



Government of Pakistan
Pakistan Digital Authority



“PRE-QUALIFICATION FOR TRAVEL AGENTS FOR PDA”

Tender ID: PDA/TDRS/ADMIN/T.A/2025-26/03

Issued at Islamabad



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1. INTRODUCTION

The Government of Pakistan, under the Digital Nation Pakistan Act, 2025, has established the Pakistan Digital Authority (PDA) to lead and implement the country's digital transformation agenda.

PDA intends to invite e-bids from well reputed air travel / ticketing agencies, for provision of air ticketing / travel services (Domestic / international) and making all necessary arrangements ancillary thereto on as and when required (Call basis) for PDA employees. The agencies shall be registered with Federal Board of Revenue (FBR) for Income Tax and Sales Tax (Relevant Authority) as per scope of work detailed under terms of reference (ToR).

2. ELIGIBILITY CRITERIA

Applicants must give compliance to the below mentioned clauses as these are mandatory for being eligible for the bidding process:

Sr.No#	Attributes	Ref. Page no. in proposal
a	The Applicant can be a Sole Proprietor/Company/Firm In case of company, Incorporation certificate issued by Security and Exchange Commission of Pakistan (SECP) In case of Firm, Form-C issued by registrar of Firms	
b	Valid Registration with FBR for Income Tax purposes and with relevant Tax/Revenue Authority and shall be on Active Taxpayer List (ATL) at the time of bid opening.	
c	The Applicant shall provide an undertaking on letter head/Stamp Paper that the Applicant is not declared blacklisted by any Government/Semi-Government institutions at the time of bid opening.	
d	The Applicant must be an accredited agent and valid member of International Air Transport Association (Evidence to be provided)	
e	The Applicant must have experience in providing the same services to at least three (03) different Government-entities/departments within the last five (05) years. Documentary evidence supporting this experience shall be required.	
f	Applicants are required to state, in their proposals, the name, title, contact 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	
g	Applicant must provide last two (02) years bank accounts statements indicating annual Credit Transaction of more than PKR 10,000,000/- (Pak Rupees Ten Million Only).	
h.	Applicant must provide a credit limit of Rs. 0.5 Million for domestic air ticketing / travelling and Rs. One (1) Million for international ticketing / travelling with thirty (30) days credit limit period.	Acknowledgement Required
i.	Affidavit on Page 11	

PDA shall not entertain incomplete or partial bids. Shall lead to rejection as per PPRA rules 18.

Any forged or false information will result in disqualification, and the bid security will be forfeited

3. INSTRUCTIONS /GENERAL CONDITIONS

- a. The prequalification proposal to be uploaded to e-Pak Acquisition & Disposal System (**e-PADS**), comprising all the required documents. PDA will prequalify and enlist prospective Applicants among those who have submitted their proposals in accordance with the requirements of PDA to provide the Services described herein. The Prequalified Applicants shall be offered to submit their financials proposals/quotations, on **as and when required basis** and the work/purchase order shall be issued, accordingly to lowest quoted cost.
- b. Proposals shall be submitted in English/Urdu language.
- c. All prices mentioned in the Financial Proposal shall be in Pak Rupees (PKR) **and inclusive of all applicable taxes.**
- d. The prequalification or enlistments of Applicants does not constitute or create a retainership.
- e. Each page of this pre-qualification document shall be signed by an authorized representative of the Applicant. The representative's authorization shall be confirmed by Letter of Authorization on official letter head of the Applicant accompanying the proposal.
- f. In case of any grievances against this document, the Applicant shall seek clarification within the first three (3) days of the publication of this tender. Beyond this period, no grievances regarding this document will be entertained. All grievances shall be recorded through e-PADS.
- g. For clarification on any item of this bidding document, the Applicant may send written queries, up till five (05) days before the proposal submission date.
- h. All clarifications will be communicated to the registered Applicants through e-PADS.



- i. PDA may reject all bids or proposals at any time prior to the acceptance of a bid or proposal.
- j. The Applicants shall bear all costs associated with the preparation and submission of their respective bids and PDA will, in no case, be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- k. Applicants are under obligation to read and understand complete prequalification documents/bid documents, PDA shall not be responsible towards the Applicants for any of their claim or complaint which may arise as a result of non-reading or misreading the bid documents/information package by Applicants.
- l. PDA is the originator of information package/bidding documents, any clarification or interpretation communicated by PDA, whether in response of a query or otherwise, shall be deemed final, conclusive and will remain unquestioned.
- m. The Agreement shall be executed for a period of three (3) years as an 'Open Framework Agreement' in accordance with PPRA Rule 2004, clause 16B. The Applicants shall comply with all terms and conditions stipulated therein.
- n. PDA requires that Applicants, observe the highest standard of ethics during the procurement and execution of such contract. In pursuit of this policy, the PDA:
 - I. Defines, for the purposes of this provision, the terms set forth below as follows:
 - II. "corrupt practice" is the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
 - III. "fraudulent practice" is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;
 - IV. "collusive practice" is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;
 - V. "coercive practice" is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
 - VI. "obstructive practice" is deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede PDA investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation.
- o. PDA will reject a proposal for award if it determines that the Applicant recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practices in competing for the contract in question.



- p. Applicants are required to state, in their proposals, the name, title, contact 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.
- q. Only registered suppliers/service providers who are on Active Taxpayers List (ATL) of FBR are eligible to supply goods/services to the PDA. Bids/Proposals/applications of all those Applicants/service providers who are not found on ATL on the date of bid opening shall be rejected.
- r. The services will be procured on the basis of "AS AND WHEN REQUIRED".
- s. The Pre-qualified Applicants will be expected to commence the services on receipt of instructions from PDA.
- t. In case of any technical difficulty in using EPADS prospective Applicants may contact PPRA at <https://www.ppra.org.pk/>

4. FINANCIAL PROPOSAL

- a. Only the Prequalified Applicants shall be invited to submit financials proposals/quotations, as and when required basis and the work/purchase order shall be issued, accordingly, to prequalified Applicant who quoted the lowest amount.
- b. A lumpsum shall be provided.
- c. Taxes will be deducted at the time of the payment as per government rules and regulations.
- d. All payments will be subject to the active taxpayer status of the service provider at the time of release of payment. If service providers status is not active on ATL (Sales Tax); no payment shall be made till their status becomes active on ATL (Sales Tax) of FBR.
- e. The service provider shall pay all such taxes, Stamp duty or other duties, fees and other impositions levied under the applicable law, the amount of which is deemed to have been included in the financial bid.
- f. Applicant shall mention the amount in financial proposal, which shall be inclusive of all applicable taxes, levies, duties and fees as per prevailing laws.
- g. Any exchange rates fluctuations shall be the responsibility of the Applicant and PDA shall not give any price escalation.

5. SUBMISSION, OPENING AND RECEIPT OF PROPOSALS

- a. The original proposal shall be attached/uploaded on e-PADS. The last date to apply shall be 07-Apr-2026, 1:00 PM



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- b. The original Proposals shall be opened on the same day i.e 07-Apr-2026, 1:30 PM, in presence of all the applicants who chose to be present.



6. TERMS OF REFERENCE (TOR)

“PROVISION OF AIR TICKETING SERVICES” (DOMESTIC/INTERNATIONAL)

Introduction:

Pakistan Digital Authority (**PDA**) is a Guarantee Limited Company incorporated under the companies Ordinance 1984 established by the Government of Pakistan (Ministry of Information technology & Telecom) in pursuance of Pakistan Digital Authority Rules, 2006 (PDA Rules) promulgated by federal Government of Pakistan in exercise of the powers conferred under clause (ab) of sub-Section (2) of section 57 of the Pakistan Telecommunication (Re-organization) Act, 1996.

The primary objective of PDA is to plan, develop, finance, and execute Telecommunication Network projects and services in un-served, under-served and remote areas of Pakistan, mainly through disbursement of subsidy received from the Government of Pakistan.

PDA intends to invite proposals / bids from reputed air travel / ticketing agencies, having prior experience, good standing in the market and registered / accredited with International Air Transport Association (IATA), for provision of air ticketing / travel services (Domestic / International) and making all necessary arrangements ancillary thereto on as and when required (Call basis).

Scope of Services:

The selected air travel / ticketing agencies shall be expected to provide the following services:

- (a) Provide air ticketing / travel services (Domestic / International) for PDA Board members and employees and make all necessary arrangements ancillary thereto.
- (b) PDA seeks to create a partnership with selected air travel / ticketing agencies in order to explore the most beneficial opportunity through an innovative, flexible approach to travel management keeping in view the PDA's paramount corporate objective of cost reduction.
- (c) Travel is a personal experience and therefore PDA believes that personal service is vital, and the selected air travel / ticketing agencies will be expected to provide customized services to PDA's employees as much as possible to ensure the highest level of customer satisfaction with proactive participation in advising and guiding prospective traveler's.
- (d) Ensure provision of air ticketing / travel services (Domestic / International) through its efficient, trained, capable competent and dedicated staff/ personnel with whom PDA can liaise 24/7 for the administration, supervision, and coordination of its air ticketing operations.
- (e) Ensure contingency plan with regards to personnel and an ability to provide service during interruptions is a must requirement.



- (f)** Ensure 24/7 service provision in order to facilitate PDA Board members and employees in making necessary travel arrangements and emergency travel arrangements etc. (Contact numbers of morning & night shift must be shared with proposal).
- (g)** Handle ticketing / travel requests sent by e-mail or phone call from concerned officer of PDA.
- (h)** Implement and coordinate the entire travel management based on the diversity of the individual travel needs of PDA Board members and employees.
- (i)** Provide detailed itineraries, including airport information to the concerned PDA officer and travelling employee(s). Itineraries must be presented in English and where possible, with two or three itinerary options indicating the times of departure / arrival (always local time) with a price including fare+ taxes and the timeline for issuing the ticket.
- (j)** For wait -listed bookings, the selected air ticketing / travel agency shall provide regular feedback on status of flight and continuously endeavor to secure confirmation until it is obtained.
- (k)** Keep reservations on hold for the period the airlines are offering.
- (l)** Confirm reservation, issue and deliver air tickets and with advance seat assignments.
- (m)** Continuously identify improvements in terms of costs and deliver innovative solutions to PDA.
- (n)** Able to amend confirmed reservation when the need arises and provide the list of cancellation charges (if any) accordingly.
- (o)** In case of international traveling, Assist PDA in obtaining visas / transit visas and submitting passports at the embassies.
- (p)** Obtaining travel related insurances and liaising with the travelling PDA employees on insurance issues when required and assist with follow-up on any lost luggage.
- (q)** Conduct continuous workshops and / or information sessions to PDA employees at PDA / Service Provider premises.
- (r)** Offer and explore best suitable flight schedules and best fare offers / promotions discounts on air fares.
- (s)** Provide travel advisories or other relevant travelling information in a timely manner.
- (t)** Advice on necessary health requirements, including type of inoculations and vaccinations whether required or suggested for domestic / international traveling.
- (u)** Must provide details / list of existing clients (UN agencies, Embassies, International NGOs, Government Departments, Semi-Government and Autonomous Bodies, Financial Institutions / Banks)
(Selected air travel / ticketing agencies must submit copies of POs / Contracts as an evidence in support of list clients provided).
- (v)** Must provide last two (02) financial years bank accounts statements indicating annual Credit Transaction of more than PKR 10,000,000/- *(Pak Rupees Ten Million only)*.



(w) Must provide a credit limit of Rs. 0.5 Million for domestic air ticketing / travelling and Rs. 1 Million for international ticketing / travelling with thirty (30) days credit limit period.

(x) Issue a consolidated itemized monthly invoice of completed travels along with complete travel details to PDA. Invoices received after 25th of any month shall be paid next month.



7. AFFIDAVIT

(On Stamp Paper of Rs. 100 duly attested by Oath Commissioner/Notary Public)

I, _____ (Name), son/daughter of _____, resident of _____, CNIC No. _____, being the authorized signatory/representative of M/s _____ (Travel Agency Name), having office at _____, do hereby solemnly affirm and declare on oath as under:

That I am competent and authorized to swear this affidavit on behalf of the applicant firm/agency.

That the information, particulars, and documents submitted to Pakistan Digital Authority (PDA), for the purpose of prequalification of travel agents are true, correct, and complete to the best of my knowledge and belief.

That the firm/agency undertakes to abide by all rules, regulations, terms, and conditions issued by the procuring agency/organization regarding the subject prequalification.

That if any information or document provided is found to be false, fabricated, or misleading at any stage, the procuring agency/organization shall have the right to reject our application, cancel the prequalification, or take any other legal action deemed appropriate.

That this affidavit is executed for the purpose of prequalification of travel agents with (PDA)

DEPONENT
(Signature & Name with Designation)

CNIC No. _____

Verification
Verified on oath at _____ this ____ day of _____, 20__, that the contents of the above affidavit are true and correct to the best of my knowledge and belief and nothing has been concealed therein.

DEPONENT
(Signature & Name)