REQUEST FOR PROPOSAL

FOR

APPOINTMENT OF

GENERAL SALES AGENT- PASSENGER

Date: February 13, 2025.

DISCLAIMER

This Request for Proposal (RFP) is not an agreement and is neither an offer. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their Proposals pursuant to this RFP.

Drukair may, in its absolute discretion, but without being under any obligation to do so, update, amend, modify or supplement the information, assessment or assumption contained in this RFP.

The issuance of this RFP does not imply that Drukair is bound to select an Applicant or to appoint the selected Applicant, as the case may be, as it's Passenger General Sales Agent (GSA) in the territory assigned and Drukair reserves the right to reject all or any of the Proposals without assigning any reasons whatsoever and take any measures that it deems fit, including annulment or withdrawal of the RFP process (in whole or in part), at any time prior to the selection of the GSA and without any liability or obligation or notice for such acceptant, rejection, withdrawal or annulment.

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1. Statement of purpose

Drukair Corporation Limited, having its registered office at P.O Box 1219, Paro Town (Opposite Paro Municipal Office), Paro, Bhutan is interested in appointing an Offline Passenger General Sales Agent(GSA from here on) in the territory of **Australia** and for this purpose, is circulating this Request for Proposal (RFP) inviting interested parties (Applicant/Applicants) possessing requisite wherewithal and capabilities to submit their tender of participation (Proposal/Application).

Drukair is looking to appoint such GSA in the above-mentioned territories that will provide services as stated hereunder, making Drukair's presence across the territory assigned.

2. Background information

2.1 Overview

Drukair, the national flag carrier of Bhutan was founded in 1981 under the Royal Charter Decreed by the Fourth King, Druk Gyalpo Jigme Singye Wangchuck. Drukair is a Royal Government of Bhutan owned airline run by the investment wing, Druk Holding and Investments Limited. Drukair started operations in 1983 with an 18-seater Dornier 228, commencing its first commercial flight to Kolkata, India. Currently, Drukair has eight aircrafts in the fleet and operates to both domestic and international sectors from its base station at Paro International Airport. Drukair extends its offerings to include helicopter services, expanding its scope beyond fixed-wing operations.

2.2 Fleet

a. One Airbus A320-NEO
   Seat layout: 20 Business class and 120 Economy class

b. Three Airbus A319-115
   Seat layout: 16 Business class and 102 Economy class

c. One ATR42-600
   Seat layout: 8 Business class and 32 Economy class

d. Three Airbus H130
   Seat layout: 1Pilot & 6 Passengers, or
   2 Pilot & 5 Passengers

2.3 Network

Currently, Drukair serves in three domestic sectors and eleven international sectors including Paro sector.

a. Domestic sectors:

i. Bumthang
ii. Gelephu
iii. Yonphula

b. International sectors:

i. Dhaka – Bangladesh
ii. Bagdogra – India
iii. Bodhgaya – India
iv. Delhi – India
v. Guwahati – India
vi. Kolkata – India
vii. Kathmandu – Nepal
viii. Singapore – Singapore
ix. Bangkok – Thailand
x. Paro – Bhutan
xi. Dubai – United Arab Emirates (UAE)

2.4 Distribution overview

Agents are given access to Drukair's inventory by means of KIU Passenger Service System (PSS).

3. Scope of work

Applicants should read all the terms and conditions contained in this RFP and it's Annexures fully and carefully and any application submitted pursuant hereto shall be deemed acceptance thereof. Application submitted in any form or on terms other than those prescribed in the RFP shall not be considered.

3.1 The selected Applicant will be appointed GSA in the territory assigned. The GSA is expected to represent Drukair across the territory in connection with the sale of air passenger transportation on behalf of Drukair.

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

3.3 The GSA must furnish an irrevocable bank guarantee from a local bank in Bhutan or a deposit as stipulated in the agreement.

3.4 Provide transportation for the representative of Drukair should the territory become an online station.

3.5 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 Drukair's business.

3.6 Conceptualise plan, supervise and execute all marketing and sales activities of Drukair in the territory assigned.

3.7 Execute to promote Drukair products and services that will assist the Commercial Division (HQ) in achieving the established revenue targets.

3.8 Further the GSA shall also ensure representation of Drukair at other cities in the territory assigned, apart from GSA's principal office.

4. Terms of contract

4.1 The initial contract period for the GSA is expected to be for three (03) years from the date of appointment, (unless terminated earlier). This initial contract period may however be changed by Drukair at any time prior to the award of business.

4.2 By entering into an agreement with Drukair, the GSA undertakes and accepts that they shall not represent any airline(s) registered in Bhutan or operating to Bhutan and its routes in the capacity of an agency, representative, advisor, etcetera (list being non exhaustive) to avoid conflict of interest.

5. Incentives

The GSA shall be entitled to claim Sales Discount and Office Operation Remuneration (OPR) 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 (03) years as an air travel agency before applying for the GSA.

7. Requirements for Proposal

7.1 Application should be properly executed by duly authorised personnel of the Applicants.

7.2 Application should be duly completed in all respects as prescribed.

7.3 Applicant should submit a comprehensive Marketing and Sales Plan for the next three years with detailed timelines.

7.4 Applicants may supply any additional information they consider necessary to supplement their Proposal(s). Evaluation will only be made against the direct responses to the RFP and additional information will be treated as supplementary for information purpose only.

8. Proposal Preparation

Applicants are required to submit the application detailing the following information:

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

8.1.1 Legal name of agency
8.1.2 Trade name, if different from above (8.1.1)
8.1.3 Full address and contact details of the Main Office
8.1.4 If registration is required by law of your country, please provide:
   a. The trade registration of licence number of the agency

b. The date that was granted
c. A copy of the trade license and any other relevant document

8.1.5 Date on which the office commenced operations as a Travel Agency

8.1.6 Whether the Travel Agency is IATA or non-IATA

8.2 General information:

8.2.1 Specify type of business entity

a) Sole proprietorship
b) Partnership
c) Limited Liability company
d) Others (describe)

8.2.2 Please attach the following

a. Memorandum and Articles of Association or Deed of Partnership or other relevant document
b. Certificate of incorporation or business registration certificate or other relevant document

8.2.3 Principal business of agency

8.2.4 Specify details of any other business that the agency is engaged in

8.2.5 Registered address of the agency

8.2.6 Date of establishment of the agency

8.3 Financial information of the agency:

8.3.1 Specify as applicable

a. Registered capital
b. Paid up capital
c. Minimum paid-up capital required by the law of your company

8.3.2 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 agency

8.4 Ownership structure of the agency:

8.4.1 If a Sole proprietorship

a) Name
b) Address and contact detail of the Sole proprietor
c) Percentage of time devoted to the Agency business

8.4.2 If a Partnership

a. Name and designations of partners
b. Address and contact detail/s
c. Percentage of time devoted to the Agency business
d. Percentage of Financial interest of each partner

8.4.3 If a Corporation

a. When and where incorporated
b. Name of the shareholders
c. Address
d. Details of shareholding
e. Name and designation of Directors and Principal Officers

* If you are a legal entity whose shares are listed on securities exchange or are regularly traded in an "over the counter" market, this information is not necessary. But a documentary of such listing may be furnished.

8.4.4 If none of the above applies

Fully describe the type of business entity, when and where organised and the names and titles of persons holding a financial or managerial interest in the business, the nature and extent of their interest, their address and telephone numbers and percentage of their time devoted to the Agency business.

8.5 Details of Managers and staff of agency:

8.5.1 Attach a separate schedule setting out the names and experience in the travel industry of Senior Management and the full-time staff members qualified and competent to sell international air transportation and issue travel documents, giving details as follows:

a. Name
b. Position or title

c. Date of employment
d. Name of previous employer(s) and address/es
e. Date(s) of previous employment (month/ year)
f. Qualifications and work experience in travel business
g. Total number of years experience in the travel industry

- Format attached as Annexure B
- Details should include staff of Main Office and Branch Offices if any
- Supporting documents (such as employment letter, certificates, etc…) must also be attached

8.6 Premises of agency (provide details of the current offices):

8.6.1 Office space
a. CITY: ……(please specify)
b. Floor location
c. The surface area of the office
d. Actual space utilised for the sale of international air transportation
e. The means of access the public has to the Travel Agency
f. 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.

8.6.2 What display facilities are available for advertising?

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

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

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

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

8.6.7 Details of Branch Offices if any

8.7 Security of traffic documents and airline identifications plates:

8.7.1 Describe the type of facility you have in the Agency for the storage of your on premises working supply of traffic documents or other accountable documents

8.7.2 Provide the name and address of the bank or equivalent off-premises facility, with which you have made security arrangements for the storage of your reserve supply of traffic documents.

8.8 Please provide:

a. Two trade reference
b. Three clients/ customers reference
c. Kindly include contact details and email addresses of the references as we may contact them.

8.9 Details of the time required to complete all formalities and registration for setting up offices.

9. Process Schedule

9.1 Applicants will be required to submit a signed copy of their Proposal form (Format attached as Annexure A) to the address mentioned below, along with a hardcopy of all the required documents in a sealed envelope **on or before February 28, 2025**. The submission should clearly be marked "Proposal for appointment as Offline Passenger General Sales Agency in Australia" and addressed to:

Ms. Sonam Tshogyel
Associate Marketing Officer - Commercial Division
Drukair Corporation Limited
Paro Town
Paro, Bhutan
Email: sonam.tshogyel@drukair.com.bt

9.2 Any enquires relating to this RFP must be made in the first instance to the persons specified herein in writing by email. Any queries will be entertained until **February 28, 2025** and Drukair will ensure that any such queries are clarified within five working days.

Name	Ms. Sonam Tshogyel, Associate Marketing Officer, Commercial Division
Email	sonam.tshogyel@drukair.com.bt CC: marketing@drukair.com.bt

10. Evaluation and Award Process

10.1 Drukair will have no obligation arising from this RFP unless and until it enters into a definitive agreement with the selected Applicant.

10.2 Drukair does not bind itself to accepting the lowest or any other Proposal for appointment as its GSA and does not commit to awarding any business and may at its discretion either award in whole or part or not at all.

10.3 Applicants wanting to give a presentation of their proposals to Drukair can do so, but all cost shall be borne by the Applicants. Drukair shall not be liable in any manner for any costs and expenses relating but not limited to the preparation, submission and travel, associated with the Proposal.

10.4 The assessment of Proposal may include a visit by Drukair representative to any relevant facilities/ locations currently operated by the Applicant.

10.5 Drukair will award the contract, in its sole discretion on the basis of the Proposal that gives the best value to Drukair economically and operationally. The criteria that Drukair will use to determine the best value economically and operationally, in no order of importance, will be:

10.5.1 Operational readiness

10.5.2 Industry and Bhutan market experience

10.5.3 Financial soundness

10.5.4 Innovations

10.5.5 Cost to Drukair

10.5.6 Marketing and Sales plans

10.5.7 Availability of the required dedicated number of high-quality personnel with required skills and experience for the specific approach proposed

10.5.8 Agreement to terms and conditions

11. Confidentiality

By accepting and participating in this RFP process, Applicants undertake to and agree that they shall maintain and cause its members, directors, official, employees and agents to maintain information contained in this RFP as well as the discussions and information exchanged between Drukair and Applicants as confidential and shall not disclose, publish, part with or sell to any person, in any manner, any information, data drawing, correspondence of documents (whether oral or in written or any other form) in relation to the same. Applicants acknowledge that confidentiality is the essence of this RFP and the RFP process.

12. Canvassing and collusive tendering

12.1 Any Applicants who directly or indirectly canvasses any employee of Drukair and/or its subcontractors concerning the preparation of Proposal or the award of the contract for provision of the services will be immediately disqualified.

12.2 Any Applicant who undertakes or engages in the following shall be forthwith disqualified:

a. Fixes or adjusts the Proposal by or in accordance with any agreement or arrangement with any person; or

b. Communicates to any person other than Drukair the amount or approximate amount of the proposed Application (except where such disclosure is made in confidence in order to obtain insurance, etcetera); or

c. Offers to give, or agrees to give, to any person in Drukair any gift or consideration of any kind whatsoever as an inducement or reward for doing or forbidding to do, or for having gone or forborne to do, any act in relations to the obtaining or execution of this or any other request for proposal/ tender for Drukair, or for showing of forbearing to show favour or disfavour, to any person in relation to this or any other request for proposal/ tender for Drukair.

13. Selection of Proposals submitted

After selection, Drukair shall issue a Letter of Award (LOA), in duplicate to the selected Applicant. The selected Applicant shall, within five (05) working days of the receipt of LOA, sign and return the duplicate copy of 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 either through email or mail, Drukair reserves the right to appoint any other Applicant as its GSA in the respective territory.

Annexure A
Proposal form

1	**Identification of the agency**	
1.1	Legal name of agency.	
1.2	Trade name, if different from above.	
1.3	Full address and contact details of the Main Office.	
1.4	If registration is required by law of your country, please provide: a) The trade registration of licence number of the agency b) The date that was granted c) A copy of the trade license and any other relevant document	
1.5	Date on which the office commenced operations as a Travel Agency.	
1.6	Whether the Travel Agency is IATA or non-IATA.	
2	**General information**	
2.1	Specify type of business entity a) Sole proprietorship b) Partnership c) Limited Liability company d) Others (describe)	
2.2	Please attach the following a) Memorandum and Articles of Association or Deed of Partnership or other relevant document b) Certificate of incorporation or business registration certificate or other relevant document	
2.2	Principal business of agency	

2.3	Specify details of any other business that the agency is engaged in.	
2.4	Registered address of the agency	
2.5	Date of establishment of the agency	
3	**Financial information of the agency**	
3.1	Specify as applicable a) Registered capital b) Paid up capital c) Minimum paid-up capital required by the law of your company	
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 agency.	
4	**Ownership structure of the agency**	
4.1	If a Sole proprietorship a) Name b) Address and contact detail of the Sole proprietor c) Percentage of time devoted to the Agency business	
4.2	If a Partnership a) Name and designations of partners b) Address and contact detail/s c) Percentage of time devoted to the Agency business d) Percentage of Financial interest of each partner	
4.3	If a Corporation a) When and where incorporated b) Name of the shareholders c) Address d) Details of shareholding	

	e) Name and designation of Directors and Principal Officers * If you are a legal entity whose shares are listed on securities exchange or are regularly traded in an "over the counter" market, this information is not necessary. But a documentary of such listing may be furnished.	
4.4	If none of the above applies Fully describe the type of business entity, when and where organised and the names and titles of persons holding a financial or managerial interest in the business, the nature and extent of their interest, their address and telephone numbers and percentage of their time devoted to the Agency business.	
5	**Details of Managers and staff of agency:**	
5.1	Attach a separate schedule setting out the names and experience in the travel industry of Senior Management and the full-time staff members qualified and competent to sell international air transportation and issue travel documents, giving details as follows: a) Name b) Position or title c) Date of employment d) Name of previous employer(s) and address/es e) Date(s) of previous employment (month/ year) f) Qualifications and work experience in travel business g) Total number of years' experience in the travel industry h) Format attached as Annexure B i)Details should include staff of Main Office and Branch Offices if any j)Supporting documents (such as employment letter, certificates, etc…) must also be attached • Format attached as Annexure B • Details should include staff of Main Office and Branch	

	Offices if any • Supporting documents (such as employment letter, certificates, etc…) must also be attached.	
6	**Premises of agency (provide details of the current offices):**	
6.1	Office space a) CITY: ……(please specify) b) Floor location c) The surface area of the office d) Actual space utilised for the sale of international air transportation e) The means of access the public has to the Travel Agency f) 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.	
6.2	What display facilities are available for advertising?	
6.3	What are the normal business hours and days of the week the office is open?	
6.4	Are the premises located at an airport or in the main business area of the city?	
6.5	Describe the means by which the premises are identified as a Travel Agency.	
6.6	Attach photographs of the exterior and of the interior of the location.	
6.7	Details of Branch Offices if any.	
7	**Security of traffic documents and airline identifications plates:**	
7.1	Describe the type of facility you have in the Agency for the	

	storage of your on premises working supply of traffic documents or other accountable documents.	
7.2	Provide the name and address of the bank or equivalent off-premises facility, with which you have made security arrangements for the storage of your reserve supply of traffic documents.	
8	**Please provide:** a) Two trade reference b) Three clients/ customers reference c) Kindly include contact details and email addresses of the references as we may contact them.	
9	**Details of the time required to complete all formalities and registration for setting up offices.**	

Annexure B

Staff details

Name of the company: .....

Location:.....

Name of senior Management and staff	Position or title	Date of employment	Name of previous employer(s) and address (es)	Date(s) of previous employment (month/year)	Position held during previous employment	Qualifications & work experience in travel business	Total number of years experience in the travel industry

Please provide details of Main office and Branch office(s), if any.