



COMSATS University Islamabad (CUI), Lahore Campus
Defence Road, Off Raiwind Road, Lahore

CUI-LHR-TN-26-1919

4623-22441-EXPRESSION OF INTEREST for
PREQUALIFICATION OF TRAVEL AGENCIES for CUI-Lahore
Campus

Category of procurement	Services
Procurement Method/ Procedure	Open Competitive Bidding/ <u>Single Stage One Envelope Procedure</u>
Submission Type	By Uploading File on PPRA EPADS
Tender Fee	<u>Rs. 2,500/-</u> <i>also email the Scan Tender Fee Draft only on emails; asifullah@cuilahore.edu.pk, mshahid@cuilahore.edu.pk, sumairamunir@cuilahore.edu.pk,</i>
Bid Security Amount	<u>Rs. 25,000/-</u> <i>also email the Scan CDR Draft only on emails; asifullah@cuilahore.edu.pk, mshahid@cuilahore.edu.pk, sumairamunir@cuilahore.edu.pk,</i>
Closing date/ time	<u>July 01, 2026, 1400 hrs</u> <u>(opening after 30 minutes)</u>
COMSATS University Islamabad, Lahore Campus, Tax Free Number (TFN)	9013701-9

Introduction

COMSATS University Islamabad (CUI) is a public sector, multi-campus University chartered by the Federal Government of Pakistan that operates under the administrative control of Ministry of Science and Technology (MoST), Government of Pakistan. CUI Lahore Campus intends to establish a pool of law firms/

individual lawyers for provision of legal and advisory services ensuring effective representation of CUI Lahore campus during litigation, other court affairs and providing legal opinions.

CUI Lahore intends to invite e-bids from well reputed air travel / ticketing agencies for provision of air ticketing / travel services (Domestic / international) and making all necessary arrangements ancillary thereto on as and when required (Call basis. All eligible /interested tax registered sole proprietors/firms/companies are invited to submit their bids for the purpose within in due date, in accordance with the tender document. Complete tender document containing necessary details, terms and conditions, evaluation criteria & other details is available free of cost on PPRA's website at www.ppra.org.pk and PPRA EPADS. No bid will be accepted after closing date.

The prequalification proposal must be uploaded to e-Pak Acquisition & Disposal System (e-PADS), comprising all the required documents as per date and time stipulated in this document. The bids will be opened/downloaded in the presence of the bidders who choose to attend, half hour after the closing time at COMSATS University Islamabad, Lahore campus.



M. Imran Qureshi
Deputy Registrar/ Head (Procurement)
COMSATS University Islamabad
Lahore Campus,
Defence Road, Off Raiwind Road, Lahore

Instruction to Bidders

1. The prequalification proposals shall be submitted through the e-Pak Acquisition & Disposal System (e-PADS) along with all requisite documents.
2. COMSATS University Islamabad, Lahore Campus (CUI Lahore) shall evaluate the proposals in accordance with the applicable provisions of PPRA Rules and prequalify/enlist those applicants who meet the prescribed criteria for provision of the required services.
3. The prequalified companies may subsequently be invited, on an as-and-when-required basis, to submit their financial proposals/quotations through a competitive process, preferably through emails at their official email address or any other manner deemed appropriate by CUI.
4. The prequalified companies will be required to submit their financial quotations within the stipulated date /time.
5. The award of work/purchase order shall be made to the lowest evaluated responsive bidder in accordance with PPRA Rules.
6. All prices mentioned in the Financial Proposal shall be in Pak Rupees (PKR) **and inclusive of all applicable taxes.**
7. The prequalification or enlistments of Applicants does not constitute or create a retainership.
8. The contract will be executed and managed in satisfactory conditions up to the entire satisfaction of CUI, Lahore Campus.
9. **It is the sole responsibility of the bidder to** comply with the applicable laws, be national or international.
10. CUI, Lahore Campus reserves the rights to accept or reject the bid if;
 - a. Received without earnest money
 - b. Received later than the date and time fixed for tender submission
 - c. The tender is unsigned/ unstamped
 - d. The offer is ambiguous
 - e. The offer is conditional
 - f. The offer is from a firm/company/individual, which is black listed by any Govt. Office.
 - g. The offer is received by telephone/telex/fax/telegram.
 - h. Any unsigned / ambiguous erasing, cutting / overwriting etc. is made.
 - i. Termination of Contract on Unsatisfactory grounds.
 - j. Rates are not quoted on our BoQs
 - k. Multiple rates may also lead to the rejection of bid / item.

Tender Fee & Earnest Money/CDR

11. Documents along with Pay Order / Demand Draft amounting to Rs.**2,500/-** as a tender documents fee (Non-Refundable) shall be submitted in favor of **COMSATS University Islamabad, Lahore** to the address given below. No proposal/bid will be accepted without tender documents' fee.

12. The bidder is required to furnish in form of Bank deposit/ CDR / Pay order of amounting to Rs. **25,000/-** as Earnest Money crossed in favor of “**COMSATS University Islamabad, Lahore Campus**”, which shall be released after the successful completion of work / supply on submission of written request on firm / company letterhead. Any bid not accompanied by Earnest Money shall be rejected without any right of appeal.

Performance Security:

13. CUI, Lahore Campus will withhold CDR as performance security and will be released at the end of successful fulfillment of the contract.
14. Failure of the successful Bidder to comply with the requirement shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in which event CUI may make the award to the next lowest evaluated Bidder or call for new bids.

Procedure of Open Competitive Bidding

15. COMSATS University Islamabad, Lahore Campus, will follow **Single Stage One Envelope Procedure** as per the PPRA rule.

Contract Duration & Performance Evaluation:

The Agreement shall be executed for a period of three (3) years as an ‘Open Framework Agreement’ in accordance with PPRA Rule 2004, clause 16B. The applicants shall comply with all terms and conditions stipulated therein.

CUI Lahore shall continuously monitor and evaluate the performance of all pre-qualified travel agents during the contract period under the framework agreement. The evaluation shall be based on, but not limited to, the following parameters:

- Timeliness in service delivery (ticket issuance, reservations, etc.)
- Responsiveness and communication
- Accuracy of bookings and documentation
- Ability to handle urgent/emergency travel requirements
- Overall service quality and user satisfaction

In case any firm is found to be **consistently underperforming or providing unsatisfactory services**, CUI Lahore reserves the right to **De-list / remove the firm from the panel of pre-qualified travel agents**

CUI Lahore may on need basis pre-qualify new service providers during continuity of framework agreements with previously pre-qualified service providers.

All direct & indirect taxes will be deducted in accordance with the provisions of Government laws amended time to time.

Scope of Services:

a) Travel Booking & Ticketing

- i. Provision of domestic and international air tickets for faculty, officers, and authorized personnel.
- ii. Confirmed reservations and ticket issuance in accordance with approved travel plans, including emergency or urgent bookings.
- iii. Multiple routing options (economy/business class) and fare comparisons to ensure cost-effective travel.
- iv. Issuance of e-tickets via email and hard copies when required, ensuring accuracy of passenger details and travel schedules.
- v. Handling of rebooking, rescheduling, cancellations, and refunds in accordance with airline policies, with proper documentation for all changes.

b) Financial Management & Reporting

- i. Offering net fares with clearly stated service charges, discounts (if any).
- ii. Transparent billing with itemized invoices, including supporting documents (tickets, itineraries, etc.).
- iii. Maintaining complete records of all transactions and submit as and when required.

c) Coordination, Customer Support & Performance

- i. Assigning a dedicated focal person for liaison with CUI Lahore.
- ii. Ensuring professional communication, timely responses, and service reliability, including emergency support as feasible.
- iii. Complying with service standards to avoid errors in bookings, ticketing, and documentation.
- iv. Maintaining confidentiality of all travel and personal information.

d) Optional / Value-Added Services

- i. Assistance with visa processing guidance.
- ii. Facilitation of travel insurance.
- iii. Arranging hotel reservations and travel advisory services as requested by the University.

Special Terms and Conditions

The following special terms and conditions shall apply to the successful individual(s)/firm(s)/company(ies) for the execution of services:

- Air tickets shall be issued within one (01) working day of the placement of the purchase order.

- Invoices shall be processed within two (02) working days upon receipt.
- Payments shall be released within ten (10) to fifteen (15) working days.
- The bidder must possess valid registration with the SECP/Registrar of Firms (in case of a company/firm).
- The bidder must hold valid NTN and GST registration.
- An affidavit of non-blacklisting on stamp paper must be provided.
- The bidder must act upon the refund policy of Airline.

Conditions for Eligibility

The successful individuals/firms/companies, fulfilling the following criteria along with 70% passing score, will be considered as eligible for the bidding process:

Mandatory Requirements

- The bidder must hold active IATA accreditation.
- The bidder must have an established office presence in Lahore.

Evaluation Criteria

Passing score: 70%

Sr. No.	Evaluation Parameter	Maximum Marks	Scoring Guidance / Notes	Document Required
1	Relevant Experience	20	> 10 years: 20 marks- > 7 upto 10 years: 15 marks- > 5 upto 7 years: 10 marks Minimum 5 years: 5 marks	IATA accreditation certificate
2	Client Portfolio (Govt./Semi-Govt./Universities)	20	> 7 clients: 20 marks > 5 upto 7 clients: 15 marks > 3 upto 5 clients: 10 marks Minimum 3 clients: 5 marks	Client List dully signed and stamp at official letter head
3	Annual Turnover (last 3 years)	20	- Average annual turnover (Credit transactions) > PKR 7 million: 20 marks > 5 million upto 7 million: 15 marks > 3 million upto 5 million: 10 marks = 2-3 million : 5 marks	Bank statement
4	Past Performance Certificates / References	20	2 points for each performance certificates	Certificates issued by client