ISLAND AVIATION SERVICES LIMITED

APPOINTMENT OF PASSENGER SALES AGENT (PSA) IN ADDU ATOLL (HULHUDHOO AND MEEDHOO) (RE-BID)

Request for Proposal

23 November 2026

Reference no.:	PSA04-2026
EOI Registration date	30 November 2026, 23:59 (GMT+5) Via email to: procurement.admin@iasl.aero
Information session details	02 December 2026, 11:00 (GMT+5) Online via Microsoft Teams
Proposal Submission Date	10 December 2026, 23:59(GMT+5) To proc.proposals@iasl.aero only Email Title: Appointment of Passenger Sales Agent (PSA) in Addu Atoll (Hulhudhoo and Meedhoo) (Re-bid) PSA04-2026

Island Aviation Services Ltd. is seeking proposals for the requirement specified in this document. Interested bidders are invited to submit their proposals 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 proposal.

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1. Background

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-one 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 now wishes to expand its distributions and appoint Passenger sales agents. In order to comply with IASL's operational and distribution plan, we now invite all interested parties to submit proposals for the appointment of Passenger Sales Agent in Addu Atoll (Hulhudhoo and Meedhoo).

2. Information to Bidders (ITB)

2.1. BID Data

Description	Details
RFP Title	Appointment of Passenger Sales Agent (PSA) in Addu Atoll (Hulhudhoo and Meedhoo) (Re-bid)
Reference no	PSA04-2026
Contract Period	Two (2) years
Issuing Entity	Island Aviation Services Ltd (IASL), M. Dar Al-Eiman Building, Majeedhee Magu, Male' 20345, Republic of Maldives
EOI Registration Deadline	Date:30 November 2026 Time: 23:59hrs (GMT+5) Via email: procurement.admin@iasl.aero
Contact for Clarifications	Primary: procurement.admin@iasl.aero CC: mohamed.ziyau@iasl.aero , mohamed.shaee@iasl.aero and azka4513@iasl.aero
Information Session	Date: 02 December 2026 Time: 11:00hrs (GMT+5) Venue: Online via Microsoft Teams
Proposal Submission	10 December 2026, 23:59 (GMT+5) Email to proc.proposals@iasl.aero only
Proposal Validity Period	Minimum of 90 calendar days from submission deadline
Evaluation Criteria	- Technical: (54 Points =100%)
Mandatory Documents	- Certificate of Incorporation/Registration - Company Profile - Tax registration and Tax clearance form - Experience Letters - Marketing Plan - Completed Bid Forms A–F
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
Clarification deadline	05 December 2026, 14:00Hrs

2.2. **Schedule of Events**

Event	Time	Date
IASL issues RFP	-	23 November 2026
EOI (Expression of Interest) Deadline	23:59	30 November 2026
Information Session	11:00	02 December 2026
Deadline for submission of Proposals	23:59	10 December 2026
Estimated Proposal evaluation completion time and IASL notify the winning bidder.	-	20 December 2026

3. Services required

Island Aviation Services Limited invites proposals valid for 90 days from the date of opening the proposal from companies operating in Addu Atoll (Hulhudhoo and Meedhoo) to act as the Passenger Sales Agent of Maldivian as per this document, providing services stated hereunder and establish Maldivian's presence in the region assigned. All Parties are advised to study the RFP carefully.

4. Eligible Bidders

4.1 This bid is open for registered bidders who have declared their interest to participate in the bid via email through an EOI (Expression of Interest)

4.2 The bidder shall be a registered business entity, or government owned entity, sole-proprietor under the laws and regulations of the Republic of Maldives and as such shall be operating under commercial law.

4.3 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.

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

4.5 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.

5. Guideline for Proposal Submission

a) Compliance Statement

i. Bidder shall state that the offer is made in accordance with the Request for proposal 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 8. 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 Proposal 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* , *mohamed.shaee@iasl.aero* *and* *azka4513@iasl.aero*

e) Proposal Validity

All Proposals shall be valid for a minimum period of **90 days** from the due date of submission for Proposals.

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.

h) Information session

Date and Time of Information Session	02 December 2026, 11:00hrs
Venue for Information Session	Online via Microsoft Teams

i) Bid Submission

Date and Time	10 December 2026, 23:59 (GMT+5) *No submission will be allowed after the mentioned time.*
Venue for proposal submission	Email to proc.proposals@iasl.aero only

6. General Terms and Conditions

a) 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.

b) 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*.

c) 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.

d) The PSA shall provide and maintain a bank deposit of MVR 50,000.

e) Island Aviation Services shall pay a fixed sales commission of 4%.

f) All information given in writing to or verbally shared with the Bidders in connection with this Request for Proposal 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 proposal 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) IASL will evaluate and compare only those bids determined to be responsive in accordance with requirements specified in the bid document.

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

l) IASL will promptly notify the other bidders through telephone or email that their bids have been unsuccessful.

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

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

o) 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.

7. 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 mandatory requirements will not be considered for further evaluation.

7.1. 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).

7.2. **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	Marketing Plan	Marketing plan for the duration of the PSA appointment covering the areas specified in the Proposal Submission section in this Instruction to Parties.	Mandatory
4.	Tax registration	Tax registration certificate and Tax clearance certificate	Mandatory
5.	Relevant Experience	• Supporting documents demonstrating experience in providing passenger sales services. (E.g. Reference letters, etc) • If past experiences are not accompanied by an official letter from the client. The bidder will not be given further marks for this category. • If the number of years of the service is not included in the reference letter for the proposal, the reference letter may be supplemented by supporting documents such as the Letter of Award/Notification of Award or the Contract.	Mandatory
6.	Bid Forms (Form A-F)	Bid Forms, signed by duly authorized personnel	Mandatory

8. Evaluation Criteria

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.

8.1. Technical Scoring (100%)

For the technically compliant RFPs, a technical score will be given for the quality of materials provided. The total score for the Technical Evaluation for each bidder shall be the sum of the category

#	Description	Points
1	**Experience as a Passenger Sales Agent**	
	10 Years or more	10
	07 Years and less than 10 Years	8
	05 Years and less than 07 Years	6
	03 Years and less than 05 Years	4
	01 Years and less than 03 Years	2
	01 Years	1
	No Experience	0
2	**License to Operate as a Travel Agent in the Maldives**	
	Licensed	1
	Unlicensed	0
3	**No legal dispute in the past with Maldivian**	
	No legal dispute in the past	1
	Had a legal dispute in the past	0
4	**Accessibility to Ticketing Office (must be in Addu Atoll (Hulhudhoo and Meedhoo)**	
	Ground Floor, on a main road at a prime location	10
	1st - 4th Floor, on a main road at a prime location	8
	Ground Floor, on a main road	6
	1st - 4th Floor, on a main road	4
	Ground Floor, on a side road	2
	1st - 4th Floor, on a side road	1
5	**Ability to submit Bank Deposit**	
	Able to submit	2
	Unable to submit	0
6	**Sufficient qualified staff**	
	More than 5 Trained staff	10
	4 Trained staff	8
	3 Trained staff	6
	2 Trained staff	4
	1 Trained staff	2
	No Trained staff	0
7	**Social Media Presence**	

Facebook following above 10,000	5
Instagram following above 10,000	5
X following above 5,000	5
Viber Community – Above 500	5

9. EMPLOYER REQUIREMENTS

9.1. Background and Purpose

Island Aviation Services Ltd (IASL) is seeking to appoint a qualified and experienced Passenger Sales Agent (PSA) for Addu Atoll (Hulhudhoo and Meedhoo). This appointment is intended to support and enhance IASL's passenger sales operations by providing efficient ticket sales, customer service, and related passenger support services at the designated location.

The appointed PSA will be responsible for promoting and selling IASL's passenger services, issuing tickets, managing reservations, handling customer enquiries, and ensuring a high standard of customer service in line with IASL policies and procedures. The PSA will serve as a key interface between IASL and its passengers, contributing to smooth daily operations and customer satisfaction.

In order to achieve the objectives, set out in these Terms of Reference, the PSA shall perform the services outlined under the Scope of Work, along with any additional tasks reasonably required to support passenger sales operations. The PSA shall work closely with IASL and ensure effective coordination, knowledge sharing, and adherence to established operational and service standards.

9.2. Scope of Work

1. The selected Applicant will be appointed PSA in the region assigned.
2. The PSA is expected to represent Maldivian across the region in connection with the sale of Maldivian products and services.
3. The solicitation and promotion of sale of passenger transportation on the regular air services of Maldivian
4. Prominent display of Maldivian's advertising, publicity and marketing collateral in all marketing and sales locations of the PSA in the region.
5. Promptly conveying all instructions, special notices, guidelines and advice sent to the PSA by Maldivian to its staff and other sales outlets in the region.
6. Issuance of passenger tickets or electronic miscellaneous documents, as appropriate, in connection with all sales made on behalf of Maldivian.
7. Provide, furnish and maintain at the sole expense of the PSA, a suitable, independent office space to be used exclusively for Maldivian, with adequate and visible signage.
8. The Agency shall dedicate a minimum of three (03) employees to provide services for Maldivian. This shall include at least two (02) Reservation and Ticketing staff, and at least one (01) staff member trained in basic reservation and ticketing with airline knowledge.

9. The office should have Maldivian logo displayed at the main entrance of the outlet. 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.
10. Office space with separate entrance
11. Dedicated counter for Reservation & Ticketing
12. Minimum of 5 seating capacity for customers.
13. Conceptualize plan, supervise and execute all marketing and sales activities of Maldivian in the region assigned
14. Compile creative marketing ideas for the promotion of the airline
15. Enhancing the goodwill of Maldivian in the Region of the PSA and strengthen relations with authorities and the public
16. Distribution of airline products, promotional and other publicity materials provided by the airline to the travel trade
17. The applicant must submit a sales plan stipulating a plan to achieve monthly sales target of MVR 500,000.

10. Bid Forms A-F

Form A - Bid application form

Description of Work:	Appointment of Passenger Sales Agent (PSA) in Addu Atoll (Hulhudhoo and Meedhoo) (Re-bid)
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 Passenger Sales Agent (PSA) in Addu Atoll (Hulhudhoo and Meedhoo), I/we, the undersigned, hereby submit our proposal in full compliance with the stated terms and conditions.

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 90 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 - 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 Passenger Sales Agent (PSA) in Addu Atoll (Hulhudhoo and Meedhoo) (Re-bid)

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 C: 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 D: Experience Records

List of all completed Contracts and supplies executed during the last 10 years.

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

Form E: Litigation/ Arbitration

No	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 F: 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: _____

11. Submission Checklist

For clarifications, contact via mail:

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

Description	Compliance Evaluation	Technical Evaluation
Bid Submission Form	✓	
Company registration certificate	✓	
Company Profile	✓	
Tax Registration form and Tax Clearance certificate	✓	
Cover Letter	✓	
Marketing Plan		✓
Proposal		✓
Documents showing experience in field (i.e reference letter)		✓
Bid Forms (A-F)	✓	