



REQUEST FOR PROPOSAL (RFP)
FOR
APPOINTMENT OF PASSENGER GENERAL SALES AGENT

This Request For Proposal (RFP) is being released by Bhutan Airlines for the purpose of appointment of passenger General Sales Agent (GSA) in the territory of Nepal

RFP release date:	26 th December 2018
Last date to submit RFP:	10 th January 2019
RFP will be opened on:	12 th January 2019



1. Introduction

1.1 Overview

Bhutan Airlines (Tashi Air Pvt. Ltd) first began its commercial flight Paro - Bangkok on the 10th of October 2013 followed by daily scheduled flight to Kolkata on the 16th of December 2013. Today Bhutan Airline operates seven days a week flight from Bangkok to Paro via Kolkata, India and Return and 6 flights (Except on Friday) to Kathmandu and return.

1.2 Current fleet

- Two (2) Airbus A319
- Seating capacity of **12 business class** seats and **114 economy class** seats

1.3 Current routes

- Bangkok, Thailand
- Delhi, India
- Gaya, India (seasonal)
- Ahmedabad, India (seasonal)
- Mumbai, India (seasonal)
- Kolkata, India
- Kathmandu, Nepal

2. Scope of work

Bhutan Airlines is looking to appoint a GSA in the territory of Nepal that will provide best value by enhancing the customer experience through exceptional service while being in compliance at all times with all applicable laws of the land, including regulations, orders, etc... (by whatsoever name called), as well as any other policies and/or practices as may be prescribed by Bhutan Airlines time to time

2.1 The GSA is expected to represent Bhutan Airlines in the territory assigned in connection with the sale of air passenger transportation on behalf of Bhutan Airlines

2.2 The GSA is expected to make sales, direct and through its agents for the sale of air passenger transportation

2.3 The GSA must furnish a security deposit as stipulated in the agreement

2.4 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 Bhutan Airlines' business. This will include providing utilities such as electricity, water, and communication services.

2.5 Provide, furnish and maintain at the sole expense of the GSA an office space for the Representative of Bhutan Airlines at its Head Office



- 2.6 Provide a comfortable vehicle for the Representative of Bhutan Airlines in the territory. However, fuelling and maintenance will be the responsibility of Bhutan Airlines
- 2.7 Conceptualise plan, supervise and execute all marketing and sales activities of Bhutan Airlines in the territory assigned in consultation with Bhutan Airline's Representative in the territory
- 2.8 Lead, guide and execute to promote Bhutan Airlines products and services that will assist the Management team in Commercial Division (HQ) in achieving the established sales budgets
- 2.9 Provide three staff at the sole expense of the GSA to work during the flight operations in the territory. These staffs will report directly to the Representative of Bhutan Airlines in the territory.

3. Form of application

- 3.1 Applicants should read all the terms and conditions in the RFP fully and carefully, and any application submitted pursuant hereto shall be deemed accepted thereof.
- 3.2 Applications submitted in any form or on terms other than those prescribed in the RFP shall not be considered.
- 3.3 Applicants will be required to submit two signed copies of their request proposal to the address mentioned below, in sealed envelopes.

Mr. Dorji Bum
Station Manager
Bhutan Airlines
Kathmandu

Email: dorji.bum@bhutanairlines.bt
Mobile: 00977-9801052777

4. Term of contract

- The appointment shall be effective from 1st March 2019
- The initial contract period for the Agent is expected to be for one (1) year from the date of appointment, (unless terminated earlier)
- The GSA shall undertake and accept that they shall not represent any airline(s) registered in Bhutan or operating to Bhutan in the capacity of an agency, representative, advisor, etc (list being non exhaustive) to avoid conflict of interest

5. Incentives

The agent shall be paid sales commissions and/or 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 years as an air travel agency

7. Proposal Preparation

Interested eligible agents are required to submit application detailing the following information:

7.1 Identification of agency (legal entity which will hold the GSA)

- 7.1.1 Legal name of organisation
- 7.1.2 Trade name, if different from above
- 7.1.3 Full address and telephone number of the Main Office
- 7.1.4 If registration is required by law of your country, please provide:
 - a. The trade registration of licence number of the agency (*in English*)
 - b. The date that was granted
 - c. A copy of the trade license and any other relevant document
 - d. Date on which the office commenced operations as a Travel Agency
 - e. Whether the Travel Agency is IATA or non-IATA

7.2 General information

- 7.2.1 Specify type of business entity
 - a. Sole proprietorship
 - b. Partnership
 - c. Limited Liability company
 - d. Others (describe)

7.3 Financial information of the organisation

- 7.3.1 Specify as applicable
 - a. Registered capital
 - b. Paid up capital
 - c. Minimum paid-up capital required by the law of your company
- 7.3.2 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

7.4 Details of Managers and staff of organisation

- a. Name
- b. Position or title
- c. Date of employment
- d. Qualifications and work experience in travel business
- e. Total number of years experience in the travel industry

(Details should include staff of Main Office and Branch Offices if any)



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

7.5.1 Office space

CITY:

- 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

7.5.2 What display facilities are available for advertising?

7.5.3 What are the normal business hours and days of the week the office is open?

7.5.4 Are the premises located at an airport or in the main business area of the city?

7.5.5 Describe the means by which the premises are identified as a Travel Agency

7.5.6 Attach photographs of the exterior and of the interior of the location

7.5.7 Details of Branch Offices if any

8. Undertaking by applicants

Along with the submission of a proposal under this RFP, the Applicant hereby irrevocably acknowledge the contents of, and are required to provide an Undertaking annexed hereto as *Annexure A*

9. Queries

Any questions concerning this RFP must be directed to

Name: Mr. Dorji Bum, Station Manager, Kathmandu, Nepal

Email: dorji.bum@bhutanairlines.bt

Copy to: Ms. Sonam Yangchen, Deputy General manager, Commercial Division

Email: Sonam.yangchen@bhutanairlines.bt

10. Selection of proposals submitted

After selection, a Letter of Award (LOA) shall be issued, in duplicate, by Bhutan Airlines to the selected Applicant and the selected Applicant shall, within five (5) days of the receipt of the LOA, sign and return the duplicate copy of the 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, Bhutan Airlines reserves the right to appoint any other applicant as its GSA for the territory



Annexure A:

LETTER OF UNDERTAKING BY THE APPLICANT

[On the letter head of the Applicant]

Date:

Chief Executive Officer
Bhutan Airlines
Thimphu, Bhutan

Subject: Undertaking for appointment of Passenger General Sales Agent in Nepal

Sir,

We *[please insert the full name of the Applicant]* hereby declare and confirm that we have read and understood all the terms and conditions of the RFP and that the said terms and conditions are acceptable to us. We accept that in the event that the documents submitted by us along with the Proposal are found by Bhutan Airlines to be inadequate/ false/ incorrect/misleading / incomplete, the Proposal may be rejected without assigning any reasons therefor. In addition, Bhutan Airlines reserves its right to prohibit us from participation in any further tenders of Bhutan Airlines.

We acknowledge that Bhutan Airlines reserves itself the right to reject the Proposal without assigning any reason thereto. We further acknowledge that Bhutan Airlines is not bound to accept any Proposal. We also acknowledge that Bhutan Airlines may share the Proposal and any other information provided by us during the RFP process or at any time thereafter with its advisors and agents, and we consent to the same.

The provision of the services outlined in this RFP, by us to Bhutan Airlines, will not create any conflicts of interest or appearance of impropriety, and we hereby indemnify Bhutan Airlines, its clients and/or officers and/or directors and/or employees and hold them harmless in this regard.

We declare that there is no pending/previous litigation (including but not limited to, litigation, claim, consent order, settlement agreement, arbitration, agency proceeding, investigation, challenge or other proceeding pending or threatened against us, our properties or business or any individuals acting on behalf of us, including, without limitation, subcontractors, assignees) that would prevent us from making the proposal or executing the definitive agreement identified by Bhutan Airlines and fulfilling the terms and conditions of such definitive agreement in the event that we are the selected Applicant.

(Name of the Applicant)

Authorized Signatory Name:

Designation: