



Ref: ADMIN: GM: 08.7 (1) / 2026

Dated: ____/____/2026

M/s. _____

**HIRING OF FIRMS / TRAVEL AGENCY FOR PROVISION OF DOMESTIC /
INTERNATIONAL AIR TICKETS AND OTHER SERVICES REGARDING
TRAVELING UNDER OPEN FRAME WORK AGREEMENT PROCEDURE
TENDER ENQUIRY NO. ADMIN: GM: 08.7 (1) /2026**

Dear Sir,

Reference your letter No. _____ dated _____ for issuance of documents for hiring of Firms / travel Agencies for provision of Domestic / International Air Tickets and other services regarding traveling.

Following documents attached herewith should be submitted duly completed in all respects through EPADS 2.0 (<https://vendors.epads.gov.pk/login>) on or before **September 01, 2026** by **11:00** hours.

A) TRAVEL AGENCY SERVICES

- | | | |
|--------------------------------------|---|--------------|
| 1. Evaluation Criteria | - | Annexure "A" |
| 2. Mandatory Documents | - | Annexure "B" |
| 3. List of Documents to be attached | - | Annexure "C" |
| 4. Important Instructions to bidders | - | Annexure "D" |
| 5. General terms & conditions | - | Annexure "E" |

Scope of Work:

Sr No.	Description
01	Air Tickets Booking / Issuance (Domestic)
02	Air Tickets Booking / Issuance (International)
03	Assistance for obtaining Visa / Submission of Passports for visas
04	Round the clock (24/7) availability of dedicated personnel for booking / cancellation.
05	Travel arrangement through foreign carriers not operating in Pakistan
06	Hotels Bookings Abroad

If you have any doubt as to the meaning of any portion of these documents you should mention them in your covering letter about the interpretation prior to submission of your bids / tender documents and before the closing of this tender i.e. **September 01, 2026**.

Terms and Conditions must be taken into consideration before submitting your bids as these terms and condition will become a part of the contract in case the work is awarded to you.

The entire financial liability in respect of air ticketing would be the sole responsibility of the enlisted travel agents/agencies/companies/firms.

Registered Office:
Sui Northern Gas Pipelines Limited,
21- Kashmir Road, Lahore, Pakistan.
+92-42-99082000-06

www.sngpl.com.pk

Head Office:
21- Kashmir Road, Lahore, Pakistan.
+92-42-99082000-06



Upon selection, the selected / enlisted travel agents / agencies / companies / firms shall not be allowed to transfer, assign, pledge, or sub-contract their rights and liabilities under this agreement to any other service provider or organization.

The travel agents / agencies / companies / firms will submit a scanned copy of the bid(s) / proposals online on the EPADS 2.0 on or before the date September 01, 2026 time 11:00 Hours. Bids will be opened on the same date i.e. September 01, 2026 at 11:30 hours.

In case of holiday (s) falling on the date of tender opening, tender will be opened at the same time on the next working day. It will be the responsibility of the bidder to deliver the bids before the closing time.

Quotations / Tender documents submitted should not have any over-writing. All deletions / cuttings / overwriting must be authenticated by additional signature. Quotations carrying over-writing without any proper authentication shall not be entertained.

No bidder will be permitted to alter his bid after opening. The Company does not bind itself to accept the lowest or any particular bid, nor it will be responsible to pay the expenses or losses which may be incurred by bidder(s) in the preparation of their bids.

In case the contract is awarded to you, you will be required to execute the work strictly in accordance with the terms and conditions of the contract. In case any of the terms and conditions of the contract is violated, the Company has the right to cancel the contract or part thereof as deemed necessary.

The Bidders are also required to provide valid Sales Tax, PST, NTN and Professional Tax Certificates along with their bids / tender documents.

The contract (s) awarded as a result of this tender must be duly acknowledged by the Chief Executive of the respective firm / travel agency or his authorized representative whose name must be advised to SNGPL in writing along with your bid / tender documents. Signature and stamp of the company accompanied by covering letter must be attached with the respective quotation.

If need be, please contact Mr. Farooq Ali, Deputy Chief Admin Officer, GAS HOUSE, 5th Floor, 21-Kashmir Road, Lahore Telephone No.042-99201307 & Cell No. 0333-4682028.

Yours faithfully,

SUI NORTHERN GAS PIPELINES LIMITED

(MIAN M. QAISAR YAQOUB)
GENERAL MANAGER (ADMIN)
for MANAGING DIRECTOR

Registered Office:

Sui Northern Gas Pipelines Limited,
21- Kashmir Road, Lahore, Pakistan.
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SUI NORTHERN GAS PIPELINES LIMITED



سوئی ناردرن گیس
Sui Northern Gas

TENDER DOCUMENTS FOR

**HIRING OF FIRM / TRAVEL AGENCY (IATA APPROVED)
FOR PROVISION OF AIR TICKETS (DOM / INT) AND OTHER
SERVICES REGARDING TRAVELLING UNDER OPEN FRAME
WORK AGREEMENT**

GAS HOUSE, 5TH FLOOR, 21-KASHMIR ROAD LAHORE



سوئی ناردرن گیس
Sui Northern Gas

Annexure "A"

EVALUATION CRITERIA

**HIRING OF FIRM / TRAVEL AGENCY (IATA APPROVED)
FOR PROVISION OF AIR TICKETS (DOM / INT) AND OTHER SERVICES REGARDING
TRAVELLING UNDER OPEN FRAME WORK AGREEMENT**

Evaluation Criteria for hiring of Firm / Travel Agency is divided into two sections i.e. Mandatory Requirement and Comparative analysis. Answer to all the questions is compulsory. All information provided in the Bid must be supported with valid documentary evidence.

Mandatory Requirements

No deviation from information provided to the questions under this heading would be accepted. Any point / question, which does not satisfy the requirement of a question, would disqualify the Travel agency for further consideration. Questions from serial to 1-10 in the attached Questionnaire (Annex-B) would be considered as Mandatory Requirements and answers to these questions are compulsory.

Each Travel Agency must have an post experience of at least 3 years IATA certification, Application(s) received from any Travel Agency having less than three (3) years of experience will not be considered for qualification. IATA certificate to be provided to validate the experience.

Comparative Analysis

A maximum of 10 marks will be given for each question from serial 11 to 19. Basis of marks for the questions is appended below:-

a) Question at Serial 11 - following marks will be awarded:

- | | | |
|------|----------------------------------|-----------|
| i. | Sole Proprietorship | - 5 Marks |
| ii. | Partnership | -10 Marks |
| iii. | Limited company (Private/Public) | -15 Marks |

b) Question at Serial – 12 (Number of Employees) - up to 05 employees there will be 05 marks and one (01) mark would be added for every 01 employee up to a maximum of 10 marks.

c) Question at Serial – 13 (Branches in Pakistan) – following marks will be awarded:

- | | | |
|------|--|------------|
| i. | Registered office in Lahore, Karachi & Islamabad | - 10 Marks |
| ii. | In any two (02) cities (Lahore, Karachi & Islamabad) | - 06 Marks |
| iii. | In any one (01) city (Lahore, Karachi & Islamabad) | - 04 Marks |

d) Question at Serial – 14 (Recent Client) - 2 marks each client (Govt. / Semi Govt. / National / multi National companies) would be allowed up to a maximum of 10 marks.

e) Question at serial – 15 to 19 - Non-submission of certificate / evidence / undertaking / information would fetch no mark. 10 marks will be given on each Certificate / evidence / undertaking / information.

Travel Agency securing at least 65% marks out of total marks will be considered technically Responsive and all those Travel Agencies securing less than 65% will be considered technically Non- Responsive.



MANDATORY DOCUMENTS

**HIRING OF FIRM / TRAVEL AGENCY (IATA APPROVED)
FOR PROVISION OF AIR TICKETS (DOM / INT) AND OTHER SERVICES REGARDING
TRAVELLING UNDER OPEN FRAME WORK AGREEMENT**

SR NO	CONTENTS	ATTACHED YES / NO	REMARKS
1.	Registered Name & Address of your IATA approved Travel Agency (Please enclose a valid photocopy of Registration Certificate of IATA).		
2.	Professional Tax Clearance Certificate for Current Financial Year. (Attach Copy)		
3.	NTN (National Tax No.) Registration Certificate.		
4.	Sales Tax Registration number / Certificate (PRA/KPRA/ICT) Whichever is applicable and must be Active (online status will be verified).		
5.	Name of Government / Semi govt. Department multinational Organization with whom you are registered / prequalified.		
6.	Name and address of Banker (Please attach Account maintaining certificate of your travel agency from your Banker). Also attach bank statement for the last 06 months.		
7.	Income Tax Return (Copy of last three Financial Years).		
8.	The Travel Agency should have an experience of at least 03 years of providing Air Tickets to various companies / departments. Name of such national and multinational companies be provided along with their postal addresses, phone numbers and names of contact persons. Any other available services like Visa/ Hotel accommodation/ Rent a car / International Insurance etc.		
9.	Detail of any arbitration / litigation against your Travel Agency by any Government. Semi Govt. department any third party showing extent and result. Please attach an undertaking on Firm /Agency's letter head if there is no arbitration /litigation with any client.		
10.	Undertaking on judicial stamp paper (Rs. 100/-) that the Travel Agency have never been black listed by any organization.		

COMPARATIVE ANALYSIS		MARKS	OBTAINED
11.	Please tick (as applicable to your Travel Agency and attach a copy of relevant documents as mentioned against each. i) Sole Proprietorship _____ ii) Partnership _____ (Copy of Partnership Deed) iii) Limited company _____ (Copy of memorandum) (Public or Private) & Article of Association	15	
12.	Total No. of employees working under your control with details	10	
13.	Name (s) of your branches in Lahore, Karachi & Islamabad if any, giving their complete addresses and telephone numbers etc.	10	
14.	List of Recent Clients (Govt. / Semi Govt. / National / Multi-National Companies).	10	
15.	Date of commencement of your business, with proof.	10	
16.	Whether or not the Air Ticket Services are available round the clock (24/7). Confirmation on Company's Letter Head is to be attached.	10	
17.	Any best selling / performance Award by Airline (s).	10	
18.	SNGPL requires (30) days Credit terms up to Rs. (02) Two Million confirmation on Company's letter head is to be attached.	10	
19.	Valid IATA Certified License	15	
Total Marks		100	

Certified that the above particulars are correct. In case any information given above is found to be incorrect, we shall be fully responsible for the consequences, which may include cancellation of our request for prequalification.

Note: - (However required, details may be given on separate sheets to be duly signed)

SIGNATURE _____

NAME _____

FIRM'S STAMP

DESIGNATION _____

ADDRESS _____

DATED: _____



DOCUMENTS REQUIRED TO BE SUBMITTED

**HIRING OF FIRM / TRAVEL AGENCY (IATA APPROVED)
FOR PROVISION OF AIR TICKETS (DOM / INT) AND OTHER SERVICES REGARDING
TRAVELLING UNDER OPEN FRAME WORK AGREEMENT**

SR NO	DESCRIPTION	YES	NO
1.	Copy of Registration Certificate issued by IATA.		
2.	Copy of payment of Professional Tax for current financial Year.		
3.	Copy of Sales Tax Registration Certificate.		
4.	Documentary proof of Registration of Travel Agency with any Government / Semi Government Department.		
5.	List of recent clients with Postal addresses, phone numbers and names of contract person.		
6.	Copy of National Tax Number (NTN) Certificate.		
7.	Copy of Income Tax Return of last three financial years.		
8.	Bank statement for account of Travel Agency for last 06 months.		
9.	Original Pay Order in Favour of Sui Northern Gas Pipeline Limited (SNGPL) of PKR 24,000/- regarding Bid Security.		
10.	Proof of experience with National / Multi National Companies along with their postal addresses, phone numbers and name of contact person.		
11.	Undertaking on judicial stamp paper (Rs.300) that the Travel Agency is not under any arbitration / litigation or similar proceeding in any court of law.		
12.	Undertaking on judicial stamp paper (Rs.300) that the Travel Agency has never been black listed by any customer i.e. Government / Semi Government / Multinational Companies.		
13.	Name(s) of your branches in Pakistan (if any) with complete addresses and telephone numbers and fax numbers.		
14.	List of employees working in Firm / Travel Agency.		
15.	List of equipment related to Firm / Travel Agency.		
16.	Undertaking that Travel Agency will provide air travel services round the clock (24/7) on Company's Letter Head.		

SIGNATURE _____

NAME OF FIRM: _____

DESIGNATION _____

FIRM'S STAMP



سوئی ناردرن گیس
Sui Northern Gas

Annexure-“D”

IMPORTANT INSTRUCTIONS TO THE BIDDERS

- A. The terms and conditions of the tender documents shall be carefully studied / followed by the bidder.
- B. The offer shall be worded clearly and fully understandable of the terms of reference defined in the tender document.
- C. Each and every page of the tender documents shall be signed by the tenderer and stamped with the company seal.
- D. Following documents shall compulsorily be attached with the offer.
 - a. Name and address of the Firm / Company with Telephone and Fax Nos.
 - b. Photocopy of National Tax Certificate / Sales Tax Registration certificate / Professional Tax certificate of the Company / Firm / Contractor.
 - c. Income tax return of last three years.
 - d. Attested copy of Bank statement for last six (06) months
 - e. Names of Directors / Partners / Associates of the Firm or Company.
 - f. The tenderer should submit affidavits / undertakings on stamp paper as required in Annex- B.

Signature & stamp
of Tenderer



GENERAL TERMS AND CONDITIONS

Framework Mechanism & Call-Off Orders:

This agreement serves as a Master Framework setting forth the general terms, condition and pricing/discount structure.

SNGPL is under no obligation to guarantee volume or number of bookings during the agreement term.

The Procuring Agency shall issue formal Call-off Orders to the Pre-Qualified Travel Agencies on an as-needed basis. For each travel requirement, The SNGPL will invite email quotations from all Pre-Qualified travel agencies for the lowest financial quotation.

All Travel Agencies will provide quotes based on the “Total Net Payable Amount” (Final Payable Ticket Price) for that specific date and time.

Bid Security:

The Travel agency shall be required to submit a Bid Security of PKR 24,000/- (Rupees Twenty-Four Thousand only) in favour of Sui Northern Gas Pipeline Limited (SNGPL). The original Pay Order must be physically submitted to the office of General Manager (Administration), Gas House, 5th Floor, 21-Kashmir Road Lahore before the bid opening date, i.e. September 01, 2026. The bid security shall remain valid throughout the bidding / Pre-qualification process. Upon completion of this process, the bid security of Travel agency shall be returned to them without any interest or profit hereon.

Bid Validity:

Your bid should be valid for at least 90 days from the date of bid opening. Bid received with shorter validity will be considered as NON-RESPONSIVE. SNGPL may, however, request for extension in validity of bids / tender documents without any change in quoted rates and other Terms and Conditions.

Submission / Payments of Bill:

The Contractor/ Travel agent will submit bills for payment to Admin SNGPL HO to enable the company to process payment within thirty (30) days upon receipt of bill from Travel Agency. No request for advance payments would be made / entertained. Delays caused due to errors in invoices by the contractor (e.g. incorrect invoices / calculation mistakes etc.) and time consumed in rectification of these errors shall be on the part of the contractor and such time will be considered over and above the said thirty (30) days period. Hence the contractor must familiarize their concerned staff with SNGPL invoice processing procedure so as to prevent any payment delays.

Period of Contract:

The duration of the CONTRACT/AGREEMENT shall be for three (03) years, commencing from the date of signing of the Contract.

Cancellation / Refund charges:

The Travel Agent will communicate in writing / email every time about the Refund / cancellation charges claimed by airlines on cancellation / refund / exchange requested by SNGPL.

Travel agent will not claim their services charges on them.

Termination of Agreement:

The Company shall be entitled to terminate this Agreement:

- (1) If the Contractor violates any provision of this Agreement or any provision of law, rules, and regulations applicable to it; or
- (2) If the Company determines that it is in the Company's interest or the public interest to terminate the Agreement.

- a. The Company may terminate contract on poor performance, and shall give one-month notice in writing to the Contractor.
- b. In case of termination by the Company due to a breach of contract or violation of law by the Contractor, the Company shall issue the Contractor a "warning" and an opportunity to remedy the breach of contract or violation of law within 15 days of notice. If the Contractor fails to take remedial action within 15 days of the notice to the satisfaction of the Company, the Company shall issue a second "warning" and further 15 days to remedy the breach. Upon expiry of the second warning period the Agreement shall stand terminated.

OPEN FRAMEWORK AGREEMENT / CONTRACT

SUI NORTHERN GAS PIPELINE LIMITED

AND

[Travel Agent Name]

This Open Framework Agreement is made and entered into on this ____ day of _____, 2026, by and between:

Sui Northern Gas Pipelines Limited (SNGPL), having its registered office at **[Gas House, 21 Kashmir Road Lahore]**, hereinafter referred to as the **EMPLOYER**,

AND

[Travel Agent Name], having its registered office at [_____], hereinafter referred to as the **TRAVEL AGENT**

WHEREAS

The **EMPLOYER** invited applications /bids for the Pre-qualification of travel agencies for a period of three (03) years in accordance with Public Procurement Regulatory Authority (PPRA) Rules for Domestic and International travel arrangements, and the **TRAVEL AGENT** was duly pre-qualified and selected for entering into this Framework Agreement.

NOW, THEREFORE, THE PARTIES AGREE AS FOLLOWS:

Scope of Work:

1. The **TRAVEL AGENT** should provide air tickets for domestic and international travel and make travel bookings as per the directions of the **EMPLOYER**.
2. Air tickets shall be provided according to the **EMPLOYER'S** specifications on a "NEED BASIS."
3. The **TRAVEL AGENT** must provide 24-hour service to facilitate the **EMPLOYER** regarding travel arrangements and related services.
4. The services shall be procured based on "AS AND WHEN REQUIRED."
5. The **TRAVEL AGENT** shall identify the lowest available fare.
6. The **TRAVEL AGENT** should offer a wider choice of airlines while ensuring bookings are made at the lowest rates.
7. The **TRAVEL AGENT** shall facilitate all travel plans as directed by the **EMPLOYER**, including the purchase of air tickets, bookings and reservations, seating requirements, and other formalities.

8. The TRAVEL AGENT shall provide detailed itineraries, including airport information, delays, or cancellation, of the flight to EMPLOYER
9. The TRAVEL AGENT shall intimate via email cancellation charges (if any).
10. The TRAVEL AGENT shall arrange bookings for flights, accommodation, transportation, tours, and other travel-related services during international visit.
11. The TRAVEL AGENT shall offer assistance with travel insurance and visa applications (if applicable).

Framework Mechanism & Call-Off Orders:

1. This agreement serves as a Master Framework setting forth the general terms, condition and pricing / discount structure .
2. The EMPLOYER is under no obligation to guarantee volume or number of bookings during the agreement term.
3. The EMPLOYER shall issue formal Call-off Orders to the Pre-Qualified Travel Agencies on an as-needed basis. For each travel requirement, The EMPLOYER will invite email quotations from all Pre-Qualified travel agencies for the lowest financial quotation.
4. All Travel Agencies will provide quotes based on the "Total Net Payable Amount" (Final Payable Ticket Price) for that specific date and time.

Duration of the Agreement:

1. This Open Framework Agreement shall be three (03) years, commencing from the date of signing of the Agreement.

Financial Terms:

1. The credit limit for air ticketing shall be minimum Rs. 2,000,000/- (Rupees two million only).
2. The Contractor/ Travel agent will submit bills for payment to Admin Department HO to enable the company for payment process within thirty (30) days upon receipt of bill along with supporting documents (e.g. E-Tickets, Credit Voucher) from Travel Agency. No request for advance payments would be made / entertained. Delays caused due to errors in invoices by the contractor (e.g. incorrect invoices / calculation mistakes etc.) and time consumed in rectification of these errors shall be on the part of the contractor and such time will be considered over and above the said thirty (30) days period. Hence the contractor must familiarize their concerned staff with SNGPL invoice processing procedure so as to prevent any payment delays.

3. If air ticket is not provided due any technical reason, The TRAVEL AGENT will arrange the Air Ticket from Market as per agreed terms & conditions.

Dispute Resolution:

1. Any difference, dispute, or liability of whatsoever nature arising out of this Contract / Agreement or in any way relating to the Contract/Agreement or its construction or fulfillment shall be settled amicably between the EMPLOYER and the TRAVEL AGENT.
2. If the parties fail to reach an amicable settlement, the matter shall be referred to the SGM (HR) of SNGPL for a final decision.
3. The decision of the SGM(HR) of SNGPL shall be final and binding on both parties.

Termination and Suspension:

1. **Termination for Convenience:** SNGPL may terminate this Agreement, in whole or in part, at any time for its administrative convenience by giving thirty (30) days' prior written notice to the Travel Agent without incurring any penalty or liability.
2. **Termination for Default:** SNGPL may terminate this Agreement immediately upon written notice if the Travel Agent:
 - Fails to provide satisfactory ticketing services or breaches any material term of this agreement.
 - Loses its IATA accreditation, DTS license, or tax registration status
 - Becomes insolvent, files for bankruptcy, or enters into liquidation
 - Engages in fraudulent, corrupt, or illegal practices.
3. Upon termination, SNGPL shall pay for services validly rendered prior to the effective date of termination after deducting any outstanding dues, penalties, or claims.

IN WITNESS WHEREOF, the parties have executed this Agreement as of the date first written above.

For and on behalf of Sui Northern Gas Pipeline Limited:

Signature: _____
Name: _____
Designation: _____
Date: _____

For and on behalf of [Travel Agent Name]:

Signature: _____
Name: _____
Designation: _____
Date: _____

Witness:

Signature: _____

Name: _____

Designation: _____

Date: _____

Witness:

Signature: _____

Name: _____

Designation: _____

Date: _____