

COMPLETE TENDER DOSSIER

FOR

**TWO YEARS FRAMEWORK AGREEMENT FOR THE
PROVISION OF AIRLINE TICKETING, AND CARGO DELIVERY
INCLUDING CLEARANCE AND FORWARDS SERVICES FOR
CONCERN SOMALIA PROGRAMME.**

MARCH 2024

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1. Letter Of Invitation To Tender



Tender Reference:	CONCERN/MOG/SOM/001/03/2024/Service
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Dear Sir/Madam,

SUBJECT: TWO-YEAR FRAMEWORK AGREEMENT FOR THE PROVISION OF AIRLINE TICKETING, CARGO DELIVERY INCLUDING CLEARANCE AND FORWARDS SERVICES FOR CONCERN SOMALIA PROGRAMME.

Further to your enquiry regarding the publication of the above-mentioned Invitation to Tender, please find enclosed the following documents, which constitute the tender dossier:

- 1a. Instructions to Tenderer
- 1b. Technical Evaluation Form
- 1c. Tenderer's Relevant Experience
- 1d. Tenderer's Financial Bid
- 1e. Tenderer's Declaration
2. Concern's Code of Conduct and Associated Policies
3. Concern's Purchasing Terms and Conditions

We look forward to receiving your tender on or before **7th April 2024** at the address specified in the instruction to tender document.

Your tender bid must include the following documentation so please use the table below as a 'Checklist' before submitting your tender to Concern.

Description	Checklist
1. Completed Technical Evaluation Form	<input type="checkbox"/>
2. Completed 'Tenderer's Relevant Experience Form' & Evidence	<input type="checkbox"/>
3. Financial Offer	<input type="checkbox"/>
4. Signed Tenderer's Declaration	<input type="checkbox"/>
5. Company's Certificate of Registration from:	<input type="checkbox"/>
- Ministry of commerce and industry	<input type="checkbox"/>
- Valid Registration Certificate/Business License	<input type="checkbox"/>
6. Tax clearance certificate	<input type="checkbox"/>
7. Company's Bank Statements for the past 6 Months	<input type="checkbox"/>
8. Company Profile	<input type="checkbox"/>
9. Copy of contracts/LPOs for previous work experience	<input type="checkbox"/>

Offers must be submitted through the dedicated email address: tenders.somalia@concern.net with the email subject "**CONCERN/MOG/SOM/001/03/2024/SERVICE**"

Yours sincerely,

Tender Management Committee
Concern Worldwide, Somalia Program

1a. Instructions To Tenderer**Tender
Reference:****CONCERN/MOG/SOM/001/03/2024/SERVICE****1. Introduction:**

Concern Worldwide is an International Non-Governmental Organization dedicated to the reduction of suffering and working towards the ultimate elimination of extreme poverty in the world's poorest countries. Our mission is to help people living in extreme poverty achieve major improvements in their lives which last and spread without ongoing support from Concern. To achieve this mission, we engage in long-term development work, build resilience, respond to emergencies, and seek to address the root causes of poverty through our development, education, and advocacy work.

1.1 PROVISION OF AIRLINE TICKETING (LOCAL & INTERNATIONAL), AND CARGO DELIVERY SERVICES TO CONCERN

The overall scope of the service is the provision of ticketing and airline transfers for domestic and international flights to Concern Somalia programme staff. It also entails the provision of cargo clearance and forwarding services. The aim is to get a timely, reliable, convenient, and cost-effective service for concern. The required services are as follows:-

- a. Provision of air tickets to various destinations (domestic & international).
- b. Provide the aforementioned services at any time requested.
- c. Efficient and effective services that are in line with market price
- d. Cargo clearance services within the airport.
- e. Any extra services that you can provide are an added advantage.

2. Specific conditions for the award

1. Duration of the agreement would be a period of two years renewable subject to good performance.
2. The selected travel Agency shall provide services for Concern at any time requested.
3. The agency shall have a minimum of 3 years of experience in similar service to private and public institutions.
4. The selected travel Agency shall provide tickets from the best airlines, on an economic class by default. In the event of unavailability of economic class, Concern shall approve business class.
5. The Travel Agency shall deliver tickets through email to Concern as requested.
6. Interested travel Agents must be fully accredited members of the International Air Transport Association (IATA) or any accredited institution.
7. The selected company shall provide at least two alternative flight options for every request if possible.
8. Provide information on cancellation fees, flight changes, and number of stopovers on time.
9. The Travel agency shall assist travellers on route options giving priority to the most direct route.
10. It shall provide alternate bookings when bookings are on the waiting list or unable status.
11. The agency shall be ready to issue tickets on short notice.
12. The selected company should provide a list of numbers that can be reached and answered at any time of the day in case unexpected issues arise during the course of a journey (flight cancellations / missed flights etc.)
13. The agency should assist passengers that may require transfer from one flight to another when needed.
14. The agent service should also be flexible when necessary.

3. Service to be provided:

Concern Worldwide Somalia is inviting interested and qualified bidders to submit their offers for the Provision of Airline Ticketing and cargo Delivery Services for Concern Somalia Programme.

4. Closing date and time for submission of tenders

The tender will close on **7th April 2024** at midnight

5. Submission of tenders

Electronic bids should be submitted to the email address: tenders.somalia@concern.net, email subject should bear the tender reference number.

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PLEASE NOTE: Bids submitted after the deadline will not be considered for this bid.

Timetable for provision

Line	Item	Date
1	Tender Advert	25 th March 2024
2	Closing date for clarifications is between	1 st – 4 th April 2024
3	Closing date & time for receipt of tenders	7 th April 2024 midnight
4	Tender Opening Location	Concern Worldwide, Mogadishu office
5	Tender Opening Date and time	9 th April 2024, 10:00 am

6. Language of offers

All correspondence and documents related to these Bids should be submitted in English.

7. Period of validity of offers

All bids must be valid for a minimum of **90 days** from the tender submission date.

This Framework Agreement may be reviewed at the halfway point basis by the PURCHASER or SUPPLIER/SERVICE PROVIDER against prevailing market conditions to assess continuing relevance and value for money.

8. Currency

All bids should be submitted in **US Dollars**. No other currencies are acceptable.

9. Type of Contract

Two years framework Agreement, with a possible 12-month extension.

“A Framework Agreement is an agreement for the repeat purchase of supplies or provision of services. The agreement does not necessarily mean a commitment to purchase and is not normally exclusive to one supplier i.e. Framework Agreement can be signed with 2 or a number of different suppliers for the same goods/services.”

10. Content of Tender Dossier

1. Completed Technical Evaluation Form
2. Completed ‘Tenderer’s Relevant Experience Form’ & Evidence
3. Financial Offer
4. Signed Tenderer’s Declaration
5. Company’s Certificate of Registration from:
 - Ministry of commerce and industry
 - Valid Registration Certificate/Business License
6. Tax clearance certificate
7. Company’s Bank Statements for the past 6 Months
8. Company Profile
9. Copy of contracts/LPOs for previous work experience

11. Evaluation of tenders

All valid bids received will be evaluated by Concern's Tender Evaluation Committee who will assess the bids based on administrative compliance, and technical and financial evaluation grids set in line with the information provided in the bid application. Concern reserves the right to request *proof of bidders' experience* and subsequently visit the premises, - if it is deemed necessary to complete the evaluation process.

11.1 Administrative Compliance Check

All bidders must meet with an administrative compliance check in order to progress to the next stage of the evaluation process (i.e. technical evaluation). The administrative compliance check includes the following:

- Bid applications must be received within the deadline
- Submission of a comprehensive company profile
- Valid business registration certificate from the Ministry of Commerce and Industry and Valid Registration Certificate/Business License
- Tax compliance certificate
- Original bank statement signed and stamped by the relevant bank authority for the past 6 months.
- Duly completed Financial Offer,
- Tender Declaration Form completed, signed and stamped

NOTE: These checks are scored as **Pass or Fail** and the bidder who does not meet them will not proceed to the technical evaluation stage. Bids that have two Nos or more will be disqualified.

11.2 Technical Evaluation Criteria (weighted at 70%)

Technical Competence (these include based on previous relevant experience, sample quality, financial capacity, Delivery time, and other competence). To be technically acceptable, the proposal shall meet or exceed the stipulated requirements and specifications in the Tender Bids. The Technical Evaluation Criteria is weighted at 70%. Tenderers who obtain a score of **50%** and above will qualify for the next round of the evaluation process (financial evaluation). The following will be assessed in the technical evaluation process.

- Company business profile – **10 points**
 - 5 points for Company information such as name, Physical address, Office telephone number and Email address, Contact details – name and phone number, and Company business License/Registration Number.
 - 5 points for the number of Years in operation
- Financial capability (Bank details) - **7 points**
 - 4 points for bank details provided
 - 3 points for the length of the bank account operation
- Payment Terms – **18 points**
 - 5 points for detailed proposed payment schedules
 - 3 points for Preferred payment method (cheque/electronic)
 - 5 points for the company's credit period upon submitting an invoice to Concern?
 - 5 points for the company's credit limit amount.
- Employee Information – **12 points**
 - 3 points for number of full time employees.
 - 3 points of average pay for one day's work to the employees.
 - 3 points for annual leave entitlement for your employees.
 - 3 points for the average number of hours that your employees work per week:
- Service delivery – **23 points**
 - 2 Points for number of working hours per day (start time and end time)
 - 2 points of your minimum response time to issue a ticket.
 - 3 points of how long do you need to be notified before issuing a ticket.
 - 2 points for having dedicated staff to support travellers.
 - 2 points for what mechanism do you use to issue tickets.
 - 3 points of which association (s) are you accredited with.
 - 3 points of what is your acceptable cancellation period.

- 6 points for relevant experience with INGOs or UN agencies (2 points each LPO/contracts).

11.3 Financial Evaluation (weighted at 30%)

Financial evaluation (Financial Evaluation will be weighted at **30%**). The financial score will be calculated using the formula below.

$$\text{Financial score} = \left\{ \frac{\text{Cheapest bid}}{\text{Tenderers own bid}} \right\} \times 30\%$$

12. Tender Committee Decision

The recommendations of the tender committee shall not be limited to the overall score (Financial and Technical scores combined), however the outcome shall consider other factors including **value for money**. If there is significant monetary value difference between the bidder scoring the highest score and the second or the third bidder with a lower financial bid, then value for money shall take precedence and the one who quoted the lowest (among the three finalists) shall be considered.

13. Clarification/ Amendments to the bid document

If a prospective bidder wishes clarification on a certain aspect of the tender, they can contact procurement Department on the following email address mogadishu.logistics@concern.net, which will then be shared with the Tender Evaluation Committee.

14. Cancellation of the tender procedure

The tender evaluation committee has the right to cancel the tender process at any stage without having to explain the situation. Reasons for doing so might include; non receipt of a minimum number of bids, a dramatic change in specification of the material, the costs exceeding budgetary limits or the project being cancelled.

15. Appeals Process

If you wish to appeal or to raise any concerns, please write to somalia.admin@concern.net with email subject of the tender reference. Or contact the following phone number and refer the tender bid. The number is toll free: **311**

16. Data protection

Concern guarantees that all procurement activities are fully and transparently documented for internal or donor audit purposes. Concern guarantees the confidentiality of the procurement process.

Please note that Concern Worldwide strictly prohibits any commission and/or favour to its staff and implementing partners. If it is revealed that this submission has been interfered with by any member of Concern staff and/or partner staff it will be void.

We seek to guarantee the transparency and accountability of this tender process. All cases of commission and/or favours requested in relation to submission should be immediately reported to the Country Director.

17. Donor

This activity is funded by Various Donors

1b. Technical Evaluation Form



To be completed by tenderer:

1. Business Profile:

Name of Company:	
Physical Address:	
Office Telephone Number:	
Official Email Address	
Contact Person: Name, Title, Telephone Number	
Years in operation:	

2. Bank Details:

Bank Name:	
Bank Address:	
Account Name:	
Account Number:	
How long has this account been open?	

3. Payment Terms:

What is your payment terms? <i>Weekly/Monthly/Quarterly</i>	
What credit limit (amount) do you offer?	
Preferred payment method: (cheque/electronic payment)	

How long is your credit period upon submitting an invoice to Concern? (starting from the date of submission)	
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4. Employee Information

Number of full time Employees:	
What is the average pay for your staff for one day's work:	
What is the average number of hours that your employees work per week:	
Do you offer annual leave to your employees? If yes, what is the number of days per year?	

5. Service Delivery

What is your working hours? (start time–end time)	
What is your minimum response time to issue a ticket?	
How long do you need to be notified before issuing a ticket?	
Do you have dedicated staff to support travellers What is their role?	
What mechanism do you use to issue tickets?	
Which association (s) are you accredited with?	
What is your acceptable cancellation period?	

1c. Tenderers Relevant Experience



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Please complete the table below using the format to summarise the major relevant Services carried out in the course of the past 3 years by the tenderer. The number of references to be provided must not exceed 15 for the entire tender. Provide evidence where possible.

Provide details of other International Aid and UN Organisations that you supply				
International NGO/UN Organisation	Contact details of NGO/Co.	Contract Value	Year	Description of service delivered
Provide information on previous experience with Concern, if any				
	Logistics contact in Concern	Contract Value	Year	Description of service delivered
Experience with Concern				
Experience with Concern				
Experience with Concern				

1d: Tenderer's Financial Bid



A) International Flight

i. Mogadishu – Nairobi, Nairobi – Mogadishu/Hargeisa

From	To	Flight Name	Ticket cost – (USD)	Agency Fee (USD)	Cancellation fee (USD)
Mogadishu	Nairobi				
Nairobi	Mogadishu				
Nairobi	Hargeisa				

A) Local Flights

From	To	Flight Name	Ticket cost – one way (USD)	Agency Fee (USD)	Cancellation fee (USD)
Mogadishu	Hargeisa				
Mogadishu	Baidoa				
Mogadishu	Kismayo				
Mogadishu	Garowe				
Mogadishu	Dollow				
Mogadishu	Bardhere				
Mogadishu	Beletweyn				
Mogadishu	Bula Burde				
Mogadishu	Hudur				

NB: You are strictly advised to use the above table – additional copies can be used if needed.

1e. Tenderer's Declaration



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In response to your letter of invitation to tender for the above contract, we, the undersigned, hereby declare that:

- 1 We have examined and accept in full the content of the dossier for the invitation to tender including Concern's Code of Conduct and Associated Policies. We hereby accept its provisions in their entirety, without reservation or restriction.
- 2 We offer to deliver, in accordance with the terms of the tender dossier and the conditions and time limits laid down, without reserve or restriction:
- 3 This tender is valid for a period of 90 days from the final date for submission of tenders.
- 4 If our tender is accepted, we undertake to provide a performance guarantee as required by the instructions to tenderers. (If required)
- 5 We will inform Concern immediately if there is any change in the above circumstances at any stage during the implementation of the contract. We also fully recognize and accept that any inaccurate or incomplete information deliberately provided in this application may result in our exclusion from this and other contracts of the contracting authority.
- 6 We note that Concern is not bound to proceed with this invitation to tender and that it reserves the right to award only part of the contract.
- 7 We agree to adhere to all of the terms and conditions of the contracting authority as provided in the tender dossier.
- 8 We confirm that we are not engaged in any corrupt, fraudulent, collusive, or coercive practices and acknowledge that if evidence contrary to this exists, Concern reserves the right to terminate the contract with immediate effect.
- 9 The Code of Conduct to which Concern expects all of its suppliers to respect is as per the points listed below and we confirm that we adhere to this code.
 - Employment is freely chosen
 - The rights of staff to freedom of association and to collective bargaining are respected
 - Working conditions are safe and hygienic
 - No exploitation of children is tolerated
 - Wages paid are adequate to cover the cost of a reasonable living
 - Working hours are not excessive
 - No discrimination is practiced
 - Regular employment is provided
 - No harsh or inhumane treatment of staff is tolerated

Environmental Standards

Suppliers should as a minimum, comply with all statutory and other legal requirements relating to environmental impacts of their business. Areas which should be considered are:

- Waste Management

- Packaging and Paper
- Conservation
- Energy Use
- Sustainability

Yours Faithfully,

Name and first name: < [.....]>

Title: <.....>

Duly authorised to sign this tender on behalf of: <.....>

Signature: <.....>

Place and date: <.....>]

Stamp of the firm/company: