



## NATIONAL CALL FOR TENDER FOR A FRAMEWORK AGREEMENT ACTED **JORDAN**

Date: **29/01/2019**  
Tender N°: **T/FWA/13/Travel Services/AMM/29012019**

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

### PRODUCT SPECIFICATIONS:

1. Description: **Domestic, regional and international flights**
2. Product class / category: Services
3. INCOTERM (delivery conditions): DDP (All fees and charges are included in the price quoted)
4. Work Period: 1 (one) year
5. Quantity and specifications: As per request during the validity of the Framework Agreement (FWA)

Description	Product category	Qty	Service Stage	Location/Deadline
Domestic and regional flights and international flights (Cheapest seat available – economy class)	Services	As per request during the validity of the FWA	Final, according to technical specifications	As per request during the validity of the FWA / Delivery within 24 hours after reception of purchase order

### RESPONSIBILITIES OF THE CONTRACTOR:

1. Delivery Time: **Within 24 hours after reception of purchase order**
2. Validity of the offer: **6 months**

The answers to this tender should include the following elements:

- A written quotation including all the product specifications, the price per unit, quantity proposed and unit, and total price;
- A written offer form as per ACTED template attached including all the service specifications, the price per unit and any additional price, and total price, inclusive and exclusive of detailed VAT (Annex A). Offer form must be signed and stamped.
- Other tender documents such as, instruction to bidders, bidder's questioner, bidder's ethical declaration and bidder's checklist. All documents must be signed and stamped.
- A copy of the supplier legal representative ID is required
- Bidder past performance and reference list
- Company registration

### SPECIFIC CONDITIONS:

1. Tickets need to be sent electronically by email or delivered at ACTED Office in Amman.
2. The selected company needs to provide at least three alternatives of flight for every request or a proof of absence of additional flights (print-out 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.

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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.)

**GENERAL CONDITIONS:**

1. The **closing date** of this tender is fixed **on Wednesday 13<sup>th</sup> February at 4PM (Jordan time)** in ACTED office at the following address:  

**ACTED representative office in Amman, JORDAN**  
**25, Ahmad Shawqi street, Jabal Weibdeh**  
**Amman 11194, Jordan**  
**(Opposite Terra Sancta Kindergarten)**

Or emailed to  
[jordan.tender@acted.org](mailto:jordan.tender@acted.org) with CC [tender@acted.org](mailto:tender@acted.org)
2. Offers shall be submitted **in English and in JOD.**
3. Bidders will fill, sign, stamp each page and return the Offer form according to ACTED's format.
4. **The offer to the call for tender will not result in the award of a contract**
5. Unsealed envelopes and late offers will not be considered.
6. The offer must be submitted to ACTED Jordan purchase department in a sealed envelope with the mention "**T/FWA/13/Travel Services/AMM/29012019** not to be opened before **17/02/2019**" and the purpose of the offer or by E-mail at [jordan.tender@acted.org](mailto:jordan.tender@acted.org), Cc [tender@acted.org](mailto:tender@acted.org). Late Bids will be automatically rejected.
7. Any bid with missing required documents will be automatically rejected.
8. Bidders are invited to attend the Purchase Committee Stage which will be held on **17/02/2019 at 11:00 AM** at the ACTED Jordan office, in which submissions are opened and deemed eligible for consideration based on the administrative requirements. Please send an email to [jordan.tender@acted.org](mailto:jordan.tender@acted.org) CC [tender@acted.org](mailto:tender@acted.org) to register interest in attending, ACTED Jordan will then inform you if this date changes.
9. For all inquiries regarding this tender, please contact the ACTED representative office in Amman not later than **10/02/2019 at 3:00 PM** by telephone + 962-6-4636275 or by E-mail at [jordan.tender@acted.org](mailto:jordan.tender@acted.org), Cc [tender@acted.org](mailto:tender@acted.org).
10. To report any concerns or issues relating to this tender that wish to remain anonymous please email [transparency@acted.org](mailto:transparency@acted.org) in which emails are received by HQ.
11. 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](mailto:transparency@acted.org).

Name of Bidder's Authorized Representative: \_\_\_\_\_

Authorized signature and stamp: \_\_\_\_\_

Date: \_\_\_\_\_



## OFFER FORM – ACTED JORDAN

Date:

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### To be Filled by Bidder (COMPULSORY)

**Details of Bidding Company:**

1. Company Name: ( \_\_\_\_\_ )
2. Company Authorized Representative Name:( \_\_\_\_\_ )
3. Company Registration No: ( \_\_\_\_\_ )  
No/Country/ Ministry
4. Company Specialization: ( \_\_\_\_\_ )
5. Mailing Address: ( \_\_\_\_\_ )  
Country/Governorate. /City/St name/Shop-Office No
  - a. Contact Numbers: (Land Line: \_\_\_\_\_ / Mobile No: \_\_\_\_\_ )
  - b. E-mail Address: ( \_\_\_\_\_ )

I undersigned \_\_\_\_\_, agree to provide ACTED, non-profit NGO, with items answering the following specifications, according to the general conditions and responsibilities that I engage myself to follow.

**PLEASE FILL IN THE FOLLOWING TABLES:**



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**DOMESTIC AND REGIONAL FLIGHTS (CHEAPEST SEAT AVAILABLE – ECONOMY CLASS)**

No	Description	Supplier's Specification (if different)	Unit	Unit Price JOD excluding taxes	Unit Price JOD including taxes	Supplier's Comments
1	Booking fees		Per ticket			
2	Transfer fees (change of name)		Per ticket			
3	Cancelation fees		Per ticket			
4	Re-issue fees (change of date/time)		Per ticket			
5	No-show fees		Per ticket			

**INTERNATIONAL FLIGHTS (CHEAPEST SEAT AVAILABLE – ECONOMY CLASS)**

No	Description	Supplier's Specification (if different)	Unit	Unit Price JOD excluding taxes	Unit Price JOD including taxes	Supplier's Comments
1	Booking fees		Per ticket			
2	Transfer fees (change of name)		Per ticket			
3	Cancelation fees		Per ticket			
4	Re-issue fees (change of date/time)		Per ticket			
5	No-show fees		Per ticket			

**BIDDER'S COMMENTS/REMARKS:**

1. \_\_\_\_\_
2. \_\_\_\_\_

**DELIVERY CONDITIONS GUARANTEED BY THE BIDDER:**

..... Days for 100% of the services



# ACTED

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**BIDDER'S TERMS AND CONDITIONS:**

1. Valid of the offer: \_\_\_\_\_ **(recommended: 6 months or more)**
2. Terms of payment: \_\_\_\_\_ **(recommended: 14 days after completion of service)**

Name of Bidder'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*

**Annex A: Evaluation Criteria**

A supplier will be selected based on the selection criteria from the table below (with a maximum score of 100). The Scoring Method will be based on the submitted bid and the highest scoring suppliers will be invited for interview ahead of selection.

<u>CRITERIA</u>	<u>SCORING METHOD</u>	<u>MAXIMUM SCORE AVAILABLE</u>
<u>PRICE</u>	The cheapest bid (meeting all specifications) will receive a score of 50, all other bids will be scored proportionally against this price	<u>50</u>
<u>QUALITY</u>	Up to 30 points can be awarded based on the quality of requested services	<u>30</u>
<u>RELIABILITY</u>	Up to 10 points can be awarded for suppliers with a demonstrated good record of delivery with NGOs and experience in the sector	<u>10</u>
<u>CAPACITY</u>	Up to 10 points can be awarded based on the delivery time of the requested services	<u>10</u>



## BIDDER'S QUESTIONNAIRE – ACTED JORDAN

Date:

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PART I: INFORMATION			
A. Company Details and General Information			
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	
<i>Governance of the company: Chairman, Vice-Chairman, Treasurer or Secretary of the Board of Directors or Board of Trustees</i>			
Name (as in passport or other government-issued photo ID)		Date of birth (mm/dd/yyyy)	
Government-issued photo Identification Document (ID) number		Type of ID	
ID country of issuance		Rank or title in organization	
Other names used (nicknames or pseudonyms not listed as "Name")		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?	<input type="checkbox"/> <b>Yes</b> <input type="checkbox"/> <b>No</b>	Professional Licenses – State Issued Certifications	
<i>Management of the company: CEO, Executive Director, Deputy Director, President or Vice-President</i>			



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Name (as in passport or other government-issued photo ID)		Date of birth (mm/dd/yyyy)	
Government-issued photo Identification Document (ID) number		type of ID	
ID country of issuance		Rank or title in organization	
Other names used (nicknames or pseudonyms not listed as "Name")		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?	<input type="checkbox"/> <b>Yes</b> <input type="checkbox"/> <b>No</b>	Professional Licenses – State Issued Certifications	
<b>Management of the company: Chief Finance Officer or Chief Accountant</b>			
Name (as in passport or other government-issued photo ID)		Date of birth (mm/dd/yyyy)	
Government-issued photo Identification Document (ID) number		type of ID	
ID country of issuance		Rank or title in organization	
Other names used (nicknames or pseudonyms not listed as "Name")		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?	<input type="checkbox"/> <b>Yes</b> <input type="checkbox"/> <b>No</b>	Professional Licenses – State Issued Certifications	
<b>Company's staff &amp; insurance</b>			
No. Full Time Employees:		Employee average work wage per hour:	
% of Men to Women:		Any employee(s) with relatives working with ACTED?	<input type="checkbox"/> <b>Yes</b> <input type="checkbox"/> <b>No</b>





No. of Children:		Legal minimum wage paid?	<input type="checkbox"/> Yes <input type="checkbox"/> No
In what capacity?		Paid vacations are offered?	<input type="checkbox"/> Yes <input type="checkbox"/> No
What are their ages?		Are flexible working hours offered?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Name of insurance company:		Staff covered by health insurance?	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Description of the Company</b>			
Type of Business (multiple choices possible):	<input type="checkbox"/> <b>Manufacturer</b> <input type="checkbox"/> <b>Authorized Agent</b> <input type="checkbox"/> <b>Trader</b> <input type="checkbox"/> <b>Consulting Company</b> <input type="checkbox"/> <b>Other (Please Specify)</b>		
Sector of Business (multiple choices possible):	<input type="checkbox"/> <b>Goods/Suppl</b> <input type="checkbox"/> <b>Equipment</b> <input type="checkbox"/> <b>Works</b> <input type="checkbox"/> <b>Services</b> <input type="checkbox"/> <b>Other (Please Specify)</b>		
Year Established:		Country of registration:	
Licence number:		Valid until:	
Working languages:	<input type="checkbox"/> <b>English</b> <input type="checkbox"/> <b>French</b> <input type="checkbox"/> <b>Spanish</b> <input type="checkbox"/> <b>Russian</b> <input type="checkbox"/> <b>Arabic</b> <input type="checkbox"/> <b>Chinese</b> <input type="checkbox"/> <b>Other (Please Specify)</b>		
Technical documents available in:	<input type="checkbox"/> <b>English</b> <input type="checkbox"/> <b>French</b> <input type="checkbox"/> <b>Spanish</b> <input type="checkbox"/> <b>Russian</b> <input type="checkbox"/> <b>Arabic</b> <input type="checkbox"/> <b>Chinese</b> <input type="checkbox"/> <b>Other (Please Specify)</b>		
<b>B. Financial Information</b>			
VAT Number:		Tax Number:	
Bank Name:		Bank Account Number:	
Bank Address:		Account Name:	
Swift/BIC number:		Standard Payment Terms:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Has the company been audited in the last 3 years?			<input type="checkbox"/> <b>Attached</b>
Please attach a copy of the company's most recent Annual or Audited Financial Report			
Annual Value of Total Sales for the last 3 Years:			
Year:	USD:	Year:	USD:
Year:	USD:	Year:	USD:
Annual Value of Export Sales for the last 3 years			
Year:	USD:	Year:	USD:
Year:	USD:	Year:	USD:
<b>C. Experience</b>			
Companie's recent business with ACTED and/or other International Aid Agencies or United Nations Agencies:			
	<i>Organi sation</i>	<i>Contact person</i>	<i>Phone/E-mail</i>
			<i>Goods/Works/Services</i>
			<i>Value (USD)</i>
			<i>Year</i>
			<i>Destination</i>
1			
2			
3			



4							
5							
What is your company's main area of expertise?							
What is your company's business coverage area?		<input type="checkbox"/> National <input type="checkbox"/> Restricted to (specify location)					
To which countries has your company exported and/or managed projects in the last 3 years?							
Provide any other information that demonstrates your company's qualifications and experience (eg. awards)							
List any national or international Trade/Professional Organisations of which your company is a member							
<b>D. Technical Capability</b>							
Type of Quality Assurance Certificate						<input type="checkbox"/> Attached	
Type of Certification/Qualification Documents						<input type="checkbox"/> Attached	
International Offices/Representation							
List below up to 10 of the core Goods and/or Services your company sells:							
1)		6)		7)		8)	
2)		7)		8)		9)	
3)		8)		9)		10)	
4)		9)		10)			
5)		10)					
List the main assets of your company (trucks & heavy machines, heavy & valuable equipment, premises & warehouses, production sites etc.)							
1)		6)		7)		8)	
2)		7)		8)		9)	
3)		8)		9)		10)	
4)		9)		10)			
5)		10)					
<b>E. Miscellaneous</b>							
Does your company have an Environmental Policy? (Yes/No)					<input type="checkbox"/> Yes <input type="checkbox"/> No		
Does your company have an Ethical Trading Policy? (Yes/No)					<input type="checkbox"/> Yes <input type="checkbox"/> No		
Does your company have an Anti-terrorist Policy? (Yes/No)					<input type="checkbox"/> Yes <input type="checkbox"/> No		
Is your company compliant with the EU General Data Protection Regulation (or equivalent)? (Yes/No)					<input type="checkbox"/> Yes <input type="checkbox"/> No		
If you answered yes to the above two questions, please attach copies of your policy:					<input type="checkbox"/> Attached		
Has your company ever been bankrupt, or is in the process of being wound up, having its affairs administered by the 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?					<input type="checkbox"/> Yes <input type="checkbox"/> No		
If you answered yes, please provide details:							
Has your company ever been convicted of an offence concerning its professional conduct by a judgment which as force of res judicata?					<input type="checkbox"/> Yes <input type="checkbox"/> No		



If you answered yes, please provide details:			
	Has your company ever been guilty of grave professional misconduct proven by other means?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If you answered yes, please provide details:			
	Has your company ever not fulfilled its obligations relating to the payment of social security contributions, or the payment of taxes in accordance with the law of the country in which it is established, or with those of France, or those of the country where the contract is to be performed?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If you answered yes, please provide details:			
	Has your company ever been the subject of a judgement which has the force of res judicata for fraud, corruption, involvement in a criminal organisation or any other illegal activity?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If you answered yes, please provide details:			
	Has your company ever been declared to be in serious breach of contract for failure to comply with its contractual obligations, following another procurement procedure or grant award procedure financed by a donor country?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If you answered yes, please provide details:			
	Has your company ever been declared to be in serious breach of contract for failure to comply with its contractual obligations, following another procurement procedure or grant award procedure financed by a donor country?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If you answered yes, please provide details:			
	Has your company ever been in any dispute with any Government Agency, the United Nations, or International Aid Organisations (including ACTED)?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If you answered yes, please provide details:			
Do you agree with terms of payment of 30 days?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Do you accept visit of ACTED staff & external auditors to your office?	<input type="checkbox"/> Yes <input type="checkbox"/> No

## PART II: CERTIFICATION

I, the undersigned warrant that the information provided in this form is correct, and in the event of changes, details will be provided to ACTED as soon as possible in writing. I also understand that ACTED does not do business with companies, or any affiliates or subsidiaries, which engage in any practices that are in breach of ACTED's Child Protection, Sexual Exploitation and Abuse Protection, Conflict of Interest, Anti-fraud, Anti-terrorism Policy and Data Protection Policies (available on request).

Name:	
Title/Position	Date:
E-mail address (for contact for verification purposes):	Place:
Phone number (for contact for	Signature:
	Company Stamp:



verification purposes):



Check list of supporting documents		For ACTED use only	
1)	Trading license	<input type="checkbox"/> <b>Attached</b>	<input type="checkbox"/> <b>Checked</b>
2)	VAT registration/tax clearance certificate	<input type="checkbox"/> <b>Attached</b>	<input type="checkbox"/> <b>Checked</b>
3)	Company profile	<input type="checkbox"/> <b>Attached</b>	<input type="checkbox"/> <b>Checked</b>
4)	Proof of trading/dealership/agent	<input type="checkbox"/> <b>Attached</b>	<input type="checkbox"/> <b>Checked</b>
5)	Evidence of similar contracts	<input type="checkbox"/> <b>Attached</b>	<input type="checkbox"/> <b>Checked</b>
6)	References	<input type="checkbox"/> <b>Attached</b>	<input type="checkbox"/> <b>Checked</b>
7)	Particulars of CEO and key personnel	<input type="checkbox"/> <b>Attached</b>	<input type="checkbox"/> <b>Checked</b>
8)	Articles of Association & Certificate of incorporation	<input type="checkbox"/> <b>Attached</b>	<input type="checkbox"/> <b>Checked</b>
9)	Financial statements (latest)	<input type="checkbox"/> <b>Attached</b>	<input type="checkbox"/> <b>Checked</b>
10)	Other (specify):	<input type="checkbox"/> <b>Attached</b>	<input type="checkbox"/> <b>Checked</b>



## BIDDER'S ETHICAL DECLARATION – ACTED JORDAN

Date:

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Bidder's name: \_\_\_\_\_

Bidder's address: \_\_\_\_\_

### **CODE OF CONDUCT:**

#### **1. 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 potential injuries to ACTED beneficiaries and staff as well as the suppliers' 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.



# ACTED

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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 adopt the above Code of Conduct and to commit to comply with the labour and environmental standards specified, both in my own company and those of my suppliers.

Name & Position of Bidder's authorized representative \_\_\_\_\_

Authorized signature \_\_\_\_\_





## How to Tender Steps:

1. Review the bidder's instruction document and follow the steps
2. Request additional information from the ACTED Jordan Logistics team by emailing if needed:  
[jordan.tender@acted.org](mailto:jordan.tender@acted.org)
3. English is the **only** language accepted in the documents, even numbers must be in English.
4. Ensure that every page of the tender documents is duly initialed
5. Follow instructions for the necessary stamps and signatures (where prompted on the documents)
6. Make sure to provide copies of:
  - Legal Representative ID
  - Registration Documents
7. Provide a list of references **and** past experience
8. Make sure to fill in the information as instructed, paying particular attention to:
  - Bidder's Questionnaire
  - Ethical Declaration
  - Offer form
    - Prices in **JOD**
9. Lastly, submit your bid by cross checking the Bidder's instruction document and enclosing the documents in a sealed envelope (stapled) or by email to [jordan.tender@acted.org](mailto:jordan.tender@acted.org)

## الاعطاء بخطوات الة قيام ك ي فية

1. راجع مستند تعليمات تقديم العطاء و اتبع الخطوات المذكورة
2. قدم طلب معلومات إضافية من قسم الخدمات اللوجيستية في أكتد الاردن عبر البريد الإلكتروني عند الحاجة
3. اللغة الانجليزية هي اللغة الوحيدة المقبولة بمستندات العطاء، الارقام يجب أن تكون أرقام إنجليزية أيضاً  
[jordan.tender@acted.org](mailto:jordan.tender@acted.org)
4. تأكد من توقيع الحروف الاولى من الاسم على كل صفحة من صفحات وثائق العطاء
5. إتبع التعليمات الخاصة بالأختام و التوقيعات اللازمة ( عند الطلب على المستندات)
6. تأكد من تقديم نسخ من :
  - هوية الأحوال للممثل القانوني للشركة
  - وثائق تسجيل الشركة
7. تقديم قائمة من المراجع و الخبرات السابقة
8. تأكد من ملئ المعلومات وفقاً للتعليمات، مع إيلاء اعتمام خاص ل:
  - استبيان العطاء للمناقصين
  - الإعلان الأخلاقي
  - استمارة العرض
  - الاسعار بالدينار الأردني
9. وأخيراً، قم بتقديم العرض الخاص بك بعد مراجعة مستند التعليمات و إرفاق المستندات في ظرف مختوم و مكبوس أو عبر البريد الإلكتروني إلى [jordan.tender@acted.org](mailto:jordan.tender@acted.org)



## BIDDER'S CHECK LIST - ACTED JORDAN

Date: \_\_\_\_\_

Tender N°: **T/FWA/13/Travel Services/AMM/29012019**

**BEFORE SENDING YOUR BIDDING DOCUMENTS, PLEASE CHECK THAT EACH OF THE FOLLOWING ITEM IS COMPLETE AND RESPECTS THE FOLLOWING CRITERIA:**

**REMEMBER TO INITIAL EVERY DOCUMENT & SIGN AND STAMP WHERE PROMPTED. AN UNSIGNED DOCUMENT WILL NOT BE ACCEPTED.**

**ALL CRITERIA LISTED BELOW IS COMPULSORY, NOT COMPLYING WITH THE ISTRUCTION WILL RESULT IN THE INELEGIBILITY OF THE BID.**

Description	To be filled in by Bidder		For ACTED use only (to be filled in by Purchase Committee)		Comments
	Included		Present		
	Yes	No	Yes	No	
1. An original copy of the bid has been provided (suppliers may choose to submit a digital scanned copy on a CD/DVD/USB)					
2. PART 1 (form PRO-05) – Instructions to Bidders is attached, filled, signed and stamped by the supplier.					
3. PART 2 (form PRO-06) – Offer Form is attached, filled, signed and stamped by the supplier.					
4. The prices in the Offer Form are <b>in JOD, excluding and including all applicable taxes. (compulsory)</b>					
5. PART 3 (form PRO-06-01) – Bidders Questionnaire Form is attached, filled, signed and stamped by the supplier.					
6. PART 4 – (form PRO-06-02) – Bidder's Ethical Declaration is attached, filled, signed and stamped by the supplier. <b>(compulsory)</b>					
7. The Bidding documents are filled <b>in English.</b>					
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 the Company registration documents and license are included; an ID copy of the company legal representative and Contractor Classification certificate are attached.					
10. ANNEXES – A Copy of the Company tax exemption, in case the Supplier is tax exempted					

Name & Position of Bidder's authorized representative \_\_\_\_\_

Authorized signature \_\_\_\_\_