

Request for Proposal (RFP)



**Representation of Danish Refugee Council
West Africa, North Africa, and Latin America (WANALA) Regional Office**

Villa lot 69, Almadies zone 13
NGOR – DAKAR, SENEGAL

To: All Interested qualified Bidders

8/03/2024

Request for Proposal No.: DDP-SEN-DKR-2024-001 [Flight Ticket Booking and Travel Agent Services]

The Danish Refugee Council (DRC) has received grants from multiple donors for the implementation of its humanitarian aid operations across West Africa, North Africa, and the Latin American (WANALA) region. To implement its activities, DRC staff need to travel, and hence is looking for one or many reliable travel agencies for the Provision of Flight Ticket Booking and Travel Agent Services to be used by all the countries of the WANALA region:

Western Africa (WA)	North Africa (NA)	Latin America (LA)
Senegal	Tunisia	Mexico
Cameroon	Libya	Colombia
Burkina Faso	Algeria	Venezuela
Mali	HQ: Copenhagen, Denmark	
Niger		
Nigeria	Other travel cities of interest: Ex. New York, Paris, Geneva, London, Madrid, Rome, Brussels, Istanbul, etc.	
Central African Republic		
Chad		
Secondary WA and NA countries of interest: Cape Verde, Mauritania, Gambia, Guinea-Bissau, Guinea, Sierra Leone, Liberia, Ivory Coast, Ghana, Togo, Benin, Morocco.		LA: Peru, Panama, El Salvador, Guatemala, Honduras, Costa Rica

Therefore, the DRC requests your proposal. Please be guided by this RFP (Annex A) and the attached Technical Specifications- (Annex D) for more detailed specifications.

I. TENDER DETAILS

The Tender details are as follows:

Line	Item	Time, date,
1	RFP published	18 March 2024
2	Pre-bid Meeting with bidders to discuss: <ul style="list-style-type: none"> - Introduction to DRC and presentation of its travel needs. - Clarifications on required documents, tender timetable. - Expected outcomes and scoring of evaluation criteria. <p>(Interested bidders are required to send an email to tender.ro03@drc.ngo before the 15th of March</p>	25 March 2024, at 12:00 pm UTC 25 March 2024, at 12:00 pm, local time (Dakar)
3	Closing date for clarifications	March 29, 2024, at 12:00 UTC and 12:00 pm, local time (Dakar)
4	Date for Publishing Q&A	April 5, 2024, at 12:00 UTC and 12:00 pm, local time (Dakar)
5	Closing date and time for receipt of Tenders	April 12, 2024, at 23:59 UTC and 23:59 pm, local time (Dakar)
6	Tender Opening Location	DRC Dakar Office
7	Tender Opening Date and time	The week of April 15, 2024

PLEASE NOTE: NO BIDS WILL BE ACCEPTED AFTER THE ABOVE CLOSING TIME AND DATE

II. IMPORTANT INFORMATION REGARDING THIS RFP:

- This RFP is launched to establish a framework agreement (FWA) with a supplier for the provision of flight ticket booking and travel agent services for a period of 24 months, with the possibility of extension for another 12 months.
- A Framework agreement is not binding for DRC to place any Purchase Orders. DRC will place orders with the awarded supplier based on the agreement as per its requirement. DRC may choose to cancel the agreement if deemed necessary.
- DRC may choose to cancel the agreement if deemed necessary.
- DRC may choose to split the contract award to more than one supplier.
- No advance payment will be paid to the awarded supplier.
- Payment to the travel agency will be made within 30 days after reception of the final invoice.
- The estimated annual maximum procurement amount to be expended on this contract is 1,000,000 EUR per year.

III. SELECTION AND AWARD CRITERIA

The criteria for awarding contracts resulting from this Tender is based on ‘best value for money’. 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 considering their relative importance (i.e. reliability, quality, experiences, reputation, past performance, cost/fee realism, delivery time, reasonableness, need for standardization, and other criteria depending on the item to be procured).

The evaluation process consists of an initial Minimum Edibility and qualification criteria, and later; three stages: 1) Administrative, 2) Technical, and 3) Financial in this respective order.

Each stage requires information and documents from the bidder that will determine whether the bidder will progress to the next stage or not. For all bids deemed technically compliant as per the specification stipulated in Annex D –, DRC will give a weighted combined technical and financial score. The weighted score will determine the contract award.

Minimum Bidder’s Eligibility and Qualification Criteria

Eligibility and Qualification will be evaluated on a Pass/Fail basis.

If the Proposal is submitted as a Joint Venture/Consortium/Association, each member should meet minimum criteria unless otherwise specified in the criterion.

Subject	Criteria	Document Submission requirement
ELIGIBILITY		
Legal Status	The vendor is a legally registered entity.	Copy of business registration documents
License	Vendors should have a valid license to provide travel management services	Copy of valid license to provide travel management services
Conflict of Interest	No conflicts of interest in accordance with CoC and RFP clause XIII.	Annex B: Tender acknowledgment certificate
QUALIFICATION		
Litigation History	No consistent history of court/ arbitral award decisions against the Bidder for the last 5 years	Annex G: Supplier Registration Form
Previous Experience	At least 5 (five) years of professional experience in the provision of travel management services. If the bid comes from a consortium, all consortium members must satisfy this criterion;	Annex G: Supplier Registration Form, Copy of Business registration documents, - Copy of Company Profile,
Financial Standing	Financial stability is demonstrated with copies of balance sheets or audit reports.	<ul style="list-style-type: none"> Annex G: Supplier Registration Form. Copy of business registration documents Latest Audited Financial Statement (Income Statement and Balance Sheet), including Auditor's Report for the past 3 years

A. 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. The documents listed below shall be submitted with your bid.

#	Annex #	Document	Instructions
1	A	This RFP Invitation Letter	Read, signed, stamped, and understood
2	B	Tender and Contract Award Acknowledgement Certificate	Sign, stamp, and submit
3	C	Bid Form / Price Simulation (Financial Proposal)	Provision of quotations in the supplier's own format- along with the price simulation (see Annex C) in full, sign, stamp and submit.
4	D	Technical Specifications / Terms of Reference (ToR)	Sign, stamp, and submit
5	E	Supplier Code of Conduct (CoC)	Sign, stamp, and submit
6	F	General DRC Conditions of Contract	Sign, stamp, and submit
7	G	Supplier Profile and Registration Form (SRF)	Sign, stamp, and submit
8		Copy of Business Registration and Company Profile documents Examples of documents to provide: -Company Brochure, -Organigram, -CV Form - CVs of dedicated key personnel,	-Copy of Valid Travel licenses and all relevant documents / Certifications to provide travel management services: The profile should include: <ul style="list-style-type: none"> The volume of sales for the last three years - Conference Support Services, Flight Ticket Booking and Travel Agent Services List of name(s) and address(s) of main and branch office(s) (if any) worldwide. List of corporate clients highlighting similar contracts for clients of comparable

<ul style="list-style-type: none"> -Copy of the valid accreditation certificate, and quality certificate (e.g., ISO, IATA Affiliation Certificate, etc.) -References (Statement of Satisfactory Performance (reference) from the Top 3 Clients in terms of Contract Value for the past three years) - Registration and financial statements 	<p>business nature and/or size as DRC.</p> <ul style="list-style-type: none"> • List of airlines your agency sells air tickets on behalf of, if any. • If available, information such as a list of contracts, clients, and service scope with the contract amount regarding the experience in the provision of accommodation arrangement, logistics, etc. as stipulated in the ToR (Annex D)
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B. Technical Evaluation

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

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

Technical criteria #	Technical criteria	Weightage
	TOTAL	100%
1.	Bidder’s contractual proposition	60%
	<p><i>Presentation of DRC Needs as per Annex D</i></p> <ul style="list-style-type: none"> - Overall Capacity to deliver a preferential tariff (best quality /price) for flights and travel services in the WANALA region as per the Technical Proposal form; Demonstration of representation in the WANALA region and proof of IATA certification (or other similar documentation) - Limited price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors/penalties 	30%
	<p><i>Capacity to provide quality travel booking service, including but not limited to:</i></p> <ul style="list-style-type: none"> - 24-hour customer service, Travel Insurance options, flexi or missed flight/ cancellation options, lost luggage support, accommodation during stopovers, visa assistance, etc. 	20%
	<p><i>Provision of other services</i></p> <ul style="list-style-type: none"> - (Ex. Vehicle rental, Hotel accommodation, Group Travel or Conference Support) 	10%
2.	Bidder’s experience and reputation in the market	25%
	<p><i>Industry Standing reflected in the bidder’s profile and based on outer sources available.</i></p> <ul style="list-style-type: none"> - Bidder’s years of experience in the field / yearly financial capacity - Well-known travel provider, with preferential prices, particularly in the WANALA region - Years of IATA or similar membership (Ex. ARC, ASTA; ABTA, etc.) - Number of qualified staff (Certificates or diplomas in travel management services or related graduation) - References and recommendations provided from international organizations, such as other INGOs, UN, embassies, and medium to large businesses (with contact information). 	5% each for a max of 25%
3.	Bidder’s expertise in tools & technology	15%
	<p><i>Availability of having the technology and tools the bidder uses for booking flights, and other travel services, including but not limited to:</i></p> <ul style="list-style-type: none"> - A capacity for invoicing based on the needs of each specific country in the WANALA region (using one of the official languages of the country English/French/Spanish). (6pts) - An online platform for the booking process with an online / video demonstration on how to use their platform. (2pts) - Ability to extract Reporting & Statistics data in Excel for travel consumption analysis for each geographical region. (2pts) 	10%

	<i>Green & Ethical Procurement</i> <i>Provide an annual Carbon report of DRC's travels</i>	5%
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Please note that bids shall respond to all criteria or their bid may be disqualified.

C. Financial Evaluation

All bids that pass the Technical Evaluation will proceed to the Financial Evaluation. The Financial Evaluation will consist of 2 parts- the cost of (the booking fees, flight modifications), and the simulation. The monthly invoice should clearly describe all prices of services, commissions, taxes, and fees. Bids that are deemed technically non-compliant will not be financially evaluated.

IV. TENDER PROCESS

The following processes will be applied to this Tender:

- Tender Period (with Pre-bid Meeting on 25 March 2024)
- Tender Closing
- Tender Opening
- Administrative Evaluation
- Technical Evaluation
- Financial Evaluation
- Clarifications meetings
- Contract Award
- Notification of Contract Award

V. SUBMISSION OF BIDS

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

All responsive Bids shall be written on the **DRC Bid Form (Annex C)**

Beyond the DRC Bid Form, the following documents shall be contained with the bid:

Beyond the DRC Bid Form (Annex A), the following documents shall be contained with the bid:

- Annex B Tender and Contract Award Acknowledgement Certificate
- Annex C Bid Form, including simulation (Financial)
- Annex D Technical Specifications of the bid / Terms of Reference (ToR)
- Annex E Supplier Code of Conduct
- Annex F General Conditions of Contract
- Annex G Supplier Profile and Registration Form
- Annex H Business Registration, Company Profile, Technical documents, and financial statements

Bidders are solely responsible for ensuring that the full Bid is received by DRC in accordance with the RFP requirements. Bids not submitted before the indicated time and date as set forth on page 1, will be disqualified.

Bids to be submitted by email to the following dedicated, controlled, & secure email address:

tender.ro03@drc.ngo

When Bids are emailed, the following conditions shall be complied with:

- **The RFP number RFP-RO03-2024-001 shall be inserted in the Subject Heading of the email.**

- **2 Separate emails shall be used for the 'Financial Bid' and 'Technical Bid'**, and the Subject Heading of the email shall indicate which type the email contains.
 - The financial bid shall only contain the financial bid form, Annex C
 - The technical bid shall contain all other documents required by the tender but excluding all pricing information.
- Bid documents required, shall be included as an attachment to the email in PDF, JPEG, TIF format, or the same type of files provided as a ZIP file. Documents in MS Word or excel formats will result in the bid being disqualified.
- Email attachments shall not exceed 4MB; otherwise, the bidder shall send his bid in multiple emails.

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.

DRC is not responsible for the non-receipt of Bids submitted by email as part of the e-Tendering process.

Bids can be submitted in one of two ways, hardcopy or electronically. If the Bidder submits a Bid in both Hardcopy and electronically, DRC will choose the version that is the most advantageous to DRC.

VI. SUBMISSION OF SAMPLES

N/A

VII. COMPLETION OF BID FORM

A. Prices Quoted

Any discount offered shall be included in the Bid price.

B. Currency

The currency of the Bid shall be in *EUR*. No other currencies are acceptable.

C. Language

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

D. Presentation

Bids shall be clearly legible. Prices entered in lead pencil will not be considered. All erasures, amendments, or alterations shall be initiated 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 Bids shall be signed by a duly authorized representative of the Bidder.

E. Split Awards

DRC reserves the right to split awards.

F. Validity Period

Bids shall be valid for at least the minimum number of days specified in the RFP 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.

VIII. 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 RFP Closure.

IX. AWARD OF CONTRACTS

This RFP 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 RFP, 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 RFPs.

X. CONFIDENTIALITY

This RFP or any part hereof, and all copies hereof shall be returned to DRC upon request. This RFP 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 RFP, Bidders will be bound by the contents of this paragraph whether their company submits a Bid or responds in any other way to this RFP.

XI. 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 RFP 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.

XII. 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 RFP 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 RFP relates.

XIII. 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, or via DRC's Code of Conduct Reporting Mechanism: 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.

XIV. 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 require, to resolve or otherwise deal with the conflict to the satisfaction of DRC.

XV. 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 RFP 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 RFP closure.

XVI. LATE BIDS

All Bids received after the RFP closure will be rejected.

XVII. OPENING OF THE RFP

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.

XVIII. 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.

XIX. CANCELLATION OF THE RFP

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

The RFP 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 RFP, 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.

XX. QUERIES ABOUT THIS RFP

For queries on this RFP, please contact the Regional Supply Chain Manager: mamadou.barry@drc.ngo

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

XXI. RFP DOCUMENTS

This RFP document contains the following:

- Annex A. This RFP Invitation Letter
- Annex B. Tender and Contract Award Acknowledgement Certificate
- Annex C. Bid Form, including price simulation (Financial)
- Annex D. Technical Specifications / Terms of Reference (TdR)
- Annex E. Supplier Code of Conduct
- Annex F. DRC General Conditions of Contract
- Annex G. Supplier Profile and Registration Form
- Annex H. Business Registration, Company Profile, Technical documents, and financial statements.

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

Mamadou Barry – Regional Supply Chain Manager
