

Request for Quotation
for Travel and Ticketing Services
under Framework Contract
Ref: RFQ2023-010

Humanity & Inclusion hereinafter referred to as “HI” is an independent and impartial aid organization working in situations of poverty and exclusion, conflict, and disaster. We work alongside people with disabilities and vulnerable populations, taking action and bearing witness in order to respond to their essential needs, improve their living conditions, and promote respect for their dignity and fundamental rights.

HI intends to launch a Request for Quotation for Travel and Ticketing Services in Lebanon with the aim of signing a framework contract for one (1) year.

HI is pleased to invite you to submit a quotation no later than Friday, 29 September 2023 by 15:00HRS (Beirut Local Time).

The procedures applied by HI in the present RFQ are inspired by the principles of:

- Transparency in the procurement procedures;
- Proportionality between procedures followed to attribute agreements and the value of the contracts;
- Equal treatment and non-discrimination of potential Suppliers.

A. Content

1. Supply to be provided

1.1 HI invites interested suppliers to submit an offer for Travel and ticketing Services, as specified in **ANNEX IV**

2. Timetable:

Description	Date and time (Beirut time)	Details
Request for Quotation (RFQ)	12/09/2023	
Deadline for asking for clarifications	15/09/2023	Clarifications to be made via email at tenders@lebanon.hi.org
Last date on which clarifications are issued by HI	18/09/2023	Answers will be sent to Bidder who asked for clarifications
Deadline for submission of Offers	29/09/2023	
Contract start date (estimated)	20/10/2023	Date to be confirmed

3. Submission of offers:

3.1 Offers shall be sent to the email: tenders@lebanon.hi.org before the deadline specified in the timetable above.

- HI may extend the deadline for submission of offers by issuing an amendment.

3.2 The documentation to be submitted to HI shall include:

- a. **ANNEX I** Supplier Information Form.
- b. A copy of the VAT Number and /or a copy of the MOF Registration Number.
- c. A copy of the ID of the legal representative
- d. **ANNEX II** HI Business Practices
- e. **ANNEX III** Financial Identification Form
- f. **ANNEX IV** Financial and Technical offer. Prices shall be expressed in United States Dollars (USD)

4. General Conditions

HI invites Bidders and Suppliers to quote for the Goods described and summarized in the below documents (**Annex IV**), and in accordance with procedures, conditions, and contract terms presented herein. HI reserves the right to determine the quantity of Goods specified in Annex IV without any changes in unit price or other terms and conditions and to accept or reject any, all, or part of the submitted quotation.

The bidders must sign and stamp all RFQ document pages including the required annexes. Failure to submit all required documentation may result in the exclusion from the procedure.

5. Delivery

The selected Supplier will have to respect the purchase order/s sent by HI without the possibility of modifying it.

Delivery of documents will take place in [HI Beirut Office](#) at the following address:

Beirut – Ras Al nabaa, Abdul El Moula Char Street Char Building 8th Floor

6. Payment procedure and conditions

6.1 All payments will be carried out in Fresh USD via bank transfer or Check to the Supplier's bank account. Bank fees will be handled by the Supplier.

7. Evaluation of Offers

The Evaluation Committee will check that the offers comply with the essential requirements of the present invitation, including the administrative compliance and technical admissibility of each offer. An offer is deemed to comply if it satisfies all the conditions, procedures, and specifications in the present request for quotation.

The evaluation committee will not necessarily choose on the basis of the lowest price alone but will award the contract on the basis of price, quality of service, compliance with what was requested previous experience, and timing of delivery. In case HI will not select the lowest price offering supplier, the decision will be explained in the evaluation offer report.

8. Quotation Basis

- No respondent should add, omit, or change any item, term, or condition herein.
- If any Supplier has any additional requests and conditions, these shall be stipulated in an exception sheet.
- Each offer or may make one quotation only.
- Each offer shall be valid for a period of a minimum (45 days) from the date of submission.
- All offers should include taxes, compulsory payments, levies, and/or duties, including VAT, if applicable.
- Suppliers should ensure that financial offers are devoid of calculation errors. If errors are identified during the evaluation process, the unit price will prevail. If there is ambiguity in the unit price, the Selection Committee may decide to disqualify the offer.

This RFQ does not obligate HI to execute a contract nor does it commit HI to pay any costs incurred in the preparation and submission of quotations.

Furthermore, HI reserves the right to reject any and all offers, if such action is considered to be in the best interest of HI

Important notes:

- Please complete all fields.
- Complete the price quotation sheet – **Annex IV**

Annex I

Supplier Information Form

The information provided will be used to evaluate the Supplier before contracting

Supplier Information

Company Name:	
Company Authorized Representative Name:	
Company Authorized Representative Phone Number	
Company Authorized Representative ID (to be attached)	
Supplier Nationality:	
Full Address Headquarter	
Additional Locations:	
Validity of offer:	
Contact Person:	
Email:	
Phone / Mobile:	
Registration Date	
Registration Number	

Number of Employees	
Terms of Payments (after delivery, before delivery, etc..)	
Payment Method (cheque, bank transfer, etc..)	
Number of Years in Business	
Has the company been audited in the last 3 years? (Y/N)	
If yes, please attach a copy of the company's most recent Annual or Audited Financial Report	

Annex II

HI's GOOD BUSINESS REGULATIONS

These Good Business Regulations are the ground for a professional working relationship between HI and the Supplier. They are general regulations valid unless other particular conditions are mentioned in the Framework Contract. In case of conflicting terms within documents, the conditions of the Framework Contract will prevail on these Good Business Regulations.

I - Principles of the procurement procedures

HI has transparent procedures to award markets. Essential principles are

- *Transparency* in the procurement process
- *Proportionality* between the procedures followed for awarding Agreements and the value of the markets
- *Equal treatment* of potential Suppliers

The usual criteria to select a Supplier are:

- Authorization to perform the market
- Financial capacities
- Economic capacities
- Technical expertise
- Professional capacities

Usual criteria to award markets are:

- Automatic award (the cheapest offer complying with all requirements)
- Best value for money (price/quality ratio)

II - Misbehavior, ineligibility, and exclusion

HI considers the following misbehavior as a valid ground for a systematic exclusion of an awarding market procedure and the termination of all working relationships and Agreements:

- **Fraud is** defined as any intentional act or omission relating to:
 - The use or presentation of false, incorrect, or incomplete statements or documents, which has as its effect the misappropriation or wrongful retention of HI or institutional donors' funds
 - Non-disclosure of information, with the same effect
 - The misapplication of such funds for purposes other than those for which they were originally granted
- **Active corruption:** to deliberately promise or give an advantage to an official for him/her to act or refrain from his duty in a way that damages or is likely to damage HI or institutional donors' financial interests
- **Collusion:** the coordination of firm's competitive behavior, with the likely result that prices rise, the output is restricted and the profits of the colluding companies are higher than they would otherwise be. Collusive behavior does not always rely on the existence of explicit agreements between firms, but can also be tacit.
- **Coercive practice:** harming or threatening to harm, directly or indirectly, persons, or their property to influence their participation in a procurement process, or affect the execution of an Agreement.
- **Bribery:** to offer HI employees monetary or to gain additional markets or to continue an Agreement
- **Involvement in a criminal organization** or any other **illegal activity** established by a judgment, by the US Government, the European Union, the United Nations, or any donor funding HI.
 - **Immoral Human Resources practices:** exploitation of child labor and the non-respect of basic social rights and working conditions of employees or sub Agreements
- **HI will exclude from a procurement procedure any candidate or tenderer falling into one of the following cases:**
 - To be **bankrupt** or to be wound up, to have affairs administered by the courts, to have into an arrangement with creditors, to have suspended business activities, to be the subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations
 - To have been **convicted of an offense** concerning professional conduct by a judgment that has the force of *res judicata*
 - To have been **guilty of grave professional misconduct** proven by any means that HI can justify
 - To have not fulfilled obligations relating to the payment of **social security contributions** or the **payment of taxes** in accordance with the legal provisions of the country in which they are established or with those of the country where HI mission is operating or those of the country where the Agreement is to be performed
 - They have been the **subject of a judgment** for fraud, corruption, involvement in a criminal organization, or any other illegal activity detrimental to the Communities' financial interests
 - To have been declared to be in **serious breach of Agreement** for failure to comply with their Agreemental obligations in another previous procurement procedure

HI will not award Agreements to candidates or tenderers who, during the procurement procedure:

- Are subject to a conflict of interest
- Are guilty of misrepresentation in supplying the information required HI as a condition of participation in the Agreement procedure or fail to supply this information

III - Administrative and financial sanctions

In the event a Service Provider, candidate, or tenderer is engaged in corrupt, fraudulent, collusive, or coercive practices HI will impose:

- **Administrative sanctions:**

Administrative sanctions are the official notification of the misconduct to the relevant civil or commercial authorities and the immediate termination of all existing working relationships.

- **Financial sanctions:**

HI will request the reimbursement of the cost linked directly and directly to the conduct of a new tendering process or market award. If any, the tender or performance guarantee will be kept by HI.

IV - Information about the Donors

HI will inform immediately the Institutional Donors and will provide all the relevant information in the event a Service Provider, candidate, or tenderer is engaged in corrupt, fraudulent, collusive, or coercive practices.

V - Provision for institutional donors

The Agreements agree to guarantee a right of access to their financial and accounting documents to the representatives of HI's institutional donors for checks and audits.

VI - Documents to be a Service Provider

Hereafter is the minimal documentation an Agreement or working with HI will have to provide:

- Personnel national ID document of the Service Provider/company representative
- Status and registration of the company
- Mission order or power of attorney authorizing the representative to contact

Important note: Additional documentation may be required for a particular market.

In addition, the Agreement must have the capacity to issue invoices, receipts, and waybills (or delivery notes), provide a tax clearance certificate and certify documents with an official stamp.

I, the undersigned representative's name....., representing ... company's name certify having read and understood the rules hereto.

On behalf of the company for which I act, accept the terms of HI Good Business Practices and undertake to achieve the best performance should the contract be attributed to

I the undersigned, certify thatname of the company..... has not been involve and will take all necessary steps not to be involved in or supply material support or any other resource to individuals or entities that commit, attempt to commit, recommend, facilitate or participate in fraud, active or indirect corruption, collusion, coercive practices, involvement in criminal organization or any other illegal activity or that do not respect Human Rights or basic social rights and minimum work conditions as defined by the International Labor Organization (ILO), in particular regarding child labor, discrimination, freedom of association, respect of the minimum wage, slave labor issues and compliance with work conditions and hygiene.

Finally, I hereby certify thatname of the company..... is not involved in any current legal action or court proceedings as plaintiff or defendant, in its own name or on behalf of any other entity, for actions relating to fraud, corruption or any illegal activity and has never been found guilty of such practices.

Name:

Date:

Title:

Stamp:

Signature:

Annex III

Financial Identification Form

ACCOUNT HOLDER	
NAME	
ADDRESS	
TOWN/CITY	
POST CODE	
TELEPHONE	
BANK	
BENEFICIARY NAME	
BANK NAME	
ADDRESS	
TOWN/CITY	
COUNTRY	
ACCOUNT NUMBER	
IBAN	
SWIFT	

Date and Signature

Annex IV

Price Quotation Sheet

LOT 1 – SAMPLE FLIGHT						
CATEGORY	Description of the Items	SPECIFICATIONS	UNIT	Average Unit Price (Excluding Taxes)	Taxes (if applicable) Yes/No	Unit Price (including Taxes)
Flights: Round Trip BEIRUT- AMMAN Including Bag Economy Ticket – Changeable ticket	15-20 FLIGHTS/ YEAR	No Middle East Airline for PM flights	Round Trip			
Flights: Round Trip BEIRUT - Lyon (France) Including Bag Economy Ticket – Changeable ticket	1-5 FLIGHTS/ YEAR	No Middle East Airline for pm flights	Round Trip			
Flights: Round Trip destinations such as: Other Middle East Countries Africa Europe Including Bag Economy Ticket – Changeable ticket	1-5 FLIGHTS/ YEAR	No Middle East Airline for PM flights	Round Trip			
Flights: Round Trip BEIRUT- AMMAN Including Bag Economy Ticket – Refundable Ticket	15-20 FLIGHTS/ YEAR	No Middle East Airline for PM flights	Round Trip			
Flights: Round Trip BEIRUT - Lyon (France) Including Bag Economy Ticket – Refundable Ticket	1-5 FLIGHTS/ YEAR	No Middle East Airline for PM flights	Round Trip			

<p>Flights: Round Trip destinations such as: Other Middle East Countries Africa Europe Including Bag Economy Ticket – Refundable Ticket</p>	1-5 FLIGHTS/ YEAR	No Middle East Airline for PM flights	Round Trip			
<p>Flights: Round Trip BEIRUT- AMMAN Including Bag Economy Ticket – Non-Refundable Ticket</p>	15-20 FLIGHTS/ YEAR	No Middle East Airline for PM flights	Round Trip			
<p>Flights: Round Trip BEIRUT - Lyon (France) Including Bag Economy Ticket — Non-Refundable Ticket</p>	1-5 FLIGHTS/ YEAR	No Middle East Airline for PM flights	Round Trip			
<p>Flights: Round Trip destinations such as: Other Middle East Countries Africa Europe Including Bag Economy Ticket – Non-refundable Ticket</p>	1-5 FLIGHTS/ YEAR	No Middle East Airline for PM flights	Round Trip			

LOT 2 – EXTRA CHARGES							
CATEGORY	Description of the Items	UNIT	Service Availability (Yes / No)	Unit Price (Excluding Taxes)	Taxes (if applicable) Yes/No	Unit Price (including Taxes)	Comments
Travel Insurance	Individual Travel Insurance (State countries that you provide this service to)						
Visa Service Charges	Creation of Visa for HI staff						
Visa and Entry Requirements and Assistance	Provide guidance on visa requirements and visa application assistance						
Service Fee per Ticket							
Booking Fees							
Cancelation Fees							
Agent Charge fees for cancellations/changes (share relevant Agent policy if applicable)							
Re-issue Fee							
No-show Fee							
Refund per Ticket							
Free Tickets Per Year							

LOT 3 – BOOKING AND RESERVATION POLICIES AND SERVICES		
Concept	Applicable (Y/N)	Comments, price amounts, more input more specifications, (attach supporting documents if needed)
Minimum Notice Period for booking		
Cancellation Modality		
Minimum Notice Period for cancellation/changes		
Online Check-in (for boarding pass)		
Response Time to the request (emails)		
Payment Policy , indicate if able to invoice monthly or per flight booked (HI will not pay in advance for individual flights)		
Does your company have an online platform to track bookings?		
Operating hours (working hours)		
Any other services to be offered to HI (indicate if free of charge or with charges) such as: - VISA processing - Travel Insurance - Special flight rates for HI staff		
24/7 Hotline Service and Customer Support		
Deliver tickets to HI's office in Beirut		
Delivery of Invoice to HI's office		
Languages		
Emergency Support	In case of travel disruptions, emergencies, or unexpected issues during the trip - provide assistance and guidance to help resolve problems.	

Name of Representative:

Date:

Signature & Stamp:

Please provide at least 4 **PREVIOUS REFERENCES** from other Contracting Authorities (preferably NGOs and companies).

Number	Company Name/ Organization	Representative	Email Address	Phone Number	Year
Reference 1					
Reference 2					
Reference 3					
Reference 4					