

NATIONAL CALL FOR TENDER INSTRUCTIONS TO BIDDERS – ACTED Myanmar

Date: 27-09-2019

Tender N°: T/7199/MULTI/FWA/FLIGHTTICKETS/YGN/27-09-2019/01

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

PRODUCT SPECIFICATIONS:

- | | |
|------------------------------------|---|
| 1. Description: | One-year Framework Agreement (FWA/FWC) FLIGHT TICKETS SERVICE |
| 2. Product class / category: | <u>Flight Ticket</u> |
| 3. Product stage: | <u>Ready to use</u> |
| 4. INCOTERM (delivery conditions): | <u>DDP – ACTED officir in Yangon</u> |
| 5. Quantity/unit:: | As per request through call off purchase order during the validity period of the FWC (1 year) |

RESPONSIBILITIES OF THE CONTRACTOR:

1. Terms of delivery: by Email/electronic ticket
2. Date of delivery: within 1-hour after reservation
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, quantity, and total price
- Proof of past performances
- A Copy of Company registration documents and ID copy of the legal representative
- 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;
- Quotes should be inclusive of detailed VAT.
- The list of the office branches countrywide.

SPECIFIC CONDITIONS:

1. Duration of the frame work agreement would be **one year following the signature of the contract.**
2. Travel Agency will have to provide services by 24/7.
3. Travel Agency will have to provide lowest airfare at the time of purchase taking into consideration the elements that control the fare construction on every flight and route i.e. class of travel. All flights should be considered on economic class
4. Travels Agency will facilitate delivery of e-tickets through email either by or PTA's (prepaid ticketing advice) available for pickup from related airline office. Tickets need to be sent electronically by email or delivered at ACTED Office in Yangon.

5. 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).
6. 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.
7. Travel Agency will utilize the Amadeus, Abacus and Galileo reservation system to ensure to ensure smooth services to ACTED travellers. **Therefore suppliers with IATA registration is required.**
8. Travel agency will assist travellers in itinerary planning and make all necessary arrangements.
9. **Travel Agency will give priority to the most direct route and lowest fare.**
10. Travel Agency will do the reconfirmation of tickets for ACTED personnel & their visitors with tickets purchased from abroad.
11. Travel Agency will provide solutions for alternate bookings, carriers or what so ever when booking are on the waiting list or unable status.
12. Travels Agency will have to do thorough follow ups of booking even after working hours, if and when required.
13. Travel agency will arrange to issue and release travel documents to ACTED travellers only once notified by any of the HR & Administration personnel by email. All travel documents shall be provided to ACTED traveller at least 24 hours before departure or as soon as possible in the case of a last minute reservation.
14. **Travel Agency will have to process any ticket refund within 72 hours of receiving the full/partial unused tickets.**
15. 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.)
16. In case a public holiday is announced by the Government of Myanmar (Due to security or any other reason) the tender will be opened the next working day at the same time and venue.
17. Lowest price is not sole criteria as **quality, delivery time** (if required to be proposed by vendor) and previous **experience** will be considered.
18. **All of the applicable taxes should be included in the unit cost, however supplier have to proved the tax exemption certificate if claimed as exempted.**
19. No bidder should deem that the entire tender would be awarded to a single bidder. ACTED reserves the right to divide / split the contracts amongst different bidders.

GENERAL CONDITIONS:

1. The **closing date** of this tender is fixed on **Friday 18th of October 2019 at 16:00**, in ACTED office at the following address: **ACTED Representative Office, No 661-A, Myakanthar Lane-1, Kamaryut Township, Yangon, Myanmar.**
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 must be submitted to ACTED purchase department in a sealed envelope with the mention "not to be opened before **21/October/2019**" and the purpose of the offer; or by E-mail at myanmar.tender@acted.org, cc tender@acted.org .
6. Unsealed envelope and late offers will not be considered.
7. 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."



T/7199/MULTI/FWA/FLIGHTTICKETS/YGN/27-09-2019/01

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 & Position of Bidder's authorized representative _____

Authorized signature _____

Date: _____

OFFER FORM – ACTED Myanmar

Date:

Tender N°: T/7199/MULTI/FWA/FLIGHTTICKET/YGN/27-09-2019/01

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.

SUPPLIERS MUST BID FOR ALL THE LOTS AND ITEMS TO BE CONSIDERED ELIGIBLE.

PLEASE FILL IN THE FOLLOWING TABLES, ONE FOR EACH BATCH, EACH BATCH CORRESPONDING TO FLIGHT TICKET SERVICES:

LOT 1: DOMESTIC FLIGHT TICKET SERVICES

No.	Description	Supplier's Specification (if different)	Unit	Unit Price MMK including taxes	Supplier's Comments
1	Fixed Service Charges on Domestic Air Tickets		Per ticket		
2	Cancelation fees		Per ticket		
3	Re-issue fees (change of date/time)		Per ticket		
4	Transfer fees (change of name)		Per ticket		
5	No-show fees		Per ticket		

LOT 2: INTERNATIONAL FLIGHT TICKET SERVICES

No.	Description	Supplier's Specification (if different)	Unit	Unit Price MMK including taxes	Supplier's Comments
1	Fixed Service Charges on International Air Tickets		Per ticket		
2	Cancelation fees		Per ticket		
3	Re-issue fees (change of date/time)		Per ticket		
4	No-show fees		Per ticket		
5	Traveling Insurance (International visits)		Per ticket		



BIDDER'S COMMENTS/REMARKS:

1. _____
2. _____

BIDDER'S TERMS AND CONDITIONS:

1. Valid of the offer: _____ (Recommended: 6 months)
2. Terms of delivery: _____ (Recommended: DDP)
3. Terms of payment: _____

Name of Bidder's Authorized Representative: _____

Authorized signature and stamp: _____

Date: _____

BIDDER'S ETHICAL DECLARATION – ACTED Myanmar

Date:

Tender N°: T/7199/MULTI/FWA/FLIGHTTICKETS/YGN/27-09-2019/01

Tenderer's name: _____

Tenderer'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'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 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 Tenderer's authorized representative _____

Authorized signature _____

BIDDER'S CHECK LIST – ACTED Myanmar

Date: _____

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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)		Comments
	Included		Present		
	Yes	No	Yes	No	
1. An original and one copy of the bid have been provided (Compulsory for original copy)					
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 MKK (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. (Compulsory)					
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 and ID copy of the legal representative are included					

Name & Position of Bidder's authorized representative _____

Authorized signature _____