

**REQUEST FOR PROPOSAL(RFP)**  
**Ref: RFP/SPN/2025/001**  
**RFP Submission Form for the provision of**  
**Air Ticketing**  
**Timescale**

<b>Event</b>	<b>Date and Time</b>
RFP Issue Date	16 <sup>th</sup> February 2025
Request for clarification of the RFP document content:	25 <sup>th</sup> February 2025
Closing date for submission of RFP Documents:	3 <sup>rd</sup> March 2025
Bid Opening:	4 <sup>th</sup> March 2025

### 1. Introduction

Sunaulo Parivar Nepal (SPN) is a well-established NGO delivering Family Planning and Sexual Reproductive Health services through-out Nepal via different service delivery channels with a mission of ensuring every individual's fundamental right to have children by choice, not chance.

### 2. Objective

To ensure that Sunaulo Parivar Nepal staff and visitors travel safely, comfortably and timely when they travel for official work all over Nepal and outside Nepal, we are requesting for quotation from Travel Agencies.

### 3. Language

All bids should be submitted in English

The contract and all future correspondence will be in English.

### 4. Contract terms

The Framework Agreement/Contract (FA) will be valid for a period of 2 years from the date of signature.

The contract will be a supply agreement/fixed term for the period stated above.

## 5. The Goods/Services required

### 5.1. Please refer to the Appendix 5 Price Schedule\_ Quotation

### 5.2. Terms of Reference

#### **Domestic Air Ticketing:**

- 5.2.1. Domestic air ticket shall cover all locations mentioned in Appendix 5
- 5.2.2. Bidder shall provide the current price, it's validity period for all the locations with discount rate. Successful bidder shall update changes in price to the SPN with updated price list in a timely manner. However, Discount rate shall be same and valid until the end of the Agreement i.e. 2 years.
- 5.2.3. Bidder should be able to provide prompt Ticketing Service to SPN including 24 hours service in case of an emergency.

#### **International Air Ticketing:**

- 5.2.4. Bidder shall provide the proposal with all countries Air Ticketing service.
- 5.2.5. For every request, the Bidder shall immediately make offers and prepare appropriate itineraries and formal quotation based on the most economical fare available including restricted and non-refundable fares on the most direct and convenient routing.
- 5.2.6. The bidder shall accurately advise the SPN Office of ticketing options deadlines and other relevant information every time reservations are made in order to avoid cancellations of bookings.
- 5.2.7. In case of any changes in the flight schedule, it must be informed to SPN promptly.
- 5.2.8. Bidder shall provide Visa Processing Service to all countries.
- 5.2.9. Bidder should be able to recommend Travel plan for the traveller, such as Hotel Booking and guide on any specific rules and requirement of the country.

### 5.3. Payment terms and Invoicing details

- 5.3.1. A separate invoice shall be prepared for each location/travel. Each invoice shall contain the information of SPN passenger name, date of travel, air ticket class, ticket fare and other relevant information.
- 5.3.2. In case of any credit note issuance, it must be provided within a week for its adjustment.
- 5.3.3. The travel agent shall provide Invoices twice a month to allow for timely payment settlement.
- 5.3.4. Credit facility of 15 days month will be provided.
- 5.3.5. A separate bill shall be submitted for Visa Processing Services.

## 6. Bid evaluation criteria

SPN will seek to award the proposal to the most economically advantageous bid received. The criteria that will be assessed are:

### 6.1. Essential Criteria:

Bidders must meet the following criteria:

- Bidder’s registration in Nepal, submit copies of company registration, tax clearance, and all required documents listed on Checklist below
- Bidders must have at least 2 years’ experience in offering the goods or services in the category.
- Bidder can prove financial stability by providing tax clearance and audit report of last fiscal year.
- Bidder’s must confirm and sign all the bidding documents along with attached code of conduct.

## 6.2. Weighting Criteria

Only bidders who submit administrative documentations allowing to check administrative requirements as stated above (also please refer to checklist) will be evaluated. Bids from bidders who do not fulfil those criteria will not be evaluated.

Proposals will be assessed against the below criteria:

	<b>Proposal Evaluation Criteria</b>	<b>Weight (Total 100%)</b>
The potential capability to have quality services, capacity and coverage to be provided to SPN will be considered based on the following:		
1	Relevant experience of the agency (Customer service)	10
2	Geographic Coverage (Domestic/International)	10
3	Cost/Price and Discount	80

SPN’s appointed RFP review committee will assess all criteria based on the information submitted in the RFP documents. The contract will be awarded to the Bidder scoring the highest combined scores.

Customer Service will be assessed from SPN’s previous experience or from the feedback gathered from the referees.

## 6.3. Period of validity of proposal

Proposals shall remain valid for 90 days after the date of proposal submission. A proposal valid for a shorter period shall be rejected because it is non-responsive.

## 7. Requests for clarification

Please e-mail any requests for clarification to: [procurement.spn@mariestopes.org.np](mailto:procurement.spn@mariestopes.org.np)

Please quote the bidding group reference in the subject of the email and reference the relevant section of the RFP documents which the query relates to. SPN will respond to all enquiries as soon as possible.

Please note that requests for clarification will not be accepted after date mentioned in the [Timescale](#).

Please tick ✓ in following whether "Yes, No or Not Applicable"					
S. No.	Documents Required	YES	NO	NOT APPLICABLE	Remarks if any
	<b>Technical</b>				
1	Application Letter				Compulsory
2	Signed and Stamped RFP Submission Form /Term of Reference ( <b>Appendix 1</b> )				Compulsory
3	Specification/Technical Compliance document				Not applicable
4	Experience letter with Client List				If relevant
5	Catalogues/Brochures/Leaflets				If relevant
6	Other Supporting Documents				If relevant
	<b>Financial</b>				
7	Copy of Company Registration				Compulsory
8	Pan/Vat Registration with renewal documents				Compulsory
9	Latest Tax Clearance Certificate (2080.81)				Compulsory
10	Latest Audit Report (2080.81)				Compulsory
11	Price Schedule/Quotation ( <b>Appendix 5</b> )				Compulsory
12	Other Certificates if any				If relevant
	<b>Other</b>				
13	Signed Code of Conduct ( <b>Appendix 2</b> )				Compulsory
14	Supplier Questionnaire ( <b>Appendix 3</b> )				Compulsory
15	Bidders Representation Form ( <b>Appendix 4</b> )				Compulsory

## 8. Preparing the RFP Documents

Please ensure that all bids are completed in full. Incomplete bids will be rejected. A list of the items that need to be submitted with your bid are included below:

## 9. Submission of the bid

The Bidder shall submit their proposal in **one sealed envelope as detailed below:**

### (a) Addressed to:

*Procurement Department  
Sunaulo Parivar Nepal  
Baluwatar (opp. Chinese Embassy) Nepal  
Reference marked with **RFP/SPN/2025/001 (Air Ticketing)***

The **envelopes** shall indicate the **Name and Address of the Bidder**

**Soft copy of signed and stamped Annex 1, 2, 3, 4 and 5 shall be required to be submitted in pendrive along with hardcopy in **SEALED ENVELOPE** by **3<sup>rd</sup> March 2025 5.00 pm.****

- In submitting a bid, it will be implied that the bidder accepts all the provisions of this RFP including all terms and conditions stated.
- SPN reserves the right to issue the response to any clarification request made by the bidder to all bidding Organizations.
- The information contained in these RFP documents and in any related written or oral communication is believed to be correct at the time of issue but SPN will not accept any liability for its accuracy, adequacy or completeness and no warranty is given as such.
- By issuing these RFP documents, SPN is not bound in any way to enter into any contractual or other arrangement with you or any other party.
- It is intended that the procurement will take place in accordance with the provisions of these RFP documents but SPN reserves the right to terminate, amend or vary the procurement process by notice to all bidding organizations in writing. SPN will accept no liability for any losses caused to bidders as a result of this.
- Bidders will not be entitled to claim from SPN any cost or expenses that they may incur in preparing their response irrespective of whether or not their proposal is successful.
- All information supplied to bidders by SPN, either in writing or orally, must be treated in confidence and not disclosed to any third party (save to bidder’s professional advisers) unless the information is already in the public domain.
- There must be no publicity by bidders regarding the Project or the future award of any Contract unless SPN has given expressed written consent to the communication.
- Any attempt by bidders or their appointed advisers to inappropriately influence the Contract award process in any way will result in their bid being disqualified.
- Any direct or indirect canvassing by a bidder or his appointed advisers in relation to this procurement or any attempt to obtain information from any SPN employees or agents may result in disqualification.
- SPN reserves the right to disqualify a bidder if he does not submit his bid in a manner consistent with the provisions set out in Instructions to Bidders.
- It is the bidder’s responsibility to ensure that any sub-contractor and adviser abides by these Conditions of RFP.

**10. List of Appendixes**

<b>Appendix</b>	<b>Appendix Reference Number</b>
RFP Submission Form	Appendix 1
Code of Conduct	Appendix 2
Supplier Questionnaire	Appendix 3
Bidder Representation Form	Appendix 4
Price Schedule/Quotation	Appendix 5