



**CALL FOR TENDER – Travel Agency Services
PART A – Instructions to Bidders**

Date: **25/06/2018**

Tender reference: **T/9971/FWC/TRAVEL/MM/25-06-2018/002**

Closing Date: **09/07/2018**

Subject of Tender: **Travel Agency Services**

To support its ongoing operations in ACTED - Myanmar, ACTED is launching a national competitive bidding and is requesting through this tender a Myanmar travel agent to provide detailed written quotations for the supply of the following products:

1. SPECIFICATIONS:

- | | |
|------------------------------|--------------------------|
| 1. Description: | Travel Agency Service |
| 2. Product class / category: | Service |
| 3. Made in (product origin): | Domestic / International |

CALL FOR TENDER TERMS

FRAMEWORK SPECIFICATIONS:

- ACTED intends to enter into a twelve (12) months framework service contract with one supplier for the supply of Travel agency services. The duration of the contract will be though subject to the continuation of ACTED’s mandate, availability of funds, fulfillment of the framework agreement terms and satisfactory performance of the contractor.
- The supplier should be able to provide a variety of services including, but not limited to, the booking of both passengers and cargo on national, regional and international flights and advising ACTED on flight schedules, visa requirements for travel etc.
- The supplier should have a permanent office in Yangon, Myanmar, as he is responsible for the booking of national and international flights inducing maybe e-booking, ticket collection from airlines agencies and other tasks that need to be based in the capital city.

Note:

Prices for the above items must be quoted **Myanmar Kyats, US dollors and all taxes and duties included.**

Description	Product category	Qty	Service Stage	Location/Deadline
Domestic and regional flights and international flights (Cheapest seat available – economy class)	Services	As per request by purchase order 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

2. RESPONSIBILITIES OF THE BIDDER:

1. Terms of delivery:
 - a. The supplier will agree to make bookings for ACTED based on an email request from authorised ACTED staff (to be detailed in the Contract) and make a proposal for the ticket issuing.
 - b. Tickets purchase must be done by the supplier after reception of a purchase order and written validation of the date and time proposed.
2. Validity of the offer: 14 months (1 year fixed term framework agreement)

3. SPECIFIC CONDITIONS:

1. Tickets need to be sent electronically by email or delivered at the location required in the Purchase order.
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. Details of transfer fees, cancellation fees, flight changes, ticket issuing, number of stopovers, authorized weight of the luggage, administration fees and any other charges should be made clear.
4. All flights should be considered on economic class.
5. The selected company should provide a list of numbers that can be reached and answered at any time of the day (24/7 365 days a year) in case of unexpected issues encountered during the course of a journey (flights cancellations / missed flights etc.)

4. GENERAL CONDITIONS:

6. **Bidders are requested to fill in, sign, stamp and return Part A, Part B (Offer Form), Part C (according to ACTED format) and Part D;**
7. Bidders must also attach a copy of the Company registration certificate and/or licence;
8. The **closing date** of this tender is fixed **on 09/07/2018 at 5:00 PM (Myanmar time)** both for e-mail applications and in-hand delivery. Late offers will not be considered and will automatically be rejected.
9. The offers must be submitted as a single PDF e-mail attachment to myanmar.tender@acted.org, Cc tender@acted.org with the mention **T/9971/FWC/TRAVEL/MM/25-06-2018/002** in the subject line. All offers must be signed and stamped on each page;
10. The tender opening session is fixed **on 10/07/2018 at 9:00 AM** in ACTED Myanmar Office, 661 (A), Mya Kanthar Lane 1, Kamayut Township, Yangon. Tel (M): +95 (0)9422484273 to which suppliers are invited to assist if they wish. This date may be subject to change.
11. Late offers and those not matching the specifications for submission will not be considered;
12. The following number can be contacted for general enquiries:

ACTED Myanmar: +95 (0)9-259133531 / +95 (0)9-422484273

if you witness or suspect unethical business practices during the tendering process, please send an e-mail to transparency@acted.org.



5. INSTRUCTIONS FOR TENDER SUBMISSION:

1. Please fill all required information in the Offer Form (Part B) and the Ethical Declaration (Part D) for the items for which you apply.
2. Please fill all required information in the Company Profile Form (Part C) and attach your company requisites and registration documents.
3. Put all required documents (as listed under Section E below) signed and stamped into a single PDF file
4. Write the tender reference in the e-mail subject line

6. REQUIRED DOCUMENTS TO BE SUBMITTED TO ACTED:

1. PART A – Instructions to Bidders must be attached, filled, signed and stamped by the supplier (compulsory);
2. PART B – Offer Form must be attached, filled, signed and stamped by the supplier. The bid prices shall be in THB and all columns of items applied to have been filled (compulsory);
3. PART C – Company Profile Form must be attached, filled, signed and stamped by the supplier (compulsory);
4. PART D – Bidder’s Ethical Declaration must be attached, filled, signed and stamped by the supplier (compulsory);
5. ANNEXES – Proofs of past performances in a similar field of activity (e.g. past deliveries of similar services) are provided
6. ANNEX – A Copy of Company registration documents and license and representative’s ID.

Note:

- a. Bidders should consult the ACTED website regularly for possible modifications to this call for bids;
- b. The submission of offer(s) to this call for tender may not result in the award of a contract;
- c. ACTED will not be responsible for any costs or expenses incurred by the Bidders in connection with the preparation and submission of the bids to ACTED;
- d. All suppliers will receive a written notice after the selection process either a rejection notice if their offer hasn’t been pre-selected, or a pre-selection notice in case their offer has been pre-selected;
- e. **Documents sent without signature and / or stamp on every pages will not be accepted as valid offers.**

FOR BIDDER’S USE

I undersigned, the Bidder, agree with the instructions and general conditions of this Call for Tender.

Company Name: _____

Authorized Representative Name: _____

Signature: _____