



Invitation for Tender

Pre-qualification of vendors / firms for provision of Air Ticketing

Services for NUMS, Rawalpindi

National University of Medical Sciences (NUMS) intends to prequalify reputable, experienced and IATA-accredited Air Travel Agencies for booking and issuance of Air Ticketing services for NUMS. The services will include both domestic and International airline ticketing as well as associated travel services such as hotel reservations, visa facilitation, travel insurance, itinerary planning, tickets revalidation/refund management and round the clock 24/7/365 service support booking / cancellation on as & when required basis. This invitation is also published on NUMS official websites (www.numspak.edu.pk) and PPRA EPAD (www.ppra.org.pk).

Eligibility Requirements:

Interested firms must demonstrate a minimum of five (05) years of relevant experience as registered Travel Agency. It is also essential that the agency can provide round-the-clock services throughout the year and offer reliable local and international ticketing solutions. They must hold a valid and active **IATA membership** and be registered with the Federal Board of Revenue (FBR) with compliance in both **Income & Sales Tax** on the **Active Taxpayer List (ATL)**.

Acquisition of Prequalification Documents:

Prequalification documents containing detailed terms of reference, evaluation criteria, and instructions for submission can be collected from the Office of Procurement Directorate, located at NUMS ATR Building Adyala Road, near APS&C (Girls) Rawalpindi. The documents are available against a non-refundable fee of **Rs. 3,000/-** payable via Pay Order in favor of "National University of Medical Sciences." Documents may be collected during working hours (0800-1600 hours) on any working day between **Friday- 17th July, 2026** till **Monday- 10th August, 2026**.

Submission of Applications:

Applications, completed in all aspects, should be clearly marked and submitted as “*Application for Prequalification of Air Travel Agency*” and be delivered to the address mentioned at the end of this advertisement by or before **1000 hours on Monday, 10th August 2026**.

Opening of Applications:

Applications will be opened on the same day i.e. **10th August 2026 at 1030 hours**) in **“Conference Room, ATR Building NUMS Adyala Road Kachehri Chowk Rawalpindi.”**

Evaluation Process:

The prequalification process will be conducted in accordance with the provisions of the Public Procurement Rules 2004, specifically under Rules 15 and 16. Evaluation of applications shall be based on a set of technical and financial criteria as outlined in the prequalification documents. Only those agencies who meet the mandatory requirements and score sufficiently in the evaluation shall be Prequalified for further consideration.

Right to Accept or Reject:

NUMS reserves the right to accept or reject any or all applications as per Rule 33 of the Public Procurement Rules, 2004, without assigning any reason. The University’s decision in this regard shall be final and binding. For any further information or clarification regarding the prequalification process, interested agencies may contact address mentioned below.

Procurement Directorate,

ATR Building NUMS Adyala Road Kachehri Chowk Rawalpindi.

Ph: 051-8909018

PREQUALIFICATION DOCUMENTS

Location: National University of Medical Sciences (NUMS) C/O Abid Majeed Road, Rawalpindi	Reference File: MS/Procurement/2026/54
Subject: Prequalification of Air Ticketing Services at NUMS	

- 1. Introduction:** National University of Medical Sciences (NUMS) intends to Pre-qualify reputable Air Ticketing agencies / service providers who are registered on the active taxpayer status with Federal Board of Revenue (FBR), Income and Sales Tax Departments. The pre-qualification process will be conducted in accordance with terms, conditions, guidelines and Standard Operating Procedures (SOPs) specified by the NUMS and in compliance with the Public Procurement Rules (PPRA Rules)- 2004.
The objective of this Pre-qualification is to identify experienced and capable firm's/service providers who can provide the required Air Ticketing Services professionally while adhering to established SOPs and NUMS's best practices.
This pre-qualification documents outlines the BOQs, evaluation criteria and scoring index/ methodology to comprehensively assess the technical, managerial, and financial capabilities of applicant firms /contractors/ participating bidders. The goal is to select a most competent service provider(s) and to sign a framework agreement (Open/Close) for provision of Air Ticketing Services at NUMS.
- 2. Submission Deadline:** All proposals/applications must be submitted not later than **1000 on Monday, 10th August 2026**, clearly marked as "Pre-qualification for provision of Air Ticketing Services at NUMS", and delivered at given address in advertisement.
- 3. Scope of Services:** The selected firm shall provide:
 - Domestic and International Air Ticket Reservations.
 - Ticket Issuance of all major airlines.
 - Flight Revalidation and Amendments.
 - Ticket Cancellation and Refund Processing.
 - Emergency and Urgent Travel Arrangements.

- Travel Advisory Services.
- Dedicated Travel Coordination.
- 24/7 Customer Support.
- Monthly Travel Management Reports.
- Hotel Reservation Assistance (if required).
- Visa Travel Itinerary Support.

4. Eligibility Criteria: Must be;

- Be registered with FBR and possess NTN/GST registration.
- Be IATA accredited.
- Have minimum five years relevant experience.
- Be financially sound.
- Provide evidence of institutional/government clients.
- Submit tax returns and registration certificates.

5. Bid Evaluation: The Committee will check the submitted documents to ensure that they contain no amendment(s) to the terms and conditions or any other calculation errors in terms of prices, costs, items taxes etc. The Committee may finalize one or more service providers.

6. Cost of Bidding: Bidders shall bear all costs associated with preparation and submission of bids and the Procuring Agency will in no case be responsible and liable for those costs, regardless of the conduct or outcome of the bidding process.

7. Service Level Requirements

Reservations shall be processed within minimum possible time. Emergency travel requests shall be handled on priority basis. Dedicated account manager shall remain available round the clock. Fare quotations shall be provided from multiple airlines ensuring best available rates.

8. Performance Security

Successful bidder shall furnish Performance Security equivalent to 5% of annual contract value.

9. Evaluation Criteria

Technical and Financial Evaluation shall be conducted as per PPRA Rules. Evaluation factors include experience, IATA accreditation, client references, staffing, service capability and financial competitiveness.

10. Payment Terms

Payments shall be made within 25-30 days after submission of invoices and verification by NUMS.

11. Penalties

Failure to provide timely services, delayed reservations, negligence or non-performance may result in penalties and contract termination.

12. General Conditions of Contract

The contractor shall maintain confidentiality of traveler information, comply with all airline regulations and government rules, and provide uninterrupted services throughout the contract period.

**PREQUALIFICATION OF TRAVEL AGENCIES FOR PROVISION OF AIR
TICKETING SERVICES AT NUMS**

Annex A
MS/Proc/2026/54

Evaluation Criteria and Scoring Index

1. Mandatory Eligibility Requirements (Pass/Fail)

The following are non-negotiable criteria. Failure to meet any one of them will result in immediate disqualification.

- **FBR & Tax Compliance:** The firm must be registered with the Federal Board of Revenue (FBR) and appear on the Active Taxpayer List (ATL) for both Income Tax and Sales Tax.
- **IATA Accreditation:** The firm must hold a valid and active IATA accreditation, demonstrating its credibility and direct access to airline inventory.
- **Minimum Experience:** The firm must have been in operation and providing air ticketing services for a minimum of five (05) years.
- **Legal Standing/Blacklisting:** The firm must submit an affidavit on stamp paper declaring that it has not been blacklisted or debarred by any government, semi-government, or autonomous body.
- **Office Presence:** The firm must have an established registered office in **Rawalpindi/Islamabad** to ensure accessibility and effective coordination.

2. Technical Evaluation Criteria (Scored - 100 Marks Total)

The following criteria will be used to technically evaluate the firms that have passed the mandatory requirements. The maximum total marks are 100, and a firm must secure a minimum of 70 marks to be considered prequalified.

Sr	Evaluation Criteria	Scoring Method	Marks	Verification Evidence
1.	Relevant Experience	Minimum 5 years' experience and having 5-10 completed contracts with Government, Universities, Armed Forces, Hospitals, Banks, Autonomous Bodies or International	20	Registration certificates, contracts, or work orders demonstrating the number of years in

		Organizations = Full Marks		the industry
2.	IATA Accreditation	Valid IATA Accreditation = Full Marks	10	Valid and current IATA accreditation certificate
3.	Financial Soundness	Last three years audited financial statements, satisfactory turnover and bank solvency certificate > PKR 50 Million: 15 marks PKR 25 - 40 Million: 10 marks PKR 10 - 25 Million: 5 marks	15	Audited financial statements, income tax returns or bank statements for the last three years .
4.	Professional Staff & Operational Capability	Dedicated Account Manager, Ticketing Staff, Emergency Booking, 24/7 Support, Complaint Handling	10	Organizational chart, list of permanent employees, and a clear description of the proposed 24/7 support mechanism .
5.	Technology & Reservation System	Amadeus/Galileo/Sabre, E-ticketing, Online Reservation System	10	Documentary proof of GDS subscription/access.
6.	Branch Office Network	Head Office in Rawalpindi/Islamabad plus additional offices in major cities	10	Proof of branch offices (e.g., tenancy agreements, utility bills or company registration documents) .
7.	Credit Facility Offered to NUMS	30 days or more credit period	5	A clear statement in the proposal outlining the offered credit period and limit.
8.	Value Added Services	Visa Assistance, Hotel Reservation, Travel Insurance and other travel-related services	10	A clear description of how these services will be provided.
9.	Performance Certificates / Client References	At least three satisfactory performance certificates from institutional clients	10	Performance certificates/letters of recommendation from the listed clients.

Total = 100 Marks

Minimum Qualifying Score:

- **70 Marks overall**
- Mandatory criteria must be complied with.

FINANCIAL PROPOSAL FORM

Sr#	Service Description	Unit	Service Charges	Total Price with GST
1	Domestic Ticket			
2	International Ticket			
3	Urgent Booking			
4	Refund Processing			
5	Revalidation			