

**BANGLADESH COUNTRY OFFICE**

**September 04, 2025**

**Framework Agreement for Air Ticket and Visa Service**

**RFP/SCI/BDCO/FY-25/(Manual)/011**

Dear Sir/Madam,

Save the Children International (SCI) invites you to tender for the provision of Air Ticket Service. This tender pack has been specifically created to provide you with all the information required to understand SCI's requirements, and complete a response to the tender, should you wish.

Below is a summary of all the information included in the tender pack (you can use the hyperlinks to navigate the document:

Responses should be submitted no later than 02:00 PM on September 28, 2025 (All the date & times are in Bangladesh Standard Time)

Interested bidders are requested to participate in the Pre-Bid Meeting on September 10, 2025 at 03:00 PM at following Zoom link:

**Topic: Framework Agreement for Air Ticket and Visa Service**

**Time: Sep 10, 2025 at 03:00 PM Astana, Dhaka**

**Join Zoom Meeting**

**<https://us06web.zoom.us/j/89102999638?pwd=YR5gbMPaGDjouthWaiaTrxziwxlOGg.I>**

**Meeting ID: 891 0299 9638**

**Passcode: 173192**

Technical Queries should be directed to: [raihaan.tanvir@savethechildren.org](mailto:raihaan.tanvir@savethechildren.org)

Commercial Queries should be directed to: [rabeya.ferdouse@savethechildren.org](mailto:rabeya.ferdouse@savethechildren.org)

We look forward to receiving your response.

Director - Procurement & Supply Chain

## I. INTRODUCTION TO SAVE THE CHILDREN

SCI is the world's leading independent organisation for children. We save children's lives; we fight for their rights; we help them fulfil their potential. We work together, with our partners, to inspire breakthroughs in the way the world treats children and to achieve immediate and lasting change in their lives.

**Our Vision** – a world in which every child attains the right to survival, protection, development and participation.

**Our Mission** – to inspire breakthroughs in the way the world treats children and to achieve immediate and lasting change in their lives.

We do this through a range of initiatives and programmes, to:

- Provide lifesaving supplies and emotional support for children caught up in disasters like floods, famine and wars.
- Campaign for long term change to improve children's lives.
- Improve children's access to the food and healthcare they need to survive.
- Secure a good quality education for the children who need it most.
- Protect the world's most vulnerable children, including those separated from their families because of war, natural disasters, extreme poverty or exploitation.
- Work with families to help them out of the poverty cycle so they can feed and support their children.

For more information on the work we undertake and recent achievements, visit our website at [www.savethechildren.net](http://www.savethechildren.net)

## 2. PROJECT OVERVIEW AND REQUIREMENTS

### 2.1 PROJECT OVERVIEW

Please see below a summary of the requirements for which Save the Children invites you to bid on. Further detail on the specific requirements of the project (volumes, dates, product specifications / drawings etc.) can be found in [Part 2 \(Core Requirements & Specifications\)](#) of this Tender Pack.

| Item                                    | Description   |
|---|---|
| <b>Country</b>                          | <i>Bangladesh Country Office</i>  |
| <b>Description of goods or services</b> | <i>Framework Agreement for Air Ticket Service</i>   |
| <b>Duration</b>                         | <i>The framework agreement will be initially for Three (3) years with the possibility of renewal for next two years based on satisfactory performance evaluation of each year</i> |
| <b>Agreement Type</b>                   | <i>SCI intends, but reserves the right not to, enter a Contract which commits us to buying the goods or services listed in Part 2.</i>  |

## 3. AWARD CRITERIA

SCI is committed to running a fair and transparent tender process and ensuring that all bidders are treated and assessed equally during this tender process.

Bidder responses will be evaluated against three categories of criteria: Essential Criteria, Capability Criteria, and Commercial Criteria.

These criteria have been especially created to help SCI determine which bidder is able to offer the best quality and most commercially competitive solution to meet our needs and deliver the most effective programming to our beneficiaries.

### 3.1 ESSENTIAL CRITERIA

These are criteria which bidders **must** meet in order to be successful and progress to the next round of evaluation. If a bidder does not meet any of the Essential Criteria, they will be excluded from the tender process. This criterion is scored as Pass or Fail and will not be evaluated against capability and commercial criteria.

|                           |   |
|---------------------------|---|
| <b>Essential Criteria</b> | <p>The bidder shall possess the following qualification:</p> <p>Bidders/Organizations must provide information and documentary evidence to establish that they have:</p> <p>Bidders <b>must</b> meet the following criteria:</p> <ol style="list-style-type: none"> <li>Updated legal documents: Copy of updated Trade License, TIN Certificate and Business Identification Number (BIN) or VAT registration.</li> <li>Legal establishment for a minimum of five years: From Registrar of Joint Stock Companies and Firms (RJSC), Bangladesh or equivalent authorities.</li> <li>Minimum 5 years of experience for similar type of and services to renowned companies and supporting Work Orders/Experience certificate/Agreement (i.e. MNC, UN, INGOs, Bank/Financial Institutions/GoB/Reputed organization) need to submit.</li> <li>Suppliers/Vendors are not any prohibited parties or on Government debar/Blacklisting by any organization.</li> <li>Compliance with our Mandatory Policy</li> <li>Accredited IATA Travel Agency duly licensed in the country</li> </ol> <p>Note: Supporting documents need to be submit along with tender documents</p> |
|---------------------------|---|

### 3.2 CAPABILITY CRITERIA

These are criteria will used to evaluate the bidder's ability, skill and experience in relation to the requirements of SCI. All bids which pass the Essential Criteria will be evaluated against the same pre-agreed Capability Criteria, which will have been created by a committee of representatives from SCI.

| Sl. no | Technical Evaluation criteria<br>(Minimum criteria for full mark; others less than minimum will get proportionate marking)  | Assigned score |
|--------|---|----------------|
| 1.     | <p><b>Organization Profile</b></p> <ol style="list-style-type: none"> <li>Management Team &amp; Structures (2)</li> <li>Staff Engagement for Visa processing (Indicate how many dedicated staff are assigned to visa processing. (3)</li> <li>Lead Time<br/>Provide the average visa processing lead time required (from submission to receipt of visa). Present a country-wise visa processing lead timetable for clarity.<br/>Lowest lead time will get the full score <b>(10 Points)</b></li> <li>Number of country coverage for visa processing (Please share the list of country) Highest the country coverage, will get full score. <b>(5 Points)</b></li> </ol> <p>(Please Provide the relevant Documents)</p> | 20             |
| 2      | <p><b>Please provide proof of active membership or accreditation with relevant industry (Member and Accredited)</b><br/>(5 or above – 20 points; 2-4 – 10 points; 1 – 5 points)</p>   | 20             |
| 3      | <p><b>Registered with Airlines / Embassy for Visa processing</b><br/>(5 or above – 20 points; 2-4 – 10 points; 1 – 5 points)</p>  | 20             |

|              |   |            |
|--------------|---|------------|
| 4            | <b>Onsite Support desk</b><br><b>Onsite Support Desk (Free of Cost): 10 Points</b><br>Onsite Support Desk (With Cost): 5 points   | 10         |
| 5            | <b>Previous experience and Client Reference:</b><br>Experience with Specific Jobs:<br>(Minimum experience with 10 Organization)<br>a) Experience with UN/International Organization /Diplomatic Mission<br>b) Experience with INGO/NGO/Development organizations/Govt.<br>c) Experience with MNC/Bank/Non-Bank Financial Institute.<br>d) Experience with Reputed Group of Companies<br><br>10 points for 10 clients and each client reference will get 1 (one) points)   | 10         |
| 6            | <b>Financial turnover/Contracts</b><br>(Average Financial turnover should be <b>20</b> million in BDT over last 2 years. Please submit Audit report of last 2 financial years of the organization or Bank Statement should be submitting as a supporting document. Bidders' declaration of Turnover amount in Letter Head) (Please Provide the relevant Documents)<br>BDT 20 million or above = 20 points<br>Below BDT 15 million to 10 million = 15 points<br>Below BDT 10 million to 5 million = 10 points<br>and less than 5 million = 0 | 20         |
| <b>Total</b> |   | <b>100</b> |

### 3.3 Sustainability Criteria:

| SI | EVALUATION CRITERIA   | SUPPORTING GUIDANCE / COMMENTS  | SUGGESTED SCORING  |
|----|---|---|--|
|    | The bidder demonstrates activities OR has processes in place within their organisation, aimed at improving sustainability. <ul style="list-style-type: none"> <li>Paperless offices,</li> <li>Green technology in offices,</li> <li>Policies, training programmes,</li> <li>Online portal,</li> <li>Digital ticketing, e-invoicing, and e-receipts to reduce paper usages,</li> <li>Gender equality and diversity within staff (e.g., % of women employed, Staff trained on ethical practices and customer service</li> </ul> Or any other relevant services which support sustainable development. | Suppliers may be able to provide evidence of activities they complete either in their office, in their supply chain, or during their operations to improve sustainability. Evaluation of this may be subjective but should be evaluated and scores agreed by the Procurement Committee. | 10/10 - bidder demonstrates multiple sustainable business practices<br>5/10 - bidder demonstrates several sustainable business practices<br>0/10 - bidder demonstrates no sustainable business practices |

### 3.4 COMMERCIAL CRITERIA

These criteria will be used to evaluate the commercial competitiveness of a bid. All bids which pass the Essential criteria will be evaluated against the same pre-agreed Commercial Criteria, which have been created by a committee of representatives from SCL.

All Capability, Sustainability and Commercial Criteria will be weighted accordingly to reflect their importance. The Commercial Criteria will account for 40%. The Capability Criteria will account for 50% and sustainability criteria 10% of the score.

## 4. SUBMISSION OF BIDS

Responses will only be accepted in the requested format. **Any incomplete responses or responses not in the format of the provide templates may be treated as void.**

Last date of proposal submission: 28th September 2025 on or before 2:00 PM

1. Ariba Connected vendors/firms are requested to submit using ProSave (Ariba Network).
2. Vendor will send their proposal through: [dhaka.procurement@savethechildren.org](mailto:dhaka.procurement@savethechildren.org)

### 6.4 CLOSING DATE FOR BID SUBMISSION

**Your bid must be received, either at the specific address or email address, no later no later than 02:00 PM on September 28, 2025** (All the date & times are in Bangladesh Standard Time). Failure to submit your bid prior to the Closing Date may result in your quote being void.

All Bids must remain valid and open for consideration for a period of not less than 60 days from the Closing Date.

### 6.5 KEY CONTACTS

Should you have any questions about Save the Children, this invitation to tender or anything related to this document, please contact the Save the Children contact detailed below. Enquiries should be submitted in writing via email / mail.

**Md. Raihan Tanvir**

Officer- Travel & General Administration

Save the Children

Cell: 01724440606

House CWN (A) 35, Road 43, Gulshan 2, Dhaka 1212, Bangladesh

E-mail: [rabeya.ferdouse@savethechildren.org](mailto:rabeya.ferdouse@savethechildren.org)

Or,

**Rabeya Ferdouse**

Strategic Sourcing, Procurement & Supply Chain

**Save the Children**

House CWN (A) 35, Road 43, Gulshan 2, Dhaka 1212, Bangladesh

E-mail: [rabeya.ferdouse@savethechildren.org](mailto:rabeya.ferdouse@savethechildren.org)

Please be advised local working hours are 08:30 to 16:30 Hrs (Friday & Saturday is weekend for us).

## **PART 2 – CORE REQUIREMENTS & SPECIFICATIONS**

### **I. INTRODUCTION TO AIR TICKET SERVICE AT SAVE THE CHILDREN**

Save the Children is undertaking a solicitation of bid proposal from Travel Agencies who are interested to provide various travel management services regularly required by the SCI and other SCI project office in Bangladesh. All management and administrative products, current and emerging, which assist in the support of the authorized travel, fall within the scope of the proposal. The successful bidder shall be contracted for this purpose for an initial period of two (2) years. SCI Bangladesh Country Office wishes to sign a Long Term Agreement with Travel Agency, for the provision of purchasing airline tickets at the local and international level, as well as other related services.

In order to obtain the best price, quality and range of services available from a Travel Agency, Save the Children (SCI) wishes to enter into a contract with a Travel Agency for all its travel management services. Travel, as referred to in the TOR, shall apply to journeys requested by SCI and SCI projects from one place to another for official business purposes. These official purposes include, but need not be limited to, the following:

- Official meetings and various events;
- Appointment and repatriation of staff and family members.
- Home leaves, emergency travels, educational leaves and medical/security evacuations
- Visit to project sites, by SCI staff, Government and counterparts or other entities

### **2. SPECIFIC REQUIREMENTS**

The travel agency shall provide full, prompt, accurate and expert international and national travel products and services to Save the Children. The products and services include, but not limited to, the following:

#### **1) Reservation and Ticketing**

- For every duly approved Travel Authorization, travel agency shall immediately make bookings, advise visa requirement and prepare appropriate itineraries and formal quotation based on the lowest fare and the most direct and convenient routing; if reservations made by the travel agency are not at the lowest available rate allowed at the time of ticketing as identified by market testing, the travel agency shall refund the difference to the SCI.
- In the event of loss, travel agency shall immediately replace airline tickets;
- In the event that required travel arrangements cannot be confirmed, the travel agency shall notify the relevant focal point of the problem and present alternative routings/quotations for considerations;
- For wait-listed bookings, the travel agency shall provide regular daily feedback on the status of the flight;



- The travel agency shall reconfirm and revalidate airline tickets, re-issue tickets which are returned as a result of changed routing or fare structures and printed itineraries;
- The travel agency shall promptly issue and deliver accurately printed tickets and detailed itineraries, (in printed and electronic format) showing the accurate status of the airline on all segments of the journey;
- The travel agency shall accurately advise the relevant focal point of the ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings;
- The travel agency shall provide information on airline schedules;

## **2) Airfares and Airlines Routings / Itineraries**

- The travel agency shall propose fares/airline routings and guarantee that it shall obtain the lowest available airfare for the journey concerned. Such journeys shall be the most direct and economic routing;
- The travel agency may be requested to provide business class tickets where the travel time exceeds nine (9) hours in duration with a maximum four (4) hours break between flight segments;
- The travel agency shall ensure that tickets issued are in accordance with entitlements prescribed in SCI Travel Authorizations;
- The travel agency shall assist SCI focal point in negotiating with airlines on preferred fare conditions, such as ticketing deadlines to be as flexible as possible (i.e. until the date of commencement of particular travel); and
- The travel agency shall advise SCI responsible officer of market practices and trends that could result in further savings for them, including the use of corporate travel booking tools with automated travel policy compliance and enforcement, and travel management reporting.

## **3) Travel Information / Advisories**

- The travel agency shall provide quick reference for requested destinations;
- The travel agency shall provide travelers with a complete automated itinerary document to include carrier(s), flight and voyage numbers, departure and arrival times for each segment of the trip, tax exempt information, etc.;
- The travel agency shall inform travelers, upon booking confirmation, of flight/ticket restrictions, involuntary stop-overs, hidden stops, and other inconveniences of the itinerary and provide required documentation for travels;
- The travel agency shall provide travelers with online and offline relevant information on official destinations, i.e. visa requirements, security procedures, airport transfers/land transportation facilities, local points of interest, currency restrictions/ regulations, health precautions, weather conditions, etc.; and
- The travel agency shall promptly notify travelers of airport closures, delayed or cancelled flights, as well as other changes that might affect or will require preparations from travelers, sufficiently before departure time;

**4) Billing and Invoice** The travel agency shall send an accurate itemized official invoice at a mention time period to Administrator. SCI shall provide payment to the Travel agency after review of each transaction within agreed time line.

## **5) Flight Cancellation / Re-booking and Refunds**

- The travel agency shall process duly authorized flight changes / cancellations when and as required;
- The travel agency shall immediately process airline refunds for cancelled travel requirements / unutilized pre-paid tickets and credit these to Save the Children as expeditiously as possible;
- The travel agency shall refund tickets shorter period than 15 days;
- The travel agency shall limit refund charges at airline rate only, i.e. no additional charges will accrue to the travel agency;

- The travel agency shall absorb cancellation and / or change reservation date charges which are due to no fault of SCI or the traveler;
- The travel agency shall report back to relevant SCI focal point on the status of ticket refunds and cancellation fees monthly basis.

## **6) Management Reporting System**

The travel agency shall submit the following reports on a regular basis; ♣

- Monthly Carrier – Route – Fare Analysis and Production / Volume of Business;
- Monthly reports on the status of ticket refunds
- Changes and Update on Airline Rates, promotions, policy changes, etc, immediately upon the receipt of the advice;
- Complaint Analysis;

## **7) Availability of Other Products and Services as May Be Requested**

- Assistance with obtaining visas for foreign countries
- Excess Baggage/Lost Baggage;
- Package Tours and Promotions for Personal travel;
- Any additional services or discounts/incentives that the applicant wishes to identify

**8. Performance Standards and Service Level Guarantee** The contracted travel agent shall perform its services and deliver its products in accordance with the herein prescribes minimum performance standards set by the Save the Children:

| <b>Product / Service</b> | <b>Performance Attribute</b> | <b>Definition</b>  | <b>Standard / Service Level</b>  |
|--------------------------|------------------------------|--|--|
| 1. Airline Reservation   | Agency Accuracy              | Ability to perform task completely and without error                         | Zero-error in passenger records/airline bookings, fare computation and routing |
|                          | Speed and Efficiency         | Ability to deliver product or service promptly and with the use of resources | For confirmed bookings via itinerary within two hours' time of request         |
|                          |                              |  | For wait listed bookings via regular updates every two days                    |
| <b>Product / Service</b> | <b>Performance Attribute</b> | <b>Definition</b>  | <b>Standard / Service Level</b>  |
| 2. Airline Tickets       | Agency Accuracy              | Ability to perform task completely and without error                         | Zero-error in the printed ticket/aborted travel due to error                   |

|                         |   |  |   |
|-------------------------|---|--|---|
|                         |   |  | incomplete travel documents   |
|                         | Timeliness of delivery  | Ability to deliver product or service on or before promised date         | 3 working days before departure date  |
| 3. Travel Documentation | Accuracy  | Ability to ascertain requirements for various destinations/nationalities | Zero-incident of complaint/aborted travel due to incomplete travel documents  |
|                         | Clarity   | Ability to deliver product or service on or before promised date         | 10 Working days before departure  |
| 4. Billing              | Accuracy  | Ability to generate billing statements without errors                    | Zero-Error or no discrepancy between invoices and attachments   |
|                         | Clarity   | Ability to generate bills that are transparent or easy to understand     | Zero>Returns for clarification/explanation  |
| 5. Rates/Pricing        | Fairness  | Reasonable charges for services offered                                  | At same or rates lower than market standards  |
|                         | Company concern about fares   | Ability to quote competitive fare  | At levels same or lower than airline preferred rates. Guarantee that one quotation is the lowest obtainable fare                |
|                         | Good value indicated by price   | Competitive of fares quoted vs. restrictions or lack/absence thereof     | At the same terms or better than quoted by airlines   |
|                         | Willingness to assist SCI negotiate with airlines regarding preferred rates and concessions | Voluntarily offering to assist/represent SCI in dealings with airlines   | Semi-annual meetings to obtain competitive rates in the market and preferable fare conditions (i.e. ticketing, deadlines, etc.) |
| 6. Service Quality      | Accessibility   | Ability to access or approach travel agency                              | Telephone: 3 rings<br>Emergency: 24 hours Email: available<br>Website: available  |

|   |   |   |  |
|---|---|---|--|
|   | Responsiveness  | Willingness to go out of one's way to help the traveler   | Regular coordination meeting with SCI                                |
| <b>Product / Service</b>                  | <b>Performance Attribute</b>  | <b>Definition</b>   | <b>Standard / Service Level</b>                                      |
| 7. Problem Solving                        | Refunds   | Ability to process and obtain ticket refunds on a timely basis where tickets are refundable   | 100% within one month from date of cancellation                      |
|   | Complaint Handling  | Ability to resolve complaints   | Timeliness: one (1) week<br>Manner of resolution: Satisfactory score |
| 8. Travel Consultants                     | Competence  | Knowledge of destinations<br>Knowledge of airline practices, fare levels and shortest routes and connections<br>Knowledge of SCI policies | Proficiency rating of not less than 75%                              |
| 9. Communications                         | Awareness Level of Travelers regarding Travel Agency Product and Services | Services and policies are communicated to travelers. Travelers are well informed about matters concern them                               | Frequency of communications: as and when needed.                     |
| 10. Office premises and Hours of Services | Readiness to do business  | Travel Agency open for business during normal working hours   | Accommodation of calls during off-hours                              |
|   |   |   | Zero complaints that no one was around to answer calls               |

### 3. SPECIFICATIONS

#### Travel Policy

Current air travel policy requires the Travel Agent(s) in all cases to book the lowest available fares/the most direct economy options and to research alternate itineraries (at least three options, if available) in order to provide the lowest appropriate fares, which satisfy the Save the Children travel policies and requirements. The SCI travel policies embody the following basic principles which, however, are subject to subsequent revision:

1. Where available, use of the lowest applicable fare (including penalty fares) is the preference.
2. Full economy fares may be used if no appropriate reduced fares are available.
3. Business class travel or equivalent may be applicable only in limited situations.
4. Travel regulations prohibit first-class travel except for a few specific categories.
5. The Travel Agent must be knowledgeable of and prepare to offer special fares, restricted fares, discount fares, and bulk fares for use whenever appropriate. Fares which entail restrictive conditions (such as penalties or stay-overs), however, shall only be booked with the express approval of SCl.
6. The Travel Agent shall, where appropriate, attempt to obtain free business class and first-class upgrades for SCl travelers. Any upgrades should be used for the cost-savings purposes.

## **Contract Parameters**

- SCl intends for two years contract with one or two vendors for the performance of travel services. The service standards to be provided must be of the highest order, and responses to specific criteria concerning service elements will be weighted heavily.
- SCl will incorporate the Travel Agency's proposal as an addendum to the contract.
- Considering that SCl requires a variety of services and financial commitments, we expect these to be included under one contract.
- SCl recognizes the importance of confidentiality of the data provided: the proposal information and the travel itineraries and reservations of its travelers. Accordingly, the selected agency must keep confidential all dealings with Save the Children.
- This Request for Proposals is not to be construed in any way as an offer to contract with the Agency and SCl is not committed to selecting any of the travel agencies submitting proposals.

## **Roles and Responsibilities**

SCl procurement respective staff shall serve as the focal point for the following functions related to the travel contract for Save the Children in Bangladesh:

- Contract administration and the overall point of contract
- Performance reviews
- Obtain monthly progress reports

Perform inspection of services, verification of fares, rates, etc. Responsible staff of SCl shall serve as the focal points for the following travel functions related to SCl:

- Requesting of travel services and price quotations by phone and/or e-mail
- Confirmation of ticket reservations by e-mail
- Processing of payments on receipt of an invoice

## **Expected Qualification of the Successful Travel Agent**

The successful travel agency who will be contracted to serve the needs of Save the Children shall have the following minimum qualifications:

- Accredited IATA Travel Agency duly licensed in the country;
- Maintains a good track record in serving international organizations, embassies and medium to large multi-national corporations;
- Employs competent and experienced travel consultants, skilled in ticketing and fare computations, as evidenced by their track record in their Curriculum Vitae;
- Financially capable of rendering services to Save the Children;
- Look after the necessary visa arrangement

- Maintains facilities of on-line booking / airline reservations (i.e. Amadeus, or World Span), international ticketing and ticket printing facilities;
- Capable of delivering tickets, bills on an accurate and timely basis;
- Willing and able to guarantee the delivery of products and services in accordance with performance standards required under this TOR.

The successful travel agency shall be required to devote at least one or two personnel with the following minimum qualifications:

1. Senior travel expert with a minimum three years of practical experience in the management of travel services, in operating the automated reservation and ticketing systems;
2. Has adequate authority to make decisions for the timely resolution of problems;
3. In the case of emergencies (e.g. evacuations, war, etc.) the travel expert shall maintain operations necessary to support SCI;
4. 24 hours a day access of emergency service and necessary delivery of tickets as required by SCI to the required destinations;

Other expertise needed and facilities required shall be sourced from existing capacity of the Travel Agency. The travel agency shall have a contingency replacement plan to be enforced during periods of illness and vacations of its personnel in order to always maintain full service under the contract.

#### **4. ADDITIONAL INFORMATION**

A. Description of Service: Save the Children International is inviting offer for Air Ticket Service for Bangladesh Country Office or instructed by the SCI as and when required during the contract period.

B. Service Locations:

- Save the Children Country office, Gulshan -2, Dhaka
- Or instructed by SCI representative

C. Service hours for Air Ticket Service

During office hours, from 8:30am to 4:30pm or instructed by save the children representative

D. Price and offer validity: Prices for service offered should be valid for a period of two (2) years. Two months prior to the end of each contract year a new revised price list will be provided by the vendor, which will be benchmarked with the market by Save the Children

The bidder must quote the rate as mentioned in the BOQ. No price will be increase during the contract period. Unit price for all the items in the schedule should include all taxes and other charges (where applicable).

Incomplete offer will not be considered. Rate should be quoted in BDT (Bangladeshi Taka) only.

E. VAT & TAX: VAT and AIT will be applicable as per govt. rule. If your service is tax and VAT exempted, please submit the relevant SRO from NBR.

F. Payments procedure:

The successful service provider will be required to submit invoices immediately after completion of services. Payment will be made in favor of the vendor within 45 (forty- five) days upon satisfactory goods/services received and submission of correct invoice along with necessary documents through A/C Payee cheque or EFT (Electronic Fund Transfer).

Under no circumstances will SAVE THE CHILDREN entertain any request for cash payment or partial payment for the invoice. Wherever applicable, tax as prescribed by Taxation Authority, will be deducted from the invoice.

The invoice will incorporate any penalties that need to be enforced, based on the terms and conditions stated in this document/RFP.

Any work that is beyond the work schedule should be submitted in writing to SAVE THE CHILDREN for prior approval.

**G. Payment mode:**

a) For Ticket Service: Payment will be made with 15 (fifteen) days interval. First 15 days (1-15) payment will be made by 30th of each month and 2nd 15 (16-30) days payment will be made by 15th day of next month subject to the submission of correct invoice with necessary documents.

b) For On Desk Services: The payment will be made monthly basis

**H. Change:** For any additional ticket changes that incurs cost should be a new request number provided by SCI

**I. Service Confirmation:** No services will be accepted by Save the Children if any non-conformity found. No service will be accepted with the changes or alternations from provided requirement without prior written permission by Save the Children.

**J. Contact Person:** Save the Children will assign a primary and a secondary contact person to coordinate services. Similarly, the vendor will have to assign a primary and a secondary contact person to coordinate delivery and support as per agreement.

**K. Termination:** SAVE THE CHILDREN reserves the right to terminate the contract at any time for any reason whatsoever by giving the successful service provider one month notice in writing. If the successful service provider wishes to terminate the contract, then they are to provide two months' notice in advance to SAVE THE CHILDREN. SAVE THE CHILDREN decision is final in case of any dispute that arises in connection with these termination arrangements.

**L. For any Fraud case / Terrorism found or breach of contract,** save the children will terminate the contract/Agreement within 7 days' Notice to the service provider and Outstanding payment will be settle within next 15 (fifteen) working days subject to the submit all the relevant documents.

**M. VAT & TAX** shall be deducted at source as per applicable existing GoB rules.

**N. Save the Children** reserves the right to accept or reject any /all proposals or part thereof without assigning any reason whatsoever.

## Commercial part

Services/Assignment: Framework Agreement for Air Ticket Service.

Name of the Bidder (Firms): \_\_\_\_\_

### **Offered Price (BOQ):**

N.B. May be added more Column & Row for detail information.

We may modify and add the items in the BOQ mentioned in the Appendix-I and quote accordingly.

Please mentioned the price Excluding VAT. TAX will be consider as built-in with price.

| Sl. | Description of Service  | Specification         | Discount for SCI from regular rate | Services Charges/Ticket (BDT) | Remarks  |
|-----|---|-----------------------|------------------------------------|-------------------------------|--|
| 1   | Air Ticket  | National/<br>Domestic |                                    |                               |  |
| 2   | Air Ticket  | International         |                                    |                               | On base fare   |
| 3   | Charge for non-commission giving Air Lines  |                       |                                    |                               | List will be updated from time to time (Quarterly)   |
| 4   | Refund /Cancellation/Re-validation of International Ticket  |                       |                                    |                               | Only Air lines fee   |
| 5   | Refund /Cancellation/Re-validation of Domestic Ticket   |                       |                                    |                               | Only Air lines fee   |
| 6   | Visa Assistance Services Charge   |                       |                                    |                               | Plus Visa fee  |
|     |   |                       |                                    |                               |  |
| SL  | Description of Services   | UOM                   | Unit price /Month in BDT           |                               | Remarks  |
| 7   | ON DESK SERVICES:<br>Vendor / supplier will provide the service desk at save the children country office [where one person should be dedicated for 4 hours per day and 3 days in a week (Sun/Tues/Thursday )] | Job/Month             |                                    |                               | Save the children will provide the seating arrangement with WiFi facility but other logistic support will ensure by the service provider |

**Note: Lead time for air ticket: provide quotations within (2)two hours maximum after receiving the email and issue the final ticket within (1) One hour maximum after having the confirmation email.**



