

Form PRO-05 Version 1.3

NATIONAL CALL FOR TENDER ACTED LEBANON INSTRUCTIONS TO BIDDERS

Date:

17-01-2020

Tender N°:

T/11/FWC/TRAVEL AND TICKETING SERVICES/BRT/17-01-2020

ACTED is requesting through this tender a company to provide detailed written quotations for the supply of the following service:

PRODUCT SPECIFICATIONS:

1. Description:

Travel and ticketing services

2. Product class / category:

Services

Lot	Description	Location	Delivery deadline
1	Travel and ticketing services	Beirut	As per call-off purchase order

RESPONSIBILITIES OF THE CONTRACTOR:

Terms of delivery:

<u>Deadline depending on contract signature.</u>

2. Date of delivery for:

2 days after receipt of the purchase order

3. Validity of the offer:

6 months (Recommended)

The answers to this tender should include the following elements:

- A written quotation including all the product specifications, the price per unit and total price;
- 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, administration fees and any other fees should be made clear as well as the detail of the components of the price of the flight ticket;
- Copy of Legal representative ID:
- Quotes should be inclusive of detailed VAT.

GENERAL CONDITIONS:

1. The closing date of this tender is fixed on 07/02/2020 at 5.00 PM Local Lebanon time and a tender opening session will take place on 10-02-2020 (Exact time to be determined) in the ACTED representative office in ACTED office at the following address:

8th floor, Eshmoun Bldg, Damascus Road, Sodeco, Ashrafieh, Beirut

Tel: +961 1 324331

or emailed both to : <u>lebanon.tender@acted.org</u> and in cc, <u>tender@acted.org</u>

- 2. Tenderers will fill, sign, stamp and return the Offer form according to ACTED's format.
- 3. Tenderers will sign and return all pages of the Product Specifications for which they apply.
- 4. The offer to the call for tender will not result in the award of a contract.
- 5. The offer form should be filled in USD.



- 6. The offer must be submitted to ACTED Logistics department in a sealed envelope stamped and signed by the company and indicating the tender title, date, and time of submission. The envelope must bear the mention "T/11/FWC/TRAVEL AND TICKETING SERVICES/BRT/17-01-2020 not to be opened before 10-02-2020" and the purpose of the offer.
- 7. Unsealed envelopes and late offers will not be considered.
- 8. 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.

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 send an e-mail to transparency@acted.org.

Name of Bidder's Authorized Representative:	
Authorized signature and stamp:	
,	
Date:	



OFFER FORM ACTED Lebanon

Date:

Tender N°: T/11/FWC/TRAVEL AND TICKETING SERVICES/BRT/17-01-2020

	To be Filled	by Bidder (COMPULSORY)	
Details	of Bidding Company:		
1.	Company Name:	()	
2.	Company Authorized Representative Name): <u>(</u>	
3.	Company Registration No:	()	
		No/Country/ Ministry	
4.	Company Specialization:	()	
5.	Mailing Address:	()	
		Country/Governorate./City/St name/Shop-Office N	lo
	a. Contact Numbers:	(Land Line:	/ Mobile No:
	<u>_</u>		
	b. E-mail Address:	()	
under	•		, agree to
•	ACTED, non-profit NGO, with items answer consibilities that I engage myself to follow.	ring the following specifications, acc	ording to the general conditions
	for tender will be for the signature of framew ments in terms of quantities required.	work agreement valid for 12 months,	and subject to variations and no
Note:	Bidders need to submit offers for all the items	s in the lot to be eligible	

LOT 1: SAMPLE FLIGHTS

PLEASE FILL IN THE FOLLOWING TABLE:

No.	Item Specifications & product stage *	Seat	Flight dates	Supplier's Specification (if different)	Unit Price of roundtrip ticket USD (excluding VAT)	Unit Price of roundtrip ticket USD (including VAT)
1	Round trip ticket for (1) person (Beirut-Amman-Beirut)	Cheapest available	April 24 th 2020– April 30 th 2020			
2	Round trip ticket for (1) person (Beirut-Paris-Beirut)	Cheapest available	April 24 th 2020– April 30 th 2020			
3	Round trip ticket for (1) person (Beirut- Erbil-Beirut)	Cheapest available	April 24 th 2020– April 30 th 2020			





*ACTED Lebanon gives these details to build a referential for a bid competition - Quotation for the cheapest available airfare, inclusive of all applicable charges and taxes for these sample itineraries. Bidders are invited to provide quotations as per above details (details are just an example of the ACTED Lebanon usual request).

FIXED FEES FOR BOOKING

Description	Unit	Quantity	Supplier's Specification	Price in USD excluding VAT	Price in USD including VAT
Cancelation fees	Fee	1			
Transfer fees	Fee	1			
Booking fee	Fee	1			

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 C	OMMENTS/REMARKS:	
1.		
2.		
BIDDER'S T	ERMS AND CONDITIONS:	
1.	Validity of the offer:	(recommended: 6 months or more)
2.	Terms of delivery:	
3.	Terms of payment:	
Name of Bi	dder's Authorized Representative:	
Authorized	signature and stamp:	
Date:		

NB: in case of Request for Tender, please attach the service proposal to the present offer form



Form PRO-06-02 Version 1.3

BIDDER'S ETHICAL DECLARATION ACTED Lebanon

<u>Date</u> :	
Tender N°:	T/11/FWC/TRAVEL AND TICKETING SERVICES/BRT/17-01-2020
Tenderer's na	ame:
Tenderer's a	ddress:

CODE OF CONDUCT:

A. 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 poential enjuries to ACTED beneficiaries and staff as well as the suppliers's 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 a labour and environmental standards specified, both in	adopt the above Code of Conduct and to commit to comply with the my own company and those of my suppliers.
Name & Position of Tenderer's authorized representat	;ive:
Authorized signature:	
Stamp:	



BIDDER'S QUESTIONNAIRE

		P	ART I: INFORMATIO	N
A. Company Details and Ge	neral Informat			
Name of Company			Trading As	
Address (headquarters)			Telephone	
Zip Code (headquarters)			Fax	
City (headquarters)			E-mail address 1	
PO Box			E-mail address 2	
Country (headquarters)			Website address	
Parent Company or name of owner			Subsidiaries/ Associates/ Overseas Representative	
Sales Person's Name			Sales Person's Position	
Sales Person's phone			Sales Persons' E-mail	
Governance of the company: Ch	airman, Vice-Cha	airman, Treası	urer or Secretary of the Boar	rd of Directors or Board of Trustees
Name (as in passport or other government-issued photo ID)			Date of birth (mm/dd/yyyy)	
Government-issued photo Identification Document (ID)			Type of ID	
ID country of issuance			Rank or title in organization	
Other names used (nicknames or pseudonyms not listed as			Gender (e.g. male, female)	
Current employer and job title:			Occupation	
Address of residence			Citizenship(s)	
Province/Region			E-mail address	
Is the individual a U.S. citizen or legal permanent resident?	☐ Yes [No	Professional Licenses – State Issued Certifications	
Management of the company: Ca	EO, Executive Di	rector, Deputy	Director, President or Vice-	President
Name (as in passport or other government-issued photo ID)			Date of birth (mm/dd/yyyy)	
Government-issued photo Identification Document (ID)			type of ID	
ID country of issuance			Rank or title in organization	
Other names used (nicknames or pseudonyms not listed as			Gender (e.g. male, female)	
Current employer and job title:			Occupation	
Address of residence			Citizenship(s)	
Province/Region			E-mail addresses	
Is the individual a U.S. citizen or legal permanent resident?	☐ Yes [□ No	Professional Licenses – State Issued Certifications	
Management of the company: Ci	hief Finance Offic	er or Chief Ad	ccountant	
Name (as in passport or other government-issued photo ID)			Date of birth (mm/dd/yyyy)	
Government-issued photo Identification Document (ID)			type of ID	

ID cou	intry of issuance				Rank or title in organization					
Other names used (nicknames				Gender (e.g. male, female)						
	udonyms not listed as	3			Geriaer (e.g. maie, remaie)					
Currer	nt employer and job title:	:			Occupation					
Addre	ss of residence				Citizenship(s)					
Provin	ice/Region				E-mail addresses					
Is the	individual a U.S. citizen	or			Professional Licenses –					
legal p	ermanent resident?	Yes	☐ No)	State Issued Certifications					
Comp	any's staff & insurance	•								
No. Fι	ıll Time Employees:				Employee average work wa					
% of N	len to Women:				Any employee(s) with relative	es working with A	ACTED?	☐ Yes	☐ No	
	Children:				Legal minimum wage paid?			☐ Yes	☐ No	
In wha	nt capacity?				Paid vacations are offered?			☐ Yes	☐ No	
What	are their ages?				Are flexible working hours o	ffered?		☐ Yes	☐ No	
Name	of insurance company:				Staff covered by health issu	rance?		Yes	□ No	
Descr	iption of the Company				,				<u> </u>	
Туре	of Business (multiple ch	☐ Manufactur	-		☐ Authorised Agent ☐ Other (Please Specify)	□Trader				
Sector	r of Business (multiple o	☐ Goods/Sup☐ Services	plies		☐ Equipment ☐ Other (Please Specify)	∐ Works	Works			
Year F	Established:				Country of registration:					
	ce number:				Valid until:					
	ng languages:	☐ English ☐ Arabic		☐ French	Spanish	☐ Russ Specify)	ian			
Techn availa	ical documents ble in:				opao					
B Fir	nancial Information									
	lumber:				Tax Number:					
-					Bank Account Number:					
Bank I										
Bank /	Address:				Account Name:					
	BIC number:				Standard Payment Terms:	∐ Yes	l [No			
Has th	e company been audite	d in the last 3 y	/ears?			☐ fes	∐ No			
Annua	I Value of Total Sales fo	or the last 3 Ye	ars:	nual or A	audited Financial Report	Attache				
		USD:	Year:		USD:	Year:	USD:			
	Il Value of Export Sales Year:	for the last 3 ye USD:	ears Year:		USD:	Year:	USD:			
		USD.	rear.		USD.	rear.	USD.			
C. Ex	perience									
Comp	anie's recent business v	vith ACTED and	d/or other	Internati	onal Aid Agencies or United	Nations Agencies	:			
	Organisation	Contact person	Phone	/E-mail	Goods/Works/Services	Value (USD)	Year		Destination	
1										
2							1			
3							1	1		
-							1			
4							1			
5										
What	is your company's main	area of experti	se?							
	is your company's busin			☐ Ni=±	ional Dashishad to	(cnocify locations):				
To wh	ich countries has your c	ompany export		☐ Nat	ional Restricted to	(specify locations):				
	managed projects in th									
	le any other information								<u></u>	
compa	any's qualifications and e	experience (eg								

List any national or internation Organisations of which your c					
D. Technical Capability					
Type of Quality Assurance Ce	ertificate				Attached
Type of Certification/Qualifica	tion Documents				Attached
International Offices/Represe	ntation				
List below up to 10 of the core	e Goods and/or Services	your company sells:			
1)		6)			
2)		7)			
3) 4)		8) 9)			
5)		10)			
List the main assets of	your company (trucks &	heavy machines, heavy & valuable	equipment premises	& wareho	ouses production sites etc.)
2)	your company (irdene d	7)	oquipmont, promisos	a maroni	succe, production chec etc.)
3)		8)			
4)		9)			
5)		10)			
E. Miscellaneous					
Does your company have an	Environmental Policy? ((es/No)		☐ Yes	□ No
Does your company have an	☐ No				
Does your company have an	□ No				
Is your company compliant with the EU General Data Protection Regulation (or equivalent)? (Yes/No)					□ No
If you answered yes to the ab	ove two questions, pleas	e attach copies of your policy:			Attached
Has your company ever been	bankrupt, or is in the pro	ocess of being wound up, having its	affairs administered	by the	☐ Yes
courts, has entered into an arrangement with creditors, has suspended business activities, is the subject of proceedings concerning these matters, or is in any analogous situation arising from a similar procedure provided for in national law?					□ No
If you answered yes, please provide details:					
Has your company ever been force of res judicata?	convicted of an offence	concerning its professional conduc	t by a judgment which	as	☐ Yes ☐ No
If you answered yes, please provide details:					
Has your company ever been	guilty of grave profession	nal misconduct proven by other me	enas?		☐ Yes ☐ No
If you answered yes, please provide details:					
Has your company ever not fu	ulfilled its obligations rela	ting to the payment of social secur	ity contributions, or the	Э	☐ Yes
payment of taxes in accordan of the country where the conti		untry in which it is established, or w	ith those of France, o	r those	□ No
If you answered yes, please provide details:	·				
Has your company ever been involvment in a criminal organ		ent which has the force of res judical activity?	ata for fraud, corruption	on,	☐ Yes ☐ No
If you answered yes, please provide details:					
Has your company ever been	declared to be in seriou	s breach of contract for failure to co	omply with its contract	ual obliga	☐ Yes ☐ No
If you answered yes, please provide details:					

☐ Yes ☐ Yes ☐ No ☐ No						
If you answered yes, plea provide details:	se					
Has your company ever b	een in any dispute	with any Governe	ment Agency, the United	Nations, or International Aid Or	rg Yes	
If you answered yes, plea provide details:	se					
Do you agree with terms days?	of payment of 30	☐ Yes ☐ No	Do you accept visit of A to your office?	ACTED staff & external auditors	☐ Yes ☐ No	
		P.A	ART II: CERTIFICA	TION		
possible in writing. I also that are in breach of ACT Protection Policies (availa	understand that AC ED's Child Protecti	CTED does not do	business with companies ation and Abuse Protection	s, or any affiliates or subsidiaries	be provided to ACTED as soon as s, which engage in any practices id, Anti-terrorism Policy and Data	
Name:			Date:			
Title/Position			Place:			
E-mail address (for conta for verification purposes)			Signature:			
Phone number (for conta for verification purposes)			Company Stamp:			
Check list of support	ng documents			For A	CTED use only	
 Trading license 			Attached	Checked		
VAT registration/ta	c clearance certifica	ate	Attached	Checked		
Company profile			Attached	Checked		
Proof of trading/dealership/agent		Attached	Checked			
5) Evidence of similar contracts		Attached	Checked			
6) References		Attached	Checked			
7) Particulars of CEO	and key personnel		Attached	Checked		
8) Articles of Associat	ion & Certificate of	incorporation	Attached	Checked		
9) Financial statemen	ts (latest)		Attached	Checked		
10) Other (specify):			Attached	Checked		



Form PRO-06-03 Version1.3

BIDDER'S CHECK LIST ACTED Lebanon

Date:

Tender N°: T/11/FWC/TRAVEL AND TICKETING SERVICES/BRT/17-01-2020

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)		
		uded		sent	Comments
1.An original and one copy of the bid have been provided	Yes	No	Yes	No	
2. PART 1 (form PRO-05) – Instructions to Bidders is attached, filled, signed and stamped by the supplier. (compulsory)					
3. PART 2 (form PRO-06) – Offer Form is attached, filled, signed and stamped by the supplier. (compulsory)					
4. The prices in the Offer Form are in USD, inclusive of detailed VAT (compulsory)					
5. PART 3 (form PRO-06-01)— Bidders Questionnaire Form is attached, filled, signed and stamped by the supplier (compulsory)					
6. PART 4 – (form PRO-06-02)– Bidder's Ethical Declaration is attached, filled, signed and stamped by the supplier (compulsory)					
7. The Bidding documents are filled in English.					
8. ANNEXES – Proofs of past performances in a similar field of activity (e.g. past deliveries of similar items) are provided					
9. ANNEXES – A Copy of Company registration documents, copy of the Legal representative ID and license are included (compulsory)					
10. A printout of IATA confirmation of the proposed booking and any associated fees that would accompany issuing the ticket;					
11. Details of transfer fees, cancellation fees, no show fee, administration fees and any other fees should be made clear as well as the detail of the components of the price of the flight ticket;					

rianno a ri contoni di Biador e datinonizoa reprecentativo.			
·			
Authorized signature:			
Stamp:			