



## **REQUEST FOR PROPOSAL TO REPRESENT AIR NIUGINI AS RURAL SALES AGENT IN**

### **KAINANTU, MAPRIK AND RAMU**

#### **Background:**

Air Niugini Limited is looking at expanding its distribution network into underserved areas. The airline currently distributes its products via the Internet ([www.airniugini.com.pg](http://www.airniugini.com.pg)), 22 Sales Offices, travel agents and our Commercial Service Centre (180 3444). As an initiative to better service the outstations, the airline has embarked to establish Rural Sales Agents (RSA) in selected townships across Papua New Guinea. For this reason, we are seeking the services of professional, experienced companies/Small Medium Enterprises (SME) to providing a complete service offering similar to our sales offices. The quality of services provided is expected to be a major priority for the RSA in line with the airlines standards. A detailed list of our commonly used services appears on our website [www.airniugini.com.pg](http://www.airniugini.com.pg) for your reference.

Air Niugini sees this as an opportunity for aspiring Small Medium Enterprises (SME) to diversify their business portfolio. Therefore, any interested organization/business entities, may send an expression of interest whilst demonstrating their capabilities which meet the below set selection criteria.

#### **SELECTION CRITERIA:**

- Demonstrate experience in running a current successful business for 2 years.
- Ability to provide exceptional customer service
- Demonstrate knowledge of use of internet search engines
- Possession of all the necessary permits, licences and staff to provide a high level service
- Appropriate infrastructure in the CBD of the township ie, office space (please send in a copy of your lease agreement and photos of your property)
- Knowledge of and a minimum of 5 years' experience in this industry (will be an advantage)
- Financial capacity – 3 months bank statements
- Full detailed prices / costing breakdown to be provided with a transparent overview of margins for existing business
- Must be a registered business with Investment Promotion Authority (IPA).
- Supply 3 references from current clients.

#### **OTHER REQUIREMENTS:**

- The principal must be computer literate
- Must own a PC/Laptop/printer
- Subscribe to an Air Niugini Universal Air Travel Plan (UATP) Corporate Prepaid account.
  - Universal Air Travel Plan automated billing system/account and record keeping
  - A minimum balance of K10,000 start-up cash flow
- Network accessibility/reliability in the operational area
- Rent not included in the contract
- The margins are based on the charging of service fees from customers
- Must work closely with an Air Niugini Ltd. representative.
- Demonstrate ability to keep records of documents
- Ability to communicate immediately with Airline any impending issues or delays and have corrective steps enacted
- Must attend all trainings when required
- The ability to communicate and promote Air Niugini products in their respective areas
- Agree to furnish any market developments/information when requested
- Maintain appropriate dress codes
- Allow representatives of the Air Niugini Commercial Department to visit premises from time to time on an adhoc basis.

#### **AIR NIUGINI OBLIGATIONS:**

- Air Niugini will provide the appropriate industry training for successful applicants.
- Air Niugini may consider other benefits which include discounted air travel for the appointee.
- Air Niugini will consider a performance based incentive program to reward for achievement of sales targets in future.

Air Niugini's management decision will be final and no further discussions or negotiations will be entered into thereafter.

**If you have the capacity and have met the requirements listed, please forward 3 copies of your proposal.**

**Addressed to:**  
**The Chairman of the Project team,**  
**Mr Peter Dokta,**  
**Executive Manager Customer Affairs**  
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**7 Mile.**  
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Closing date .....06<sup>th</sup>, April 2018