



داریانا افغان هوایی شرکت

ARIANA AFGHAN AIRLINES

P.O. BOX 78/KABUL, AFGHANISTAN

***Islamic Republic of Afghanistan***  
***Administration and service Directorate***  
***Procurement Department***  
***Non-Consultation Services and Goods Procurement***

**General Sales Agent (Cargo + Passenger) Standard Tendering Document (STD)**

**For Haring of GSA (CARGO + Passenger) IN DELHI INDIA**

**DESCRIPTION OF SERVICES:**

**ASSIST ARIANA FOR TICKETS AND CARGO SALE IN DELHI**

**STD Number: (002-069-GSA (Cargo+ Passenger))**

**STD Date :( 30-Jan-2020)**

**Submission Date of Quotations: from 12-Feb-2020 up to Closing Date**

Deadline of Tender's Submission (**Closing Date**): **18-Feb-2020**

Clarification is possible through introduced email IDs only.

Procurement Procedure is supported by electronic system (Ariana Net)



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ARIANA AFGHAN AIRLINES

P.O. BOX 78 / KABUL / AFGHANISTAN

Date: .....

**To: Ariana Afghan Airline  
Kabul- Afghanistan**

**To whom it may concern,**

Referring term and conditions mentioned in this tender document, we hereby request you to accept our offer regarding **Hiring of General Sales Agent (Cargo + Passenger) in Delhi India**

It is respectively confirmed that this company has accepted and agreed upon terms and requirements reflected in standard Bidding documents (STD) and attached annexes (TOR + Tenderer qualification and information form)

We acknowledge this is an official engagement into the process and we will not withdraw our offer up to end of the validity time.

**Best regards,**

**Name of Tender's Representative: -----**

**Signature: -----**

**Stamp: -----**



## 1- Instruction to Tenderers

1. Ariana Afghan Airlines interested to **Hire General Sales Agent** (Cargo + Passenger) which is described in technical specification part for reference of Tenderer.

*Any applicant for submitting the tender for GSA of Ariana Afghan Airlines should satisfy the following conditions. These conditional will be in best interests of the parties.*

2. The applicant should not be holding any GSA or Cargo or Passenger rights of any other Afghan airlines having operations on the sector Kabul-Delhi- Kabul.
3. The applicant must have a team to render effective liaison services with Ministries of External Affairs and Civil Aviation as well as DGCA. The Applicant must also have close experience with other departments like DIAL-Slot Department, Airport Authority of India, Bureau of Civil Aviation Security (handling security manual and issuance of entry gate passes),and Immigration Department.
4. The applicant must have cargo office at Airport to handle the outgoing cargo operations and also incoming cargo from Kabul.
5. The applicant should have adequate contracts with reputed hospitals to provide necessary assistance to the medical tourists travelling on Ariana Afghan Airlines.
6. Your offer, must be send only to the following email address before closing date:  
[quotation-box@flyariana.com](mailto:quotation-box@flyariana.com)
7. Tenderer must not disclose prices to other parties at all.
8. Any offer received later than the scheduled time will be rejected. The STD must be sent with complete requested information and documents.
9. Tenderers must sign all pages of STD and quoted prices.
10. All prices and offered conditions must be valid for a period of *thirty (30) working days* from the closing date of the STD announcement.
11. The STD must be completed and signed by an authorised representative of the Tenderer.
12. Tenderers may request for clarification on STD via email addresses [delhi@flyariana.com](mailto:delhi@flyariana.com) and [techsupply@flyariana.com](mailto:techsupply@flyariana.com) OR [cao@flyariana.com](mailto:cao@flyariana.com) .
13. Tenderer may quote prices as per requested format in specified part of STD and or in separate sheet.
14. Tenderers *are allowed* to submit alternative bids.
15. There *is no need* for bid security for this tender. Acceptance of this STD shall act as Declaration Letter.
16. The winner firm *must not provide* performance guarantee as specified in STD.
17. In the case of any arithmetical discrepancy between the Unit Rate and the Total Amount quoted, then the Unit Rate of this document shall prevail both for the evaluation of offers.
18. The currency of STD is INR.
19. Depending on the final requirement, the required services may be increased or adjusted.
20. The evaluation of offers is conducted as per articles 12th- of Ariana procurement procedure.



21. Ariana is not bound to accept the lowest offer and reserves the right to accept or reject any or all the offers without assigning any reason whatsoever to Tenderers.
22. The contract will signed for 3 years but on each year the contract will be reviewed and based on the review report the contract will be extended OR terminated.
  - A- after signing of the contract, If the GSA didn't transfer the minimum (80% of Target) Cargo during 12 months, after calculating the total number of Cargo transferred during the year, the target remaining amount Should be paid by GSA as the penalty and the contract will be terminated with the GSA.
  - B- After signing of the contract, if the GSA did transfer the Maximum (100% of Target) Cargo during 12 months so after calculating of the total number of Cargo which transferred during the year, the contract will be extended as a promotion for one year more.
  - C- After signing of the contract, if the GSA did not open the offices in the agreed time the contract is terminated automatically and the security deposit will be confiscated.
23. With reference to the nature of STD there is no commission of Cargo sale.
24. The company which offer higher price with the best services and accept the term of STD with acceptance security deposit will be the winner of this tender.
25. If required, Ariana can adjust the Cargo rate based on changes of fuel price in the market by agreeing with both parties.

Deadline of Tender's Submission: **18-Feb-2020**

Submission Email ID: quotation-box@flyariana.com

Subject Line: Hiring General Sales Agent (Cargo + Passenger)

Validity of Offer: at least 30 days

Submission Package includes: Accepted and Signed ToR, Financial Proposal, other supporting documents

## 2- Description of Services

AAA (Ariana Afghan Airlines) has planned to Hiring General Sales Agent (Cargo + Passenger) in shortest possible time to run its normal business and operations inside and outside the country. As per directive of company's BOD, the fastest and safest possible way to expedite the Hiring process is through (authorized parties) on this purpose to Sale their Passenger Tickets and collect the Cargo and deliver it by Ariana Afghan Airlines fleet from Delhi to Kabul.

The contract will signed for 3 years but on each year the contract will review and based on the review report the contract will extend OR terminate it.



### 3- Cargo Services set up:

Type of Aircraft	Number of flights per Year	Targeted Cargo	Price per Chargeable weight/KG (lowest Price)	Contract Value	Security Deposit (As security)	Minimum annually Cargo Capacity	Maximum annually Cargo Capacity
A310	70	700,000KG	100 INR Per KG	70,000,000 INR	17,500,000 INR	80%	100%
B737-400/500	74	Optional	100 INR Per KG	Optional	Not Applicable	80%	100%
<b>Total</b>	<b>144 flights</b>	<b>700,000KG</b>	<b>100 INR Per KG</b>	<b>70,000,000 INR</b>	<b>17,500,000 INR</b>	<b>80%</b>	<b>100%</b>

### 4- Passenger Ticket Sales set up

Scope of Activities	Percentage of commission	EURU/USD/INR	other INFORMATION
Commission on Direct Passenger Ticket Sales			
Overriding Commission on Territory Sales			

**Important Notice: The tenderer needs to fulfil the columns which marked by yellow color.**

### 5- Cargo Sales as per Ariana Circular

**Important Notice: The tenderer need to fulfil the columns which marked by yellow color.**

Scope of Activities	Percentage of commission	EURU/USD/INR	other INFORMATION
Cargo	0 %		

### 6- Criteria of Selection

AAA is looking to have a GSA (Cargo + Passenger) that can meet below minimum requirements/ criteria	
Criteria of Selection	Tenderer answer and reference
<p>The Tenderer should having at least one office in the IGI airport for Cargo and passenger Handling purpose.</p> <p><b>If</b> not the Tenderer should provide guaranty letter that they will open the offices at the mentioned Area within 3 months after signing of the contract.</p> <p><b>If</b> the answer is "confirm" please provide guaranty letter on the letterhead of your company and attach to the STD</p>	



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<p>The Tenderer should having at least -3- branches as sales points in city commercial areas for Cargo and Ticket sales .like (LAGPATNAGAR- New Delhi, Old Delhi- Belymaran Area , City walk (Max hospital area) ) or any other equivalent places. <b>If</b> not, the Tenderer should provide guaranty letter that they will open the offices at the mentioned Areas within 3 months after signing of the contract. <b>If</b> the answer is "confirmed" please provide guaranty letter on the letterhead of your company and attach to the STD</p>	
<p>The Tenderer must have past experience of at least 5 years of holding GSA rights of any international airlines. <b>If</b> the answer is <b>Yes</b> please provide proof of the documents and attach to the STD</p>	
<p>The Tenderer should hold valid and reliable aviation and technical certificates/license like IATA or any other equivalent certificates/license. <b>if</b> the answer is Yes please provide copy of the IATA and other certificates/license and attach to the STD</p>	
<p>The Tenderer should not have contract with any other Afghan Airlines that fly from Afghanistan to Delhi and from Delhi to Kabul. <b>If</b> the answer is "confirmed" please provide guaranty letter on the letterhead of your company and attach to the STD</p>	
<p>All the expenses relating to salaries and staff welfare of executive staff handling flight operations, and the general maintenance of Delhi Station office should be borne by the Agent.</p>	
<p>The Tenderer must be in a position to depute its qualified staff to support the Ariana Afghan Airlines staff at passenger check in counter. <b>If</b> the answer is "confirmed" please provide confirmation letter about requested services and attach to the STD</p>	
<p>The Tenderer must have in his employment certified Chief Security Officer – CSO to provide overall security services. <b>If</b> the answer is "Yes " please provide copy of Identification Card of Chief Security Officer – CSO and attach to the STD</p>	

**Important Notice: The tenderer need to fulfil the columns which marked by yellow color.**

**Best regards,**

**Name of Tender's Representative:** -----

**Signature:** -----

**Stamp:** -----

STD Number: (002-069-GSA (Cargo+ Passenger) Deadline of Tender's Submission: 18-Feb-2020