

NATIONAL CALL FOR TENDER FOR A FRAMEWORK AGREEMENT - ACTED Iraq

Date: 22/04/2021

Tender N°: T/FA/10/MULTI/FLIGHT/ERB/22042021/001

Closing Date: 18/05/2021

To support its ongoing operations in Iraq, ACTED is launching a national competitive bidding and is requesting through this tender a company to provide detailed written quotations for the provision of below service:

PRODUCT SPECIFICATIONS:

1. Description: **One (1) lot of flight ticket services**
2. Product class / category: **Services**
3. Product stage: **Finished products**
4. INCOTERM (delivery conditions): **N/A**
5. Quantities and specifications: **As per request during the validity of the Framework Contract**

Lot #	Description	Product category	Quantity	Service Stage	Location/Deadline
1	Flight Tickets	Services	As per request during the validity of the Framework contract	Final, according to technical specifications	As per request during the validity of the Framework contract/Delivery within 24 hours after reception of purchase order

RESPONSIBILITIES OF THE CONTRACTOR:

1. Terms of delivery: As per specific conditions defined below
2. Date of delivery: Within 24h after reception of purchase order
3. Validity of the offer: 6 months recommended (for contracting) and **one year of framework agreement (fixed price framework agreements)**
4. Prices can be reviewed on a quarterly basis based on market fluctuation and upon approval of both parties, not exceeding 10% of the original unit price.

GENERAL CONDITIONS:

1. The **closing date** of this tender is fixed on **18/05/2021 (May 18th 2021) at 04:00 PM (Iraq time)** in ACTED office at the following address:

- **ACTED representative office in Erbil, IRAQ 4 Towers, Building B, Floor 5**

Or emailed to both: iraq.tender@acted.org and tender@acted.org

- Bidders will mention the tender reference number mentioned above in the subject tab.

- Bidders will fill the tender document, signed, stamped, scanned and sent. **Electronic stamp and signatures are not acceptable.**

2. Offers shall be submitted **in English. (Compulsory)**.
3. Prices should be defined in USD (United States Dollar) and IQD (Iraqi Dinar). **(Compulsory)**.
4. **Bidders should provide offer for all items in the lot to be considered eligible.**
5. **Bidders are requested to fill in, sign, stamp and return Instructions for bidders, Offer Form, bidders questionnaire, Ethical Declaration and bidders check-list according to ACTED format below (Note: All pages of the Instruction to Bidders, Offer Form, Bidders Questionnaire and ethical declaration must be stamped and signed (compulsory)).**
6. **Any changes made to ACTED tender document will render the offer as not eligible.**
7. The offer to the call for tender will not result in the award of a contract.
8. The resulted contract of this tender does not imply in an exclusive clause for the hereby mentioned services.
9. The offer must be submitted to ACTED purchase department in a sealed envelope with the mention "T/FA/10/MULTI/FLIGHT/ERB/22042021/001- not to be opened before 18/05/2021" and the purpose of the offer.
10. All offers delivered in a sealed envelope to the ACTED Office listed above must be signed and stamped on each page **(Compulsory)**.
11. Alterations to any page, including the use of correction fluid, are not permitted.
12. To ensure that funds are used exclusively for humanitarian purposes and in accordance with donors' compliance requirements, all contract offers are subject to the condition that contractors do not appear on anti-terrorism lists, in line with ACTED's anti-terrorism policy. To this end, ACTED reserves the right to carry out anti-terrorism checks on contractor, its board members, staff, volunteers, consultants, financial service providers and sub-contractor."

NOTE: ACTED adopts a zero tolerance approach towards corruption and is committed to respecting the highest standards in terms of efficiency, responsibility and transparency in its activities. In particular, ACTED has adopted a participatory approach to promote and ensure transparency within the organization and has set up a Transparency focal point (Transparency Team supervised by the Director of Audit and Transparency) via a specific e-mail address. As such, if you witness or suspect any unlawful, improper or unethical act or business practices (such as soliciting, accepting or attempting to provide or accept any kickback) during the tendering process, please send an e-mail to transparency@acted.org.

SPECIFIC CONDITIONS:

1. **Tickets need to be sent electronically by email or delivered at ACTED Office in Erbil.**
2. The selected company needs to provide at least three alternatives of flight for every request or a proof of absence of additional flights (printout of the sales system).
3. All flights should be considered on economic class.
4. The selected week for price simulation should be within a period not exceeding two weeks before the closing date of this tender.
5. **IATA membership is highly recommended.**

Required documents to be submitted to ACTED:

1. PART A – Instructions to Bidders must be attached, filled, signed and stamped by the supplier on every page **(compulsory)**;
2. PART B – Offer Form must be attached, filled, signed and stamped by the supplier on every page. The bid prices shall be in USD and IQD and all columns of items applied to have been filled **(compulsory)**.
3. PART C –Bidder Questionnaire Form must be attached, filled, signed and stamped by the supplier on every page **(compulsory)**.



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4. PART D – Bidder's Ethical Declaration must be attached, filled, signed and stamped by the supplier on every page (**compulsory**).
5. ANNEXES – Proofs of past performances in a similar field of activity (e.g. past similar items deliveries);
6. ANNEXES – Application Letter on Company Template.
7. ANNEXES – A valid copy of a government issued ID (drivers license or passport) of the company's authorized representative in addition to a copy of A valid Certificate of Incorporation and Official Operational License (**Compulsory**).
8. ANNEXES - A valid copy of the Company registration certificate (**compulsory**).
9. An original and one copy of the bid to be provided (**Compulsory for the original**).
10. All bidding documents must be filled in English (**Compulsory**).
11. General Conditions of Purchase (**Compulsory**)

SELECTION CRITERIA:

1. Best Price – 50 %
2. Service Quality – 40%
3. Past performance and experience with INGOs – 10%

THE OFFER WILL NOT BE CONSIDERED ELIGIBLE IF:

1. White ink is used, price correction by hand.
2. All papers are not signed and stamped.
3. Documents mentioned as “compulsory” in Bidder's check-list are not attached.
4. Electronic stamp and signature (in case of submission by e-mail).

Company Name: _____

Authorized Representative Name: _____

Signature: _____

Stamp:

OFFER FORMDate:Tender N°: T/FA/10/MULTI/FLIGHT/ERB/22042021/001**To be Filled by Bidder (COMPULSORY)****Details of Bidding Company:**

1. Company Name: (_____)
2. Company Authorized Representative Name: (_____)
3. Company Registration No: (_____)
No/Country/ Ministry
4. Company Specialization: (_____)
5. Mailing Address (Physical Address): (_____)
Country/Governorate./City/St name/Shop-Office No
 - a. Contact Numbers: (Land Line: _____ / Mobile No: _____)
 - b. E-mail Address: (_____)

I undersigned _____, agree to provide ACTED, non-profit NGO, with items answering the following specifications, according to the general conditions and responsibilities that I engage myself to follow.

BIDDERS SHOULD PROVIDE OFFER(S) FOR ALL ITEMS IN A LOT TO BE CONSIDERED ELIGIBLE.

LOT 1: Flight Ticket (Framework agreement) - Delivered to Erbil Office/Email

A. FIXED FEES FOR BOOKING, CHANGE AND CANCELLATION

Description	Unit	UNIT PRICE including all taxes USD	UNIT PRICE including all taxes IQD	Price flexibility ¹
Ticket issuing	Fee			
Booking	Fee			
Cancellation	Fee			
Flight change	Fee			
No-show	Fee			
Total Price				

B. SAMPLE FLIGHTS

Sample Flight 1
<p>Sunday ERB – BGW (morning flight) Thursday (D+5) BGW – ERB (afternoon/early evening flight)</p> <p><u>Terms and conditions:</u> 1 pax Economy class ticket Min 20 kg check in luggage</p> <p>Flight proposition and price (USD and IQD)</p>

Sample Flight 2
<p>Sunday ERB – AMM (morning flight) Thursday (D+5) AMM – ERB (afternoon/early evening flight)</p> <p><u>Terms and conditions:</u> 1 pax Economy class ticket Direct Flight Min 20 kg check in luggage</p> <p>Flight proposition and price (USD and IQD)</p>

¹ Flexibility only can be applied with prior consent from both parties and under special recognizable conditions such as major political events or high demand season.

Sample Flight 3

Sunday ERB – AMM (morning flight)
Thursday (D+5) AMM – ERB (afternoon/early evening flight)

Terms and conditions:

1 pax
Economy class ticket
Min 20 kg check in luggage
Max. 1 stop over

Flight proposition and price (USD and IQD)
Sample Flight 4

Sunday ERB – BGW (morning flight)
Thursday (D+5) BGW – ERB (afternoon/early evening flight)

Terms and conditions:

1 pax
Economy class ticket
Max. 1 stop over
Min 20 kg check in luggage

Flight proposition and price (USD and IQD)
Sample Flight 5

Sunday ERB – BEY (morning flight)
Thursday (D+5) BEY – ERB (afternoon/early evening flight)

Terms and conditions:

1 pax
Economy class ticket
Max. 1 stop over
Min 20 kg check in luggage

Flight proposition and price (USD and IQD)

**Sample Flight 6**

Sunday ERB – DXB (morning flight)

Thursday (D+5) DXB – ERB (afternoon/early evening flight)

Terms and conditions:

1 pax

Economy class ticket

Max. 1 stop over

Min 20 kg check in luggage

Flight proposition and price (USD and IQD)**SELECTION CRITERIA:**

1. Best Price – 50 %
Cheapest price based on the total price for Lot 1- A
2. Service Quality – 40%
 - The ability to assign/hire one focal point for the contract management: **Yes** ☐ / **No** ☐ - 10%
 - The ability to prioritize ACTED requests and answer within 24 hours: **Yes** ☐ / **No** ☐ - 10%
 - Delivery within 24 hours from the date of request: **Yes** ☐ / **No** ☐ - 10%
 - **IATA membership:** **Yes** ☐ / **No** ☐ - 10%
3. Past performance and experience with INGOs – 10%

BIDDER'S COMMENTS/REMARKS:

1. _____

2. _____

BIDDER'S TERMS AND CONDITIONS:

1. Validity of the offer: _____ (Recommended: 6 months or more)
2. Terms of delivery: _____
3. Terms of payment: _____

Name of Bidder's Authorized Representative: _____

Authorized signature and stamp: _____

Date: _____

BIDDER'S CHECK LIST

Date: _____

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BEFORE SENDING YOUR BIDDING DOCUMENTS, PLEASE CHECK THAT EACH OF THE FOLLOWING ITEM IS COMPLETE AND RESPECTS THE FOLLOWING CRITERIA:

Description	To be filled in by Bidder		For ACTED use only (to be filled in by Purchase Committee)			
	Included		Present		Comments	
	Yes	No	Yes	No		
1. An original and one copy of the bid have been provided (Compulsory for one original)						
2. PART 1 (form PRO-05) – Instructions to Bidders is attached, filled, signed and stamped by the supplier. (Compulsory)						
3. PART 2 (form PRO-06) – Offer Form is attached, filled, signed and stamped by the supplier. (Compulsory)						
4. The prices in the Offer Form are in USD and IQD (Compulsory)						
5. PART 3 (form PRO-06-01) – Bidders Questionnaire Form is attached, filled, signed and stamped by the supplier. (Compulsory)						
6. PART 4 – (form PRO-06-02) – Bidder's Ethical Declaration is attached, filled, signed and stamped by the supplier. (Compulsory)						
7. The Bidding documents are filled in English. (Compulsory)						
8. ANNEXES – Proofs of past performances in a similar field of activity (e.g. past deliveries of similar items) are provided. (Highly recommended)						
9. ANNEXES – A Copy of Company registration documents and license are included. ID of legal representative (Compulsory)						
10. ANNEXES – Proof of IATA Membership. (Highly recommended)						
11. General Conditions of Purchase (Compulsory)						

Name & Position of Bidder's authorized representative _____

Authorized signature & stamp _____