



Ministry of Information Technology  
& Telecommunication

**DIGITAL PAKISTAN**

PRE-QUALIFICATION FOR SERVICES TRAVEL AGENCIES



# PRE-QUALIFICATION

## FOR THE SERVICES OF TRAVEL AGENCIES

*A(01)/PSEB/2024-16*

**MAY 2024**

Plot # 61, 06<sup>th</sup> Floor, New State Life Tower, Near Saudi Pak Tower, Jinnah Avenue, Blue Area,  
Islamabad

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**1. SOFTWARE EXPORT BOARD (G) LTD, AN INTRODUCTION**

Pakistan Software Export Board (PSEB) is an apex Government body mandated to promote Pakistan's IT Industry in local and international markets. PSEB facilitates the IT industry through a series of projects and programs in infrastructure development, human capital development, company capability development, global marketing, strategy and research, and the promotion of innovation and technologies.

**2. INSTRUCTION FOR BIDDERS**

The objective of “instructions to applicants” is to provide applicants the information to submit their proposal in response to this Pre-Qualification according to the requirements defined in this Pre-Qualification documents and in the same order/sequence as set forth in this document. Applicant must follow the following requirements for their proposals

**3. SCOPE OF WORK**

The Pre-Qualified applicant shall provide services as per following:

1. Booking and issuance of international / domestic air tickets on purchase order, email, telephone, WhatsApp;
2. The agency would ensure booking of tickets /confirmation of waitlisted tickets, delivery of tickets mainly at PSEB offices or other designated place(s) as instructed by authorized representative of PSEB 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.
3. Assistance for obtaining visas / transit visas and submitting passports at the embassies;
4. Obtaining travel related insurances;
5. Round the clock (24/7/365 days) availability of dedicated personnel for bookings / cancellation of tickets;
6. Assisting travelers to get enrolled in frequent flyer programs;
7. Fast and timely delivery of tickets at PSEB premises or other designated place(s) as instructed by authorized representative of PSEB
8. Provision of services at very short period of time when so required;
9. Offering and exploring the best suitable flight schedules and best fare offers / promotions / discounts on air fares;
10. The Agency shall intimate and transfer all additional discounts that are given by authorities/airline to PSEB;
11. Travel arrangements through foreign carriers not operating in Pakistan;
12. Provision of hotel / car rental / cruises rental services when required in Pakistan and international;
13. Provisions of tours / leisure travels / holiday travel services;

**4. MANDATORY CRITERIA FOR QUALIFICATION**

Description	Remarks
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Complete company profile including name, registered office address, telephone, fax and e-mail address and web address, complete contact detail of the contact person, details of branch offices and staff details (branch-wise).	
NTN, GST and IATA registration Certificates, along with Last 5 years Audited Financial Statements/Bank certificate.	
List of Clients must have at least 15 clients to its credit. Provide performance certificates from clients.	
Date of establishment of business and relevant business experience of at least for 10 years	
Established office setup in Islamabad	
Signed cover letter with official stamp affixed.	
Authority Letter for the appointment of an authorized representative	
Duly filled in and signed & stamped charges schedule.	
Signed Compliance certificate/undertaking.	
Undertaking that the Applicant/firm and its employee(s) have never been blacklisted by any government, semi- government, autonomous or state owned organization and their cases regarding black listing are not under trial by any Court of Law with the Stamp paper worth of Rs.500/-	

**Kindly Note that any document missing in mandatory clause will straight way out**

**5. SELECTION PROCEDURE**

- a) The envelope shall be opened at the specified time and place in presence of the authorized representative of the applicants who chose to attend.
- b) The applicants shall provide duly completed / filled in mandatory requirements for applicants to qualify along with supporting documents as provided therein. PSEB shall evaluate the proposal according to the mandatory requirements for applicants to qualify reject any proposal which does not conform to the specified requirements and finally concluded as “non-responsive”.
- c) Proposals qualifying mandatory requirements shall be evaluated as per evaluation Criteria
- d) PSEB will sign a formal Open Framework Agreement regarding the PRE-QUALIFICATION for the services of travel agents with the top five (05) qualified vendors valid for 3 years. This agreement will comprise of all details necessary to execute the services successfully and up-to the satisfaction of the procuring agency.

**6. MEET OR EXCEED REQUIREMENTS**



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The requirements provided in this document are the minimum requirements of PSEB. 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 PSEB to clearly identify modified specifications/requirements.

7. CLARIFICATIONS

Queries of the applicants, if any, for seeking clarification regarding the pre- qualification must be received in writing through following email address till five days prior to the proposal submission date of proposal. Any query received after above mentioned timeline shall not be entertained.

8. EVALUATION CRITERIA

Sr No.	Description	Max. Score	Marks Allocation	
1.	Experience in the field, in number of year, since inception of business operations as registered travel agent at Registered with relevant authorities, Government and International Department. Please attach relevant registered documents	10	Registered age- 10+ years	10
			Registered age - 7 to 10 years	07
			Registered age - less than 5 years	05
2.	Financial Strength for company (copy of latest audited financial statements)	10	Annual turnover 50+ million	10
			Annual turnover 41-50 millions	07
			Annual turnover 10-40 millions	05
3.	Number of clients Across Pakistan (list of clients with contact details)	10	Number of client 30+	10
			Number of clients between 21-30	07
			Number of clients between 10-20	05
4.	Credit period: After the submission of invoice	15	Up to and above 60 days	15
			Up to 45 days	10
			Up to 30 days	05
5	Credit Limit	15	10-20 Millions	15
			05 -09 millions	10
			01-04 millions	05
6	Worth of projects similar in nature that includes Air Tickets, in last three (03) years. (Verifiable through relevant purchase orders, contracts, invoice)	15	30+ million	15
			21-30 millions	10
			10-20 millions	05
7	Number of Ticketing Officers/ Staff Detail (CEO, Directors, Managers, Supervisors, Drivers etc.) the detail list	15	No. of Staff members 15+	15
			No. of Staff members 10-15	10
			No. of Staff member 1-9	05



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	of staff members (Name, Designation, Contact #, Email)			
8	Other related services (For provision of– for Visa processing services, rent a car services, domestic, international, hoteling services national and international)	10		
	<b>G. Total</b>	<b>100</b>		

**Applicant’s complying all mandatory requirements and securing 70% marks shall be considered as pre-qualified for required services.**

**9. TERMS AND CONDITIONS**

- i. Proposals received after the due date and time will not be entertained.
- ii. Applicants shall provide the documents as mentioned in mandatory clause. Any short coming in the said requirements shall render the applicant disqualified.
- iii. Applicants are required to state, in their proposals, the name, title, fax number and email address of the applicant’s authorized representative through whom all communication shall be directed until the process has been completed or terminated.
- iv. The applicants shall bear all costs/expenses associated with the preparation and submission of the proposal and PSEB in no case be responsible/liable for those costs/expenses.
- v. Each applicant shall submit only one proposal; multiple proposal submissions shall render the applicant disqualified.
- vi. The proposal validity period will be one hundred and twenty days (120) days, starting from the date of opening of the proposals
- vii. The language of the proposal shall be English language. Any printed literature furnished by the Applicant(s) in another language shall be accompanied by an English translation which shall govern for purposes of interpretation of the proposal.
- viii. The applicant(s) may, by written notice served on the PSEB, modify or withdraw the proposal after submission, but prior to the deadline for submission of the proposal.
- ix. Only registered suppliers who are on Active Taxpayers List (ATL) of FBR and others provincial revenue authorities are eligible to supply goods/services to the Commission.
- x. If any supplier is not in ATL then his payment shall be stopped till he files his mandatory returns and appears on ATL of FBR.
- xi. The decisions of PSEB will be binding on all applicants.
- xii. During the examination, evaluation and comparison of the proposals, PSEB at its sole discretion may ask any applicant for clarifications of its proposal.
- xiii. Proposals submitted via email or fax will not be entertained.
- xiv. Bidding documents/proposals, containing detail terms and conditions, etc. are available electronically and can be downloaded from EPADS-PPRA website <https://eprocure.gov.pk> free of cost.
- xv. Bids should be submitted electronically ONLY through EPADS. Manual submission of bids is NOT allowed.
- xvi. For registration and training on EAPDS or in case of any technical difficulty in using EPADS, prospective bidders may contact PPRA Team, Director MIS Room No.109, 1st Floor, FBC building Sector G-5/2, Islamabad. Contact Number 051-111-137-237.



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- xvii. The bids, prepared in accordance with the instructions in the bidding documents of Eligibility documents as specified in bid documents in favor of the undersigned must be submitted through EPADS latest by **June 06<sup>th</sup>, 2024** on or before 03:00PM. Bids will be opened on the same date at 03:30 PM at the below mentioned address.
- xviii. Note: The sealed hard copies of original bids for only those bids will be entertained who applied through EPADS <https://eprocure.gov.pk>

Manager Administration

**Pakistan Software Export Board (G) Limited**

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