



## NATIONAL CALL FOR TENDER

### ACTED Tunisia/Libya

Date: 17/09/2018

Tender N°: T/FA/14/TRAVELSERVICES/TUN/17-09-2018/001

ACTED is requesting through this tender a company to provide detailed written quotations for the supply of the following services over 1 year:

**PRODUCT SPECIFICATIONS:**

- |                                   |  |
|-----------------------------------|--|
| 1. Description:                   | <u>Travel and ticketing services</u>                                 |
| 2. Product class / category:      | Services   |
| 3. Product stage:                 | Finished products  |
| 4. Delivery conditions:           | mail with electronic ticket  |
| 5. Quantities and specifications: | <b>As per request during the validity of the framework agreement</b> |

Lot 1 : Fixed fees for booking	
Description	Unit
Cancelation fees	Fee
Transfer fees	Fee
Booking fee	Fee
Re validation fee	Fee
Re-issue fees	Fee
No-show fees	Fee

Lot 2 : Sample flights				
Description	Product category	Qty	Service Stage	Location/Deadline
Flight Tickets	Services	As per request during the validity of the FA	Final, according to technical specifications	As per request during the validity of the FA/Delivery within 24 hours after reception of purchase order

**RESPONSIBILITIES OF THE CONTRACTOR:**

- Terms of delivery: Email with electronic ticket service available within 1 day of signing the agreement
- Date of delivery : Within 24h after reception of the purchase order

3. Validity of the offer : 6 months

The answers to this tender should include the following elements:

- A written quotation including all the product specifications and the price per unit;
- A printout of IATA confirmation of the proposed booking and any associated fees that would accompany issuing the ticket.
- Do not issue the ticket – ACTED will not cover any expenses incurred in the application of the tender.
- Details of transfer fees, cancellation fees, no show fee, flight change, ticket issuing, number of step overs, authorized weight of the luggage, administration fees and any other fees should be provided as well as the detail of the components of the price of the flight ticket.
- Copy of Legal representative ID and licence
- A Copy of Company registration documents

#### **GENERAL CONDITIONS:**

1. The **closing date** of this tender is fixed on **30/09/2018 (Sep 30<sup>th</sup>, 2018) at 16:00(Tunisia time)** in ACTED office at the following address:  
**ACTED representative office in Tunis at the following address:**  
**Immeuble nour rue de corail les Berges du Lac 2, Tunis**  
**Tel N° : 28 27 00 30**  
[tender@acted.org](mailto:tender@acted.org); [libya.tender@tender.org](mailto:libya.tender@tender.org)
2. **Offers shall be submitted in English/ French**
3. **Prices should be in Tunisian Dinar (all taxes included).**
4. Bidders will fill, sign, stamp and return the Offer form according to ACTED's format.
5. Bidders will sign and return all pages of the Product Specifications for which they apply.
6. Bidders will fill and send (to [tender@acted.org](mailto:tender@acted.org); [libya.tender@tender.org](mailto:libya.tender@tender.org)) a soft copy of the document "**Offer Form**" (electronically) with the identical information as the one provided in the printed and signed copies mentioned above.
7. The offer to the call for tender will not result in the award of a contract.
8. **Bidders should price all items of each lot to consider eligible.**
9. The offer must be submitted to ACTED purchase department in a sealed envelope with the mention "not to be opened before **01/10/2018 T/FA/14/TRAVELSERVICES/TUN/17-09-2018/001**" and the purpose of the offer.  
Any **question related** to the tender should be submitted by email: [filipe.louraco-costa@acted.org](mailto:filipe.louraco-costa@acted.org) and [Tunis.log-assistant@acted.org](mailto:Tunis.log-assistant@acted.org) [tender@acted.org](mailto:tender@acted.org); [libya.tender@tender.org](mailto:libya.tender@tender.org) before **28/09/2017 at 16:00 (local Tunisia time).**
10. Unsealed envelopes and late offers will not be considered.
11. Quantities are indicative and are subject to change.
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."

#### **SPECIFIC CONDITIONS**

1. Tickets need to be sent electronically by email at ACTED Office in Tunis.



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 cheapest available seat.

*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 contact the following e-mail to [transparency@acted.org](mailto:transparency@acted.org).*

Name of Bidder's Authorized Representative: \_\_\_\_\_

Authorized signature and stamp: \_\_\_\_\_

Date: \_\_\_\_\_



## OFFER FORM – ACTED Tunisia/Libya

Date:

Tender N°: T/FA/14/TRAVELSERVICES/TUN/17-09-2018/001

### 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: ( \_\_\_\_\_ )

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.

**PLEASE FILL IN THE FOLLOWING TABLES:**

Lot 1 : Fixed fees for booking		
Description	Unit	Service Fee NTD
Cancelation fees	Fee	
Transfer fees	Fee	
Booking fee	Fee	
Re validation fee	Fee	
Re-issue fees	Fee	
No-show fees	Fee	

Lot 2 : Sample flights				
No.	Item Specifications & product stage	Terms and condition	Date	Flight proposition and price all fees included in Tunisian Dinar
1	Round trip ticket for (1) person (Tunis-Benghazi-Tunis)	Cheapest available seat 23 kg luggage	15 <sup>th</sup> october	
2	Round trip ticket for (1) person (Tunis-Tripoli-Tunis)	Cheapest available seat 23 kg luggage	15 <sup>th</sup> october	
3	Round trip ticket for (1) person (Tunis-Djerba - Tunis)	Cheapest available seat 23 kg luggage	15 <sup>th</sup> october	
4	Round trip ticket for (1) person (Tunis- AMM - Tunis)	Cheapest available seat 23 kg luggage	15 <sup>th</sup> october	
5	Round trip ticket for (1) person (Tunis- Paris - Tunis)	Cheapest available seat 23 kg luggage	15 <sup>th</sup> october	
6	Round trip ticket for (1) person (Tunis-Sfax-Tunis)	Cheapest available seat 23 kg luggage	15 <sup>th</sup> october	
7	Round trip ticket for (1) person (Tunis-Monastir-Tunis)	Cheapest available seat 23 kg luggage	15 <sup>th</sup> october	
8	Round trip ticket for (1) person (Tunis-Blogne-Tunis)	Cheapest available seat 23 kg luggage	15 <sup>th</sup> october	
9	Round trip ticket for (1) person (Tunis-Geneva-Tunis)	Cheapest available seat 23 kg luggage	15 <sup>th</sup> october	
10	Round trip ticket for (1) person (Tunis-Italie-Tunis)	Cheapest available seat 23 kg luggage	15 <sup>th</sup> october	
11	Round trip ticket for (1) person (Benghazi-Tripoli-Benghazi)	Cheapest available seat 23 kg luggage	15 <sup>th</sup> october	

**Additionally answers for the Travel tender should also include the following elements:**

- A printout of IATA confirmation of the proposed booking and any associated fees that would accompany issuing the ticket. Do not issue the ticket – ACTED will not cover any expenses incurred in the application of the tender.
- Details of transfer fees, cancellation fees, flight change, ticket issuing, number of step overs, authorized weight of the luggage, administration fees and any other fees should be made clear.



**BIDDER'S COMMENTS/REMARKS:**

1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_

**DELIVERY CONDITIONS GUARANTEED BY THE BIDDER:**

24 Hours needed to confirm booking after sending an official request (recommended within 24 hours)

**BIDDER'S TERMS AND CONDITIONS:**

1. Valid of the offer: \_\_\_\_\_ (Recommended: 6 months or more)
2. Terms of delivery: \_\_\_\_\_ (Email and electronic tickets)
3. Terms of payment: \_\_\_\_\_

Name of Bidder's Authorized Representative: \_\_\_\_\_

Authorized signature and stamp: \_\_\_\_\_

Date: \_\_\_\_\_

**BIDDER'S ETHICAL DECLARATION – ACTED Tunisia/Libya**

Date:

Tender N°: T/FA/14/TRAVELSERVICES/TUN/17-09-2018/001

Bidder's name: \_\_\_\_\_

Bidder's address: \_\_\_\_\_

**CODE OF CONDUCT:****1. Labour Standards**

The labour standards in this code are based on the conventions of the International Labour Organisation (ILO).

- *Employment is freely chosen*

There is no forced, bonded or involuntary prison labour. Workers are not required to lodge 'deposits' or their identity papers with the employer and are free to leave their employer after reasonable notice.

- *Freedom of association and the right to collective bargaining are respected*

Workers, without distinction, have the right to join or form trade unions of their own choosing and to bargain collectively. The employer adopts an open attitude towards the legitimate activities of trade unions. Workers representatives are not discriminated against and have access to carry out their representative functions in the workplace. Where the right to freedom of association and collective bargaining is restricted under law, the employer facilitates, and does not hinder, the development of parallel means for independent and free association and bargaining.

- *Working conditions are safe and hygienic*

A safe and hygienic working environment shall be provided, bearing in mind the prevailing knowledge of the industry and of any specific hazards. Adequate steps shall be taken to prevent accidents and injury to health arising out of, associated with, or occurring in the course of work, by minimising, so far as is reasonably practicable, the causes of hazards inherent in the working environment. Workers shall receive regular and recorded health and safety training, and such training shall be repeated for new or reassigned workers. Access to clean toilet facilities and potable water and, if appropriate, sanitary facilities for food storage shall be provided. Accommodation, where provided, shall be clean, safe, and meet the basic needs of the workers. The company observing the standards shall assign responsibility for health and safety to a senior management representative.

- *Child Labour shall not be used*

There shall be no new recruitment of child labour. Companies shall develop or participate in and contribute to policies and programmes, which provide for the transition of any child found to be performing child labour to enable her/him to attend and remain in quality education until no longer a child. Children and young people under 18 years of age shall not be employed at night or in hazardous conditions. These policies and procedures shall conform to the provisions of the relevant International Labour Organisation (ILO) standards.

- *Living wages are paid*

Wages and benefits paid for a standard working week meet, at a minimum, national legal standards or industry benchmarks. In any event wages should always be high enough to meet basic needs and to provide some discretionary income. All workers shall be provided with written and understandable information about their employment conditions in respect to wages before they enter employment, and about the particulars of their wages for the pay period concerned each time that they are paid. Deductions from wages as a disciplinary measure shall not be permitted nor shall any deductions from wages not provided for by national law be permitted without the express and informed permission of the worker concerned. All disciplinary measures should be recorded.

- *Working hours are not excessive*

Working hours comply with national laws and benchmark industry standards, whichever affords greater protection. In any event, workers shall not on a regular basis be required to work in excess of the local legal working hours. Overtime shall be voluntary, shall not exceed local legal limits, shall not be demanded on a regular basis and shall always be compensated at a premium rate.

- *No discrimination is practised*

There is no discrimination in hiring, compensation, access to training, promotion, termination or retirement based on race, caste, national origin, religion, age, disability, gender, marital status, sexual orientation, union membership or political affiliation.

- *Regular employment is provided*

To every extent possible work performed must be on the basis of a recognised employment relationship established through national law and practice. Obligations to employees under labour or social security laws and regulations arising from the regular employment relationship shall not be avoided through the use of labour-only contracting, sub-contracting or home-working arrangements, or through apprenticeship schemes where there is no real intent to impart skills or provide regular employment, nor shall any such obligations be avoided through the excessive use of fixed-term contracts of employment.

- *No harsh or inhumane treatment is allowed*

Physical abuse or discipline, the threat of physical abuse, sexual or other harassment and verbal abuse or other forms of intimidation shall be prohibited.

## **B. Environmental Standards**

Suppliers should as a minimum comply with all statutory and other legal requirements relating to the environmental impacts of their business. Detailed performance standards are a matter for suppliers, but should address at least the following:

- *Waste Management*

Waste is minimised and items recycled whenever this is practicable. Effective controls of waste in respect of ground, air, and water pollution are adopted. In the case of hazardous materials, emergency response plans are in place.

- *Packaging and Paper*

Undue and unnecessary use of materials is avoided, and recycled materials used whenever appropriate.

- *Conservation*

Processes and activities are monitored and modified as necessary to ensure that conservation of scarce resources, including water, flora and fauna and productive land in certain situations.

- *Energy Use*

All production and delivery processes, including the use of heating, ventilation, lighting, IT systems and transportation, are based on the need to maximise efficient energy use and to minimise harmful emissions.

- *Safety precautions for transport and cargo handling*

All transport and cargo handling processes are based on the need to maximise safety precautions and to minimise potential injuries to ACTED beneficiaries and staff as well as the suppliers' employees or those of its subcontractors.

### **C. Business Behaviour**

The conduct of the supplier should not violate the basic rights of ACTED's beneficiaries.

The supplier should not be engaged

1. in the manufacture of arms
2. in the sale of arms to governments which systematically violate the human rights of their citizens; or where there is internal armed conflict or major tensions; or where the sale of arms may jeopardise regional peace and security.

### **D. ACTED procurement rules and regulations**

Suppliers should comply with ACTED procurement rules and regulations outlines in ACTED Logistics Manual Version 1.2. or above. In particular, ACTED's procurement policy set out in Section 2.1 and 2.4. (contract awarding). By doing so, Suppliers acknowledge that they do not find themselves in any of the situations of exclusion as referred to under section 2.4.2.

### **Operating Principles**

The implementation of the Code of Conduct will be a shared responsibility between ACTED and its suppliers, informed by a number of operating principles, which will be reviewed from time to time.

ACTED will:

1. Assign responsibility for ensuring compliance with the Code of Conduct to a senior manager.
2. Communicate its commitment to the Code of Conduct to employees, supporters and donors, as well as to all suppliers of goods and services.
3. Make appropriate human and financial resources available to meet its stated commitments, including training and guidelines for relevant personnel.
4. Provide guidance and reasonable non-financial support to suppliers who genuinely seek to promote and implement the Code standards in their own business and in the relevant supply chains, within available resources.
5. Adopt appropriate methods and systems for monitoring and verifying the achievement of the standards.
6. Seek to maximise the beneficial effect of the resources available, e.g. by collaborating with other NGOs, and by prioritising the most likely locations of non-compliance.

ACTED expects suppliers to:

1. Accept responsibility for labour and environmental conditions under which products are made and services provided. This includes all work contracted or sub-contracted and that conducted by home or other out-workers.
2. Assign responsibility for implementing the Code of Conduct to a senior manager.

3. Make a written Statement of Intent regarding the company's policy in relation to the Code of Conduct and how it will be implemented, and communicate this to staff and suppliers as well as to ACTED.

Both parties will

1. Require the immediate cessation of serious breaches of the Code and, where these persist, terminate the business relationship.
2. Seek to ensure all employees are aware of their rights and involved in the decisions which affect them.
3. Avoid discriminating against enterprises in developing countries.
4. Recognise official regulation and inspection of workplace standards, and the interests of legitimate trades unions and other representative organisations.
5. Seek arbitration in the case of unresolved disputes.

### **Qualifications to the Policy Statement**

The humanitarian imperative is paramount. Where speed of deployment is essential in saving lives, ACTED will purchase necessary goods and services from the most appropriate available source.

ACTED can accept neither uncontrolled cost increases nor drops in quality. It accepts appropriate internal costs but will work with suppliers to achieve required ethical standards as far as possible at no increase in cost or decrease in quality.

I undersigned \_\_\_\_\_, agree to adopt the above Code of Conduct and to commit to comply with the labour and environmental standards specified, both in my own company and those of my suppliers.

Name & Position of Bidder's authorized representative \_\_\_\_\_

Authorized signature \_\_\_\_\_



## BIDDER'S QUESTIONNAIRE ACTED LIBYA / TUNISIA

Date:

Tender N°: T/FA/14/ TRAVELSERVICES/TUN/17-09-2018/001

**A. Company Name:**

<b>B. Company Owner(s) / Partners full names:</b> 1 _____ 2 _____ 3 _____ 4 _____	<b>C. Company Legal Authorized Representative for this Tender:</b>  Complete Name: _____  Position in the Company: _____  Signature: _____
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**D. Additional Information about the Company:**

1 Official Date of Registration: \_\_\_\_\_

2 Company Type / Profession as per Registration: \_\_\_\_\_

3 Full Name of the Three Company Representatives:

Name	Position	Location	Mobile Number

4 Total number of full time employees:  
 Total number of Senior Auditor Manager:  
 Total number of Senior Auditor:  
 Total number of Junior Auditor Manager:  
 Total number of Junior Auditor:

5 Company Telephone Number:  
 6 Company Fax Number:  
 7 Email Address:

8 Bank Accounts:  
 (Please mention yes or no only)

In [Country]	In Europe	Other

**E. Past Performances:****1 Contract Award History***Please include the 10 biggest Audit Contracts Awarded to your Company*

No	Project Description	Location	Partner Name	Duration	Project Cost (TND)
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					

**2 Contract Award history (2)***Please include the Audit Contract for the on going year signed with NGO and / or Institutional Donors*

No	Project Description	Location	Partner Name	Duration	Project Cost (TND)
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					

**4 Annual turnover data for the last 3 years (Audit Services only)**

Year	Contract Description	Total Contract Amount (current value, TND equivalent)

**3 Pending litigation***Please list your Company main pending litigations*

No	Description	Location/Address	Quantity
1			
2			
3			
4			
5			



**F. Financial data:**

Financial information in TND	Historic information for previous 3 years (TND)		
	2015	2014	2013
<b>Information from Balance Sheet</b>			
Total Assets (TA)			
Total Liabilities (TL)			
Net Worth (NW)			
Current Assets (CA)			
Current Liabilities (CL)			
<b>Information from Income Statement</b>			
Total Revenue (TR)			
Profits Before Taxes (PBT)			

The Applicant shall provide copies of the balance sheets and/or financial statements for last 3 years that:

- (a) reflect the financial situation of the Applicant or partner to a JV, and not sister or parent companies.
- (b) be audited by a certified accountant.
- (c) be complete, including all notes to the financial statements.
- (d) correspond to accounting periods already completed and audited (no statements for partial periods shall be requested or accepted).

Attached are copies of financial statements (balance sheets, including all related notes, and income statements) for the 3 years required above; and complying with the requirements.

**G. Safety:**

The Applicant shall provide copies of all safety records (including incident records), and attendance to safety training programs.

I undersigned, certify that I am the designated legal representative of this Company, that the information provided above is correct and I am aware of the fact that I will be held responsible for providing false information.

I declare and certify that the information above is true and accurate to the best of my knowledge. I understand and accept any false or inaccurate information may result in the cancellation of any offer made by the Bidder, even if discovered later.

Name \_\_\_\_\_ Position: \_\_\_\_\_

Signature & Stamp: \_\_\_\_\_ Date: \_\_\_\_\_



## BIDDER'S CHECK LIST – ACTED Tunisia/Libya

Date: \_\_\_\_\_

Tender N°: T/FA/1499/TRAVELSERVICES/TUN/17-09-2018/001

**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)		Comments
	Included		Present		
	Yes	No	Yes	No	
1. An original and one copy of the bid have been provided <b>(compulsory for original copy)</b>					
2. PART 1 (form PRO-05) – Instructions to Bidders is attached, filled, signed and stamped by the supplier. <b>(compulsory)</b>					
3. PART 2 (form PRO-06) – Offer Form is attached, filled, signed and stamped by the supplier <b>(compulsory)</b>					
4. The prices in the Offer Form are in TND <b>(compulsory)</b>					
5. PART 3 (form PRO-06-01) – Bidders Questionnaire Form is attached, filled, signed and stamped by the supplier. <b>(compulsory)</b>					
6. PART 4 – (form PRO-06-02) – Bidder's Ethical Declaration is attached, filled, signed and stamped by the supplier. <b>(compulsory)</b>					
7. The Bidding documents are filled in <b>English and French (compulsory)</b>					
8 ANNEXES Details of transfer fees, cancellation fees, no show fee, flight change, ticket issuing, number of step overs, and authorized weight of the luggage, administration fees and any other fees should be provided as well as the detail of the components of the price of the flight ticket. <b>(compulsory)</b>					
9. ANNEXES – Proofs of past performances in a similar field of activity (e.g. past deliveries of similar items) are provided					
10. ANNEXES – A Copy of Company registration documents, an ID copy of the legal representative and license are included <b>(compulsory)</b>					
11. ANNEXES – A printout of IATA confirmation of the proposed booking and any associated fees that would accompany issuing the ticket <b>(compulsory)</b>					

Name &amp; Position of Bidder's authorized representative \_\_\_\_\_

Authorized signature \_\_\_\_\_