



Request for Quotation (RFQ)

RFQ No: RFQ2024/04-100

Date: April 26th 2024

Hemaya Lejami al Mouhamashin is seeking an experienced agency located in Lebanon to arrange travel and accommodation as needed for its staff, project participants, and visitors. The selected agency shall:

1. Arrange tickets for Hemaya Lejami al Mouhamashin staff members using various commercial transportation methods to destinations worldwide.
2. Negotiate and finalize discount agreements with major airlines for the benefit of Hemaya Lejami al Mouhamashin.
3. Provide necessary international VISA documents, including flight and accommodation reservations, and travel insurance.
4. Ensuring that all travel arrangements comply with legal requirements and regulations, such as visa requirements and health regulations.
5. Prepare bids and create suitable itineraries and formal quotes promptly, considering the lowest fare and the most direct route (e.g., low cost, special fares, etc.). If a requested travel arrangement cannot be confirmed, notify the requester and offer alternative options.
6. Advising clients on destinations, modes of transportation, travel dates, costs, and accommodations.
7. Reserve the seats suggested in the formal quotation for a specified time to allow passengers to review the offer and ensure seat availability upon confirmation of the preferred route.
8. Provide requesters with accurate information regarding ticketing deadlines and other relevant details to avoid booking cancellations.
9. Issue and send all tickets in electronic format promptly, along with detailed itineraries containing carrier(s), flight numbers, departure, and arrival times for each trip segment.



10. Inform travelers of flight/ticket restrictions, involuntary stopovers, hidden stops, and other itinerary inconveniences upon booking confirmation, and provide necessary travel documentation.
11. Confirm and validate airline tickets, reissue tickets for changed routes or fare structures, and update printed itineraries.
12. Process authorized travel changes or cancellations promptly.
13. Offer travel services on each working day from 09:00 am to 18:00 pm.

Mode of Payment	
Range	Through
0 < Amount TTC < 200 USD	Cash / BoB Finance
201 USD < Amount TTC < 650 USD	BoB Finance / Bank Letter
Amount > 651\$	Bank Letter / Bank Transfer

According to above terms the quotation must include the following details:

- **Helem RFQ reference number.**
- **Letter head of the supplier with name, address, phone number**
“Supplier Form” (If applicable)
- **Details of items and their Specifications.**
- **Signed and Stamped by the Supplier.**
- **Quotation Validity.**
- **Delivery Location and Terms.**
- **Delivery Timeline.**
- **Payment terms.**
- **Price and discount terms, including transport and insurance cost (if applicable).**
- **A copy of registration in the ministry of finance, commercial register (if available), and ID.**



REQUEST FOR QUOTATION (RFQ)

(Travel Agency)

RFQ Release Date: April 26th 2024

Proposal Submission Deadline: May 15th 2024

Subject of the email: Travel Agency

I. INTRODUCTION

A. COMPANY BACKGROUND

Helem, is the first LGBTQIA+ rights organization in the Arab world, officially established in Beirut, Lebanon in 2001. Its mission is to lead the struggle for the liberation of Lesbians, Gays, Bisexuals, Intersex, Transgendered, Queer (LGBTQIA+) and other people with non-conforming sexualities and/or gender identities in Lebanon and the SWANA region from all sorts of violations of their individual and collective civil, political, economic, social, and cultural rights. Our goal is to empower young LGBTQIA+ leaders to advocate for their own liberation. We seek to create initiatives and spaces where our communities can leverage unity through diversity and build power. We protect and support individuals with the resources to resist the harm caused by homophobia and transphobia. We empower our youth through education and community building, and we mobilize to change the laws, policies, and practices that deny us equality and reduce our quality of life.

III. PROPOSAL PREPARATION AND SUBMISSION REQUIREMENTS

A. INSTRUCTIONS FOR PROPOSAL PREPARATION

1. The proposal should be addressed to "Hemaya Lejami al-Mouhamashin -HELEM" and should mention the MOF number #3754783.
2. The proposal should mention the applicant's official registration name and number.
3. The proposal's validity should be valid for more than two months.
4. Once agreed on, the proposal should cover the period of one year starting the day of the agreement.



5. The proposal must indicate fixed prices or ranges including VAT and all applicable taxes (when applicable) for requested items
6. The proposal should mention the preferred mode of payment.
7. The applicant must provide delivery services and mention delivery fees in the proposal.
8. The proposal should mention contact information of the applicant.

B. INSTRUCTIONS FOR SUBMISSION OF PROPOSAL

1. The technical and cost proposals shall be separately bound and identified as such (or sent via email). All responses to this RFQ must be received no later than the submission deadline on the cover page of this RFQ to: hr@helem.net
2. All inquiries and requests for information regarding this RFQ must be submitted by email to hr@helem.net

IV. COST

- Quotations in response to this RFP must be priced on a fixed-price, all-inclusive basis, including pick-up of commodities, transport, insurance, delivery to the Centre, VAT, and all other costs, as applicable.
- Pricing must be presented in USD and must be gross.
- Offers must remain valid for not less than one year calendar days after the offer deadline.

V. CRITERIA FOR EVALUATION

- RFP Requirements
- Staff, equipment and schedule
- Quality and Technically
- Price and Validity

"The evaluation committee will review the technical proposal in accordance with the specified criteria. Cost proposals will be carefully examined to ensure completeness and accuracy, including the absence of computational errors. Additionally, the committee will assess the reasonableness and cost-effectiveness of the budget, evaluating whether the



costs demonstrate a comprehensive understanding of project requirements. A contract will be offered to the responsible Offeror whose proposal best aligns with the RFQ instructions and is considered most advantageous to Helem.

VI. SOLICITATION PROCESS

Following the release of the Request for Quotation (RFQ), interested parties (Offerors) are required to prepare and submit a formal proposal to Helem's designated contact person, as detailed in Section III (B) (1) of the RFQ document. Submitted proposals will undergo a comprehensive review based on the evaluation criteria outlined in Section V. The evaluation process will assess the proposals' ability to fulfil the requirements specified in the RFQ.

Upon completion of the evaluation, a preferred Offeror will be selected and formally notified of their status. Subsequently, a formal contract negotiation process will be initiated with the selected Offeror. Once the contract is endorsed, the selected Offeror will begin work on the project.

VII. TERMS AND CONDITIONS

A. LATE SUBMISSIONS

Proposals received after the submission deadline stated in the cover page of this RFQ may not be considered. Offerors will be held responsible for ensuring their quotations are received according to the instructions stated herein.

B. MODIFICATION OF RFQ REQUIREMENTS

Helem retains the right to terminate the RFQ or modify the requirements upon notification to Offerors.

C. WITHDRAWALS OF PROPOSALS

Proposals are subject to withdrawal through written notice via email at any point prior to the award. In-person withdrawal is also permitted, provided it is conducted by the Offeror or an authorized representative. In the case of in-person withdrawal, the representative's



identity must be disclosed, and the representative is required to sign a receipt for the proposal before any award is granted.

D. RIGHT OF NEGOTIATION AND ACCEPTANCE OF PROPOSAL

This Request for Quotation (RFQ) serves as a specification of requirements and extends an invitation for the submission of proposals. Helem retains the right to potentially fund or award any, or none, of the proposals received. It should be noted that there is no commitment, whether expressed or implied, to compensate Offerors for any costs incurred during the preparation and submission of their proposals.

Helem reserves the right to reject any nonresponsive proposal. A responsive proposal is one that adheres to all terms and conditions outlined in the RFQ. For a proposal to be considered, it must be comprehensive, signed by an authorized signatory, and delivered no later than the submission time and date specified on the cover sheet of this RFQ. Helem reserves the right to potentially waive minor discrepancies in a proposal.

E. VALIDITY OF PROPOSAL

Proposals submitted shall remain open for acceptance for 30 days from the last date specified for receipt of proposals. This includes, but is not limited to, pricing, terms and conditions, service levels, and all other information. If your organization is awarded the contract, all information in the RFP and negotiation process is contractually binding.