

“PRE-QUALIFICATION OF TRAVEL AGENTS”

Tender ID: EXIM/TDRS/Travel Agents/05/2022

1. EXIM Bank of Pakistan Limited has been established by the Government of Pakistan with an objective to promote, expand and provide diversification of the Export base at Pakistan and to encourage businesses by providing financial instruments/facilities to work on Import substitution products etc.
2. EXIM Bank invites sealed proposals from bidders registered with FBR for the Sales Tax and Income Tax & must be an Active Taxpayer (verifiable through ATL).
3. EXIM Bank intends to pre-qualify bidders for air ticketing & related services as and when required basis.
4. A Single Stage, One Envelope procedure shall be adopted as per Rule 36 (a) of the Public Procurement Rules, 2004.
5. Bids/proposals shall be valid for the period of 90 days.
6. A complete set of Prequalification Documents can be downloaded by interested bidders from PPRA website (<http://www.ppra.org.pk/>) can also be obtained from the office of undersigned during office hours.
7. Last date for submission of the proposal will be **08-July-22 at 11:00 AM** and will be opened on the same day at **11:30 AM** in the presence of bidders or their authorized representatives in the office of undersigned.

Designation: Manager Admin & Procurement
Exim Bank of Pakistan Limited
Office 510-512, 5th Floor, Evacuee Trust Complex,
F-5/1, Islamabad, Pakistan
Email: Munib.Aslam@eximbank.gov.pk



EXIM Bank of Pakistan Limited

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EXIM/TDRS/Travel Agents/05/2022

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| EXIM Bank of Pakistan Office # 510-512, 5th Floor, Evacuee Trust Complex, F-5/1, Islamabad Pakistan | Tel: +92 51 9211997 URL: www.eximbank.gov.pk |
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SECTION-I GENERAL

Introduction

The Government of Pakistan (“GoP”) has established the EXIM Bank of Pakistan Limited (“EXIM Bank”) with an objective to promote, expand and diversify the export base of the country by providing Export Credit insurance Lending facilities etc. for setting up export oriented and import substitution projects. The EXIM Bank will also provide guarantees, insurance, financing and other supporting services.

EXIM BANK intends to pre-qualify capable entities & companies (Sole Proprietors/Firms/Companies) for Air Ticketing & related services to facilitate its employees (hereinafter referred as “Services”), as on when required basis.

SECTION-II- Invitation for Pre-qualification (IFP)

- a) EXIM BANK intends to invite proposals from eligible and capable Sole Proprietors/Firms/Companies for the provision of air ticketing/travel consultancy etc. on as and when required basis.
- b) The eligible Bidders will be placed on EXIM BANK’s panel to provide the said required services to the EXIM BANK officials as and when required basis.
- c) Pre-qualification is open and available to Bidders with valid NTN and Sales Tax Registration, enlisted on Active Taxpayers List (verifiable from FBR official portal or otherwise) and must fulfill all legal criteria of registration.
- d) Bidders may obtain any further but relevant information regarding the nature and scope of work from the office of “Manager Admin & Procurement” as below mentioned address during office hours Monday to Friday (09:00 AM To 05:00 PM).
- e) Technical proposals for Pre-qualification must be delivered in sealed envelopes by hand to the office of undersigned on or before:

Manager Admin & Procurement

EXIM Bank of Pakistan

Office no 510-512, 5th Floor, Evacuee Trust Complex, Islamabad

not later than 08-July-22, 1100 Hrs. and be clearly marked

“Pre-qualification to enlist travel agent”

- f) EXIM BANK may reject all bids or proposals at any time prior to the acceptance of a bid or proposal.
- g) Bidders will be informed, in due course, of the result of the evaluation of proposals. Only Sole Proprietors/Firms/Companies prequalified under this process will be invited for submission of financial bid/Quotations on the basis of as and when required.

SECTION-III INSTRUCTIONS TO BIDDERS (ITB)

- a) EXIM BANK will prequalify and enlist prospective Bidders from among those who have submitted their proposals in accordance with the requirements of EXIM BANK to provide the Services described herein. The Prequalified Bidders shall be offered to submit their financials proposals/quotations, on as and when required basis and the work order shall be issued, accordingly to lowest quoted qualified Bidders. EXIM Bank will not be responsible for informing other bidders regarding the lowest quotation.
- b) The Proposals shall be prepared in the English/Urdu language.
- c) EXIM BANK shall reject any application in case of non-compliance with the requirements.
- d) The Bidders must respond to all questions and provide complete information as advised in this document. Failure or shortcomings to provide required and essential information shall result in dis-qualification of the Bidder.
- e) The prequalification or enlistments of Bidders does not constitute or create a retainer ship.
- f) The Bidders shall bear all costs associated with the preparation and submission of their respective Proposals and EXIM BANK will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the prequalification process.
- g) EXIM BANK requires that Bidders under their contracts to observe the highest standard of ethics during the procurement and execution of such contracts. In pursuit of this policy following terms are defined as hereunder;
 - i. “corrupt practice” includes offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly 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. “collusive practice” include an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;
 - iv. “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;
 - v. “obstructive practice” includes deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede EXIM BANK investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation, or EXIM BANK has a right to immediately reject a proposal for award if it determines that the Bidder recommended for award has, directly or through an agent, engaged in afore stated practices.
- h) A panel of Sole Proprietors/Firms/Companies will be selected after an open and transparent bidding process in accordance with Public Procurement Regulatory Authority (PPRA) Ordinance, 2002, and Rules, Regulations and Guidelines made thereunder.
- i) The Prequalified Sole Proprietors/Firms/Companies will be issued a Letter of Enlistment initially, for period of three (03) years as per open frame agreement. The Bidders shall abide by all terms and conditions stipulated therein.
- j) The services will be procured on the basis of “AS AND WHEN REQUIRED”.
- k) For clarification on any type of Service in Pre-qualification document, the Bidders may send a written request to EXIM BANK office, up till five (05) days before the proposal’s submission date.
- l) All clarifications will be communicated to the Bidders through e-mail (munib.aslam@eximbank.gov.pk) and shall be uploaded on the EXIM BANK website at the specific tender’s web page.
- m) Bidders shall ensure that the documents/information submitted with EXIM BANK is true and correct. Misleading information or any forged document (whenever it is noticed) will lead to the termination of service immediately and strict legal action will

be taken against the Sole Proprietor/firm/company which may lead to blacklisting of Sole Proprietor/firm/company.

- n) Bidders are under obligation to read and understand complete document, EXIM BANK shall not be responsible towards the Bidders for any of their claim or complaint which may arise in result of non-reading or misreading document by Bidders.
- o) EXIM BANK is the originator of document, any clarification or interpretation communicated by EXIM BANK, whether in response of a query or otherwise, shall be deemed final, conclusive and will remain unquestioned.
- p) Bidders shall not contact EXIM BANK on the matter relating to their Pre-Qualification Document from the time of opening till the time, the evaluation is finalized, and official communication is sent to them. Any effort by the Bidder to influence EXIM BANK in the Pre-Qualification Document evaluation shall result in the rejection of his proposal.
- q) The original Pre-qualification proposals shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the Bidder. Any such corrections must be initialed by the person or persons who sign(s) the Pre-qualification proposals.
- r) An authorized representative of the Bidders should initial on all pages of the Pre-qualification proposals.
- s) The Pre-qualification proposals shall be prepared and submitted together with two (02) copies in a plain sealed envelope and one (01) soft copy on a USB.
- t) The Bidders must provide its contact details including postal addresses, telephone numbers, email and website (if applicable) along with contact persons with the proposal.
- u) The Proposals shall be submitted before **08-July-22, 1100 Hrs.** and opened accordingly on **08-July-22, 1130 Hrs.** in front of all the Bidders or their representatives who chose to be present.
- v) EXIM BANK may reject any or all proposals at any time prior to its acceptance.
- w) In case of Local/National holiday on the submission date, the proposal can be submitted on next working day. The proposal shall be submitted on same time as defined in prequalification documents.

- x) The Pre-qualified bidders will be expected to commence the services on receipt of instructions from EXIM BANK.

SECTION-IV OBJECTIVE AND SCOPE OF WORK

A. OBJECTIVES

- a) To enlist the capable and eligible Sole Proprietors/Firms/Companies for Providing the Services as and when required by EXIM BANK.
- b) To ensure cost effective Services to EXIM BANK by Bidders.
- c) To ensure timely services of Bidders.
- d) To render excellence in quality, innovation, & cost-effective travel services with related products.

B. SCOPE OF WORK

- a) EXIM BANK is seeking travel service provider(s) to create a partnership with, which will explore the most beneficial financial opportunities through an innovative, flexible approach to travel management. While the EXIM BANK's corporate objective of cost reduction is paramount, travel is a personal experience and hence personal service is vital.
- b) It is expected that the appointed service provider(s) will customize its services for EXIM BANK's employees as much as possible to ensure the highest level of customer satisfaction with proactive participation in advising and guiding prospective travelers.
- c) The EXIM BANK requires services of service provider(s) who will render travelling solution to EXIM BANK's Office. The services will be rendered from the service provider(s) offices and an efficient, trained, capable competent and dedicated personnel (account manager) whom EXIM BANK can liaise with to manage the account.
- d) The service provider(s) must have a 24-hour service to facilitate EXIM BANK regarding travel arrangements and related services.
- e) Contingency plan with regards to personnel (Accounts Manager) and an ability to provide services during interruptions is a must requirement.

- f) Key outputs of service provider(s) will be to implement, co-ordinate the entire travel management based on the diversity of the individuals travel needs of EXIM BANK's personnel (s).
- g) The service provider(s) must commit to give individual solutions within the EXIM BANK's internal policies with the necessary flexibility to fulfill EXIM BANK's requirements as and when required.
- h) Provide detailed itineraries, including airports information to EXIM BANK authorized personals.
- i) The service provider(s) will also be required to provide cost effective and innovative solutions to EXIM BANK.
- j) The service provider(s) must have the capability of amending confirmed reservation as the need arise. List of cancellation charges of (if any) should also be provided by the travel agency.
- k) The successful service provider(s) will be required to conduct continuous workshops and or information sessions to EXIM BANK employees at EXIM BANK / Service Provider premises. (If required)
- l) The service provider(s) must provide a credit limit of Rs. 1 million for domestic travels and Rs. 2 million for International Tickets with 30 days credit limit period.
- m) A single monthly consolidated invoice of completed travels, along with complete details of each travel, shall be issued to EXIM BANK. Invoices received after 25th of any month shall be paid in next month.

SECTION-V ELIGIBILITY CRITERIA

The Bidders must comply with the following requirements.

- a) Sole Proprietors/Firms/Companies can participate in bidding process.
- b) Bidders must have a minimum eight (08) years of relevant working experience in provision of Services from the date of registration or incorporation with relevant authorities.
- c) The Bidder must be an accredited agent and valid member of International Air Transport Association (IATA) (documentary proof required).

- d) Bidder must provide details / list of existing at least ten (10) clients (Firms/Companies). Documentary evidence shall be required in this regard.
- e) Bidder must provide last financial years bank accounts statements indicating annual financial turnover of more than PKR 5,000,000/- (Pak Rupees Five Million Only).
- f) Bidder must provide a credit limit of Rs. (1) Million for domestic air ticketing / travelling and Rs. (2) Million for international ticketing / travelling with thirty (30) days credit limit period.
- g) The Bidders must be on Active Taxpayer (verifiable through FBR ATL) as per the Eligible Bidders (Tax Compliance) Regulations, 2015 and should have a valid NTN and Sales Tax registration.
- h) Copy of following registration documents with relevant authorities;

| | |
|----------------------------|---|
| In case of Company | Incorporation certificate from Security and Exchange Commission of Pakistan (SECP). |
| In case of Firm | Form-C issued by registrar of Firms or partnership deed |
| In case of Sole Proprietor | NTN in the name of Sole Proprietor registered with relevant tax authorities for such purpose. |

- i) The bidders shall provide an undertaking on an official letter head declaring and undertaking that the bidder has not been declared blacklisted by any Government / Semi-Government organization.
- j) The Bidder shall submit Pre-qualification Application (Annexure-A) along with all Annexures attached herewith.
- k) Bidder should have proper offices in three main cities of Pakistan (Islamabad/Rawalpindi, Lahore and Karachi) having proper support team.
- l) EXIM BANK will examine the Proposals to determine completeness, general orderliness and sufficiency in responsiveness.
- m) The Bidders shall provide an undertaking on letterhead that they have not been declared insolvent or blacklisted by any Government/Semi-Government institution/organization. (Annexure B attached)

- n) Bid Securing Declaration Form as per Rule 25 of the Rules shall be provided with the Technical Proposal. (Specimen attached as Annexure C)

SECTION-VI FINANCIAL PROPOSAL & FINANCIAL INSTRUMENTS

- a) Only the Prequalified Bidders shall be invited to submit financials proposals/quotations, as and when required basis and the work order shall be issued, accordingly, to prequalified Bidder who quoted the lowest amount.
- b) Pre-qualified bidders shall mention the lump sum amount in financial proposal/Quotations, which shall be inclusive of all service charges, applicable taxes, levies, duties and fees as per prevailing laws.
- c) The Pre-qualified bidders shall pay all such taxes, duties, fees and other impositions levied under the applicable laws and the payments made by EXIM BANK shall be subject to such deductions and withholdings as are required by prevailing laws which shall be to the account of the service provider.
- d) The request for pre-qualification shall remain valid for the period of ninety (90) days from the date of submission. EXIM BANK will make an effort to complete the evaluation and communicate within this period.

SECTION-VII COMPLIANCE WITH BIDDING DOCUMENT

- a) Compliance against relevant clauses and sub-clauses of the Prequalification document shall be shown by signing & stamping each page of pre-qualification document by authorize representative of bidder.

SECTION-VIII ANNEXURES

Annexure-A

Letter of Application

[Letterhead paper of the Bidder, including full postal address, telephone no., fax no., and e-mail address]

Date:.....

To,
 Head of Procurement Committee,
 EXIM Bank of Pakistan
 Office # 510-512, 5th Floor,
 Evacuee Trust Complex, F-5/1,
 Islamabad.

Dear Sir/Madam

1. I/we, the undersigned, being duly authorized to represent and act on behalf of (hereinafter “the Bidder”) have reviewed and fully understood all the prequalification information provided by EXIM BANK, the undersigned hereby apply to be prequalified as a Bidders for the “Services” bearing Prequalification No.---
 -.

2. EXIM BANK and its authorized representatives are hereby authorized to conduct any inquiries or investigations to verify the statements, documents, and information submitted in connection with this application, and to seek clarification from our bankers and clients regarding any financial and technical aspects. This Letter of Application will also serve as authorization to any individual or authorized representative of any institution referred to in the supporting information, to provide such information deemed necessary and requested by yourselves or the authorized representative to verify statements and information provided in this application, or with regard to the resources, experience, and competence of the Bidder.

3. EXIM BANK and its authorized representatives may contact the following persons for further information, including General and Managerial Inquiries, Personnel Inquiries, Technical Inquiries, Financial Inquiries, if and when needed.

| S# | Name | Designation | Contact Information |
|----|------|-------------|---------------------|
| 1. | | | |
| 2. | | | |
| 3. | | | |

4. This application is made with the full understanding that:
 - (a) bids by prequalified Bidders will be subject to verification of all information submitted for prequalification at the time of bidding;

5. I/We confirm that in the event that I/we bid, that bid as well as any resulting contract

will be signed so as to legally bind me/us jointly and severally.

6. The undersigned declare that the statements made and the information provided in the duly completed application are complete, true, and correct in every detail.

| | |
|----------------------|--|
| For and on behalf of | |
| Signature | |
| Name | |
| Designation | |

ANNEXURE “C” – BLACKLISTING UNDERTAKING

I ----- son of ----- CNIC ----- resident of ----- working with _____ as _____ and being an authorized representative and authority to sign off this undertaking do hereby solemnly affirm and declare that we have participated in the tender for provision of procurement of having Tender # We further declare that the Company/Firm namely has never been blacklisted from Government/Semi-government organizations.

Further declare that the contents of above-mentioned undertaking is true and correct to the best of our knowledge and belief and nothing has been concealed there from.

Deponent _____

Annexure - D: Bid Securing Declaration Form

Date:

Tender No.

To,
Head of Procurement Committee
EXIM Bank of Pakistan Limited

Subject:- DECLARATION FORM

One of the condition precedents of the EXIM Bank of Pakistan Limited (“EXIM Bank”) under bidding process that it must be supported by a Bid-Securing Declaration Form In lieu of Bid Security.

Accordingly, we hereby submit and declare as under:-

1. That we have submit our bid for the subject project with our serious intent to provide requisite services/supply of goods to the EXIM Bank as per its bidding requirements;
2. That in case our bid is qualified for provision of goods/services during period of bid validity, we shall honor the same in letter and spirit without making any excuse of any nature whatsoever,
3. In case of our failure to accept our bid offer after acceptance of the same by the EXIM Bank under Public Procurement Rules, 2004, the EXIM Bank shall reserve the right to blacklist us from list of providing services/ goods and shall publish our name at the website of the concerned authorities etc. Moreover, EXIM Bank shall reserve its legal rights to claim any compensation which may arise due to our failure to honor commitments and take any other legal action thereof.
4. We understand this Bid-Securing Declaration shall expire if we are not the successful Bidder, upon the earlier of (i) issuance & upload of evaluation report at PPRA website; or (ii) twenty-eight days after the expiration of our Bid.
5. This declaration shall be taken by EXIM Bank as security in lieu of bid security with all rights which are attached with any security instrument.

Signed: [insert signature of person whose name and capacity are shown] In the capacity of [insert legal capacity of person signing the Bid-Securing Declaration]

Name: [insert complete name of person signing the Bid-Securing Declaration]

Duly authorized to sign the bid for and on behalf of: [insert complete name of Bidder] Dated on day

of

—

[insert date of signing]