Request for Proposal

Danish Refugee Council

Lac D'Annecy, Berges du Lac 1053

Tunis, Tunisia

23 of March 2022

Dear Supplier

## Request for Proposal No: DRC-LBY-TUN-RFQ-2022-005; Provision of Flight Booking Services

The Danish Refugee Council (DRC) has received a grant from multiple donors for the implementation of humanitarian aid operations. Part of this operation is the provision of flight ticket booking services*.* Therefore the DRC requests you to submit price bid(s) for the supply of the service(s) listed on the attached DRC Bid Form Annex A.2

# TENDER DETAILS

The Tender details are as follows:

|  |  |  |
| --- | --- | --- |
| **Line** | **Item** | **Time, date, address as appropriate** |
| 1 | RFQ published |  23 March 2022 |
| 2 | Closing date for clarifications | 30 March 2022 |
| 3 | Closing date and time for receipt of Tenders | 17:00 PM, 30 March 2022 |
| 4 | Tender Opening Location | Online |
| 5 | Tender Opening Date and time | 13:00 PM, April 1st 2022 |

**IMPORTANT INFORMATION REGARDING THIS RFQ:**

# No bids will be accepted after the closing time and date of this tender.

**This RFQ is launched with the purpose of establishing a Purchase Agreement with the supplier for the provision of flight booking services for a duration of 12 months and with the possibility of extension for a further 12 months.**

* + A Purchase Agreement is not binding DRC to place any Purchase Orders. DRC will place orders to the awarded supplier based on the agreement as per its requirement.
	+ DRC may choose to cancel the agreement if deemed necessary.
	+ The delivery time of the services shall be within the required delivery time of placing order.
	+ DRC may terminate the contract if the supplier fails to deliver items within this period.
	+ No advance payment will be paid to the awarded supplier. The awarded supplier is expected to mobilize its own resources to deliver the agreed services.

# SELECTION AND AWARD CRITERIA

The evaluation process consists of three stages: 1) Administrative, 2) Technical and 3) Financial. Each stage requires information and documents from the bidder that will determine whether the bidder will progress to next stage or not.

The criteria for awarding contracts resulting from this Tender is based on ‘best value for money.’ For the purpose of all tenders, DRC defines best value for money as:

*Best value for money should not be equated with the lowest initial bid option. It requires an integrated assessment of technical, organizational, and pricing factors in light of their relative importance (i.e. reliability, quality, experiences, and reputation, past performance, cost/fee realism, delivery time, reasonableness, need for standardization, and other criteria depending on the item to be procured).*

## Administrative Evaluation

A bid shall pass the administrative evaluation stage before being considered for technical and financial evaluation. Bids that are deemed administratively non-compliant may be rejected. Documents listed below shall be submitted with your bid.

|  |  |  |  |
| --- | --- | --- | --- |
| **#** | **Annex #** | **Document** | **Instructions** |
| 1 | A.1 | Bid Form (Technical) | Complete ALL sections in full, sign, stamp and submit |
| 2 | A.2 | Bid Form (Financial) | Complete ALL sections in full, sign, stamp and submit |
| 3 | B | Tender and Contract Award Acknowledgement Certificate | Complete ALL sections in full, sign, stamp and submit |
| 4 | C | Supplier Profile and Registration Form | Complete ALL sections in full, sign, stamp and submit |
| 5 | D | Suppliers Code of conduct | Complete ALL sections in full, sign, stamp and submit |
| 6 | E | General Conditions of Contract | Complete ALL sections in full, sign, stamp and submit |
| 7 | F | Terms of Reference | For reference only |
| 8 | N/A | Copy of company business License/ Registration Certificate | Copy to be provided by the Supplier |
| 9 | N/A | Company Profile or Brochure | Copy to be provided by the Supplier |
| 10 | N/A | A copy of valid accreditation certificate by International Air Transport Association -IATA | Copy to be provided by the Supplier |

## Technical Evaluation

To be technically acceptable, the bid shall meet or exceed the stipulated requirements and specifications in the RFQ. A Bid is deemed to meet the criteria if it confirms that it meets the conditions, procedures and specifications in the RFQ without substantially departing from or attaching restrictions with them. If a Bid does not technically comply with the RFQ, it will be rejected.

The technical criteria for this RFQ and their weighting in the technical evaluation are:

|  |  |  |
| --- | --- | --- |
| **Technical criteria #** | **Technical Criteria** | **Total weighting to****be awarded (100%)** |
| 1 | Company Profile – Provide details on when the company was established, how many staff, current and previous clients etc | 30% |
| 2 | Ticketing – provide information regarding access to special fares, discounted air fares  | 10% |
| 3 | Accessibility - provide information on - dedicated resources, emergency contact, online booking systems etc, opening hours. | 30% |
| 4 | Invoicing and payment – provide information on Supplier’s invoicing process, including refunds for cancelled tickets | 30% |

Please note that bids shall respond to all criteria, or their bid may be disqualified. The criteria for the tender are stipulated in Annex A.1 – Technical Bid Form

## Financial Evaluation

All bids that pass the Technical Evaluation will proceed to the Financial Evaluation (Annex A.2). Bids that are deemed technically non- compliant will not be financially evaluated.

# TENDER PROCESS

The following processes will be applied to this Tender:

* Tender Period
* Tender Closing
* Tender Opening
* Administrative Evaluation
* Technical Evaluation
* Financial Evaluation
* Contract Award
* Notification of Contract Award

# SUBMISSION OF BIDS

Bidders are solely responsible for ensuring that the full bid is received by DRC in accordance with the RFQ requirements, prior to the specified date and time mentioned above. DRC will consider only those portions of the bids received prior to the closing date and time specified.

All responsive Bids shall be written on the **DRC Bid Form (Annex A.1 and A.2)**.

Bids not submitted on Annex A, or not received before the indicated time and date as set forth on page 1, or delivered to any other email address, will be disqualified.

Bids submitted by email is at the Bidders risk and DRC takes no responsibility for the receipt of such Bids. Bidders are solely responsible for ensuring that the full Bid is received by DRC in accordance with the RFQ requirements.

## Email submission –

Bids can be submitted by email to the following dedicated, controlled, & secure email address: rfq.lby.tun@drc.ngo

*Failure to comply with the above may disqualify the Bid.*

DRC is not responsible for the failure of the Internet, network, server, or any other hardware, or software, used by either the Bidder or DRC in the processing of emails.

1. **COMPLETION OF BID FORM**

## Prices Quoted

Any discount offered shall be included in the Bid price.

## Currency

The currency of the Bid shall be in Tunisian Dinars (TND)

## Language

The Bid Form, and all correspondence and documents related to this RFQ shall be in English.

## Presentation

Bids shall be clearly legible. Prices entered in lead pencil will not be considered. All erasures, amendments, or alterations shall be initialed by the signatory to the Bid. Do not submit blank pages of the Bid Form and/or schedules, which are unnecessary for your offer. All documentation shall be written in English. All Bids shall be signed by a duly authorized representative of the Bidder.

## Validity Period

Bids shall be valid for at least the minimum number of days specified in the RFQ from the date of Bid closure. DRC reserves the right to determine, at its sole discretion, the validity period in respect of Bids, which do not specify any such maximum or minimum limitation.

# ACCEPTANCE

DRC reserves the right, at its sole discretion, to consider as invalid or unacceptable any Bid which is a) not clear; b) incomplete in any material detail such as specification, terms delivery, quantity etc.; or c) not presented on the Bid Form – and to accept or reject any amendments, withdraws and/or supplementary information submitted after the time and date of the RFQ Closure.

# AWARD OF CONTRACTS

This RFQ does not commit DRC to award a contract or pay any costs incurred in the preparation or submission of Bids, or costs incurred in making necessary studies for the preparation thereof, or to procure or contract for services or goods. Any bid submitted will be regarded as an offer made by the Bidder and not as an acceptance by the Bidder of an offer made by DRC. No contractual relationship will exist except pursuant to a written contract document signed by a duly authorized official of DRC and the successful Bidder.

DRC may award contracts for part quantities or individual items. DRC will notify successful Bidders of its decision with respect to their Bids as soon as possible after the Bids are opened. DRC reserves the right to cancel any RFQ, to reject any or all Bids in whole or in part, and to award any contract.

Suppliers who do not comply with the contractual terms and conditions including delivering different products and of different origin than stipulated in their Bid and covering contract may be excluded from future DRC RFQs.

# CONFIDENTIALITY

This RFQ or any part hereof, and all copies hereof shall be returned to DRC upon request. This RFQ is confidential and proprietary to DRC, contains privileged information, part of which may be copyrighted, and is communicated to and received by Bidders on the condition that no part thereof, or any information concerning it may be copied, exhibited, or furnished to others without the prior written consent of DRC, except that Bidders may exhibit the specifications to prospective subcontractors for the sole purpose of obtaining offers from them. Notwithstanding the other provisions of the RFQ, Bidders will be bound by the contents of this paragraph whether or not their company submits a Bid or responds in any other way to this RFQ.

# COLLUSIVE BIDDING AND ANTI-COMPETITIVE CONDUCT

Bidders and their employees, officers, advisers, agent or sub-contractors shall not engage in any collusive bidding or other anti- competitive conduct or any other similar conduct, in relations to:

* The preparation of submission of Bids,
* The clarification of Bids,
* The conduct and content of negotiations,
* Including final contract negotiations,

In respect of this RFQ or procurement process, or any other procurement process being conducted by DRC in respect of any of its requirements.

For the purpose of this clause, collusive bidding, other anti-competitive conduct, or any other similar conduct may include, among other things, the disclosure to, exchange or clarification with, any other Bidder, person or entity, of information (in any form), whether or not such information is commercial information confidential to DRC, any other Bidder, person or entity in order to alter the results of a solicitation exercise in such a way that would lead to an outcome other than that which would have been obtained through a competitive process.

# IMPROPER ASSISTANCE

Bids that, in the sole opinion of DRC, have been compiled:

* With the assistance of current or former employees of DRC, or current or former contractors of DRC in violation of confidentially obligations or by using information not otherwise available to the general public or which would provide a non-competitive benefit,
* With the utilization of confidential and/or internal DRC information not made available to the public or to the other Bidders,
* In breach of an obligation of confidentially to DRC, or contrary to these terms and conditions for submission of a Bid, shall be excluded from further consideration

Without limiting the operation of the above clause, a Bidder shall not, in the absence of prior written approval from DRC, permit a person to contribute to, or participate in, any process relating to the preparation of a Bid or the procurement process, if the person has at any time during the 6 months immediately preceding the date of issue of this RFQ was an official, agent, servant, or employee of, or otherwise engaged by, DRC and was engaged directly, or indirectly, in the planning or performance of the requirement, project, or activity to which this RFQ relates.

# CORRUPT PRACTICES

DRC has zero tolerance for corruption.

The Bidder represents and warrants that neither it nor any of its potential subcontractors are engaged in any form of corruption, defined by DRC as the misuse of entrusted power for private gain.

This definition is not limited to interactions with public officials and covers both attempted and actual corruption, as well as monetary and non-monetary corruption. The definition includes, but is not limited to, corruption in the form of: facilitation

payments, bribery, gifts constituting an undue influence, kickbacks, favouritism, cronyism, nepotism, extortion, embezzlement, misuse of confidential information, theft, and various forms of fraud, such as forgery or falsification of documents, and financial or procurement fraud. No offer, payment, consideration or benefit of any kind, which could be regarded as an illegal or corrupt practice, shall be made, promised, sought or accepted – directly or indirectly – as an inducement or reward in relation to activities funded by DRC, including tendering, award or execution of contracts. DRC reserves the right, without prejudice to any other right or remedy available to it, according to any violation of this clause to immediately reject the submitted offer, and to take such additional action, civil and/or criminal, as may be appropriate.

The Bidder agrees to accurately communicate DRC’s policy with regards to Anti- Corruption to Third Parties. The Bidder furthermore agrees to inform DRC immediately of any suspicion or information it receives from any source alleging a violation of this policy to the contact details of the specific DRC country operations via [www.drc.dk/where-we-work,](http://www.drc.dk/where-we-work) or via DRC’s Code of Conduct Reporting Mechanism: [www.drc.dk/relief-work/concerns-complaints/code-of-conduct-reporting-mechanism.](http://www.drc.dk/relief-work/concerns-complaints/code-of-conduct-reporting-mechanism) Reports of suspected corruption can also be reported directly to DRC HQ at c.o.conduct@drc.dk.

# CONFLICT OF INTEREST

A Bidder shall not, and shall ensure that its employees, officers, advisers, agents or subcontractors do not place themselves in a position that may, or does, give rise to an actual, potential or perceived conflict of interest between the interests of DRC and the Bidder’s interests during the procurement process.

If during any stage of the procurement process or performance of any DRC contract a conflict of interest arises, or appears likely to arise, the Bidder shall notify DRC immediately in writing, setting out all relevant details of the situation, including those cases in which the interests of the Bidder conflict with the interests of DRC, or cases in which any DRC official, employee or person under contract with DRC may have, or appear to have, an interest of any kind in the Bidder’s business or any kind of economic ties with the Bidder. The Bidder shall take steps as DRC may reasonably require, to resolve or otherwise deal with the conflict to the satisfaction of DRC.

# WITHDRAWAL/MODIFICATION OF BIDS

Requests to withdraw a Bid after the Bid Closure Time shall not be honoured. If the selected Bidder withdraws its Bid, DRC shall duly register the said Bid and shall evaluate it alongside all other received Bids. If the selected Bidder has furnished a Bid security, DRC shall withhold such Bid security until the issue has been resolved.

Withdrawal of a Bid may result in your suspension or removal from the DRC suppliers List.

A Bidder may modify its Bid prior to the RFQ closure. Any such modification shall be submitted in writing and in a sealed envelope, marked with the original Bid number. No modification shall be allowed after the RFQ closure.

# LATE BIDS

All Bids received after the RFQ closure will be rejected.

# OPENING OF THE RFQ

The Tender Opening will take place at the time and location stated above.

Any attempt by a Bidder to influence the Evaluation Committee in the process of examination, clarification, evaluation and comparison of tenders, to obtain information on how the procedure is progressing or to influence DRC in its decision concerning the award of the contract will result in the immediate rejection of the tender.

# CONDITIONS OF CONTRACT

All Bidders shall acknowledge that the DRC General Conditions of Contract for the Procurement of Goods, or Services, or the Special Conditions of Contract, as applicable, are acceptable.

# CANCELLATION OF THE RFQ

In the event of an RFQ cancellation, Bidders will be notified by DRC. If the RFQ is cancelled before the outer envelope of any Bid has been opened, the sealed envelopes will be returned, unopened, to the Bidders

The RFQ may be cancelled in the following situations:

* where no qualitatively or financially worthwhile Bid has been received or there has been no response at all;
* the economic or technical parameters of the project have been fundamentally altered;
* exceptional circumstances or force majeure render normal performance of the project impossible;
* all technically compliant Bids exceed the financial resources available; or
* there have been irregularities in the procedure, in particular where these have prevented fair competition.

DRC shall not be liable for damages, whatever their nature (in particular damages for loss of profits) or relationship to the cancellation of an RFQ, even if DRC has been advised of the possibility of damages. The publication of a procurement notice does not commit DRC to implement the programme or project announced.

# QUERIES ABOUT THIS RFQ

For queries on this RFQ, please contact the Support Service Manager, thomas.winter@drc.ngo

All questions regarding this RFQ shall be submitted in writing to the above. On the subject line, please indicate the RFQ number.

## Bids shall not be sent to the above email.

All questions during the tender period, as well as the associated answers, will be shared with all suppliers invited, or for open tenders published at: [**www.jamaity.tn**](http://www.jamaity.tn)

# RFQ DOCUMENTS

This RFQ document contains the following:

1. This covering Letter
2. Annex A.1: DRC Technical bid form
3. Annex A.2 DRC Financial bid form
4. Annex B: Tender and Contract Award Acknowledgment Certificate
5. Annex C: DRC General Conditions of Contract
6. Annex D DRC Suppliers Code of Conduct
7. Annex E Supplier Profile and Registration
8. Annex F: Terms of Reference

Under DRC’s Anticorruption Policy Bidders shall observe the highest standard of ethics during the procurement and execution of such contracts. DRC will reject a Bid if it determines that the Bidder recommended for award, has engaged in corrupt, fraudulent, collusive, or coercive practices in competing for, or in executing, the Contract.

Yours sincerely

Thomas Winter: Support Service Manager

## Tender and Contract Award Acknowledge Certificate This attachment shall be signed and submitted with the Bid

* 1. In compliance with the RFQ Instructions and General

ANNEX B

Conditions of Contract for the Procurement of Goods, we the undersigned, offer to furnish some or all of the items quoted for, at the prices entered in the attached DRC Bid Form No **DRC-LBY-TNS- RFQ-2022-005** delivered to the destination specified therein.

* 1. We accept the terms and conditions set forth in the RFQ Letter) and the following requirements have been noted and will be complied with where applicable:
1. That unless otherwise stated, the Bids per each line item shall be on a DDP (Incoterms 2020) basis.

Consultancy –N/A

1. We confirm that for any offer made where the delivery destination is not as requested in the RFQ, that DRC reserves the right to disregard the offer.
2. That conditional Bid’s cannot be accepted.
3. The currency of the bid will be in Tunisian Dinar (TND)
4. DRC reserves the right, at its own discretion:
	1. To award a contract for a lesser or greater quantity than the total quantity Bid for.
	2. To reject any or all Bids and/or enter a contract with a Bidder other than the lowest Bidder.
5. Successful Bidders who are awarded contracts will be notified by the receipt of the original Purchase Order/Contract and acknowledgement copy. In case or urgency, successful Bidders(s) may also be notified by email.
6. Any samples requested, either with the Bid, or at a later date, will be in accordance with the specifications of the required item(s). Failure to comply with this may result in the Bid not being considered
7. We confirm that the validity of this offer is for

 calendar days from the date of the RFQ closure

1. We agree to the terms and conditions set forth in the DRC General Conditions of Contract for the Procurement of Service
2. We certify that the below mentioned company has not engaged in corrupt, fraudulent, collusive, or coercive practices in competing for, or in executing, any Contracts.
3. We agree to abide by the DRC Suppliers Code of Conduct as attached as Annex D
	1. We note that DRC is not bound to proceed with this RFQ and that it reserves the right to award only part of the contract. It will incur no liability towards us should it do so.

We agree to the above terms and conditions.

## Submitted by:

***Company Name / Place***

***Date Title/Position Print Name***

***Signature***

A duly authorized company representative

Company Stamp