ISLAND AVIATION SERVICES LIMITED

Appointment of General Passenger Sales Agent (GSA) in Pakistan

Request for Proposal

15th November 2026

Reference no.:	GSA05/2026
Proposal Submission Date	29th November 2026, 23:59hrs (GMT+5) All respondents are required to submit their proposal electronically via email to proc.proposals@iasl.aero by 23:59hrs, Maldives time. Email Title: Appointment of a General Passenger Sales Agent (GSA) in Pakistan.

Island Aviation Services Ltd. is seeking bids for the items specified in this document. Interested bidders are invited to submit their proposals for the supply of the items as instructed in this document. Please ensure that all submissions comply with the instructions. Failure to comply with the instructions may result in disqualification of the bid.

Contents

1. Background 3
2. Information to Bidders (ITB) 4
3. Eligible Bidders 5
4. Guideline for Proposal Submission 6
5. General Terms and Conditions 7
6. Bid Proposal (General Compliance and Mandatory Documents) 9
7. Evaluation Criteria 11
8. EMPLOYER REQUIREMENTS 15
8.1. Background and Purpose 15
8.2. Objectives 15
8.3. Scope of the Work: 16
8.4. Duration of the Services: 17
8.5. Pricing, currency, and payments to the Vendor: 18
9. Bid Forms A-G 19
From A - Bid application form 19
Form B – Financial Proposal 19
Form C - Related Party Disclosure 21
Form D: General Information (Business profile/Work profile) 22
Bidder Information 22
Legal Status of the Company 22
Registration Details 22
Contact Person 22
Declaration 22
Form E: Experience Records 23
Form F: Litigation/ Arbitration 24
Form G: Declaration on Ethical Conduct and Fraud and Corruption 25
10. Submission Checklist 26

1. Background

Island Aviation Services Ltd (IASL) is a fully government-owned limited liability company, established on April 13, 2000. Initially created to meet the increasing demand for a domestic transport network, IASL has evolved over more than two decades into a key player in the aviation industry, operating an international airline and offering a wide range of aviation services.

IASL owns and operates the National Airline of the Maldives under the brand name Maldivian. The airline's primary hub is Velana International Airport (IATA: MLE; ICAO: VRMM). Initially focused on domestic air transfer services to domestic airports and handling operations for passengers, baggage, and cargo, IASL has progressively expanded its scope to international markets. Today, Maldivian operates a diverse fleet comprising jets, regional aircraft, and seaplanes, while also providing Airport Lounge Services, Airport Management Services, Engineering Services, Cargo Services, and Travel Agency Services.

As part of its broader international expansion strategy, IASL is focused on strengthening its presence in the Pakistan market. Pakistan remains one of the top source markets for tourists to the Maldives, and strengthening direct air connectivity is vital to sustaining and further developing this demand. By introducing direct flights between Pakistan and the Maldives, Maldivian aims to enhance convenience for tourists thereby supporting growth in travel volumes.

To support this strategic initiative, IASL seeks to appoint a General Sales Agent (GSA) for passenger services in key cities across Pakistan. The appointed GSA will be responsible for promoting and selling Maldivian's services, managing trade and customer relationships, and representing the airline with the highest professional standards.

This appointment presents an important opportunity for qualified and experienced parties to partner with the National Airline of the Maldives and contribute directly to the success of its operations in Pakistan.

Accordingly, IASL invites proposals from interested and eligible companies for the appointment of a General Sales Agent for passenger services in Pakistan, in line with the company's operational and expansion objectives.

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 Pakistan. IASL invites sealed Proposals valid for 120 days from the date of opening the Proposals from companies operating in Pakistan to act as a 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.

2. Information to Bidders (ITB)

2.1. BID Data

Description	Details
RFP Title	Appointment of General Passenger Sales Agent (GSA) in Pakistan
Reference no:	GSA05/2026
Issuing Entity	Island Aviation Services Ltd (IASL), M. Dar Al-Eiman Building, Majeedhee Magu, Male' 20345, Republic of Maldives
Contact for Clarifications	Primary: procurement.admin@iasl.aero CC: mohamed.ziyau@iasl.aero & mohamed.shaee@iasl.aero
Proposal Submission	Date: 29th November 2026 Time: 23:59 (GMT+5) Email to proc.proposals@iasl.aero
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 Pakistan. IASL invites Proposals valid for 60 days from the date of opening the Proposals from companies operating in Pakistan to act as a 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.
Evaluation Criteria	- Technical 60% - Financial 40%
Currency for Financial Proposal	United States Dollar (USD) inclusive of all applicable taxes
Mandatory Documents	- Certificate of Incorporation/Registration - Company Profile - Tax registration (GST/WT ETC) - Price Schedule (Form B) - Completed Bid Forms A–G - IATA Registration certificate - Marketing Plan - Technical Proposal - Experience letters - Key employee education and experience - Audited Financial Statement of three years - Proof of Network strength such as reference letters from agents / OTAs/Airlines - Proof of digital competence and analytical tools
Appeals & Complaints	Must be submitted in writing within 5 days of bid opening or award notification.
Additional Notes	- Only one bid per proponent - Late submissions will be disqualified - All communications must be in writing and via email - Bidders must not contact IASL staff outside official channels

Payment Terms	Currency: United States Dollar (USD) Tax Inclusion: Prices inclusive of all applicable taxes Invoice Submission: With deliverable acceptance confirmation Payment Timeline: Within 30 working days of valid invoice Bank Details: To be provided by successful bidder
Clarification deadline	23rd November 2026, 23:59 (GMT+5), Via Email

2.2. Schedule of Events

Event	Time	Date
IASL issues RFP	-	15th November 2026
Clarification Deadline	23:59	23rd November 2026
Deadline for submission of Proposals	23:59	29th November 2026
Estimated Proposal evaluation completion time and IASL notify the winning bidder.	-	10th December 2026

3. Eligible Bidders

3.1 The bidder shall be a registered business entity, or government owned entity, sole-proprietor or freelancer or any combination of them in the form of a joint venture, under an existing agreement, or with the intent to constitute a legally enforceable joint venture. All partners shall be jointly and severally liable for the execution of the Contract in accordance with the Contract terms.

3.2 International Bidders must provide Tax Clearance certificates along with proposals.

3.3 The bidder shall be eligible under the laws and regulations of the Republic of Maldives and as such shall be operating under commercial law.

3.4 The bidder shall have the financial and legal capacity to enter a contract and as such, shall be legally and financially autonomous; and shall not be a dependent entity of IASL.

3.5 The bidder shall have the expertise and resources to carry out the work required.

3.6 A bidder shall not be insolvent, in receivership, bankrupt or being wound up; its affairs not being administered by a court or a judicial officer for debt / tax obligation or any criminal offence for the past five (5) years, its business activities not being suspended and not the subject of legal proceedings for any of the foregoing.

4. Guideline for Proposal Submission

a) Compliance Statement

i. Bidder shall state that the offer is made in accordance with the Request for Bid and sign and submit the Form A (Bid Application Form)

ii. Bidders who offer additional or alternative conditions shall clearly state those in their proposals.

b) Evaluation of Proposals

Points will be given to proposals as outlined in *Clause 7. Evaluation criteria*. All the proposals will be ranked in descending order based upon total score and the party who scores highest points will be awarded the contract.

c) Language of Proposal

The proposal documents must be in written in English.

d) Clarifications about RFP

Prospective bidders requiring any clarification on the Request for Bids may notify *IASL* in writing to the addresses mentioned below. All questions and responses will be copied to all parties. (Bidder will not be identified).

Email: procurement.admin@iasl.aero
Copied to: *mohamed.ziyau@iasl.aero* and *mohamed.shaee@iasl.aero*

e) Proposal Validity

Bids shall remain valid, at a minimum, for a period of 4 (four) months after the deadline for bid submission prescribed by the IASL.

f) Appeals and Complaints

i. Regarding conduct of an application
- Applicants are to file appeals and complaints regarding conduct of an application, in writing, within 5 (Five) days of opening of an application.

ii. Regarding outcome of an application (an award or decision to award)
- Applicants are allowed to file appeals and complaints regarding outcome of an application (an award or decision to award), in writing within 5 (Five) days of receiving the award or rejection letter from IASL.

g) Communications

Except as provided in the preceding section relating to questions about this RFP, Bidders shall not contact any officers, employees, or team members of Client with respect to this RFP. Any oral communication with an employee concerning this RFP is not binding on Client and shall in no way alter a specification, term or condition of this RFP or any contract documents.

5. General Terms and Conditions

a) The initial contract period for the GSA will be 3 (three) 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.

b) 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 an additional two (2) years-based subject to a performance review (predefined commercial targets in terms of Passenger and Revenue figures per annum), after which a tender shall be circulated for the appointment a GSA.

c) Island Aviation Services Ltd reserves the right to reject a bid in the following circumstances:
   i. If less than two total bids have been received, IASL reserves the right to continue or reject the evaluation or request for a resubmission.
   ii. IASL shall evaluate the responsiveness of the bidder based on *Clause 7. Bid Proposal.*
   iii. If any of the mandatory documents set out in *Clause 7. Bid Proposal* are not submitted, IASL has the right to reject the bid or request for a resubmission.

d) Bidders shall be evaluated in accordance with the Party's demonstrated capacity, experience and expertise. The awarding criteria and weightage will be mentioned in *Clause 8. Evaluation criteria*.

e) Bidders shall bear all costs associated with the preparation and submission of the bids and IASL will not in any case be responsible and liable for the costs incurred.

f) All information given in writing to or verbally shared with the Bidders in connection with this Request for Bids is to be treated as strictly confidential. The Bidders shall not share or invoke such information to any third party without the prior written approval of IASL. This obligation shall continue after the procurement process has been completed whether the Bidder is successful or not.

g) All materials submitted in response to the Request for Bid shall become the property of IASL. Bids and supporting materials will not be returned to the Bidder.

h) All information provided will be subjected to verification by IASL. Submission of incomplete or unsigned forms may result in rejection of the proposal as non-responsive.

i) IASL will only accept one bid document from every proponent.

j) To assist in the evaluation and comparison of bids, IASL may, at its discretion, request any bidder for clarification of their proposal. This will be clarified in writing, but no change in substance or price of the bidder will be sought.

k) IASL will evaluate and compare only those bids determined to be responsive in accordance with requirements specified in the bid document.

l) IASL will award the contract in writing to the bidder who scores the highest marks in compliance with the evaluation criteria.

m) Upon furnishing by the successful bid, IASL will promptly notify the other bidders through telephone or email that their bids have been unsuccessful.

n) Any change to the contents of RFP will be clearly briefed during the information session.

o) At any time prior to the deadline for submission of Proposals, IASL may amend the RFP documents by issuing an addendum.

p) Prospective respondents shall be given reasonable time as IASL deems reasonable to take an addendum into account in preparing their proposals by extending the deadline for submission of Proposal.

6. Bid Proposal (General Compliance and Mandatory Documents)

The responsiveness of the bid to the RFP will be based on how well bidders meet the requirements outlined in this section. Bids which do not meet the mandatary requirements will not be considered for further evaluation.

6.1. General Compliance

Prior to detailed evaluation of the bid, IASL will examine the bid to determine whether it is generally compliant by considering the following below. If a bid is determined to be not meeting any of the following or missing any mandatory documents stated below or is generally non-compliant or is incomplete, the bid will be rejected as generally non-responsive, and will not be considered for further evaluation:

- Bid is properly signed/initialed/stamped as appropriate with due authorizations in accordance with the RFP Document.

- Is responsive to the eligibility criteria (ITB).

6.2. Mandatory Documents

No.	Item	Description	Requirement Level
1	Certificate of Incorporation/Registration	Certified copy of the company / SP (Sole Proprietor) incorporation or registration document.	Mandatory
2	Company Profile	Profile of the Company / SP (Sole Proprietor)	Mandatory
3	Tax Clearance Certificate	(GST/WT ETC. if tax applicable)	Mandatory
4	IATA Registration Certificate	• Proof of accreditation	Mandatory
5	Marketing Plan	• Sales, branding, promotion, trade engagement, digital marketing, and route development strategy	Mandatory
6	Key Employee Education and Experience	• Availability of qualified, trained staff dedicated to airline representation, sales, and customer service functions. • CVs and qualifications of key management and sales personnel	Mandatory
7	Audited Financial Statements	• Audited Financial Statements of the past 3 years must be submitted, which includes the balance sheets, profit and loss statements, and must be audited by an external firm.	Mandatory
8	Technical Proposal	• Overall methodology and approach for representing Maldivian in Pakistan	Mandatory
9	Proof of digital competence and analytical tools	• Bidder must showcase the use of digital tools for pricing, revenue management, BI analytics, or market intelligence (e.g., Skyscanner Insights, Cirium, MIDT).	Mandatory
10	Relevant Experience	• Portfolio and supporting documents demonstrating experience in providing GSA services. • Proof of Network strength such as reference letters from agents / OTAs/Airlines • Number of airlines currently or previously represented as Passenger within the past 5 years. • If past experiences are not accompanied by an official letter of completion by the client, The bidder will not be given further marks for this category.	Mandatory
11	Price Schedule – Form B	Detailed pricing schedule as provided under the Bid Forms.	Mandatory
12	Bid Forms (From A-G)	Bid Forms, signed by duly authorized personnel	Mandatory

7. Evaluation Criteria

The evaluation shall be carried out in full conformity with the provisions of these Bidding Documents.

a) 8.1 IASL will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order.

b) Arithmetical errors will be rectified on the following basis. If there is a discrepancy in the calculation of the bid price, unless in the opinion of the IASL there is an obvious misplacement of the figures, such discrepancies shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail. If the Bidder does not accept the correction of errors, the bid shall be rejected.

c) IASL may waive any minor informality, nonconformity, or irregularity in a Bid, provided that such waiver does not prejudice or affect the relative ranking of any Bidder.

d) Prior to the detailed evaluation, IASL will determine whether each bid is of acceptable quality, is complete, and is substantially responsive to the Bidding Documents.

e) If a bid is not substantially responsive, it will be rejected by IASL and may not subsequently be made responsive by the Bidder by correction of the nonconformity. The IASL's determination of bid responsiveness will be based on the contents of the bid itself.

f) IASL Bid Evaluation Committee shall evaluate the proposals, in accordance with the following assumptions below.

g) The Bid Evaluation Methodology proposed in this section provides the framework to evaluate the Bids for the Contract. The methodology includes mandatory, technical, and financial evaluation criteria to assess the suitability of bidders for the Contract.

h) IASL intends to apply the following criteria for the selection of proposals. Proposals will be assessed based on the scores obtained for said criteria at the percentages given, with the highest total scoring party being the winner.

8.2 Technical Scoring (60%)

The technical evaluation of the Bidder will be done by IASL based on the evidence of operational expertise to carry out the Terms of Reference as per the Scope of Work provided in these Bidding Documents and the Work Plan submitted by the Bidder. IASL will use the information provided by the Bidder as the base for evaluation along with responses to the clarifications sought by IASL from the Bidder. IASL, after the technical evaluation will rank Bidders as T1, T2, T3 based on their scores.

S/N	Description	Technical Evaluation Criteria	Maximum Points
1	Demonstrated experience representing scheduled passenger airlines in the territory.	Experience as a Passenger GSA	10
2	Number of airlines currently or previously represented as Passenger within the past 5 years.	Number of Airline Representations	5
3	Demonstrated annual turnover from aviation and travel-related operations. Financial credibility and sustainability.	Annual Turnover (Aviation / Travel Trade)	10
4	Strength of local market presence and partnerships with key OTAs, tour operators, and corporate agents.	Market Reach and Network Strength	10
5	Availability of qualified, trained staff dedicated to airline representation, sales, and customer service functions.	Staffing and Organizational Capacity	5
6	Familiarity and experience with IATA/BSP procedures, GDS platforms (Amadeus, Sabre, Galileo, etc.), and settlement systems.	Knowledge of Airline Distribution Systems	5
7	Use of digital tools for pricing, revenue management, BI analytics, or market intelligence (e.g., Skyscanner Insights, Cirium, MIDT).	Digital Competence & Analytical Tools	5
8	Demonstrated activity in destination marketing, digital promotions, and media engagement within the territory.	Sales and Marketing Capability	5
9	Physical presence across multiple cities or access to regional sub-agents to expand reach.	Office Network and Regional Coverage	5

7.1. Financial Scoring (40%)

IASL will evaluate the quoted price to rank Bidders as F1,F2, F3 amongst the bidders as explained in Section 5.7.

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

1. Financial statements including the Audited Annual Balance Sheet and Profit & Loss Statement for the 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:

S/N	Financial Evaluation Area	Measurement Basis	Scoring Methodology	Maximum Points
1	Shareholder's Equity	Total Shareholder's Equity (USD)	Scores shall be derived using a proportional scoring methodology, with the highest evaluated value among compliant submissions serving as the benchmark.	5
2	Liquidity Position	Current Ratio (Current Assets / Current Liabilities)	Scores shall be derived using a proportional scoring methodology, with the highest evaluated value among compliant submissions serving as the benchmark.	5
3	Asset Management	Asset Turnover Ratio (Total Sales / Total Assets)	Scores shall be derived using a proportional scoring methodology, with the highest evaluated value among compliant submissions serving as the benchmark.	5
4	Profitability Margin	Net Profit Margin (%) (Net Profit / Total Sales)	Scores shall be derived using a proportional scoring methodology, with the highest evaluated value among compliant submissions serving as the benchmark.	5
Total				**20**

FINANCIAL PROPOSAL

The financial proposal shall be assessed based on the following formula;

$$\frac{\text{Lowest Proposed Commission \%}}{\text{Proposed Commission \% by the Proponent}} \times 20$$

Proposed commission shall be proposed with the usage of below Form B

Total Points computation shall be a sum of the above Technical Evaluation, Financial Evaluation and Financial Proposal.

7.2. Combined Scoring (100%)

For each bidder, the score received for the Technical Evaluation and the Financial Evaluation shall be added together to get the Combined Score using the respective formulas as stated below to determine the highest scored bidder for the respective service.

#	Formula	Score
Combined Score	(Technical Score calculated using the formula) + (Financial Score calculated using the formula) + (Financial Proposal Score calculated using the formula)	Max 100

8. EMPLOYER REQUIREMENTS

8.1. Background and Purpose

Island Aviation Services Ltd (IASL) is seeking a dedicated and experienced General Sales Agent (GSA) for selective cities in Pakistan. This initiative is a key part of IASL's strategic plan to enhance its international operations and increase its market presence in one of the world's most significant aviation markets.

The appointed GSA will be instrumental in promoting and selling IASL's passenger services, managing customer relationships, and ensuring the highest standards of service delivery to passengers. This role is critical to the success of IASL's operations in Pakistan, providing a direct link between the airline and its customers.

In seeking to attain the Terms of Reference stated, the GSA shall carry out the work as specified under the Scope of Work and any additional tasks deemed necessary to meet the objectives. The GSA will ensure that their expertise and knowledge of the process and methodology are effectively transferred to suitable representatives of IASL, fostering a collaborative and efficient working relationship.

8.2. Objectives

The main objectives of this engagement are to:

1. To significantly enhance IASL's market presence in Pakistan by increasing awareness and demand for Maldivian Flights.

2. To drive passenger sales through effective marketing and promotional strategies, ensuring sustained growth in ticket sales and market share.

3. To effectively promote the Maldivian brand and its services within the Pakistan Market, enhancing the airline's reputation and appeal.

4. To attract B2B customers and secure inventory allotments on the flights of Maldivian.

5. To ensure all operations and sales activities comply with local regulations and industry standards in Pakistan.

6. To advise Maldivian on the market trends, optimal flight scheduling, and strategic initiatives to maximize passenger loads and enhance overall route profitability.

8.3. Scope of the Work:

1.1.1. The appointed General Sales Agent (GSA) for Pakistan shall represent Maldivian in enhancing ticket sales and building commercial partnerships with travel agencies, tour operators, and PSAs. The GSA will be responsible for promoting IASL's products and services, strengthening relationships within the travel trade, and ensuring alignment with industry standards, while system distribution matters, including GDS coordination, will be managed directly by Maldivian.

Passenger Ticket Sales and Reservations

- Facilitate ticket sales for IASL's passenger services between Pakistan and the Maldives through collaborations with tour operators, travel agents and PSA's.
- Provide and manage inquiry services, passenger reservations, and booking processes.
- Enhance Maldivian's presence across multiple distribution channels, ensuring maximum customer reach and market coverage.
- Appoint, manage, and coordinate sales agents in Pakistan, subject to prior written approval by IASL.

Sales Agent and Partner Management

- Assist IASL to engage and collaborate with tour operators to secure allotments and packages for increased passenger loads.
- Implement strategies to achieve IASL's sales targets and appoint passenger sales agents in Pakistan.
- Supervise and monitor the performance of sales agents, travel agencies and tour operators, ensuring adherence to IASL's standards and KPI's.
- Maintain and update a consolidated list of sales agents and tour operator partners.
- Negotiate and manage incentive agreements with agents and tour operators to drive sales and revenue in collaboration with IASL.

Marketing, Promotion, and Public Relations

- Execute promotional campaigns and targeted publicity initiatives in coordination with IASL to enhance brand visibility and market reach.
- Ensure prominent display and distribution of IASL's advertising and promotional materials across all sales and marketing channels.
- Develop innovative marketing strategies in partnership with the travel trade to effectively promote IASL's products and services.
- Represent IASL at key travel and trade events, exhibitions, and fairs in Pakistan to strengthen industry relationships and increase awareness.
- Handle public relations activities to build and maintain a positive image for IASL within the market.
- Create and execute a digital marketing strategy using social media platforms, search engine optimization, search engine marketing, content marketing, and paid advertisements to boost IASL's online visibility and engagement.
- Conduct training sessions for agents to provide comprehensive knowledge of IASL's services, enabling

them to better serve and attract customers.

Operational Support, Logistics, and Customer Service

- Assist IASL in negotiating better rates for airport services and other operational charges.
- Coordinate with IASL to optimize flight schedules for maximum profitability and seat utilization.
- Handle all arrangements for flights between Pakistan and the Maldives, including marketing, sales, and customer service.
- Manage claim handling processes to ensure efficient resolution of passenger issues.
- Provide prompt and efficient customer support.
- Enhance the goodwill and reputation of IASL within the territory through effective representation and relationship management.
- Maintain and strengthen relations with government authorities, the travel trade, and the general public.

Policy Compliance, Reporting Compliance and Legal Responsibilities

- Ensure all staff, agents, and partners comply with IASL's policies, including e-ticketing, policies, and other directives.
- Submit regular reports on sales performance, flight occupancy, market insights, route analysis and customer and partners feedback to IASL.
- Promptly communicate all instructions, guidelines, and updates from IASL to staff, agents, and partners in the territory.
- Ensure compliance with local laws, taxes, and levies, including filing all necessary returns with local authorities.
- Assume responsibility for the actions of sales agents travel agents and tour operators, indemnifying IASL from any liabilities arising from their acts or omissions.

8.4. Duration of the Services:

- The operations to Pakistan will continue to operate as a minimum of 2 weekly frequency to Karachi directly from Male'. The operational schedule is, however, subject to the operational plans of the airline.
- The Contract with the selected bidder shall be signed for a period of 3 (Three) Years.
- IASL reserves the right to extend the contract duration, if necessary, subject to mutual agreement with the Vendor.
- The Vendor is expected to deliver the services efficiently and without interruption, suspension, or delay from the Effective Date.
- IASL's official working days are from **Sunday to Thursday**, and working hours are from **08:00 to 15:00** (Maldives Time, GMT+5). All coordination and support activities should align with this schedule unless otherwise agreed.

8.5. Payments to the Vendor:

1.1. Payments:

- Payments shall be made in United States Dollar (USD) via cheque or electronic funds transfer.
- Payments to the Vendor shall be made on a monthly basis, as agreed during contract negotiation.
- Payments will be made within 30 calendar days of IASL receiving a valid invoice and confirming the completion of the corresponding milestone or deliverables.
- The Vendor must coordinate each invoice submission with IASL and obtain confirmation prior to submission. Invoices should be submitted at least 30 days in advance of the due date to ensure timely processing.
- IASL processes a high volume of payments daily. While the stated 30-day period is the maximum processing time, IASL will endeavor to make payments as early as possible.
- In case of any discrepancies or errors in the invoice, IASL will notify the Vendor, and both parties will work together to resolve the issue promptly.
- Each party shall bear its own taxes, fees, and charges as required by applicable law. Any fines or penalties arising from the Vendor's negligence or non-compliance shall be borne solely by the Vendor.

9. Bid Forms A-G

From A - Bid application form

Description of Work:	Appointment of General Passenger Sales Agent (GSA) in Pakistan
Bid to:	Island Aviation Services Ltd
Address:	Island Aviation Services Limited, M. Dar Al-Eiman Building, Majeedhee Magu, Male' 20345, Republic of Maldives

Having reviewed the Request for Proposal (RFP), including the terms of reference, technical specifications, and submission requirements for Appointment of General Passenger Sales Agent (GSA) in Pakistan, I/we, the undersigned, hereby submit our proposal in full compliance with the stated terms and conditions.

Our proposal includes the following deliverables:
-
-

We undertake, if our proposal is accepted, to commence work in accordance with the agreed timeline and to fulfill all contractual obligations as outlined in the RFP.

We agree that this proposal shall remain valid and binding for a period of 4 (four) months after the deadline for bid submission days from the date of submission and may be accepted at any time before the expiration of that period.

We acknowledge that Island Aviation Services Ltd is not bound to accept the lowest or any proposal received. Unless and until a formal agreement is reached, this proposal, together with written acceptance, shall constitute a binding contract between us.

Name of Authorized Signatory	
Designation	
Company Name	
Signature	
Date	

Form B – Financial Proposal

DETAILS	%
Proposed Commission %	

Bid prices shall be inclusive of all applicable taxes. Bid prices shall be quoted in the manner indicated and, in the currencies, specified in Section ITB.

The Bidder must exercise great care in preparing its calculations, since there is no opportunity to correct errors once the deadline for submission of bids has passed. A single error in specifying a unit price can therefore change a Bidder's overall total bid price substantially, make the bid non-competitive, or subject the Bidder to possible loss.

Payment Terms:

All payments under this contract shall be made in United States Dollar (USD) and must be inclusive of all applicable taxes. The payment structure will follow a milestone-based schedule aligned with deliverables.

Invoices must be submitted upon completion of each milestone and must be accompanied by formal acceptance confirmation from IASL. IASL will process payments within thirty (30) working days of receiving a valid invoice and acceptance confirmation. The successful bidder is required to provide bank details upon award of the contract. IASL reserves the right to withhold the final payment until all deliverables have been verified and accepted in full.

Name of Authorized Signatory (Person signing the proposal)	
Designation	
Company Name	
Signature	
Date	

Form C - Related Party Disclosure

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

[Date]

Dear Sir/ Madam,

Project: Appointment of General Passenger Sales Agent (GSA) in Pakistan

Subject: Related Party Disclosure

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 Services Ltd.

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).

Form D: General Information (Business profile/Work profile)

Bidder Information

Company Name	
Registered Address	
Postal Address	
Telephone Number	
Email Address	
Website (if any)	

Legal Status of the Company

Legal Status	▪ Sole Proprietorship [ ] ▪ Partnership [ ] ▪ LLC [ ] ▪ Corporation [ ] ▪ Other:

Registration Details

Business Registration Number	
Date of Registration	
Country of Registration	

Contact Person

Full Name	
Designation	
Phone Number	
Email Address	

Declaration

I hereby declare that the information provided above is true and correct to the best of my knowledge.

Name: _____

Designation: _____

Date: _____

Authorized Signature: _____

Form E: Experience Records

List of all completed Contracts and supplies executed during the last 3 years.

Name of the Project with nature of work	Total Value	Contract Start	Contract Completion	Client's Name

Form F: Litigation/ Arbitration

SI	Contract identification and matter in	Value of pending claim in MVR or any other
	Contract name: Name of Employer: Address of Employer: Matter in dispute: Total value of the Contract:	

Form G: Declaration on Ethical Conduct and Fraud and Corruption

We the undersigned confirm in the preparation of our Bid that:

1. Neither we, nor any of our employees, associates, agents, shareholders, consultants, partners or their relatives or associates have any relationship that could be regarded as a conflict of interest as set out in the Bidding Documents.

2. Should we become aware of the potential for such a conflict, will report it immediately to ISLAND AVIATION SERVICES LTD.

3. That neither we, nor any of our employees, associates, agents, shareholders, partners, consultants or their relatives or associates have entered into corrupt, fraudulent, coercive or collusive practices in respect of our bid or proposal.

4. We understand our obligation to allow ISLAND AVIATION SERVICES LTD to inspect all records relating to the preparation of our bid and any contract that may result from such, irrespective of if we are awarded a contract or not.

5. That no payments in connection with this procurement exercise have been made by us or our associates, agents, shareholders, partners or their relatives or associates to any of the staff, associates, consultants, employees or relatives of such who are involved with the procurement process on behalf of ISLAND AVIATION SERVICES LTD, Client or Employer.

Authorized Signature: _____

Name and Title of Signatory: _____

Name of Bidder: _____

Address: _____

Phone Number: _____

10. Submission Checklist

Bidders are required to complete the following checklist in order to ensure that their bidcovers all required documentation:

	Document required for		
Description	**Compliance Evaluation**	**Technical Evaluation**	**Financial Evaluation**
Company Registration Certificate	✓		
IATA Registration Certificate	✓		
Cover Letter	✓		
Company Profile	✓		
Marketing Plan	✓	✓	
Technical Proposal	✓	✓	
Documents showing experience in field (i.e. reference letter)	✓	✓	
Key Employee Education and Experience	✓	✓	
Audited Financial Statement for the past 3 years	✓		✓
Proof of Network Strength; such as reference letters, from Agents / OTAs / Airlines	✓	✓	
Proof of Familiarity and experience with IATA/BSP procedures, GDS platforms.	✓	✓	
Proof of Digital Competence & Analytical Tools.	✓	✓	
Bid Submission Form (Form A)	✓	✓	
Financial Proposal (Form B)	✓		✓
Related Party Disclosure (Form C)	✓		
General Information (Business Profile/ Work Profile) (Form D)	✓		
Experience Records (Form E)	✓		
Litigation / Arbitration (Form F)	✓		
Declaration on Ethical Conduct and Fraud and Corruption (Form G)	✓		

Note: Failure to submit any of the mandatory documents may result in disqualification. Ensure all documents are signed, complete, and submitted before the deadline.