

PRE-QUALIFICATION

FOR THE SERVICES OF TRAVEL AGENCIES

A (01)/PSEB/2026-22

JULY 2026

**Plot # 61, 06th Floor, New State Life Tower, Near Saudi Pak Tower, Jinnah Avenue, Blue Area,
Islamabad**

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1. PAKISTAN SOFTWARE EXPORT BOARD (G) LTD, AN INTRODUCTION

Pakistan Software Export Board (PSEB) is an apex Government body mandated to promote Pakistan's IT Industry in local and international markets. PSEB facilitates the IT industry through a series of projects and programs in infrastructure development, human capital development, company capability development, global marketing, strategy and research, and the promotion of innovation and technologies.

2. INSTRUCTION FOR BIDDERS

The objective of “instructions to applicants” is to provide applicants the information to submit their proposal in response to this Pre-Qualification according to the requirements defined in this Pre-Qualification documents and in the same order/sequence as set forth in this document. Applicant must follow the following requirements for their proposals

3. SCOPE OF WORK

The Pre-Qualified applicant shall provide services as per following:

- a. Booking and issuance of international / domestic air tickets on purchase order, email, telephone, WhatsApp as and when required;
- b. The agency would ensure booking of tickets /confirmation of waitlisted tickets, delivery of tickets mainly at PSEB offices or other designated place(s) as instructed by authorized representative of PSEB during working hours /holidays/ after office hours (at the expense of the agency), collection of tickets for cancellation, getting visa, passports, confirmation/cancellation, up gradation/revalidation of tickets, delivery of tickets, documents.
- c. Assistance for obtaining visas / transit visas and submitting passports at the embassies;
- d. Obtaining travel related insurances;
- e. Round the clock (24/7/365 days) availability of dedicated personnel for bookings / cancellation of tickets;
- f. Assisting travelers to get enrolled in frequent flyer programs;
- g. Fast and timely delivery of tickets at PSEB premises or other designated place(s) as instructed by authorized representative of PSEB
- h. Performance against the service standards listed above shall be governed by the Agreement and penalty clauses to be incorporated in the framework agreement, including provision for performance review and, where warranted, removal from the panel for repeated non-compliance.
- i. Provision of services at very short period of time when so required;
- j. Offering and exploring the best suitable flight schedules and best fare offers / promotions / discounts on air fares;
- k. The Agency shall intimate and transfer all additional discounts that are given by authorities/airline to PSEB;
- l. Travel arrangements through foreign carriers not operating in Pakistan;
- m. Provision of hotel services when required in Pakistan and international;
- n. Provisions of tours / leisure travels / holiday travel services;

4. MANDATORY CRITERIA FOR QUALIFICATION

Sr. No	Description
1.	Complete company profile including name, registered office address, telephone, and e-mail address and web address, complete contact detail of the contact person, details of branch offices (if any).
2.	Copy of IATA Certificate must be attached
3.	Copies of NTN, STN Certificates must be attached.
4.	Date of establishment of business and relevant business experience of at least for 05 years. Proof of registration must also be attached.
5.	Letter for the appointment of an authorized representative which will work as a POC to PSEB.
6.	Undertaking that the Applicant/firm and its employee(s) have never been blacklisted by any government, semi- government, autonomous or state owned organization on the Stamp paper worth of Rs.500/-

***Kindly Note that any document missing in mandatory clause will straight way out**

5. SELECTION PROCEDURE

- The applicants shall provide duly completed / filled in mandatory requirements for applicants to qualify along with supporting documents as provided therein. PSEB shall evaluate the proposal according to the mandatory requirements for applicants to qualify reject any proposal which does not conform to the specified requirements and finally concluded as “non-responsive”.
- Proposals qualifying mandatory requirements shall be evaluated as per evaluation Criteria
- PSEB will sign a formal Open Framework Agreement regarding the PRE-QUALIFICATION for the services of travel agents with the top five (05) qualified vendors valid for 3 years. This agreement will comprise of all details necessary to execute the services successfully and up-to the satisfaction of the procuring agency. The RFP/RFQ will be shared with the pre-qualified travel agencies as and on need basis.
- PSEB shall prequalify a maximum of five (05) firms that obtain the highest scores based on the evaluation criteria set out in this Prequalification Document. In the event that fewer than five (05) firms meet the minimum qualification requirements, all such firms shall be prequalified. The prequalified firms shall be eligible to participate in future RFPs/RFQs issued by PSEB during the validity period of the prequalification, subject to the terms and conditions specified therein.
- "This procurement is a fresh pre-qualification exercise for the establishment of a new panel of travel agents for a period of three (03) years.
- The existing framework agreement/panel shall continue to provide services without interruption until the new framework agreement under this pre-qualification is signed and made operational, at which point the existing panel shall stand terminated and the new panel shall take over.

6. MEET OR EXCEED REQUIREMENTS

The requirements provided in this document are the minimum requirements of PSEB. The applicants must meet the minimum requirements. The applicant may exceed these requirements for the successful practical implementation. But in such a case additionally proposed or altered specifications/requirements should clearly be highlighted to enable PSEB to clearly identify modified specifications/requirements.

7. CLARIFICATIONS

Queries of the applicants, if any, for seeking clarification regarding the pre- qualification must be received in writing through following email addresses till five days prior to the proposal submission date of proposal. Any query received after above mentioned timeline shall not be entertained:

rarif@pseb.org.pk, aurehman@pseb.org.pk

8. EVALUATION CRITERIA

Sr. No.	Description	Max. Score	Marks Allocation	
1.	Experience in the field, in number of year, since inception of business operations as registered travel agent at Registered with relevant authorities, Government and International Department. Please attach relevant registered documents	10	Registered age- 10+ years	10
			Registered age - 7 to 10 years	07
			Registered age – 5 to 6 years	05
2.	Financial Strength for company (copy of latest financial statements)	10	Annual turnover PKR 15+ million	10
			Annual turnover PKR 8–15 million	07
			Annual turnover PKR 1-7 millions	05
3.	Number of clients (Public Sector, Private Companies & Corporate Institutions) Across Pakistan *list of clients with contact details	10	Number of client 20+	10
			Number of clients between 11-20	07
			Number of clients between 05-10	05
4.	Credit period: After the submission of invoice	15	60 days or more	15
			45 up to 59 days	10
			Up to 44 days	05
5	Credit Limit	15	PKR 20-30 Millions	15
			PKR 10 -20 millions	10
			PKR 05-09 millions	05
6	Worth of projects similar in nature that includes Air Tickets, in last three (03) years. (Verifiable through relevant purchase orders, contracts, invoice)	15	PKR 30+ million	15
			PKR 21-30 millions	10
			PKR 10-20 millions	05
7	Number of Ticketing Officers/ Staff Detail (CEO, Directors, Managers, Supervisors, Drivers etc.) the detail list of staff members (Name, Designation, Contact #, Email)	15	No. of Staff members 15+	15
			No. of Staff members 10-15	10
			No. of Staff member 1-9	05
8	Other related services For provision of: • Visa processing services, • Domestic, international hoteling services	10	Visa processing services	05
			Domestic, international hoteling services	05
	G. Total	100		

***Applicant's complying all mandatory requirements and securing 70% marks shall be considered as qualified for required services.**

***PSEB shall prequalify a maximum of five (05) firms that obtain the highest scores based on the evaluation criteria set out in this Prequalification Document. In the event that fewer than five (05) firms meet the minimum qualification requirements, all such firms shall be prequalified. The prequalified firms shall be eligible to participate in future RFPs/RFQs issued by PSEB during the validity period of the prequalification, subject to the terms and conditions specified therein.**

***In the event of a tie in aggregate score at the 5th (last qualifying) position, preference shall be given, in order, to:**

- (i) the applicant with the higher score under Sr. No. 6 (Worth of similar projects);**
- (ii) failing which, the applicant with the longer registered business experience under Sr. No. 1. PSEB's decision on the application of this tie-breaker shall be final.**

9. TERMS AND CONDITIONS

- i. Proposals received after the due date and time will not be entertained.
- ii. Applicants shall provide the documents as mentioned in mandatory clause. Any short coming in the said requirements shall render the applicant disqualified.
- iii. Applicants are required to state, in their proposals, the name, title, fax 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.
- iv. The applicants shall bear all costs/expenses associated with the preparation and submission of the proposal and PSEB in no case be responsible/liable for those costs/expenses.
- v. Each applicant shall submit only one proposal; multiple proposal submissions shall render the applicant disqualified.
- vi. The proposal validity period will be one hundred and eighty days (180) days, starting from the date of opening of the proposals
- vii. The language of the proposal shall be English language. Any printed literature furnished by the Applicant(s) in another language shall be accompanied by an English translation which shall govern for purposes of interpretation of the proposal.
- viii. The applicant(s) may, by written notice served on the PSEB, modify or withdraw the proposal after submission, but prior to the deadline for submission of the proposal.
- ix. Only registered suppliers who are on Active Taxpayers List (ATL) of FBR and others provincial revenue authorities are eligible to supply goods/services to the Commission.
- x. If any supplier is not in ATL then his payment shall be stopped till he files his mandatory returns and appears on ATL of FBR.
- xi. Each applicant shall submit a signed Integrity Pact in the format prescribed by PPRA, confirming that no bribe, commission, gift, or advantage has been or will be offered to any PSEB official in connection with this procurement. The applicant shall further declare that no PSEB employee, or their spouse or dependent, holds any ownership, directorship, or beneficial interest in the applicant's firm.
- xii. The decisions of PSEB will be binding on all applicants.
- xiii. During the examination, evaluation and comparison of the proposals, PSEB at its sole discretion may ask any applicant for clarifications of its proposal.
- xiv. Proposals submitted via email or fax will not be entertained.
- xv. The complete Bid documents shall be submitted online on E-PADS on or before **30th July, 2026 at 03:00 PM** and will open on the same date at **03:30PM**.

- xvi. Proposals should be submitted electronically **ONLY** through EPADS. For registration and training on EPADS or in case of any technical difficulty in using EPADS, prospective bidders may contact PPRA Team, Director MIS Room No.109, 1st Floor, FBC building Sector G-5/2, Islamabad. Contact Number 051-111-137-237.
- xvii. The proposals must be prepared and submitted in accordance with the instructions in the detailed RFP & Proof of Eligibility documents through EPADS latest by **30th July, 2026 at 03:00PM**, and will be opened on the **same day at 03:30 PM** at below mentioned address in the presence of vendors/bidders or their authorized representatives who desires to attend the bid opening session. Only those bids will be entertained who applied through EPADS
<https://eprocure.gov.pk>.

Manual submission is not allowed. Proposals must be prepared in proper sequence give in RFP.

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