



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.