertise the opportunity
- Not necessarily accept the lowest cost offer

Notification of award of contract will be issued via e-mail.

6. Terms & Conditions

By submitting a Bid as part of this Tender process, you also acknowledge and understand that:

- Plan International will not be liable for any costs or expenses incurred in the preparation of your offer
- You or your company will undergo vetting checks against an Anti-Terrorism and Sanctions Database as part of due diligence protocols
- Plan International reserves the right to keep confidential the circumstances that have been considered for the selection of the offers
- Part of the evaluation process may include a presentation from the Bidder and a site visit by Plan International staff, where applicable and necessary
- Plan International reserves the right to alter the schedule of tender and contract awarding
- Plan International reserves the right to cancel this tender process at any time and not to award any contract
- Plan International reserves the right not to enter into or award a contract as a result of this invitation to tender
- Plan International does not bind itself to accept the lowest, or any offer
- Any attempt by the Bidder to obtain confidential information, enter into unlawful agreements with competitors or influence the evaluation committee or Plan International during the process of examining, clarifying, evaluating and comparing tenders will lead to the rejection of its offers and may result in the termination of a current contract where applicable

- You accept in full and without restriction the conditions governing this tender as the sole basis of this competition, whatever its own conditions of sale may be, which you hereby waive
- You have examined carefully, understood and comply with all conditions, instructions, forms, provisions and specifications contained in this tender dossier. You are aware that failure to submit a tender containing all the information and documentation expressly required, within the deadline specified, may lead to the rejection of the tender at Plan International’s discretion
- You are not aware of any corruption practice in relation to this competition. Should such a situation arise, we shall immediately inform Plan International in writing
- You declare that you are affected by no potential conflict of interest, and that you and our staff have no particular link with other Bidders or parties involved in this competition. Should such a situation arise during performance of the contract, you shall immediately inform Plan International in writing
- You accept Plan International’s standard terms of payment which are 30 days after the end of the month of receipt by Plan of a proper invoice or, if later, after acceptance of the Goods or Services in question by Plan International Ltd

7. Plan International’s Ethical & Environmental Statement

- The organisation should establish environmental standards and good practices that follow the principles of ISO 14001 Environmental Management Systems, and in particular to ensure compliance with environmental legislation
- The organisation should seek to set reduction targets in areas where the organisation’s activities lead to significant environmental impacts

8. Submission Checklist

Document	Form
Annex 1.a,	Please complete with all requested information for Corporate discount on air fare for domestic flight with signed and stamped.
Annex 1.b	Please complete with all requested information Corporate discount on air fare for International flight signed and stamped
Annex-1.1	Please complete with all requested information as requested as evidence base information for quality evaluation.
Annex-1.2	Please complete with all requested information as requested as declaration base information for quality evaluation
Non-Staff Code of Conduct	Please sign and date this document and return in PDF format which will provide separately.
Company registration (legal documents) Registration/affiliation with sectoral business (if applicable)	<i>Copy of company registration, and renewed document Copy of company affiliation with sectoral business entity (if applicable) License to operate airlines business if airlines companies submitting the quotes (if applicable)</i>
PAN/VAT registration certificate	<i>Copy of PAN/VAT registration,</i>
Tax clearance certificate-latest prevailing financial year must be submitted-FY 2079/080	<i>Copy of tax clearance certificate of FY 2079/080 or letter of extension or any permission doc from IRO</i>

Annex-1.a

		Corporate discount on air fare for domestic flight (weightage 50)													
* Mention airlines name >>>>		Buddha Air		Yeti air		Shree airline									
SN	Description of services	Paid on NPR	Paid on USD	Paid on NPR	Paid on USD	Paid on NPR	Paid on USD	Paid on NPR	Paid on USD	Paid on NPR	Paid on USD	Paid on NPR	Paid on USD	Paid on NPR	Paid on USD
I.	Corporate Discount structure on domestic air ticketing for below route														
1	Kathmandu-Nepalgunj-Kathmandu														
2	Kathmandu-Dhangadi-Kathmandu														
3	Kathmandu-Biratnagar-Kathmandu														
4	Kathmandu-Bhairahawa-Kathmandu														
5	Kathmandu-Janakpur-Kathmandu														
6	Kathmandu-Pokhara-Kathmandu														
7	Kathmandu-Bharatpur-Kathmandu														
8	Kathmandu-Simara-Kathmandu														
9	Kathmandu-Bhadrapur-Kathmandu														
10	Kathmandu-Surkhet-Kathmandu														
11	Kathmandu-Jumla-Kathmandu														
12	Kathmandu-Dolpa- Kathmandu														
13	Nepaljunj-Jumla-Nepalgunj														
14	Nepalgunj-Dolpa-Nepalgunj														

* Note: 1. You are requested to write down the name of airlines in the given space in the table like Buddha Air, Yati Air etc.

2. It is mandatory to bid all items under domestics' flight (SN-I) if their flight is in operation to the specified locations in Nepal.

Annex-1.b.

		Corporate discount on air fare for International flight (50 %)	
		<i>Paid on NPR</i>	<i>Paid on USD</i>
II.	Corporate Discount structure on International air travel ticketing (on airlines rate)		
	<u>Airlines:</u>		
1	Indian Airlines		
2	Nepal Airlines		
3	Pakistan Int. Airlines		
4	Druk Air		
5	Emirates Airlines		
6	Air India		
7	Jet Air		
8	Malaysian Airlines		
9	Silk/Singapur Airlines		
10	Qatar Airways		
11	Gulf Air		

12	Thai Air		
13	Dragon Air/Cathay Pacific		
14	Biman Bangladesh		
15	Korean Air		
16	Etihad Airlines		
17	Oman Airlines		
18	Kenya Airlines		
19	China Air		
20	China Southern		
21	China Eastern		
22	Biman Airlines		
23	United Airways		
24	KLM		
25	American Airlines		
26	PIA		
27	Srilankan Airways		

28	Virgin Atlantic		
29	Qantas Airlines		
30	Turkish Airlines		
31	Malaysia Airlines		
32	Europe, Canada & USA domestic airlines ticket		
33	Indigo Airlines		
34	Spice Jet		
35	Air Arabia		
36	Air Asia		
37	Indigo Air		
38	Spice Jet		
39	Fly Dubai		
40	Air Arabia		
41	Other airlines if any		
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Note:

1. In case of international flight (SN-II), bid will be evaluated based on bidders' bid on most frequent used airlines like Thai Air, Qatar Airways, Etihad Airlines, Emirates, Turkish Airlines, Air Arabia, Biman Bangladesh, Fly Dubai, Malasian Airlines, Oman Air, Jet Airways, Air India etc.
2. If there is any other airlines operating/or stop to operate from Kathmandu, above mentioned list can be changed/adjust by the bidder accordingly.

Annex-1.2. Air ticket service-Domestic/International Flight-Evidence base information: (27 marks)

No.	Evaluation Criterias	Below information will consider while providing score. Bidders must submit documents to get the marks	Maximum Score	Bidders' response on defined criteria	
				If you submitted evidence, please write down "YES" under Documents Submitted column and otherwise write down "YES" under Documents not available column	
				<i>Documents Submitted</i>	<i>Documents not available</i>
1	Work experiences on Air Travel and Ticketing Business	<ul style="list-style-type: none"> ▶ 5 years and above experiences: 5 marks, ▶ others prorated at: number of work experience' years x 5/5 marks <i>(You need to submit experience organization profile reflecting your work experience, staff ratio-Men/women, working history etc)</i> 	5		
2	Provide the reference of experience letters from your clients to which the company has offered similar services in the last 3 years	<ul style="list-style-type: none"> ▶ 3 or more experience letters from different clients: 6 marks, ▶ Less than that prorated at: number of experience letters from different clients x 6/3 marks (One experience letter from one client will be considered) 	6		
3	Submit copy of International Air transport Association (IATA) Certificate or Evidence of Registration certificate for the same business.	<ul style="list-style-type: none"> ▶ copy of valid IATA certificate submitted: 2 marks, none Copy of any valid documents that reflects that airlines business is registered in appropriate authority. 	2		
4	Submit Copy of VAT/PAN registration Certificate, Tax clearance certificate of 2079/2080, company registration certificate	<ul style="list-style-type: none"> ▶ copy of valid certificate submitted: 3 marks, none 	3		

No.	Evaluation Criterias	Below information will consider while providing score. Bidders must submit documents to get the marks	Maximum Score	Bidders' response on defined criteria	
				If you submitted evidence, please write down "YES" under Documents Submitted column and otherwise write down "YES" under Documents not available column	
				<i>Documents Submitted</i>	<i>Documents not available</i>
5	Submit copy of Insurance documents with Insurance Company Ltd. (full insurance) with its full validity and concerned airlines security rating from the relevant agencies' report	<ul style="list-style-type: none"> ▶ copy of valid insurance documents: 3 marks, none ▶ copy of valid airlines security rating from the relevant agencies' report: 3 marks, none 	6		
6	Latest one-year (last year) audit report	<ul style="list-style-type: none"> ▶ Submit last year audit report which reflect company total turnover: 5 marks, none 	5		

Annex-1.3. Air ticket service-Domestic/International Flight-Declaration base information: (Weightage 18 marks)

No.	Evaluation Criteria	Weighting Score	Maximum Score	Bidders' response on defined criteria
				Write your comment on the below lines on the basis of your offered service provision (if the space is not enough, you can use the separate paper sheet)
1	Provision of credit sale	<ul style="list-style-type: none"> ▶ Credit sale for 30 days: 3 marks ▶ Credit sale less than 30 days: 0 marks 	3	
2	Delivery time upon request with conformation & reconfirmation	<ul style="list-style-type: none"> ▶ Immediate delivery service system: 3 marks, within 1 days; 1 marks, none 	3	
3	Cancelation provision	<ul style="list-style-type: none"> ▶ Cancelation provision on last minute (within 2 hrs) without any charges: 4 marks, ▶ Cancelation provision (charge) as per the airline's rules and regulation: 3 marks, none 	4	
4	Office service time	<ul style="list-style-type: none"> ▶ have services for 24 hours a day and 7 days/week: 3marks, ▶ within government working hours only: 2 marks, none 	3	

5	Suppliers willingness to provide multiple options of ticket	<ul style="list-style-type: none"> ▶ Provide at least three options (for international air ticketing ▶ Provide at least Y class- full fare and E class non- refundable options for domestic's air ticketing if required.-5 marks, none-0 	5	
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Signature of Authorized Person:

Name of Authorized Person:

Cell #.....

Name of Firm/Company:

Address:

Contact #:

E-mail ID:.....

Company Seal/Stamp