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# REQUEST FOR PROPOSAL

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APPOINTMENT OF A GENERAL SALES AGENT ("GSA") OF MALDIVIAN IN BANGKOK,  
THAILAND

FEBRUARY 4, 2025

ISLAND AVIATION SERVICES LIMITED  
M. DAR AL-EIMAN BUILDING, MAJEEDHEE MAGU, MALE' MALDIVES

## SUMMARY

Island Aviation Services Ltd (IASL) is a hundred percent government owned limited liability company established by a presidential decree on 13th of April, 2000. The company was initially established as an airline catering for the ever-growing demand for a domestic transport network. During a span of more than twenty-five years, the company has managed to become an established business operating an International airline all while providing a variety of services within the aviation industry.

Island Aviation Services Limited is the owner and operator of the National Airline of the Maldives, *Maldivian*, and is a hundred percent government owned limited liability company. The company operates its flights out of its primary hub in Velana International Airport (IATA: MLE; ICAO: VRMM).

The company initially provided domestic air transfer services to the regional airports within Maldives, along with being the handling agent for passenger, baggage and cargo as well as operating the CIP lounge at Velana International Airport (VIA). Since then, the airline operations of the company have grown to include International and Seaplane air transfer services while the airport ground handling services has been since reassigned to the Airport Operator at VIA. In addition to providing air transfer services domestically and internationally with a broad fleet consisting of Jet, Regional and Seaplane aircrafts, Island Aviation Services, under the brand name Maldivian, provides a diversified range of services related to the aviation industry. The company currently provides Airport Lounge Services, Airport Management Services, Engineering Services, Cargo Services as well as Travel Agency Services in addition to the core service of Airline.

The company now wishes to expand its international operations and appoint General Sales Agent for Passenger in operational territories.

In order to comply with IASL's operational and expansion plan, Maldivian invites proposals from qualified entities for appointment as General Sales Agent (GSA) in Bangkok, Thailand. The appointed GSA will be responsible for passenger sales, marketing activities, and coordination of ground handling services to enhance the airline's presence and performance in the assigned territory.

### **DISCLAIMER**

This Request for Proposal (RFP) is not an agreement and is neither an offer. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their Proposals pursuant to this RFP.

IASL may in its absolute discretion, but without being under any obligation to do so, update, amend, modify or supplement the information, assessment or assumption contained in this RFP.

The issuance of this RFP does not imply that IASL is bound to select an or to appoint the selected , as the case may be, as it's Maldivian General Sales Agent (GSA) in the territory assigned and IASL reserves the right to reject all or any of the Proposals without assigning any reasons whatsoever and take any measures that it deems fit, including annulment or withdrawal of the RFP process (in whole or in part), at any time prior to the selection of the GSA and without any liability or obligation or notice for such acceptant, rejection, withdrawal or annulment.

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### TENTATIVE PROCUREMENT SCHEDULE

The tentative procurement schedule for this procurement is as follows:

Date	Item
Tuesday, February 4, 2025	Request for Proposal released
Thursday, February 13, 2025	Notices and clarifications due before
Sunday, February 16, 2025	Response to inquires
Thursday, February 20, 2025	Proposal submission deadline
Tuesday, February 25, 2025	Evaluation and shortlisting RFP applications
Sunday, March 2, 2025	Informing shortlisted participants of the selection
Monday, March 3, 2025	Contract negotiation with the shortlisted parties
Tuesday, March 10, 2025	Final selection and execution of the Agency Agreement

The above schedule is subject to change. All changes shall be communicated to Parties through email.

This document contains instructions on the preparation and submission of the Application. All tender documents will be posted in <https://maldivian.aero/media/>

**NOTICES AND CLARIFICATIONS REQUESTED BY THE APPLICANTS**

Inquirers or requests for additional information on any aspect of the RFP bidding process, must be sent via e-mail, on or before February 13<sup>th</sup>, 2025 to [procurement.admin@iasl.aero](mailto:procurement.admin@iasl.aero) and copied to [mohamed.ziyau@iasl.aero](mailto:mohamed.ziyau@iasl.aero) & [mohamed.shae@iasl.aero](mailto:mohamed.shae@iasl.aero)

Any clarifications originated by Island Aviation will be distributed to all interested parties.

All notifications, communications, or clarifications regarding the bidding process from Island Aviation will only be issued by Procurement Admin ([procurement.admin@iasl.aero](mailto:procurement.admin@iasl.aero)).

### **SUBMISSION OF PROPOSAL**

Interested Applicants that meet the eligibility criteria shall submit the Proposals along with the completed clearly marked “RESPONSE TO RFP SELECTION AND APPOINTMENT OF A GSA IN BANGKOK, THAILAND” in the Subject along with the supporting documents on February 20<sup>th</sup>, 2025 by 1500hrs local time in Maldives (GMT + 0500hrs) to [procurement.admin@iasl.aero](mailto:procurement.admin@iasl.aero) copied to [mohamed.ziyau@iasl.aero](mailto:mohamed.ziyau@iasl.aero) & [mohamed.shae@iasl.aero](mailto:mohamed.shae@iasl.aero)

Applicants shall warrant the veracity of all the information and/or data provided in their bid. Applicant shall be the sole responsible for the false information included therein or any omissions.

Island Aviation will not accept proposals from brokers or intermediaries.

## INSTRUCTION TO PARTIES

### PURPOSE

Island Aviation Services Limited, having its registered office at M. Raaverige, Majeedhee Magu, Male' City 20345, Republic of Maldives, is interested in appointing a General Sales Agent (GSA) for Maldivian in Bangkok, Thailand. IASL invites sealed Proposals valid for 90 days from the date of opening the Proposals from companies operating in Bangkok to act as the General Sales Agent of Maldivian as per this document, providing services stated hereunder and establish Maldivian's presence in the territory assigned. All Parties are advised to study the RFP carefully.

### TERM OF CONTRACT

The initial contract period for the GSA is expected to be for two (2) years from the date of appointment, (unless terminated earlier). This initial contract period may however be changed by IASL at any time prior to the award of business.

By entering into an agreement with IASL, the GSA undertakes and accepts that they shall not represent any registered tour operators in Maldives or in other capacity of agency, representative, advisor, etcetera operating in Maldives (list being non exhaustive) to avoid conflict of interest.

### FORM OF APPLICATION

1. Applicants should read all the terms and conditions in the RFP fully and carefully, and any application submitted pursuant hereto shall be deemed accepted thereof.
2. Applications submitted in any form or on terms other than those prescribed in the RFP shall not be considered.

### INCENTIVES

The GSA shall be paid Sales Commission and Overriding Commission in accordance with the terms that will be set forth in the agreement.

### PREREQUISITES

1. Application should be properly executed by duly authorized personnel of the Applicant
2. Application should be duly completed in all respects as prescribed
3. Applicants may supply any additional information they consider necessary to supplement their Proposal(s). Evaluation will only be made against the direct responses to the RFP and additional information will be treated as supplementary for information purpose only
4. Applicant should be a locally registered firm / company and possess trading license for Travel Trade.
5. Applicant should have experience in the field of passenger air transportation. Preference will be given to parties having a proven track record in the relevant field
6. Applicant should be an IATA approved agency. Additionally, the Applicant and/or its owner and managers must have the requisite official registration / or license to trade registered in the operating country
7. Owners, Directors/Shareholders should have not been involved in default/ bankruptcy proceedings or had a financial interest or a position of management in a defaulted IATA GSA / Travel Agency or any other firm/company
8. The Applicant should have minimum paid-up capital/investment required under local laws
9. Company's legal documentations and profile must be submitted along with the application
10. The firm/company should be eligible for running the Agency business as per local laws, policy and procedure
11. Applicant should have a turnover of USD 2 (two) million or equivalent per annum pertaining to aviation/travel trade



12. Applicant should have minimum three years' experience as an air travel agency in the respective field of Passenger Sales. Preference will be given to parties having a proven track record in the field of Passenger Sales
13. Applicant should be a GSA of at least one major airline. Preference will be given to those having more than one GSA not operating to Maldives from that territory as a competitor including Code Share arrangements;
14. Applicant should be familiar with IATA / BSP / CASS or equivalent procedures in the territory;
15. Applicant should not have gone into any legal dispute in the past with Island Aviation;
16. Office premises should be easily accessible to general public;
17. Applicant should have sufficient qualified staff with ability of selling international air transportation.
18. Applicable financial guarantees will be required upon appointment
19. Any additional documents/information, if so required, will be communicated prior to the appointment.

#### ADDITIONAL REQUIREMENTS

Following are additional criteria for the Applicants:

1. Adequate Internet speed (minimum speed of 512 kbps) requirement for the airline system processing
2. A minimum of 6 hours shall be considered as the working hours of the agency on official working days
3. Accounting staff to handle all accounting related matters
4. The applicant or its managers and principal shareholders shall not have record of willful violations fiduciary obligations during the course of business
5. The logo in signages must have the slogan of Maldivian. Should the logo or the slogan be changed, it is the responsibility of the agency to update the signage as per the branding guidelines of the company
6. The premises should have a pleasant interior and the usage of colors of Maldivian in order to portray the brand based on the layout and artwork provided by the airline
7. An agreement will be signed between the agency and Island Aviation with minimum contract period of two years. Extension of contract or termination will be subject to review of the sales target performance given to the agency annually. The agency status may be extended up to a total of five years based subject to a performance review, after which a tender shall be circulated for the appointment a GSA.

#### DOCUMENTS REQUIRED

The Application document should comprise of the following:

1. Cover Letter: The cover letter for the proposal must be signed by an authorized person who has the authority to bind the Proposal to a Contract
2. Company's legal documentations
3. Company Profile: If GSA is a firm, Profile of the Firm including the firm's shareholding structure and details
4. Marketing Plan: Marketing plan for the duration of the GSA appointment covering the areas specified in the Proposal Submission section in this Instruction to Parties
5. Proposal: Covering the areas specified in the Proposal Submission section in this Instruction to Parties
6. Information About Party's Technical and Financial Capacity and Relevant Experience:
  - 6.1. Provide last 3 years financial statements (audited) to indicate financial strength of the company
  - 6.2. Provide information about the Party's capacity and experience as a GSA in the attached form (Form F)
  - 6.3. Organizational experience as a GSA with letters of reference. If past experiences are not accompanied with an official letter of reference marks will not be awarded to that section. The reference letter should be supported with an attestation of the participants demonstrated capacity in the prompt settlement of payments
  - 6.4. Track record of the experience in marketing Maldives as a destination
  - 6.5. Organizational experience in promoting any similar destination
7. Signed RFP Application Form (Form A) along with documents included in the checklist
8. Declaration on Pending Litigation (Form B)
9. Related Party Disclosure (Form C)

10. Statement of Legal Capacity (Form D)
11. Letter of Undertaking by the Applicant (Form E)

#### PROPOSAL SUBMISSION

Applicants are required to submit application detailing the following information:

1. Identification of agency (legal entity which will hold the GSA)
  - 1.1. Legal name of organization
  - 1.2. Trade name, if different from above
  - 1.3. Full address and telephone number of the Main Office
  - 1.4. If registration is required by law of your country, please provide:
    - 1.4.1. The company registration and/or trade registration license number of the agency
    - 1.4.2. The date that was granted
    - 1.4.3. A copy of the company registration and/or trade license and any other relevant document (the copy of such registration and current copy of the license to do business shall be in English, if English version is not available the document in the issued by competent authority shall be supported by an attested English translation).
  - 1.5. Date on which the office commenced operations as a Travel Agency
  - 1.6. Whether the applicant is IATA or non-IATA approved Travel Agent
2. General information
  - 2.1. Specify type of business entity
    - 2.1.1. Sole Proprietorship
    - 2.1.2. Partnership
    - 2.1.3. Limited Liability Company
    - 2.1.4. Others (describe)
  - 2.2. Please attach the following:
    - 2.2.1. Memorandum and Articles of Association or Deed of Partnership or another relevant document.
    - 2.2.2. Certificate of incorporation or business registration certificate or another relevant document.
  - 2.3. Principal business of organization
  - 2.4. Specify details of any other business that the organization is engaged in
  - 2.5. Registered address of the organization
  - 2.6. Date of establishment of the organization
  - 2.7. Fully describe the type of business entity, when and where organized and the names and titles of persons holding a financial or managerial interest in the business, the nature and extent of their interest, their address and telephone numbers and percentage of their time devoted to the Agency business
3. Financial information of the organization
  - 3.1. Specify as applicable:
    - 3.1.1. Registered capital
    - 3.1.2. Paid up capital
    - 3.1.3. Minimum paid-up capital required by the law of your company
  - 3.2. Provide last three years audited financial statements (Balance Sheet and Profit and Loss Statements) certified by a chartered, public accountant to indicate financial strength of the company to execute a project of this nature. Should the financials for year ending 2020 or 2021, whichever is the most recent financial year end, as applicable is not available the audited financial statements of the last three available years plus the management accounts of the most recent financial year must be submitted
4. If owned by another organization, details of the parent organization
  - 4.1. Legal registered name of the parent organization. Indicate its address.
  - 4.2. Principal business of the parent organization
  - 4.3. Specify type of legal entity of the organization. Sole proprietorship, Partnership, Association or Corporation.

- 4.4. Latest two-year audited financial statements (Balance Sheet and Profit and Loss Statements) certified by a chartered, public accountant. Should the financials for year ending 2020 or 2021, whichever is the most recent financial year end, as applicable is not available the audited financial statements of the last two-year audited financial year available years plus the management accounts of the most recent financial year must be submitted
- 4.5. Indicate your bank references
5. Details of Regional Manager
  - 5.1. Name
  - 5.2. Position or title
  - 5.3. Date of employment
  - 5.4. Qualifications and work experience in travel business
  - 5.5. Total number of years' experience in the travel industry
6. Staff details
  - 6.1. Field sales agents (Passenger)
  - 6.2. Ticket/Reservation agents
  - 6.3. Facilitation / Support agents
7. Premises of organization (provide details of the current offices)
  - 7.1. Office space:
    - 7.1.1. Office Address
    - 7.1.2. Floor location
    - 7.1.3. The surface area of the office
    - 7.1.4. Actual space utilized for the sale of international air transportation
    - 7.1.5. The means of access the public has to the Travel Agency
  - 7.1.6. If the entire office is not dedicated for the Travel Agency, indicate how the portion of the office for the Travel Agency is separated from the other business
  - 7.2. Normal business hours and days of the week the office is open
  - 7.3. Location of the premises. If the location is not in the main business area of the city, the means of access the public to the Travel Agency shall be submitted
  - 7.4. Means by which the premises are identified as a Travel Agency
  - 7.5. Attach photographs of the exterior and of the interior of the location
  - 7.6. Details of Branch Offices if any
8. Details of other GSA Appointments held in the past and currently held
9. Marketing and sales plan for the term (two years):
  - 9.1. Branding Plan
  - 9.2. Target customers
  - 9.3. Agency distribution strategy about the product/service of Maldivian
  - 9.4. Selling and distribution techniques of the agency to gain market share in the territory and beyond
  - 9.5. Strategies/offers determined by the agency to gain customers
  - 9.6. Forms of advertising used by agent to inform the customers
10. Assistance to Maldivian to start operations to the territory in question (if Maldivian is not yet operating to the territory in question)
  - 10.1. Assistance that can be provided to obtain the necessary traffic/landing rights for Maldivian
  - 10.2. The operational requirement to fly to your country

The Application must be submitted in the English language. All required information must be provided, responding clearly and concisely to all the points set out. Any application which does not fully and comprehensively address this Request for Proposal may be rejected.

Island Aviation holds the right to reject a Proposal in the following circumstances:

1. If less than two Parties have been submitted from each category, the Island Aviation has the right to continue or reject the evaluation or request for a resubmission of that category.
2. If any of the documents mentioned above in the documents required is missing from the Proposal the Island Aviation has the right to reject the evaluation or request for a resubmission

Applications shall be evaluated in accordance with the Party's demonstrated capacity and experience and expertise. The awarding criteria and weightage will be annexed to this document.

Applications may be modified or withdrawn in writing, prior to the closing time specified in this Request for Proposal. Applications shall not be modified or withdrawn after the deadline.

Parties shall bear all costs associated with the preparation and submission of the Application and Island Aviation will not in any case be responsible and liable for the costs incurred.

All information given in writing to or verbally shared with the Party's in connection with this Request for Proposal is to be treated as strictly confidential. The Party's shall not share or invoke such information to any third party without the prior written approval of Island Aviation. This obligation shall continue after the procurement process has been completed whether or not the Party is successful.

All materials submitted in Response to the Request for Proposal shall become the property of Island Aviation. Proposals and supporting materials will not be returned to the Party.

Island Aviation further reserves the right to accept or reject any Application, and to cancel the procurement process and reject all Applications, at any time without thereby incurring any liability to the affected Party's or any obligation to inform the affected Parties of the ground for Island Aviation's action.

**PROPOSALS WILL BE EVALUATED BASED ON THE FOLLOWING CRITERIA**

**OPERATIONAL PARAMETERS**

For tender evaluation, applicants must provide Agency's profile with documentary evidence/proof demonstrating company's professionalism, legal status, managerial competencies, years in operation, financial strength, technical expertise, number of GSA holdings, number of employees and sales outlets/branches in the territory:

#	Description	Points
<b>1</b>	<b>Locally registered firm/company and possess trading license for Travel Trade and Cargo Sales Services</b>	
	Registered	1
	Unregistered	0
<b>2</b>	<b>Experience as a Passenger and/or Cargo Sales Agent</b>	
	More than 10 years	10
	More than 09 years and less than 10 years	8
	More than 07 years and less than 09 years	6
	More than 05 years and less than 07 years	4
	More than 03 years and less than 05 years	2
	Less than 03 years	0
<b>3</b>	<b>Number of GSA Appointments not operating to Maldives from that territory as a competitor including Code Share arrangements</b>	
	More than 5 Airlines	10
	4 Airlines	8
	3 Airlines	6
	2 Airlines	4
	1 Airlines	2
	No GSA Appointments	0
<b>4</b>	<b>IATA approved agency</b>	
	Approved	2
	Unapproved	0
<b>5</b>	<b>License to do business in the Operating Territory</b>	
	Licensed	1
	Unlicensed	0
<b>6</b>	<b>License to Operate as a Travel Agent in the Operating Territory</b>	
	Licensed	1
	Unlicensed	0
<b>7</b>	<b>Turnover per annum pertaining to aviation/travel trade</b>	
	More than US\$3.00 million	10
	More than US\$2.50 million and less than US\$3.00	8
	More than US\$2.00 million and less than US\$2.50	6
	More than US\$1.50 million and less than US\$2.00	4
	More than US\$1.00 million and less than US\$1.50	2
	Less than US\$1.00 million	0
<b>8</b>	<b>Familiar with IATA / BSP / CASS or equivalent procedures in the territory</b>	
	Staff familiar with procedures in the territory	2
	Staff not familiar with procedures in the territory	0
<b>9</b>	<b>No legal dispute in the past with Maldivian</b>	

	No legal dispute in the past	1
<b>10</b>	<b>Accessibility to Ticketing Office</b>	
	Ground floor, main road in business center with airline offices	10
	Ground floor, side road in business center with airline offices	8
	1st & 2nd floor, main road in business center	6
	3rd & 4th floor main road in business center	4
	1st, 2nd & 3rd floor in other areas close to business center	2
<b>11</b>	<b>Ability to submit financial guarantees</b>	
	Able to submit	2
	Unable to submit	0
<b>12</b>	<b>Sufficient qualified staff</b>	
	More than 10 Trained staff	10
	10 Trained staff	8
	8 Trained staff	6
	6 Trained staff	4
	3 Trained staff	2
	No Trained staff	0
<b>13</b>	<b>Media Presence in Territory</b>	
	Currently, actively collaborates with more than 25+media parties within the territory	10
	Currently, actively collaborates with more than 20 media parties within the territory	8
	Have previously collaborated with more than 15 media parties within the territory	6
	Have previously collaborated with more than 10 media parties within the territory	4
	Have previously collaborated with more than 5 media parties within the territory	2
	Have not collaborated with media parties	0
<b>14</b>	<b>Presence in the Travel Market</b>	
	Currently have active partnership with more than 30 agents/tour operators/tourist establishments within the territory	10
	Currently have active partnership with more than 20 agents/tour operators/tourist establishments within the territory	8
	Currently have active partnership with more than 10 agents/tour operators/tourist establishments within the territory	6
	Had previous partnerships (in the last 2 years) with more than 20 agents/tour operators/tourist establishments within the territory	4
	Had previous partnerships (in the last 2 years) with more than 10 agents/tour operators/tourist establishments within the territory	2
	No partnership with agents, tour operators and tourist establishments within the territory	0
<b>15</b>	<b>Social Media Presence</b>	
	More than 15,000 followers on Facebook	10
	More than 10,000 followers on Instagram	8
	More than 8000 followers on TikTok	6
	More than 5000 traffic to their website	4
	More than 2000 followers on an alternate platform used within the territory	2

## FINANCIAL PARAMETERS

For in depth financial evaluation, Agents must provide following information:

1. Financial statements including Annual Balance Sheet and Profit & Loss Statement for last 03 years will be required.
2. Documents must be audited accounts by a Chartered Accountancy or equivalent eligible firm and should be in English.
3. While evaluating financial position of the applicants, points will be awarded under following financial heads;
  - 3.1. Shareholder's Equity: Equity size of all the applicants will be compared.
  - 3.2. Liquidity Position: Current ratio (Proportion of Current Assets to Current Liabilities) of all applicants will be compared.
  - 3.3. Asset Management: Assets Turnover ratio (Total Sales/Total Assets) of all applicants will be compared.
  - 3.4. Profitability Margin: Net Profit Margin (Net Profit/Total Sales, in percentage) of all applicants will be compared.

Points will be awarded to the applicants based on the following formula:

Shareholder's Equity in US\$		
Greater than	Less than or Equal to	Points
00 million	02 million	2.00
02 million	04 million	3.00
04 million	06 million	4.00
06 million	08 million	5.00
08 million	10 million	6.00
10 million	12 million	7.00
12 million	+	8.00

Current Ratios		
Greater than	Less than or Equal to	Points
0.01	0.49	0.80
0.50	0.99	1.60
1.00	1.49	2.40
1.50	1.99	3.20
2.00	+	4.00

Asset Turnover		
Greater than	Less than or Equal to	Points
0.01	0.49	0.80
0.50	0.99	1.60
1.00	1.49	2.40
1.50	1.99	3.20
2.00	+	4.00

Net Profit Margin		
Greater than	Less than or Equal to	Points
01%	05%	0.80
05%	10%	1.60
10%	15%	2.40
15%	20%	3.20
20%	+	4.00

Total Points computation shall be a sum of the above Operational and Financial Parameters.

### SCOPE OF WORK

Applicants should read all the terms and conditions contained in this RFP and its Annexures fully and carefully and any application submitted pursuant hereto shall be deemed acceptance thereof. Application submitted in any form or on terms other than those prescribed in the RFP shall not be considered.

1. The selected Applicant will be appointed GSA in the territory assigned
2. The GSA is expected to represent Maldivian across the territory in connection with the sale of Maldivian products and services
3. The solicitation and promotion of sale of passenger on the regular air services of Maldivian
4. The GSA is expected to make sales, direct and through its agents for the sale of Maldivian products and services.
5. Undertaking of special publicity and promotional campaigns upon approval by Maldivian
6. Prominent display of Maldivian's advertising, publicity and marketing collateral in all marketing and sales locations of the GSA in the Territory
7. Promptly conveying all instructions, special notices, guidelines and advice sent to the GSA by Maldivian to its staff and other sales outlets and agents in the territory
8. Issuance of passenger tickets or electronic miscellaneous documents, as appropriate, in connection with all sales made on behalf of Maldivian
9. The GSA must either:
  - 9.1. Furnish an irrevocable Bank Guarantee in an amount equivalent to the financial exposure from a local bank in Maldives, or from a corresponding foreign bank of a bank in Maldives; or
  - 9.2. Provide a Security Deposit in an amount equivalent to the financial exposure.
10. Provide a dedicated vehicle for the full-time official use of the representative of Maldivian
11. Provide, furnish and maintain at the sole expense of the GSA, a suitable, independent office space in its principal office, to be used exclusively for Maldivian, with adequate and visible signage
  - 11.1. Provide Maldivian with an office space of not less than 700 sqft (including a cabin for the Station Manager, the Station Manager's cabin shall not be smaller than 64 sqft)
  - 11.2. The agency shall dedicate a minimum of 03 of its employees to providing the services of the Maldivian which consists of a Regional Manager and 2 Reservation & Ticketing staff
  - 11.3. The office should have Maldivian logo displayed at the main entrance of the outlet. The outlet should have sufficient protection and security. It is the responsibility of the agency to ensure the premises are according to the below minimum standards. The applicant must submit a drawing of the office for evaluation by Maldivian
    - 11.3.1. Office space with separate entrance
    - 11.3.2. Dedicated counter for Reservation & Ticketing
    - 11.3.3. Minimum of 5 seating capacity for customers.
12. Provide the following for the Station Manager:
  - 12.1. Station Manager's accommodation Rent (Airline will pay the electricity and water)
  - 12.2. Free Station Manager's transport to and from airport for official airline requirements
  - 12.3. Free office space at airport not smaller than 144 sqft
13. Provide operational Staff for the following:
  - 13.1. 2 passenger handling staff attending flights at operating locations
  - 13.2. Adequate Loading staff (in case of self-handling)
14. Supervise Passenger Sales Agents in the territory
15. Depute a dedicated Regional Manager assigned specifically to promote Maldivian product and services in the territory
16. Execute to promote Maldivian products and services that will assist the Management team in Commercial Division in achieving the established sales budgets
17. Ensure representation of Maldivian in at least 3 other major cities in the territory assigned, apart from the GSA's principal office



18. Conceptualize plan, supervise and execute all marketing and sales activities of Maldivian in the territory assigned
19. Compile creative marketing ideas for the promotion of the airline with trade and industry
20. Compile monthly activity and performance reports as well as market insights and trends to inform Maldivian of results, challenges and opportunities
21. Advise and make recommendations for the appointment of Passenger Sales Agents in the Territory
22. Seek partnerships to maximize budgets
23. Identify the Agency programs and requirements to drive sales on airline plate increasing revenue
24. Negotiate and manage incentives agreements
25. Enhancing the goodwill of Maldivian in the territory of the GSA and strengthen relations with authorities and the public
26. Distribution of airline products, promotional and other publicity materials provided by the airline to the travel trade
27. Conduct educational sessions for the travel trade in the territory on Maldivian products

**REQUEST FOR PROPOSAL APPLICATION FORM (FORM A)**

COMPANY INFORMATION	
Company Name	
Correspondence Address	
Registered Address	
Date of Incorporation	
Name of Representative	
Designation of Representative	
Contact No.	
Email Address	

COMPANY OPERATION	
Business Sector	
Details of Business / Work	
No. of Employees	
Previous Experience	

REQUIRED DOCUMENTS		TICK IF SUBMITTED	
		PARTY	IASL
1	Company Registration Certificate		
2	Cover Letter		
3	Company Profile		
4	Company's legal documentations		
5	Marketing Plan		
6	Proposal		
7	Audited Financial Statement of the past 3 years		
8	Documents showing experience in field (i.e. reference letter)		
9	Key Employee Education and Experience		
10	Audited Financial Statement of the past 3 years		
11	Signed RFP Application Form		
12	Declaration on Pending Litigation		
13	Related Party Disclosure		
14	Statement of Legal Capacity		
15	Letter of Undertaking by the Applicant		
16	Information about the Party's capacity as a GSA in the attached form		
17	Documents showing experience in field (i.e. reference letter)		

**DECLARATION ON PENDING LITIGATION (FORM B)**

*[On the letter head of the Applicant]*

Island Aviation Services Limited  
M. Dar Al-Eiman Building,  
Majeedhee Magu,  
Male' 20345,  
Republic of Maldives

[Date]

Dear Sir/ Madam,

**Subject: Declaration on Pending Litigation for appointment of General Sales Agent in Bangkok**

I hereby declare that there is no action, suit, proceeding, investigation or litigation pending or, to our knowledge, threatened, which either in any one instance or in the aggregate, if determined adversely to us would materially and adversely affect the execution or progression of the Project, or our ability to perform its obligations under the Agreement/Contract for the execution of the Project. I hereby declare under penalty of perjury that the foregoing is true and correct.

Yours sincerely,

[Name of signatory]

[Title]

Note: 1. This document is required to be notarized from a registered Notary Public.

**RELATED PARTY DISCLOSURE (FORM C)**

*[On the letter head of the Applicant]*

Island Aviation Services Limited  
M. Dar Al-Eiman Building,  
Majeedhee Magu,  
Male' 20345,  
Republic of Maldives

[Date]

Dear Sir/ Madam,

**Subject: Related Party Disclosure for appointment of General Sales Agent in Bangkok**

With the exception of the below specified, I hereby declare that we, the party is in no way, shape or form related to Island Aviation; created either through an employer-employee agency relationship between employees or directors of Island Aviation or by way of ownership of Island Aviation.

Name of the Related Party	Designation of the Related Party	Relationship

Yours sincerely,

[Name of signatory]

[Title]

- Note: 1. Related parties for this purpose include:
- 1.1. Employees or directors of the Company
  - 1.2. Close family members of any employee/ director of the Company. Close family members here refer to spouse, including former spouse relatives, which comprise: siblings, cousins, uncles and aunts, nephews and nieces, lineal ancestors (presumably, it means parents, grandparents and other ancestors of direct lineage), lineal descendants (children, grandchildren and other direct descendants).

**STATEMENT OF LEGAL CAPACITY (FORM D)**

*[On the letter head of the Applicant]*

Island Aviation Services Limited  
M. Dar Al-Eiman Building,  
Majeedhee Magu,  
Male' 20345,  
Republic of Maldives

[Date]

Dear Sir/ Madam,

**Subject: Statement of Legal Capacity to act as the General Sales Agent in Bangkok**

I hereby confirm that we, the Applicant satisfy the terms and conditions laid down in the RFP document.

I have agreed that ..... (insert individual's name) will act as our Authorized Representative on our behalf and has been duly authorized to submit our Proposal. Further, the authorized signatory is vested with requisite powers to furnish such proposal and all other documents, information or communication and authenticate the same.

Yours sincerely,

[Name of signatory]

[Title]

- Note:
1. This document is required to be notarized from a registered Notary Public.
  2. This letter shall be executed by an authorized personnel from the submitting party (i.e. Legal Representative or Chief Executive)

**LETTER OF UNDERTAKING BY THE APPLICANT (FORM E)**

*[On the letter head of the Applicant]*

Island Aviation Services Limited  
M. Dar Al-Eiman Building,  
Majeedhee Magu,  
Male' 20345,  
Republic of Maldives

[Date]

Dear Sir/ Madam,

**Subject: Undertaking for appointment of General Sales Agent in Bangkok**

We [please insert the full name of the Applicant] hereby declare and confirm that we have read and understood all the terms and conditions of the RFP and that the said terms and conditions are acceptable to us. We accept that if the documents submitted by us along with the Proposal are found by Maldivian to be inadequate, false, incorrect, misleading or incomplete, the Proposal may be rejected without assigning any reasons therefor. In addition, Maldivian reserves its right to prohibit us from participation in any further tenders of Maldivian.

We acknowledge that Maldivian reserves itself the right to reject the Proposal without assigning any reason thereto. We further acknowledge that Maldivian is not bound to accept any Proposal. We also acknowledge that Maldivian may share the Proposal and any other information provided by us during the RFP process or at any time thereafter with its advisors and agents, and we consent to the same.

The provision of the services outlined in this RFP, by us to Maldivian, will not create any conflicts of interest or appearance of impropriety, and we hereby indemnify Maldivian, its clients and/or officers and/or directors and/or employees and hold them harmless in this regard.

Yours sincerely,

[Name of signatory]

[Title]

Note: 1. This document is required to be notarized from a registered Notary Public.

**INFORMATION SHEET (FORM F)**

<b>GSA EXPERIANCE</b>	
Airline Name	
Airline Address and Contact Details	
Territory Details	
Appointment as GSA	
Expiry/Termination of GSA Appointment	

- Note:
1. Use separate sheet for each eligible GSA relationship.
  2. Supporting Documents: Letter of Reference from the respective Airline
  3. If supporting documents are in a language other than English certified English translations of the documents are required.



**ANNEXURE I – ONLINE BID SUBMISSION GUIDELINE**

1. Submission Timeline: All bidders are requested to submit the proposals before 1500 hrs local time in Maldives (GMT + 0500hrs) on February 20<sup>th</sup>, 2025 as per the Tentative Procurement Schedule.
2. Mailing Proposals: All the bidders are advised to lock their proposal using a zip file and then mail it to [procurement.admin@iasl.aero](mailto:procurement.admin@iasl.aero) and copied to [mohamed.ziyau@iasl.aero](mailto:mohamed.ziyau@iasl.aero), & [mohamed.shaeer@iasl.aero](mailto:mohamed.shaeer@iasl.aero) within the mentioned above timeframe.
3. The bidders are requested to forward the password(s) to access the files between 1400hrs and 1500hrs local time in Maldives (GMT + 0500hrs) on February 20<sup>th</sup>, 2025.
- 3.1. Note: Bids submitted by any party that does not share the password during the specified time period shall be disqualified, as the bid document cannot be accessed by the team in the absence of the submitting party's password. IASL will not take responsibility for any Bid that gets disqualified due to the party's failure to share the Password for document access.
4. Mail Capacity: The maximum capacity of a single mail is 25mb. Therefore, Bids that are larger than 25mb must be emailed in separate emails to the submission email thread [procurement.admin@iasl.aero](mailto:procurement.admin@iasl.aero) within the instructed timeframe.P