

**Request for Proposal of Travel and Ticketing  
Services for Asian University for Women**

**RFP Summary Sheet**

|   |   |
|---|---|
| <b>Name of the company</b>                      | Asian University for Women  |
| <b>Procurement Reference Number</b>             | AUW/21-22_34  |
| <b>Date of issue of the RFP</b>                 | 16 <sup>th</sup> November, 2021   |
| <b>Date and Closing Time for RFP submission</b> | 23 <sup>rd</sup> November, 2021 (2:00 pm) (GMT +6)  |
| <b>Quotation submission mail address</b>        | <a href="mailto:tender_16@auw.edu.bd">tender_16@auw.edu.bd</a>  |
| <b>Period of the Proposal</b>                   | 24 <sup>th</sup> November, 2021 to<br>24 <sup>th</sup> November, 2023   |
| <b>Address for Communication</b>                | <b>Asian University for Women 20/A</b><br>M. M. Ali Road Chattogram 4000,<br>Bangladesh<br>Tel: +880-31-285-4980<br>Fax: +880-31-285-4988 |

Bidders are invited to submit their proposal in accordance with the enclosed Request for Proposal (RFP) terms.

AUW reserves the right to reject any or all offers without assigning any reason.

Complete confidentiality should be maintained. Information provided here should be used for its intended scope and purpose. Retention of this RFP signifies your agreement to treat the information as confidential.

All communication with regard to this request for proposal needs to be directed to AUW directly while in copy of all these communications at the email addresses mentioned in the RFP mail.

For any further queries can contact in below mail: Primary point of contact for RFP process and technical queries Mohammed Ishrat Bin Mahbub; Head of Procurement; Email: [mohammed.mahbub@auw.edu.bd](mailto:mohammed.mahbub@auw.edu.bd); Contact Number: +8801926673027; Whatsapp: +8801671470348 and Looping Address for queries Manoj Prasad Ghantasala; Chief Financial Officer [manoj.ghantasala@auw.edu.bd](mailto:manoj.ghantasala@auw.edu.bd);

Proposal should be submitted only in the email: **tender\_16@auw.edu.bd**

No other AUW email should be in TO/CC/BCC. Any proposal violate this instruction may face the cancellation of their proposal.

## **Objective**

Asian University for Women (AUW) seeks to graduate women who will be skilled and innovative professionals, service-oriented leaders in the businesses and communities in which they will work and live, and promoters of intercultural understanding and sustainable human and economic development in Asia and throughout the world.

## **Introduction**

Asian University for Women are hereby undertaking a solicitation of bid proposals from travel agents who are interested to provide various services related to travel regularly required by the Asian University for Women in Chittagong.

The successful bidder shall be contracted for this purpose for an initial period of one (1) year, and renewable thereafter for another two (2) years, subject to the satisfactory evaluation of performance.

The contract with the successful travel agent shall be signed by the AUW, which is appointed by this tender.

The Contract shall not impose a minimum guarantee on volume sales on the part of the Asian University for Women.

The procuring AUW entity reserves the right to split an award/awards and to consider localized award/awards between any proposers in any combination, as it may deem appropriate, without prior written acceptance of the proposers.

## **Language of the proposal**

The Proposals prepared by the Offeror and all correspondence and documents relating to the Proposal exchanged by the Offeror and the procuring AUW entity shall be written in the English language.

### *A. Qualifications of the successful travel agent*

The travel agency shall have in its current office all necessary equipment and facilities, and shall employ a sufficient number of experienced and professionally trained travel experts and staff to handle minimum requirements of the Asian University for Women.

The travel agency will need to have its office in Bangladesh for purposes of accessibility, ease of coordination, efficiency of delivery of services.

The successful travel agency that will be contracted to serve the needs of the Asian University for Women shall have the following minimum qualifications:

1. Travel Agent duly licensed with the Government,
2. Maintains a good track record in serving international organizations, embassies and multinational corporations.
3. Employs competent and experienced travel consultants, especially in ticketing and fare computations, as evidenced by their track record in their Curriculum Vitae,
4. Financially capable of rendering services to Asian University for Women, Chittagong.
5. Currently maintains a global network/ affiliates in major AUW destinations,
6. Maintains facilities of GDS (Global Distr. System, i.e. Amadeus, Galileo, World Span), in-plant international ticketing and ticket printing facilities, basic office equipment and telecommunications equipment, capacity to issue electronic tickets,
7. Capable of deploying motorized messenger(s)/documentation clerk(s),
8. Willing and able to guarantee the delivery of products and services in accordance with the performance standards required by AUW.

The successful travel agent shall also be required to devote a reasonable number of personnel providing dedicated services to the travel needs of the AUW, consisting of the following:

- Supervisor/s who shall be responsible for the overall management of the AUW accounts,
- Full-Time Travel Consultant/s – for domestic and international travels.
- Documentations Assistant/s, and
- Messenger/s that will prioritize delivery of documents to AUW-authorized travelers.

All such personnel shall be required to be well versed on the travel policies of the AUW and each of its agencies, and adopt the same knowledge on the conduct of business and delivery of services to the AUW System.

## A. Preparation of Proposals

### 1. Documents comprising the proposal

The Proposal shall comprise the following components:

- (a) Proposal submission form;
- (b) Price should be in BDT and any offered price validity should be till the evaluation date mentioned by the AUW.

### 2. Proposal form

The Offeror shall structure the operational and technical part of its Proposal as follows:

#### (a) Management plan

This section should provide corporate orientation to include the year and state/ country of incorporation and a brief description of the Offeror's present activities. It should focus on services related to the Proposal.

This section should also describe the organizational unit(s) that will become responsible for the contract, and the general management approach towards AUW. The Offeror should comment on its experience in similar projects and identify the person(s) representing the Offeror in any future dealing with the procuring AUW entity.

#### (b) Resource plan

This should fully explain the Offeror's resources in terms of personnel and facilities necessary for the performance of this requirement. It should describe the Offeror's current capabilities/facilities and any plans for their expansion. It should mention current manpower of the travel agencies with financial strength of the company.

#### (c) Proposed methodology

This section should demonstrate the Offeror's responsiveness to the requirement by identifying the specific components proposed, addressing the requirements, as specified, point by point; providing a detailed description of the essential performance characteristics proposed warranty; and demonstrating how the proposed methodology meets or exceeds the requirements.

As a part of this section, offerors are required to submit the following criteria:

- Number of airlines affiliation with the agents with documents.
- Discount Rate offered to the AUW than the regular price.
- Change reservation dates and refund/ cancellation should be permitted.
- Airport/ all taxes to be indicated,

Information which the Offeror considers proprietary, if any, should be clearly marked “proprietary” next to the relevant part of the text and it will then be treated as such accordingly.

Short-listed bidders will be required to conduct a presentation to, and respond to queries of, the AUW authority.

## **B. Format and signing of proposals**

The Offeror shall duly sign the proposal in every pages with signatory designation. The signatory is responsible on behalf of the offeror and a letter should be issued mentioning Signatory’s authorization on behalf of the offeror.

Sealing and marking of proposals

The Offeror can make the proposal in one single zip file and include all the documents to send through electronic media.

## **C. Criteria For Evaluation Of Proposals**

### **1. Organizational and Technical Capacity**

- a) Established track record in undertaking contracting arrangements similar to the requirement (please provide evidence of existing or previous similar contracts)
- b) Financial Strength (please provide evidence)
- c) Adequacy and Acceptability of Resources to successfully undertake the contract (please provide evidence of qualification of current experts, supported by the inventory of assets that will facilitate efficiency of service)

2. Soundness and Feasibility of Proposal

- a) Completeness of travel products and services offered
- b) Value-added of other concessions, if any
- c) Practicality and appropriateness of the Proposed Process and Management Arrangements

D. Award of Contract

**Award criteria, award of contract**

AUW Authority reserves the right to accept or reject any Proposal, and to annul the solicitation process and reject all Proposals at any time prior to award of contract, without thereby incurring any liability to the affected Offeror or any obligation to inform the affected Offeror.

Prior to expiration of the period of proposal validity, the procuring authority will award the contract to the qualified Offeror whose Proposal after being evaluated is considered to be the most responsive to the needs of the organisation and activity concerned.

Signing of the contract

***E. MINIMUM PRODUCTS AND SERVICES REQUIRED BY AUW***

The successful travel agent contractor shall provide full, prompt, accurate and expert international and domestic travel products and services to staff of the AUW. The products and services required by the AUW include, but not be limited to, the following:

1. Reservations and Ticketing

- a) For every duly approved Travel Authorization, travel agency shall immediately make bookings on the three (3) main airlines operating the route and prepare appropriate itineraries and formal quotations based on the lowest fare and the most direct and convenient routing;
- b) In the event that required travel arrangements cannot be confirmed, travel agency shall notify the requesting party of the problem and present three (3) alternative routings/ quotations for consideration;
- c) For wait-listed bookings, travel agency shall provide regular hourly/ daily feedback on status of that specific flight;
- d) Travel agency shall promptly issue and deliver accurately printed tickets/ provide electronic tickets over the e-mail, and detailed itineraries (in printed and electronic format) showing the accurate status of the airline on all segments of the journey; and
- e) Travel agency shall accurately advise AUW of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings.

2. Airfares and Airline Routings/ Itineraries

Travel agency shall --

- i. Propose fares/ airline routings and guarantee that it shall obtain the lowest available airfare for the journey concerned. For all flights, the most direct and economical fare in the economy class is to be offered if not suggested by AUW for any specific business class. The only exception from the above mentioned rule is if the accumulative outbound and/ or inbound flying time per direction exceeds 9 hours in duration, when the lowest cost business class fare is to be offered, unless otherwise requested by the agency;
- ii. Ensure that tickets issued are in accordance with entitlements prescribed in the Travel Authorization;
- iii. Negotiate with airlines on preferred carrier fares for AUW;
- iv. Advise market practices and trends that could result in further savings for AUW, including the use of corporate travel booking tools with automated travel policy compliance and enforcement, and travel management reporting.

3. Travel Information / Advisories

Travel agent shall --

- a. Inform AUW travel staff, upon booking confirmation, of flight/ ticket restrictions, involuntary stop-overs, hidden stops, and other possible inconveniences of the itinerary and provide required documentation for travels;
- b. Provide AUW travel staff with online and offline relevant information on official destinations, i.e., visa requirements, security advisories, airport transfers/ land transportation facilities, local points of interest, currency restrictions/ regulations, health advisories, weather conditions, etc.;
- c. Endeavor to notify AUW travel staff of airport closures delayed or canceled flights, security procedures, health precautions, as well as other changes that will affect or will require preparations from the travelers, sufficiently before departure time; and
- d. Quick reference for requested destination.

4. Billing and Invoicing

Travel agency must --

- a) Be financially capable to bill / invoice to AUW on a monthly basis for the expenses incurred during the previous month. However, AUW will give their best attempt to regularly disburse payments for the services rendered during the previous period. All bills are to be paid by the AUW upon issuance of air tickets, final invoice and completion of the respective travel.

5. Flight Cancellations / Rebooking and Refunds

Travel agency shall --

- i. Process duly authorized flight changes/ cancellations when and as required and taking care that in such cases cancellation fees and charges imposed by the airlines are avoided,
- ii. Immediately process airline refunds for changed/ cancelled travel requirements and credit these to AUW as expeditiously as possible,
- iii. Refund tickets within three (3) months only (shorter period than 3 months offered will be an advantage),
- iv. Limit refund charges at airline rates only, i.e. no additional charges will accrue to the travel agency,
- v. Absorb all cancellation and / or change reservation date charges which are due to no fault of AUW or the Traveler, and
- vi. Report regularly back to the AUW on the status of ticket refunds.

## **General Conditions of Contract**

### **1. OFFICIALS NOT TO BENEFIT**

The Contractor warrants that no official of AUW has received or will be offered by the Contractor any direct or indirect benefit arising from this Contract or the award thereof. The Contractor agrees that breach of this provision is a breach of an essential term of this Contract.

### **2. INSURANCE AND LIABILITIES TO THIRD PARTIES**

- 2.1 The Contractor shall provide and thereafter maintain insurance against all risks in respect of its property and any equipment used for the execution of this Contract.
- 2.2 The Contractor shall provide and thereafter maintain all appropriate workmen's compensation insurance, or its equivalent, with respect to its employees to cover claims for personal injury or death in connection with this Contract.
- 2.3 The Contractor shall also provide and thereafter maintain liability insurance in an adequate amount to cover third party claims for death or bodily injury, or loss of or damage to property, arising from or in connection with the provision of services under this Contract or the operation of any vehicles, boats, airplanes or other equipment owned or leased by the Contractor or its agents, servants, employees or sub-contractors performing work or services in connection with this Contract.
- 2.4 The Contractor shall, upon request, provide AUW with satisfactory evidence of the insurance required under this Article.

### **3. USE OF NAME, EMBLEM OR OFFICIAL SEAL OF AUW**

The Contractor shall not advertise or otherwise make public the fact that it is a Contractor with AUW, nor shall the Contractor, in any manner whatsoever use the name, emblem or official seal of AUW with its business or otherwise.

### **4. CONFIDENTIAL NATURE OF DOCUMENTS AND INFORMATION**

All maps, drawings, photographs, mosaics, plans, reports, recommendations, estimates, documents and all other data compiled by or received by the Contractor under this Contract shall be the property of AUW, shall be treated as confidential and shall be delivered only to AUW authorized officials on completion of work under this Contract.

## 5. FORCE MAJEURE; OTHER CHANGES IN CONDITIONS

- 5.1 Force majeure, as used in this Article, means acts of God, war (whether declared or not), invasion, revolution, insurrection, or other acts of a similar nature or force which are beyond the control of the Parties.
- 5.2 In the event of and as soon as possible after the occurrence of any cause constituting force majeure, the Contractor shall give notice and full particulars in writing to AUW, of such occurrence or change if the Contractor is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under this Contract. The Contractor shall also notify AUW of any other changes in conditions or the occurrence of any event which interferes or threatens to interfere with its performance of this Contract. The notice shall include steps proposed by the Contractor to be taken including any reasonable alternative means for performance that is not prevented by force majeure.
- 5.3 If the Contractor is rendered permanently unable, wholly, or in part, by reason of force majeure to perform its obligations and meet its responsibilities under this Contract, AUW shall have the right to suspend or terminate this Contract on the same terms and conditions as are provided for in Article 15, "Termination", except that the period of notice shall be seven (7) days instead of thirty (30) days.

**QUESTIONNAIRE SHEET (MUST FILL THE BELOW)**

*Please complete both sections in full.*

|  |  |  |
|--|--|--|
| <b>1.1 About Your Company:</b>   |  |  |
| Registered Company Name:   |  |  |
| Parent / Sister Company Name (if any):   |  |  |
| No. of Years Trading in:   |  | Country of Origin:   |
| Number of Employees  |  |  |
| <b>1.2 Licenses and Memberships Held:</b>  |  |  |
| <b>Certificates:</b>   | IATA registration number               |  |
|  | Ministry of Civil aviation and Tourism |  |
|  | ATAB Membership certificate            |  |
| <b>Trade License</b>   | Attach                                 |  |
| <b>TIN certificate:</b>  | Attach                                 |  |
| <b>1.3 In order to verify financial capacity of the Offeror, travel agency must attach the following <u>full</u> documentation:</b><br>- Certificate/Financial Report for 2019/2020.<br><b>IMPORTANT</b> |  | <b>B.</b><br><br><b>C. Attached</b><br><br><b>D.</b><br><br><b>E. YES / NO</b> |

**Section 2.0**

***Details of the Offeror that are of the informational character and may not lead to disqualification from further evaluation in this RFP:***

**2.1 Please provide names of your at least three current major Corporate Clients with their telephone and fax numbers and e-mail addresses:**

|  |
|--|
|  |
|--|

**2.2 Please inform your hours of operation:**

|  |
|--|
|  |
|--|

**2.3 Services that can be provided on a 24 Hour Basis:**

| Service               | YES (can) | NO (cannot) |
|-----------------------|-----------|-------------|
| <b>Air Ticketing:</b> |           |             |
| Reservations          |           |             |
| Ticketing             |           |             |
| Changes               |           |             |
| Cancellations         |           |             |
| Hotel Booking         |           |             |
| <b>Other:</b>         |           |             |

**2.2 Discount Rate offered for Asian University for Women:**

|  |
|--|
|  |
|--|