



REQUEST FOR PROPOSAL
FOR
APPOINTMENT OF OFFLINE PASSENGER GENERAL SALES
AGENT

DATE: 3rd May 2019

Appointment of Passenger General Sales Agent in United Arab Emirates (UAE)

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DISCLAIMER

This Request for Proposal (RFP) is not an agreement and is neither an offer. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their Proposals pursuant to this RFP.

Drukair may, in its absolute discretion, but without being under any obligation to do so, update, amend, modify or supplement the information, assessment or assumption contained in this RFP.

The issuance of this RFP does not imply that Drukair is bound to select an Applicant or to appoint the selected Applicant, as the case may be, as its Passenger General Sales Agent (GSA) in the territory assigned and Drukair reserves the right to reject all or any of the Proposals without assigning any reasons whatsoever and take any measures that it deems fit, including annulment or withdrawal of the RFP process (in whole or in part), at any time prior to the selection of the GSA and without any liability or obligation or notice for such acceptant, rejection, withdrawal or annulment.

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1. Statement of purpose

Drukair Corporation Limited, having its registered office at Nemeyzampa, Paro, Bhutan is interested in appointing an Offline Passenger General Sales Agent (GSA from here on) in the territory of United Arab Emirates (UAE) and for this purpose, is circulating this Request for Proposal (RFP) inviting interested parties (Applicant/Applicants) possessing requisite wherewithal and capabilities to submit their tender of participation (Proposal/Application).

Drukair is looking to appoint such GSA in the above-mentioned territory that will provide services as stated hereunder, making Drukair's presence across the territory assigned.

2. Background information

2.1 Overview

Drukair, the national flag carrier of Bhutan was founded in 1981 under the Royal Charter Decreed by the Fourth King, Druk Gyalpo Jigme Singye Wangchuck. Drukair is a Royal Government of Bhutan owned airline run by the investment wing, Druk Holding and Investments Limited. Drukair started operations in 1983 with an 18-seater Dornier 228, commencing its first commercial flight to Kolkata, India. Currently, Drukair has four aircrafts in the fleet and operates to both domestic and international sectors from its base station at Paro International Airport.

2.2 Fleet statistics

- a. Three Airbus A319-115
Seat layout: 16 Business class and 102 Economy class
- b. One ATR42-500
Seat layout: 48 Economy class

2.3 Current network

Currently, Drukair operates in three domestic sectors and nine international sectors

a. Domestic sectors:

- i. Bumthang
- ii. Gelephu
- iii. Yonphula

b. International sectors:

- i. Dhaka – Bangladesh
- ii. Bagdogra – India
- iii. Bodhgaya – India
- iv. Delhi – India

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- v. Guwahati – India
- vi. Kolkata – India
- vii. Kathmandu – Nepal
- viii. Singapore – Singapore
- ix. Bangkok – Thailand

2.4 Distribution overview

Agents are given access to Drukair’s inventory by means of a SRDT (SITA Reservation Desktop).

3. Scope of work

Applicants should read all the terms and conditions contained in this RFP and its Annexures fully and carefully and any application submitted pursuant hereto shall be deemed acceptance thereof. Application submitted in any form or on terms other than those prescribed in the RFP shall not be considered.

- 3.1 The selected Applicant will be appointed GSA in the territory assigned. The GSA is expected to represent Drukair across the territory in connection with the sale of air passenger transportation on behalf of Drukair.
- 3.2 The GSA is expected to make sales, direct and through its agents for the sale of air passenger transportation.
- 3.3 The GSA must furnish an irrevocable bank guarantee from a local bank in Bhutan or a deposit as stipulated in the agreement.
- 3.4 Provide transportation for the representative of Drukair should the territory become an online station.
- 3.5 Provide, furnish and maintain at the sole expense of the GSA, a suitable office space in its principle office, to be used exclusively for the transaction of Drukair’s business.
- 3.6 Conceptualise plan, supervise and execute all marketing and sales activities of Drukair in the territory assigned.
- 3.7 Execute to promote Drukair products and services that will assist the Management team in Commercial Division (HQ) in achieving the established sales budgets.
- 3.8 Further the GSA shall also ensure representation of Drukair at other cities in the territory assigned, apart from GSA’s principal office.

4. Term of contract

- 4.1 The initial contract period for the GSA is expected to be for two (2) years from the date of appointment, (unless terminated earlier). This initial contract period may however be changed by Drukair at any time prior to the award of business

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4.2 By entering into an agreement with Drukair, the GSA undertakes and accepts that they shall not represent any airline(s) registered in Bhutan or operating to Bhutan in the capacity of an agency, representative, advisor, etcetera (list being non exhaustive) to avoid conflict of interest.

5. Incentives

The GSA shall be paid sales commissions and overriding commission in accordance with the terms that will be set forth in the agreement.

6. Pre-requisite

Applicants must have been in operation for a minimum of three year as an air travel agency before applying for the GSA.

7. Requirements for Proposal

- 7.1 Application should be properly executed by duly authorised personnel of the Applicants
- 7.2 Application should be duly completed in all respects as prescribed
- 7.3 Applicants may supply any additional information they consider necessary to supplement their Proposal(s). Evaluation will only be made against the direct responses to the RFP and additional information will be treated as supplementary for information purpose only.

8. Proposal Preparation

Applicants are required to submit application detailing the following information:

- 8.1 Identification of agency (legal entity which will hold the GSA)
 - 8.1.1 Legal name of organisation
 - 8.1.2 Trade name, if different from above (8.1.1)
 - 8.1.3 Full address and telephone number of the Main Office
 - 8.1.4 If registration is required by law of your country, please provide:
 - a. The trade registration of licence number of the agency
 - b. The date that was granted
 - c. A copy of the trade license and any other relevant document
 - 8.1.5 Date on which the office commenced operations as a Travel Agency
 - 8.1.6 Whether the Travel Agency is IATA or non-IATA
- 8.2 General information
 - 8.2.1 Specify type of business entity
 - a. Sole proprietorship

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- b. Partnership
 - c. Limited Liability company
 - d. Others (describe)
- 8.2.2 Please attach the following
- a. Memorandum and Articles of Association or Deed of Partnership or other relevant document
 - b. Certificate of incorporation or business registration certificate or other relevant document
- 8.2.3 Principal business of organisation
- 8.2.4 Specify details of any other business that the organisation is engaged in
- 8.2.5 Registered address of the organisation
- 8.2.6 Date of establishment of the organisation
- 8.3 Financial information of the organisation
- 8.3.1 Specify as applicable
- a. Registered capital
 - b. Paid up capital
 - c. Minimum paid-up capital required by the law of your company
- 8.3.2 Attach copies of your financial statements for the last 3 years, including balance sheet and profit and loss account certified by the Auditors of the organisation.
- 8.4 Ownership structure of the organisation
- 8.4.1 If a Sole proprietorship
- a. Name
 - b. Address and telephone number of the Sole proprietor
 - c. Percentage of time devoted to the Agency business
- 8.4.2 If a Partnership
- a. Name and designations of partners
 - b. Address and telephone number/s
 - c. Percentage of time devoted to the Agency business
 - d. Percentage of Financial interest of each partner
- 8.4.3 If a Corporation
- a. When and where incorporated
 - b. Name of the shareholders*
 - c. Address
 - d. Details of shareholding
 - e. Name and designation of Directors and Principal Officers

* If you are a legal entity whose shares are listed on securities exchange or are regularly traded in an “over the counter” market, this information is not necessary. But a documentary of such listing may be furnished.

8.4.4 If none of the above applies

Fully describe the type of business entity, when and where organised and the names and titles of persons holding a financial or managerial interest in the business, the nature and extent of their interest, their address and telephone numbers and percentage of their time devoted to the Agency business.

8.5 Details of Managers and staff of organisation

8.5.1 Attach a separate schedule setting out the names and experience in the travel industry of Senior Management and the full time travel staff members qualified and competent to sell international air transportation and issue travel documents, giving details as follows:

- a. Name
 - b. Position or title
 - c. Date of employment
 - d. Name of previous employer(s) and address/es
 - e. Date(s) of previous employment (month/ year)
 - f. Qualifications and work experience in travel business
 - g. Total number of years' experience in the travel industry
- Format attached in Annexure A
 - Details should include staff of Main Office and Branch Offices if any
 - Supporting documents (such as employment letter, certificates, etc.) must also be attached.

8.6 Premises of organisation (provide details of the current offices)

8.6.1 Office space

CITY: (please specify)

- a. Floor location
 - b. The surface area of the office
 - c. Actual space utilised for the sale of international air transportation
 - d. The means of access the public has to the Travel Agency
 - e. If the entire office is not dedicated for the Travel Agency, indicate how the portion of the office for the Travel Agency is separated from the other business
- 8.6.2 What display facilities are available for advertising?
- 8.6.3 What are the normal business hours and days of the week the office is open?
- 8.6.4 Are the premises located at an airport or in the main business area of the city?
- 8.6.5 Describe the means by which the premises are identified as a Travel Agency

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- 8.6.6 Attach photographs of the exterior and of the interior of the location
- 8.6.7 Details of Branch Offices if any.

8.7 Security of traffic documents and airline identifications plates

- 8.7.1 Describe the type of facility you have in the Agency for the storage of your on premises working supply of traffic documents or other accountable documents
- 8.7.2 Provide the name and address of the bank or equivalent off-premises facility, with which you have made security arrangements for the storage of your reserve supply of traffic documents.

8.8 Please provide:

- a. Two trade reference
- b. Three clients/ customers reference

Kindly include contact names, telephone numbers and email addresses of the references as we may contact them.

- 8.9 Time required to complete all formalities and registration for setting up offices.

9. Process Schedule

9.1 Applicants will be required to submit a signed copy of their Proposal to the address mentioned below, in a sealed envelope. Applicants may also submit their Proposal by email with the sealed original copy of their Proposal to reach the address below subsequently. Applicants must also enclose a soft copy of their Proposal either on CD or USB. The submission should clearly be marked "Proposal for appointment as Offline Passenger General Sales Agency in United Arab Emirates (UAE)" and addressed to:

Mr. Wangchuk Tshering
Head - Commercial Division
Drukair Corporation Limited
Nemeyzampa,
Paro, Bhutan
Email: wangchuk.tshering@drukair.com.bt

- 9.2 Kindly note that the proposal will have to be received by Drukair to the above-mentioned addressee on or before 2nd June 2019.
- 9.3 Any enquires relating to this RFP must be made in the first instance to the persons specified herein in writing by email. Any queries will be entertained

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until 23rd May 2019 and Drukair will ensure that any such queries are clarified within five working days.

Name	Mr. Sonam Wangchuk, Sr. Manager – Marketing and Sales, Commercial Division
Email	swangchuk@drukair.com.bt
Copy to	Ms. Ugyen Choden, Assistant Research & Analysis Officer, Commercial Division
Email	ugyenchoden@drukair.com.bt

10. Evaluation and Award Process

- 10.1 Drukair will have no obligation arising from this RFP unless and until it enters into a definitive agreement with the selected Applicant.
- 10.2 Drukair does not bind itself to accepting the lowest or any other Proposal for appointment as its GSA and does not commit to awarding any business and may at its discretion either award in whole or part or not at all.
- 10.3 Applicants wanting to give a presentation of their proposals to Drukair can do so, but all cost shall be borne by the Applicants. Drukair shall not be liable in any manner for any costs and expenses relating but not limited to the preparation, submission and travel, associated with the Proposal.
- 10.4 The assessment of Proposal may include a visit by Drukair representative to any relevant facilities/ locations currently operated by the Applicant.
- 10.5 Drukair will award the contract, in its sole discretion on the basis of the Proposal that gives the best value to Drukair economically and operationally. The criteria that Drukair will use to determine the best value economically and operationally, in no order of importance, will be:
 - 10.5.1 Ability to deliver the required services in a diligent manner
 - 10.5.2 Quality of service
 - 10.5.3 Financial soundness
 - 10.5.4 Innovations
 - 10.5.5 Cost to Drukair
 - 10.5.6 Marketing plans 2019-2020 and onwards
 - 10.5.7 Availability of the required dedicated number of high quality personnel with required skills and experience for the specific approach proposed
 - 10.5.8 The financial credentials of the Applicant organisation

11. Confidentiality

By accepting and participating in this RFP process, Applicants undertake to and agree that they shall maintain and cause its members, directors, official, employees and agents to maintain the discussions and information exchanged between Drukair and Applicants as confidential and shall not disclose, publish, part with or sell to any person, in any manner, any information, data drawing, correspondence of documents (whether oral or in written or any other form) in relation to the same. Applicants acknowledge that confidentiality is the essence of this RFP and the RFP process.

12. Canvassing and collusive tendering

- 12.1 Any Applicants who directly or indirectly canvasses any employee of Drukair and/or its subcontractors concerning the preparation of Proposal or the award of the contract for provision of the services will be immediately disqualified.
- 12.2 Any Applicant who undertakes or engages in the following shall be forthwith disqualified:
- a. Fixes or adjusts the Proposal by or in accordance with any agreement or arrangement with any person; or
 - b. Communicates to any person other than Drukair the amount or approximate amount of the proposed Application (except where such disclosure is made in confidence in order to obtain insurance, etcetera); or
 - c. Offers to give, or agrees to give, to any person in Drukair any gift or consideration of any kind whatsoever as an inducement or reward for doing or forbidding to do, or for having gone or forborne to do, any act in relations to the obtaining or execution of this or any other request for proposal/ tender for Drukair, or for showing of forbearing to show favour or disfavour, to any person in relation to this or any other request for proposal/ tender for Drukair.

13. Selection of Proposals submitted

After selection, Drukair shall issue a Letter of Award (LOA), in duplicate to the selected Applicant. The selected Applicant shall, within five working days of the receipt of LOA, sign and return the duplicate copy of LOA in acknowledgement thereof. In the event the duplicate copy of the LOA duly signed by the selected Applicant is not received by the stipulated date either through email or mail, Drukair reserves the right to appoint any other Applicant as its GSA in the respective territory.

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Annexure A

Staff details

Name of the company:

Location:

Name of senior Management and staff	Position or title	Date of employment	Name of previous employer(s) and address (es)	Date(s) of previous employment (month/year)	Position held during previous employment	Qualifications & work experience in travel business	Total number of years experience in the travel industry

Please provide details of Main office and Branch office(s), if any.

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