



Contech International Health Consultants

REQUEST FOR QUOTATION (RFQ)

RFQ # CI/RFQ/2026/003

HIRING OF AIR TRAVEL SERVICES FOR THE BOOKING OF DOMESTIC/

INTERNATIONAL FLIGHTS

(Year 2026-2027)

Procurement Section

Contech International Health Consultants,
Contech International, 54-A, HBFC Colony, Faisal Town, Lahore Pakistan.
Tel: 92-42-35888798-99, Ext: 123
Website: www.contech.org.pk

Table of Contents

Clause No.	Description	Page No.
IB.1	Submission of Quotation	4
IB.2	Disqualification Criteria	4
IB.3	Bid Validity & Rates	4
IB.4	Scope of Services	4
IB.5	Service Standards & Turnaround Time	5
IB.6	Payment & Other Terms	5
IB.7	General Terms	6
IB.8	Evaluation & Award	6
IB.9	Time Period	6
IB.10	Extension of Contract Period	6
IB.11	Cancellation / Penalty of Delay	6
IB.12	Reporting & Documentation	7
IB.13	Conflict of Interest	7
IB.14	Force Majeure	7
IB.15	Confidentiality	7
IB.16	Clarifications	7
IB.17	Termination for Convenience	8
Part-C	Technical Mandatory Requirements	9
Part-D	Scope of Services & Requirements	10
Part-E	Quotation Form	12
Part-F	Certification	13

REQUEST FOR QUOTATIONS (RFQ)**RFQ NO: CI/RFQ/2026/003****PART A: COVER PAGE**

RFQ Ref No.	CI/RFQ/2026/003
Bid Type:	Request for Quotations
Issuance Date:	04 October 2026
Quotations Submission Deadline:	13 October 2026, 02:00 PM
Quotations Opening Date:	13 October 2026, 02:30 PM
Submission Address:	Contech International, 54-A, HBFC Colony, Faisal Town, Lahore.

Contech International Lahore (herein referred to as “Contech International”) is soliciting quotations for the hiring of an **Air travel services of national and international** for the booking, ticketing, and management of domestic and international official air travel, as detailed in this RFQ.

Please submit your most competitive quotation for the provision of air travel booking and ticketing services in accordance with the attached specifications, including 24/7 emergency booking support, corporate/discounted fare arrangements, refund and rebooking handling, and visa-assistance support as and when required. Any award issued as a result of this RFQ will be subject to all instructions, specifications, and terms and conditions included in this RFQ document.

This RFQ document includes the following parts:

- PART A: Cover Page
- PART B: Instructions to Bidder
- PART C: Technical Mandatory Requirement
- PART D: Scope of Services & Requirements
- PART E: Quotation Form
- PART F: Certification

Procurement Section

Contech International Health Consultants,
54-A, HBFC Colony, Faisal Town, Lahore Pakistan.
Tel: 92-42-35888798-99, Ext: 123
Website: www.contech.org.pk

PART B: INSTRUCTIONS TO BIDDER

IB.1 Submission of Quotation

1. Quotations must be submitted in a sealed envelope, clearly marked with the RFQ No. CI/RFQ/2026/003, at the Bid Submission Address given in Part A, on or before the Bid Closing Date and Time.
2. Quotations shall comprise a Technical Proposal and a Financial Proposal (Form C & E), duly signed and stamped on each page.
3. Bids will be opened on the Bid Opening Date specified in Part A, in the presence of bidders or their authorized representatives who wish to attend.

IB.2 Disqualification Criteria

Any offer not received as per the terms and conditions of this RFQ may not be considered for evaluation. Conditions that may lead to disqualification include:

- Received after the date/time fixed for receipt.
- Not signed & stamped by an authorized person on each page.
- The offer is ambiguous or conditional.
- Submitted by a blacklisted firm/company.
- Offer received with shorter validity than required.
- Not conforming to the specifications indicated in this RFQ.
- Quoted rates furnished other than in the prescribed Quotation Form.
- Additional terms & conditions added by the bidder.
- Bidder is not IATA accredited / does not hold a valid PTA (Pakistan Travel Agents Association).

IB.3 Bid Validity & Rates

1. The quotation shall remain valid for a period of 90 days from the Bid Opening Date.
2. Rates/service fees quoted must be inclusive of all applicable taxes (Income Tax (WHT) & Provincial Taxes) and any other government levies. Actual airfare shall be charged strictly as per the fare published/confirmed by the concerned airline at the time of booking, with no mark-up over and above the disclosed service fee.
3. No escalation in the quoted service fee/commission structure shall be permissible during the contract period. Rates shall remain fixed for the duration of the contract.
4. Vendor must quote a single service fee for each category/sector of travel; multiple/conditional rates for the same category may be rejected.

IB.4 Scope of Services

The purpose of published Request for quotation is to find a suitable travel agency for delivering travel management services for Contech International. The registered company is expected to provide professional services, considering numerous factors when making offers and taking related actions.

The selected Vendor/Firm shall be responsible for the end-to-end provision of the following services:

- Booking and issuance of domestic and international air tickets for Contech staff, consultants, and official guests on all major airlines.
- Provision of best available corporate/discounted fares and timely fare comparisons upon request.
- Promptly issue and forward all tickets in electronic format with detailed itineraries including carrier(s), flight numbers, departure and arrival times for each segment of the trip.
- Inform Contech International representative, upon booking confirmation, of flight/ticket restrictions, involuntary stop-over, hidden stops, and other inconveniences of the itinerary and provide required documentation for travels;
- Handle complaints in a timely manner on behalf of Contech International on flight problems, cancellations, delays etc;
- Reconfirm and revalidate airline tickets, re-issue tickets which are returned as a result of changed routing or fare structures and printed itineraries.
- 24/7 emergency booking, rescheduling, and cancellation support, including outside normal office hours and on holidays.
- Assistance with visa documentation and appointment scheduling for official international travel, where requested.
- Timely processing of refunds, re-bookings, date changes, and cancellations as per airline policy, with all applicable charges disclosed in advance.
- Promptly notify Contech International Passengers of airport closures, strikes, delayed or cancelled flights, or any other changes that might affect the passengers.
- Provision of a dedicated manager/focal person and a Lahore-based service desk for coordination with Contech International Team.

IB.5 Service Standards & Turnaround Time

- Confirmed fare quotations shall be provided within 2 hours of request during business hours, and within 4 hours for emergency/after-hours requests.
- Ticket issuance shall be completed within the timeline agreed with the traveler, and in all cases in time to avoid fare escalation where an itinerary has been approved.
- The Vendor shall maintain a functional 24/7 contact number/email for emergency travel changes.
- The Vendor shall proactively notify Contech of any schedule change, flight cancellation, or disruption affecting a booked traveler.

IB.6 Payment & Other Terms

- a) Payment will be made through crossed cheque/bank transfer against invoice, supported by ticket copies/e-tickets and boarding-class details, after satisfactory completion of services, on a monthly basis. No advance payment will be made.
- b) The travel agency shall send an official invoice in Pak Rupees to Contech International for the purchase of each ticket. The invoice will include the name of the passenger, dates of travel and destination along with attachments of tickets, and email communications.
- c) The travel agency will be required to send original invoices to Contech International dealing office within 10 business days after services have been rendered.

- d) The travel agency shall be requested, if necessary, to provide monthly statements of paid and unpaid invoices for reconciliation and monitoring purposes.
- e) The travel agency must ensure that the tickets issued and the bill are in accordance with the request from the Contech International travel focal points.
- f) Contech International hold GST amount mention on invoice in case of travel pertain to USAID projects and will share Tax exemptions within 90 days or return GST amount after deduction as per tax laws.

IB.7 General Terms

1. In case of flight cancellation, denied boarding, or schedule disruption attributable to the airline, the Vendor shall promptly assist with alternate arrangements at no additional service charge to Contech.
2. Booking services will be required primarily for travel originating from Lahore but may extend to other cities/regions as and when required.
3. Contech International shall not be responsible for losses arising from traveler-caused missed flights, incomplete travel documents, or visa refusals.
4. The agency and Contech International shall meet every 6 months to review the working relationship and offered services.
5. Contech International reserves the right to reject any or all quotations, cancel the RFQ process, or award the contract in full, in part, or route/category-wise, without assigning any reason.
6. Any dispute arising under or in connection with this Contract shall be resolved amicably between the Parties. Failing such resolution, the dispute shall be referred to arbitration in Lahore, Pakistan, in accordance with the Arbitration Act, 1940 (as amended or replaced), and the arbitral award shall be final and binding.

IB.8 Evaluation & Award

Quotations will be evaluated on the basis of technical compliance with the specifications in Part C and the lowest evaluated cost (service fee structure) in Part E. Contech International reserves the right to award the contract to a single vendor for all travel categories, or to different vendors category/route-wise, whichever best serves the project's interest.

IB.9 Time Period

The firm will have to commence booking and ticketing services within one week after signing of the contract and issuance of work order.

IB.10 Extension of Contract Period

In special circumstances, a request for extension of the contract for provision of travel booking services may be considered by the Competent Authority on the written request of the selected firm, before the expiry date of the contract, who will be authorized to either accept or reject the request of the firm/company without assigning any reason.

IB.11 Cancellation / Penalty of Delay

1. Contech International reserves the right to terminate, cancel, or issue a stop-work order in respect of the contract awarded under this RFQ, in whole or in part, at any time, by serving a minimum of twenty-four (24) hours' prior written notice to the vendor.

2. Where the vendor/service provider, or any associated individual, is found involved in financial misconduct, embezzlement, or corruption.
3. Where the vendor, or any associated individual, is found responsible for a serious violation of Contech International code of conduct.
4. Where the vendor, or any associated individual, is implicated in child abuse or sexual harassment. Vendor staff must sign Contech's Child Protection Policy prior to deployment.
5. In case of delay or failure in providing confirmed bookings/tickets within the agreed turnaround time, the Contractor shall be liable to pay a penalty of 1% of the value of the affected booking for each day of delay, subject to a maximum of 10% of the total contract value. If the delay exceeds the maximum allowable period or the penalty reaches the maximum limit, the Procuring Entity may terminate the contract and arrange the services at the Contractor's risk and cost.
6. In case of unsatisfactory service, breach of contract terms, repeated delays, fraud, or child abuse, the contract may be cancelled without prior notice, and the firm/company shall be liable for any loss incurred.

IB.12 Reporting & Documentation

- The Vendor shall submit a monthly Management Information System (MIS) report detailing all bookings, fares charged, service fees, and savings against published fares.
- All invoices shall be accompanied by e-ticket copies/boarding passes (where applicable) and itemized service-fee breakdowns.
- Records shall be maintained by the Vendor and made available for audit by Contech International or its donors upon request.

IB.13 Conflict of Interest

Bidders shall disclose any existing business, financial, or family relationship with any director, employee, or board member of Contech International. Failure to disclose a material conflict of interest may result in disqualification or termination of an awarded contract.

IB.14 Force Majeure

Neither party shall be held liable for failure to perform its obligations under this contract where such failure results from events beyond its reasonable control, including but not limited to natural disasters, civil unrest, government-imposed travel restrictions, airline suspensions, or security incidents. The affected party shall notify the other in writing within 5 working days of the event and resume performance as soon as reasonably possible.

IB.15 Confidentiality

The Vendor and its staff shall treat all information regarding Contech's staff travel movements, itineraries, project locations, and operations as confidential and shall not disclose such information to any third party without prior written consent.

IB.16 Clarifications

Bidders may submit written queries regarding this RFQ up to 03 days before the Bid Closing Date to shoaib.azam@contech.org.pk. Responses will be shared with all bidders to ensure transparency.

IB.17 Termination for Convenience

Contech may terminate the resulting Work order/contract for convenience by giving the Vendor twenty-four (24) hours' written notice. In the event of such termination, the Vendor shall be paid only for the services actually rendered up to the effective date of termination. The Vendor shall have no claim against Contech for anticipated profit, loss of business, or any other loss or damage arising from or connected with such termination.

PART C: Technical Mandatory Requirements

i. Basic Eligibility

Only bidders/firms fulfilling the following basic eligibility criteria will be considered for further evaluation. Bidders are advised to attach the required documents/certificates with their bids. Failure to do so will result in the bid being considered non-responsive or disqualified.

II. Document Arrangement

Bidders are required to arrange all documents in the order listed below, marking each page with the respective page number.

SR.#	Details of Documents	YES/NO
1	The firm must hold a valid IATA accreditation or recognized Airline GSA/PTA license, with a valid copy attached.	
2	A valid National Tax Number (NTN) certificate issued by the relevant authority	
3	Valid Provincial Sales Tax on Services Registration Certificate from the relevant provincial authority (PRA, SRB, KPRA, or BRA), as applicable	
4	The firm/company must provide at least five (5) previous work orders/contracts for corporate air travel booking services as evidence of relevant experience.	
5	Bidders are requested to submit their company profile, highlighting their experience, technical capabilities, key personnel, GDS/ticketing infrastructure, and past projects relevant to the scope of this proposal. (Maximum 30 Pages Profile)	
6	All pages of bidding documents must be signed and stamped by the firm/company.	

Note: First, the technical proposals will be evaluated to determine compliance with the RFQ requirements. Only those bidders whose technical proposals are found to be substantially responsive and meet the required technical criteria shall proceed to the financial evaluation stage.

PART D: Scope of Services & Requirements

We are seeking proposals from qualified travel agents/companies to provide comprehensive air travel booking and ticketing services on an as-and-when-required basis, primarily to support ongoing project activities and official staff travel.

All proposed services must comply with the following standards and requirements:

1. Ticketing & Booking Services

- Booking and issuance of domestic and international air tickets across major airlines operating to/from Pakistan.
- Provision of the best available corporate, government, or humanitarian/discounted fares, where applicable.
- Group booking arrangements and discounts for official delegations/teams travelling together.

2. Emergency & After-Hours Support

- A dedicated 24/7 emergency contact number and email for urgent bookings, rescheduling, or cancellations.
- Immediate notification to Contech International of flight delays, cancellations, or schedule changes affecting a booked traveler.
- Assistance in arranging alternate flights in case of denied boarding, missed connections, or airline-initiated disruptions.

3. Refunds, Rebooking & Cancellations

- Timely processing of refunds, date changes, and cancellations in accordance with the respective airline's fare rules.
- Full disclosure, in advance, of any applicable cancellation, rebooking, or date-change charges.
- Refunds to be processed and credited to Contech International within the airline's standard refund-processing timeline.

4. Ancillary & Optional Services

- Visa documentation guidance and appointment-scheduling assistance for official international travel (where requested).
- Hotel reservation and airport-transfer booking assistance for official travel (optional add-on service, to be separately quoted).
- Travel insurance facilitation for international official travel, where required.

5. Coordination & Reporting

- A dedicated manager/focal person for day-to-day coordination with Contech International team.
- Monthly consolidated invoicing with itemized ticket-wise breakdown of base fare, taxes, and service fee.

- Monthly MIS report summarizing bookings, routes, spend, and savings achieved against published fares.

Note:

Bookings will primarily cover travel originating from/to Lahore, with occasional requirements for other cities across Pakistan (including but not limited to Islamabad, Karachi, Multan, Peshawar, and Quetta) as well as regional and international destinations as and when required.

PART E: QUOTATION FORM*(To be filled by the Bidder — Financial Proposal)*

Offeror's / company Name and complete official address:

Phone: _____

E-mail: _____

IATA / PTA Accreditation No.: _____

Service Category	Sector / Scope	Service Fee per Ticket / Transaction (PKR) without GST	Service Fee per Ticket (PKR) with GST	Total incl. GST
Domestic Ticketing	Per ticket, one-way/return, all domestic sectors			
International Ticketing	Middle East / Gulf region			
International Ticketing	Europe / Americas / Far East			
Group Booking (5+ pax)	Per ticket, domestic or international			
Group Booking (5+ pax)	Per ticket, International			
Rebooking / Date Change	Per transaction (excl. airline fare-difference)			
Cancellation / Refund Processing	Per transaction			
Visa Assistance (optional)	Per applicant			

Please note:

1. Service fees are to be stated in Pakistani Rupees (PKR). Actual airfare shall be billed strictly as per the fare confirmed/published by the airline at the time of booking.
2. In case of discrepancy between unit price and total, the unit price shall prevail.
3. The offeror may use their own quotation format but must provide all information as required in this quotation form and in Section D, Scope of Services.

PART F: CERTIFICATION

A. Certification of Vendor

By signature hereon, or on an offer incorporating these Representations and Certifications, the offeror certifies that they are accurate, current, and complete; these Representations and Certifications are binding on the Vendor, its successors, transferees, and assignees; and the person or persons whose signatures appear below are authorized to sign these assurances on behalf of the Vendor.

Vendor Name: _____

Signature: _____

Signatory Name: _____

Signatory Title: _____

Date: _____

B. Certification Regarding Debarment, Suspension, or Proposed Debarment

By signing and submitting this certification, the offeror certifies that neither it nor any of its Principals are () are not () presently debarred, suspended, proposed for debarment, or otherwise declared ineligible from participation in this transaction by any Federal department or agency.

Vendor Name: _____

Signature: _____

Signatory Name: _____

Signatory Title: _____

Date: _____

C. Certification Regarding IATA/GSA Accreditation, Licensing, and Local Compliance

By signing and submitting this certification, the offeror certifies that, with respect to the air travel booking/ticketing services quoted in response to RFQ No. CI/RFQ/2026/003:

1. The firm holds a valid and current IATA accreditation and/or airline GSA/PTA license, which will remain current throughout the period of performance.
2. The firm has access to a valid, live GDS (Amadeus/Galileo/Sabre) for issuance and management of bookings.
3. All tickets issued will be genuine, correctly fare-constructed, and compliant with the respective airline's fare rules and applicable government regulations.
4. The Vendor will comply with all applicable local laws, civil aviation regulations, and USG/donor security and travel protocols during performance of this contract.

Vendor Name: _____

Signature: _____

Signatory Name: _____

Signatory Title: _____

Date: _____

D. Certification Regarding Anti-Corruption, Non-Collusion & Sanctions Compliance

By signing and submitting this certification, the offeror certifies that, with respect to this RFQ No. CI/RFQ/2026/003:

1. Neither the firm nor any of its owners, directors, or key personnel appear on any United Nations other applicable sanctions or terrorism watchlist.
2. This bid has been prepared independently, without collusion, communication, or improper agreement with any other bidder regarding prices or bidding intentions.
3. Neither the firm nor any person acting on its behalf has offered, given, or agreed to give any bribe, kickback, or other improper inducement to any Contech officer, employee, or representative in connection with this RFQ.
4. The firm and its staff shall comply with Contech International Safeguarding and Child Protection Policy throughout the performance of this contract.

Vendor Name: _____

Signature: _____

Signatory Name: _____

Signatory Title: _____

Date: _____