



## **Terms of Reference**

### **For Travel Agency Services**

#### **Procurement of International Two-Way Air Tickets (GCC & Malaysia – Nepal – GCC/Malaysia)**

##### **1. Background**

The Non-Resident Nepali Association (NRNA) requires the services of a qualified and registered travel agency to arrange international two-way air tickets for NRNA members traveling from GCC countries and Malaysia to Nepal and return during the second week of February.

##### **2. Objective**

The objective of this assignment is to procure reliable, cost-effective, and timely international air ticketing services to ensure smooth travel of NRNA Members.

##### **3. Scope of Work**

The selected travel agency will be responsible for the following tasks:

- Arrangement of international two-way (round-trip) air tickets from designated GCC countries and Malaysia to Kathmandu, Nepal, and return.
- Ensuring travel dates fall within the second week of February (exact dates to be confirmed by NRNA).
- Providing options for economy class tickets with reasonable transit times.
- Ensuring flexibility in date change/refund conditions, where possible.
- Issuing e-tickets in a timely manner upon confirmation.
- Providing travel support in case of flight rescheduling, cancellation, or emergency situations.
- Coordinating closely with NRNA focal person for traveler details and itinerary finalization.

##### **4. Deliverables**

- Confirmed round-trip international air tickets for all designated travelers.
- E-ticket copies shared with NRNA prior to travel.
- Travel itinerary details including flight numbers, transit points, and baggage allowance.

## **5. Travel Period**

- Expected travel period: Second week of February (exact dates will be communicated after selection).
- Return travel to be scheduled as per the approved itinerary.

## **6. Eligibility Criteria**

The travel agency must:

- Be a legally registered travel agency in Nepal.
- Have valid registration, PAN/VAT certificate, and tax clearance.
- Have proven experience in international air ticketing, particularly for GCC and Malaysia routes.
- Be able to provide competitive rates and reliable service.

## **7. Financial Proposal**

The financial proposal should include:

- Cost per round-trip ticket (Country-wise).
- Breakdown of fare, taxes, service charges, and any additional fees.
- Information on cancellation/change policy and applicable charges.

## **8. Selection Criteria**

The travel agency will be selected based on:

- Cost competitiveness
- Experience and reliability
- Compliance with ToR requirements
- Ability to meet timelines and provide support services

## **9. Payment Terms**

Payment will be made upon confirmation and issuance of tickets, as per NRNA's financial procedures and upon submission of original invoice and required documents.

## **10. Contract Duration**

The contract will be valid until completion of the ticketing service and return travel of all NRNA members.

## **11. Reporting and Coordination**

The selected travel agency will coordinate directly with the designated NRNA focal person throughout the assignment period.

## **8. Submission Deadline**

Interested travel agencies are requested to submit their proposals to the NRNA Secretariat **no later than 15 January 2025**.

## **Application Process**

Interested individuals or organizations should submit:

- Letter of Interest with relevant legal documents (Registration, VAT Registration, Pan No. Tax Clearance and experience letter)
- Organizational profile highlighting relevant experience.
- Technical proposal
- Financial proposal, including applicable taxes.

Applications should be sent to **procurement@nrna.org** by **15 January 2025**. For any information, please contact +977-1-4511530/ 4526005.