

## Terms of Reference (TOR)

### Introduction:

K-Electric (KE) Limited, hereafter referred to as the "Company," is a vertically integrated utility company. The Company is responsible for the generation, transmission, and distribution of electric power to its industrial, commercial, and domestic users primarily within Karachi Metropolitan, which is the largest city in Pakistan. The Company's service area spans approximately 6026 square kilometers, including certain parts of Thatta (up to Gharo - Sindh) and Lasbella Districts (up to Bela - Baluchistan).

### INVITATION TO TENDER FOR TRAVEL AGENTS SERVICES

K-Electric (KE) Limited is hereby inviting sealed bids through Ariba for the Hiring Services of Travel Agency. The contract period will be for a duration of three (3) years from the date of contract execution. There is a possibility of extending the contract period based on the fulfillment of agreed service levels, as mutually agreed upon by both parties.

### Travel Agents Services - Multi Year Contract

Services Code	Services Description
3000240	INTERNATIONAL PASSPORT SERVICE
3000241	INTERNATIONAL VISA HANDLING
3000242	INTERNATIONAL VISA SERVICES EXPARTRIATES
3000243	INTERNATIONAL-TRAVEL INSURANCE
3000244	INTERNATIONAL MEET AND ASSIST SERVICES
3000245	INTERNATIONAL-HOTEL BOOKING
3000246	INTERNATIONAL RESERVATIONS AND TICKETING
3000247	INTERNATIONAL PICK AND DROP
3000248	INTERNATIONAL-TICKET SOLUTIONS
3000249	INTERNATIONAL-TICKET CANCELLATION
3000250	INTERNATIONAL-RAILWAY TICKETING
3000251	INTERNATIONAL-CAR RENTALS VENDOR
3000252	INTERNATIONAL-CAR RENTALS THROUGH KE
3000253	INTERNATIONALA-FREQUENT FLYER ASSISTANCE
3000254	INTERNATIONAL-MAINTAIN TRAVELER PROFILE
3000255	INTERNATIONAL-AFTER-HOURS SUPPORT
	INTERNATIONAL TRAVEL SERVICES



Interested vendors are requested to submit signed and stamped copy of this tender document by email from their official email ID to the following addresses:

[arsalan.malik@ke.com.pk](mailto:arsalan.malik@ke.com.pk)  
[muzammil.ahmed@3posp.pk](mailto:muzammil.ahmed@3posp.pk)

The E-mail for EOI should contain the subject line "Contract of Travel Services" identifying the party interested in bidding. Please provide the following details in the email:

Contact person's name:  
Designation:  
Official address:  
Phone number:  
Email address for future correspondence:

The deadline for submission is no later than May 06, 2026.

Additionally, please complete the Ariba vendor registration form by clicking the following link:

<http://k-electric.supplier.mn1.ariba.com/ad/selfRegistration/>

#### **Important Points to Note:**

- All proposals must be submitted exclusively through SAP Ariba (E-Procurement Tool). No offers outside this platform will be entertained.
- **This contract will be based on quantities, and the unit prices provided should remain locked for the entire duration of the contract.**
- The contract's validity will be for 36 months from the date of contract signing.
- The unit prices provided in the proposal should remain unchanged for a minimum of 3 years until the validity of the contract.
- KE will issue Release Orders (RO) specifying the required quantities, which the vendor must supply within the agreed timeline.
- KE reserves the right to distribute the quantities among multiple suppliers within the scope of this contract.
- Payment terms for this contract will be "60 days" after the submission of invoices.
- Performance bond in the amount of 10% of the total Contract value shall be submitted in the form of a Bank Guarantee. The performance bond is to be provided within 30 days of contract signing and will remain valid for 12 months.
- KE's standard terms and conditions will apply to all release orders, unless otherwise specified.
- The tender documents must include detailed specifications, tender terms and conditions, and vendor instructions.
- KE reserves the right to reject any bid and withdraw the bidding process at any time, without incurring any liability towards the affected bidder(s) or any obligation to inform them. □ The quotation provided must remain valid for a minimum of 120 days.

## (Section A)

### Scope of Work

The Contractor shall provide on-site travel services at KE- Head Office including but not limited to, provide expert advice on itineraries, make reservations, issue tickets and provide fare quotations (which may not result in a ticket) for all modes of transportation including air, rail, car rental, etc in a timely and accurate manner in compliance with the KE Travel Procedures. The travel policies embody the following basic principles, which, however, are subject to subsequent revision and not limited to:

- Where available, use of the lowest applicable fare (including penalty fares) is the preference;
- Full economy fares may be used if no appropriate reduced fares are available;
- Business class travel or equivalent may be applicable only in limited situations;
- Travel regulations prohibit first-class travel except for a few specific categories;
- The Travel Agent(s) must be knowledgeable in preparing special fares, restricted fares, discounted fares, and group fares for use whenever appropriate/ applicable

### Services to be rendered by -Travel Contractor(s)/ Travel Agent(s);

#### General

- The Travel Agent(s) should provide travel services from 09:00 am to 6.00 p.m. during working days. In addition, Travel Agent(s) shall provide 24 hours a day emergency service, as well as services during weekends and official holidays where emergency travel service is required. One of the Travel Agent(s)'s employees shall always be reachable by phone. The Contractor shall observe only holidays, which are observed by KE- Head Office or as advised by **HOD Admin**.
- The official travel requirements shall be accorded the highest priority and, therefore, the Travel Agent(s) shall ensure that servicing private travel does not delay, impede or frustrate the Travel Agent(s) timely and effective processing of KE's official travel;
- Official travels can be organized/needed on short notice. The Travel Agent(s) must therefore ensure its efficiency and rapid communication in handling all travel related matters.

#### Reservation and Ticketing

- For every duly approved travel request, Travel Agent(s) shall immediately make bookings on the three (3) main airlines operating the route and prepare appropriate itineraries and formal quotations based on the lowest fare and the most direct and convenient routing;
- In the event that required travel arrangements cannot be confirmed, Travel Agent(s) shall notify the requesting party of the problem and present three (3) alternative routings/quotations for consideration;
- For wait-listed bookings, Travel Agent(s) shall provide regular feedback on status of flight booking;





- Travel Agent(s) shall promptly issue and deliver, accurately printed tickets and detailed itineraries, (in printed and electronic format) showing the accurate status of the airline; and shall keep abreast of carrier schedule changes, as well as all other alterations and new conditions affecting travel, and make appropriate adjustments for any change(s) in flight schedules prior to or during the traveler's official trip. When necessary, tickets and billings shall be modified or issued to reflect these changes;
- When it is possible to re-validate a ticket, the travel agent(s) shall do so instead of re-issuing the ticket in order to avoid additional transaction fees and other costs associated with the issuance of new tickets;
- Travel agent(s) shall inform travelers in the case of modified or cancelled trains or flights (strikes, bad weather, technical problems, changes in schedule, etc.), Travel Agent(s) shall handle the changes to ensure that KE travelers can travel as rapidly as possible.
- Travel Agent(s) shall accurately advise the ticketing deadlines and other relevant information, including visa requirements, when necessary every time reservations are made, in order to avoid cancellations of bookings;
- Travel Agent(s) shall ensure that all traveling staff has complete travel documents required for their journeys, sufficiently before departure;
- Travel Agent(s) shall only act on travel requests for official travel submitted by the responsible staff of KE otherwise unless directed by D.D Admin.
- Travel Agent(s) will be briefed by on KE's travel policies and procedures and shall be fully familiar and comply with these policies and procedures for all official Travel;
- Travel Agent(s) shall provide an information service to notify KE traveler and Travel Department of such events like airport closings, canceled or delayed flights, and strike situations as well as of local political or safety conditions which may affect travel to any particular destination;
- The Travel Agent(s) shall provide all official travelers last seat availability and advance seat assignments and boarding passes on all airlines for which the Travel Agent(s) can offer these services. The Travel Agent(s) is expected to expand these services, as they become available on additional carriers.
- In the case of a major event, preventing KE travelers from travelling (e.g., closed airspace and/or airport, natural disasters, etc.), the travel agent shall provide KE travel team and DD Admin with daily updates on the travelers' whereabouts, their situation as well as the date and details of the





next available flight alternative or whether no alternative has yet been found. The agent(s) shall take all appropriate actions to provide effective timely support to stranded travelers.

### **Travel Insurance**

The Travel Agent(s) shall provide the travelers with complimentary travel insurance as may be requested ; this service is applicable for international & domestic travel for accidental death and dismemberment.

The cover includes while the traveler is as per below:

- In Air or waiting at airport In/ during transit of travel
- Commuting between place of residence to/from airport

### **Hotels**

- The Travel Agent(s) shall make reservations for lodging accommodations when requested. This service shall include confirming reservations, and confirming the all -inclusive rate at which the reservation is made;
- The Travel Agent(s) agrees to negotiate discount rates, including net rates, for hotel accommodations applicable to KE's reservations for official travel.

### **Other Services**

- The Travel Agent(s) shall provide travelers with advise on necessary health requirements, including types of inoculations and vaccinations either required or suggested for travel to certain countries or areas;
- Travel Agent(s) shall indicate any special features, programs, or services that would be beneficial to KE travelers (e.g. visa processing, lost baggage follow-up, insurance, preferred seating arrangements,)

### **Traveler's Profiles**

The Travel Agent(s) shall maintain computerized profiles of all frequent travelers, as designated or defined from time to time by KE, setting forth the traveler's preferences regarding airlines, seats and meal requirements, passport information, and such other information that is useful to facilitate such travelers travel arrangements including Rewards points/ frequent flyer numbers, etc.

### **Refunds**

KE is to be fully reimbursed at all times by the Travel Agent(s) for unused tickets, subject to applicable regulations and taxes. The Travel Agent(s) shall process for refund all returned airline tickets for official travel as soon as possible or in the same month of billing.



## Service Authorization

KE shall provide the list of its employees authorized to requisition of service from vendor/ contractor. Authority should be in writing, approved by DD Admin. Vendor will not initiate/ entertain a request unless otherwise approved by DD Admin.

## Personnel Requirements

- The Travel Agent(s) shall assign adequate personnel to be deputed at KE Head Office i.e travel desk is mandatory at KE House, to service satisfactorily the volume of work and to fulfill its obligations under the Contract with KE.
- The Travel Agent(s) shall assign a senior representative experienced in providing corporate travel services to oversee the travel management services provided to KE and to ensure full compliance with all requirements of the Contract.
- The Travel Agent(s)'s employees shall perform their functions in a highly efficient and professional manner.

**(Section B)**

**Technical and Commercial Score Card**

**Bid Evaluation**

The total points allocated for the technical and organizational strength component of the bid is sixty (60).

If the technical component achieves 50% points (out of 60 Points), the bid will be considered technically responsive. Those bids scoring less than 50% will not be considered for financial bid opening.

The Contract validity will be of three (03) years from the signing of the Contract subject to satisfactory performance of services.

KE shall evaluate the technical proposal in a manner prescribed ahead in the document, without reference to the price and reject any proposals that do not conform to the specified requirements. After submission, no amendments in the technical or financial proposal shall be permitted. Conditional discounts shall not be considered in evaluation.

The offer must be valid for hundred and twenty (120) days from date of the bid submission.

The quoted prices shall be treated as final until the time duration of the Contract i.e. three (03) years.

Based on scorecard, KE will evaluate and enter into formal Contract with the successful Service Provider accordingly. Non-confirming bids against TORs, techno-commercial scorecard and ITB will be rejected.

**Technical Evaluation**

The technical evaluation of the bid shall be according to the below scorecard. All compliance certificates need to be submitted with the technical bid along with all lists and other requirements with proofs.

**TECHNICAL SCORE CARD**

1	Technical Score Card	Weightage 60%
1.1	A minimum of 5 years combined experience in running travel services of a utility, banking and/or multi-national company with minimum number of 1000 staff/employee	
1.2	Past experience of local & international traveling	

1.3	Availability of 24/7 services	
1.4	Clientele with success stories of two or more completed/ongoing projects and minimum 3 strong references from clients for completed/ongoing projects	
1.5	Relevant experience /Competence & capability of resources engaged to undertake the scope of the project . Company organogram and Resumes of key personnel engaged in project to be shared.	
1.6	Engagement plan with GOS- Admin for the entire year to be shared.	
1.7	Service provider shall be able to acquire required certifications/permit from authority and share licensing/certifications if any to carry out Travel services. Travel agents will assist to provide COVID Vaccination card, Yellow Fever Card & Polio card for Travelers.	

## Financial Evaluation

2	Financial Score Card	Weightage 40%
2.1	Quoted Price	Marks 30
2.2	Performance Bond	Marks 05
2.3	Payment Terms	Marks 05
2.4	SCOC – Supplier Code of Conduct	Yes/No
2.5	KE Standard terms and conditions	Yes/No
2.6	KE HSEQ form SP-022	Yes/No
2.7	Compliant to CHSEQ KE Corporate Policy	Yes/No

(Section C)

**ITB – Instructions to Service Provider (Service Provider)**

**Mandatory Requirements**

The Suppliers Code of Conduct (referred to as “SCOC”), KE standard terms and conditions, KE HSEQ form SP-022 and KE corporate CHSEQ policy must be endorsed/signed by the Service Provider and to be submitted at Ariba along with quotations.

**Performance Guarantee**

The Service Provider shall furnish a performance guarantee in the shape of pay order/ retention/performance bond from a recognized bank operating in Pakistan in favor of KE of the amount equivalent to 10% of the total contract value.

Pay order/performance bond to be submitted within Sixty (60) days of the issuance of Contract Release Order (referred to as the “CRO”) by KE. In case of pay order/performance bond not preferred then retention amount equivalent value (10%) will be retained from each monthly invoice.

The pay order/performance bond will be released after the completion of the Contract period i.e. three (03) years

**Penalties**

Service Provider agrees to comply with all the terms and conditions of this TOR including any ancillary instructions issued apropos the Services thereof in true letter and spirit. Failure to comply with such instructions or KE policies, shall attract following penalties;

S. No.	Violation	Line of Action
1	1st Violation	Warning Letter
2	2nd Violation	PKR 10,000 - 50,000 (payable to KE)
3	3rd Violation	PKR 51,000 – 100,000 (payable to KE)
4	4th Violation	Termination of Agreement immediate effect



In case Service Provider disrupts the services without a bonafide reason, during the contract period, a penalty of PKR 50,000 (payable to KE) shall be levied immediately for initial 24 hours, even if the disruption is for less than an hour.

Subsequently PKR 50,000 (payable to KE) per day shall be imposed.

Such penalties will only be imposed after due diligence procedure by KE on compliance or nonperformance by the Service Provider. Such penalties shall be in addition to and not in derogation of any other rights or remedies KE may have under the Agreement or at law.

### **Disclaimer**

The information contained in this document has been prepared to assist the interested parties in making their own evaluation with respect to the process. In all cases, the interested parties are required to conduct their own due diligence, investigation, and analysis. None of KE or its directors, officers, employees or advisors may make any representation or warranty, express or implied, as to the accuracy or completeness of this document or the information contained herein and none of KE or its directors, officers, employees or advisors shall have any liability for the information contained in, or omitted from this document, nor for any of the written, oral, electronic or other communications transmitted to the interested parties in the course of the their investigation and evaluation in relation to vehicle services sought by KE and submission of its expression of interest pursuant to this document. Only those representations and warranties that are made in a definitive written agreement, when and if executed, and subject to any limitations and restrictions as may be specified in such definitive written agreement, shall have any legal effect. Each interested party shall be responsible for its own independent evaluation and assessment and should consult its own professional advisors.

### **Acknowledgment of above TORs:**

(Name, Authorized signature, date & company stamp): \_\_\_\_\_





### Submitting Proposal?

For submission of proposal and accessing, Ariba Registration is mandatory. For self registration of new vendor, please visit the following link:

[https://s1.mn1.ariba.com/Sourcing/Main/aw?awh=r&awssk=0UXR69U2&realm=k\[1\]elec tric&dard=1](https://s1.mn1.ariba.com/Sourcing/Main/aw?awh=r&awssk=0UXR69U2&realm=k[1]elec tric&dard=1)

For any Commercial queries and details about the project, please contact:

Regards,

#### **Muzammil Ahmed**

Buyer

Deputed at Procurement - Supply Chain

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