

Norwegian Refugee Council

Iraq

Date: 06th November 2017

Norwegian Refugee Council, Baghdad office.

Our reference: # IQ-BGD-005/FWA/2017

SUBJECT: INVITATION TO TENDER FOR AIR TRAVEL AND TICKETING SERVICES.

Dear Mr/Ms,

Following your enquiry regarding the publication of the above-mentioned invitation to tender, please find enclosed the following documents, which constitute the tender dossier.

Costs incurred by the bidder in preparing and submitting the tender proposals will not be reimbursed.

We look forward to receiving your tender and the accompanying tender guarantee of IQD at the address specified in the Instructions to Bidders before **26th November 2017**, as stated in the procurement notice.

If you decide not to submit a tender, we would be grateful if you could inform us in writing, stating the reasons for your decision.

Yours sincerely,
NRC procurement team.

This ITB document contains the following:

1. This cover Letter
2. Section 2: Bid Data sheet
3. Section 3: NRC Invitation to bid general terms & condition
4. Section 4: Technical description of the Bid
- To be completed by the bidder**
5. Section 5 Bidding form
6. Section 6: Additional information on service specification

SECTION 2 BID DATA SHEET

1. BACKGROUND DATA

Contract Name: Air Travel and Ticketing	Contract Number: IQ-BGD-005/FWA/2017
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This bid is issued by Norwegian Refugee Council (NRC office in Baghdad-Iraq, any correspondence can be addressed the following address office.

2. SCOPE OF SERVICE

The Contracts eligible for bidding are:

Contract No.	Location	Service Description
Air Travel and Ticketing	Baghdad	Purchase of Domestic and International air tickets.

Please refer to the service specifications in section 4

MAXIMUM TIME-FRAME FOR COMPLETION OF SERVICE

The overall schedule for services for each contract must be completed as per the attached format.

However, you are expected to prepare a schedule to complete the service within 1 day on receipt of the request

3. SCHEDULE & DEADLINE FOR SUBMISSION

The deadline for submission of bids is 15:00 on **26th November 2017**. Late bids will not be accepted.

	DATE
Invitation to Bid release	6 th November 2017
Deadline for request for any clarifications from NRC	19 th November 2017
Last date on which clarifications are issued by NRC	22 nd November 2017
Deadline for submission of tenders (receiving date, not sending date)	26 th November 2017

For questions and enquires please send them on email address iq.procurement@nrc.no.

* All times are in the local time of Iraq

Please note all dates are provisional dates and NRC reserves the right to modify this schedule.

4. MANNER OF SUBMISSION:

Please submit your bids in accordance with the requirements detailed below:

Complete sealed bid documents shall be hand delivered at NRC Office at Baghdad office (please **call 0773 593-1854 for the address**) not later than 15:00, on the due date indicated below.

SECTION 3

NRC Invitation to bid - General terms & conditions

1. SCOPE OF BID

- 1.1 The bid is based on the scope of the assignment as determined in Bid Data Sheet (Section 2). The instruction to bidders should be read in conjunction with the Bid Data Sheet.
- 1.2 The successful Bidder will be expected to complete the assignment by the Intended Completion Date specified in the contract to be signed.

2. CORRUPT PRACTICES

2.1 Norwegian Refugee Council requires Employees, Bidders and Contractors, to observe the NRC's standards of ethics during procurement and the execution of contracts. In pursuit of this, Norwegian Refugee Council defines, for the purposes of this provision, the terms set forth below as follows:

- a. "Corrupt practice" includes the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and
- b. "Fraudulent practice" includes a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Norwegian Refugee Council, and includes collusive practices among Bidders prior to or after bid submission designed to establish bid prices at artificial, non-competitive levels and to deprive the Norwegian Refugee Council of the benefits of free and open competition;

In any case where fraud or corruption is identified, NRC will:

- reject any bids where the Bidder has engaged in corrupt or fraudulent practices in competing for the Contract;
- remove bidding contractors who engage in fraudulent or corrupt practices, from our prequalified list
- liaise with District Officials to report if fraudulent or corrupt practices are identified
- terminate goods

2.2 Any communications between a Bidder and the Norwegian Refugee Council related to matters of alleged fraud or corruption must be made in writing and addressed to the Country Director in Iraq.

3. ELIGIBLE BIDDERS

3.1 A Bidder shall meet the following criteria to be eligible to participate in NRC procurement of goods:

(a) the bidder, at the time of bid, is not:

- (i) insolvent;
- (ii) in receivership;
- (iii) bankrupt; or
- (iv) being wound up

(b) the bidder's business activities have not been suspended;

(c) the bidder is not the subject of legal proceedings for any of the circumstances in (b) and

(d) The bidder has fulfilled his or her obligations to pay taxes and social security contributions. In this case where VAT is included in a bid, a copy of the VAT certificate must accompany the bid.

3.2 A Bidder, and all parties constituting the Bidder including sub-contractors, shall not have a conflict of interest. All Bidders found to have a conflict of interest shall be disqualified. A Bidder may be considered to have a conflict of interest with one or more parties in this bidding process, if they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the bid of another Bidder, or influence the decisions of the Norwegian Refugee Council regarding this bidding process; or

3.3 A Bidder whose circumstances in relation to eligibility change during a procurement process or during the execution of a contract shall immediately inform the Norwegian Refugee Council.

3.4 NRC reserves the right to refuse a bid at any time if the bidder or one of its sub-contractors provided material support or resources to any individual or entity that commits, attempts to commit, advocates, facilitates, or participates or is found guilty of fraud, active corruption, collusion, coercive practice, bribery, involvement in a criminal organization or illegal activity, or immoral human resources practices, including but not limited to: child labour, non-discrimination, freedom of association, payment of the legal national minimum wage, and forced labour.

4 JOINT VENTURES, CONSORTIA AND ASSOCIATIONS

Bids submitted by a joint venture, consortium or association of two or more firms as partners will only be accepted in exceptional circumstances.

5 ONE BID PER BIDDER PER SUPPLY OF SERVICE

Each Bidder shall submit only one Bid per contract. A Bidder who submits or participates in more than one bid per contract will cause all the bids with the Bidder's participation to be rejected.

6 COST OF BIDDING

The Bidder shall bear all costs associated with the preparation and submission of his Bid, and the Norwegian Refugee Council shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

7 SITE VISIT

The Bidder, at the Bidder's own responsibility and risk, is encouraged to visit and examine the Site of Goods and its surroundings and obtain all information that may be necessary for preparing the bid and entering into a contract for construction of the Goods. The costs of visiting the Site shall be at the Bidder's own expense.

8 INSPECTION

NRC is obliged to ensure that its procurement decisions are clearly justified and documented and keeping within the Donors mandatory principles. In that regard, full and on-the-spot access must be granted to representatives of NRC, the Donor or any organisation or person mandated by it, to premises belonging to NRC or its contractors. The right to access shall include all documents and

information necessary to assess, or audit the implementation of the contract

9 OBTAINING AND COMPLETING BIDDING DOCUMENTS

8.1 Bidders who did not obtain the Bidding Document directly from the Norwegian Refugee Council will be rejected during evaluation. Where a Bidding Document is obtained from the Norwegian Refugee Council on a Bidder's behalf, the Bidder's name must be registered with the Norwegian Refugee Council at the time of issue.

8.2 The Bidder is expected to examine all instructions, forms, terms, and specifications in the Bidding Document. Failure to furnish all information or documentation required by the Bidding Document may result in the rejection of the bid.

9 CLARIFICATION OF BIDDING DOCUMENT

A prospective Bidder requiring any clarification of the Bidding Document shall contact the Norwegian Refugee Council in writing. The Norwegian Refugee Council will respond in writing to any request for clarification before the deadline for clarification of bids. The Norwegian Refugee Council shall forward copies of its response to all Bidders who have acquired the Bidding Document, including a description of the inquiry but without identifying its source.

10 AMENDMENT OF BIDDING DOCUMENT

10.1 At any time and until 48 hours prior to the deadline for submission of bids, the Norwegian Refugee Council may amend or cancel the Bidding Document by informing the bidders in writing.

10.2 To give prospective Bidders reasonable time in which to take an amendment or cancellation into account in preparing their bids, the Norwegian Refugee Council can, at his discretion, extend the deadline for the submission of bids.

11 LANGUAGE OF BID

11.1 The bid, as well as all correspondence and documents relating to the bid shall be written in English. Or if required in local language

11.2 Supporting documents and printed literature that are part of the bid may be in another language provided they are accompanied by an accurate translation of the relevant passages in English, in which case, for purposes of interpretation of the Bid, such translation shall govern.

12 DOCUMENTS COMPRISING THE BID

12.1 The bid submitted by the Bidder shall comprise the following:

- Signed and stamped Contractor's bid in Section 5
- Any other information and documents requested in Section 5.
- Additional information on service specification (in Section 6)

12.2 All forms must be completed without any alterations to the format, and no substitutes shall be accepted. All blank spaces shall be filled in with the information requested.

13 BID PRICE FOR SERVICE CONTRACT

13.1 Bid prices are for the complete quantity of items required; quantity in each category of items cannot be reduced.

13.2 Items for which no rate or price is entered by the Bidder will be as not quoted.

- 13.3 Unless otherwise specified in the Bid Data Sheet, all duties, taxes and other levies payable by the contractor under the contract, shall be included in the total bid price submitted by the bidder.
- 13.4 For those bidders who are VAT registered, VAT must be specified
- 13.5 The Bidder is reminded that it is entirely his responsibility to ensure the accuracy of his bid. No alteration will be made to the bid after its submission on the grounds of any arithmetical errors subsequently discovered.

14 **CURRENCIES OF BID AND PAYMENT**

All prices shall be quoted by the Bidder in **USD**), unless otherwise stated. Similarly, all payments will be made in **USD**).

15 **BID VALIDITY**

- 15.1 Bids shall remain valid for a period of preferable **of 30 days** after the date of the bid submission deadline as prescribed by Norwegian Refugee Council. A bid valid for a shorter period shall be rejected as non-compliant.
- 15.2 In exceptional circumstances, prior to the expiration of the bid validity period, the Norwegian Refugee Council may request Bidders in writing to extend the period of validity of their bids. A Bidder must confirm in writing his acceptance of the extension. In case of extension, modification of the bid is not permitted.

16 **ALTERNATIVE BIDS**

Bidders shall submit offers that comply with the requirements of the bidding documents, including the basic technical design as indicated in the drawings and specifications. Alternative bids shall not be considered unless otherwise indicated in the BDS.

17 **FORMAT AND SIGNING OF BID**

The Bidder shall prepare one set of bid documents per contract that he wishes to bid for. The bidder should hold a copy of the documents with himself, for reference purposes.

18 **SEALING AND MARKING OF THE BID**

- 18.1 The Bidder shall enclose the bid for each contract in a plain envelope securely sealed
- 18.2 The envelopes shall:
 - (a) be addressed to the Logistics Office, Norwegian Refugee Council, in the location specified in the Bid Data Sheet
 - (b) bear the Contract number
 - (c) no other markings should be on the envelope
- 18.3 If all envelopes are not sealed and marked as required, the Norwegian Refugee Council will reject the bid

19 **DEADLINE FOR SUBMISSION OF BIDS**

Bids must be received by the Norwegian Refugee Council at the address given and no later than the date and time indicated in the Bid Data Sheet.

20 **LATE BIDS**

The Norwegian Refugee Council shall not consider any bid that arrives after the deadline for submission

as stipulated in the Bid Data Sheet. Any bid received by the Norwegian Refugee Council after the deadline for submission of bids shall be declared late and rejected.

21 WITHDRAWAL AND REPLACEMENT OF BIDS

21.1 A Bidder may withdraw or replace its bid after it has been submitted at any time before the deadline for submission of bids by sending a written notice, signed by an authorized representative. Any corresponding replacement of the bid must accompany the respective written notice. All notices must be:

- (a) submitted as with Clauses 20 and 21, and in addition, the envelopes shall be clearly marked "WITHDRAWAL" or "REPLACEMENT" and
- (b) received by the Norwegian Refugee Council prior to the deadline for submission of bids, in accordance with the Bid Data Sheet

21.2 After the opening of bids, modifications to bids must be documented and any discussions reported in writing. A bid may be withdrawn at any stage, with written notice.

22 CONFIDENTIALITY

22.1 Information relating to the examination, evaluation, comparison, and post-qualification of bids, and recommendation of contract award, shall not be disclosed to bidders or any other persons not officially concerned with such process until information detailing the best evaluated Bidder is communicated to all Bidders.

22.2 Any effort by a Bidder to influence the Norwegian Refugee Council in the examination, evaluation, comparison, and post-qualification of the bids or contract award decisions may result in the rejection of its bid.

22.3 From the time of bid opening to the time of Contract award, if any Bidder wishes to contact the Norwegian Refugee Council on any matter related to the bidding process, it should do so in writing.

23 CLARIFICATION OF BIDS

Norwegian Refugee Council may, at its discretion, ask any Bidder for a clarification of its Bid. The Norwegian Refugee Council's request for clarification and the response shall be in writing. Any clarification submitted by a Bidder that is not in response to a request by the Norwegian Refugee Council shall not be considered. All requests for clarifications shall be copied to all bidders for information purposes. No change in the price or substance of the bid shall be permitted, except to confirm the correction of errors.

24 BID VALIDATION

24.1 The Norwegian Refugee Council's determination of a Bid's validity is to be based on the contents of the bid itself, which cannot be corrected if determined to be invalid

24.2 A valid bid is one that complies with all the terms, conditions, and specifications of the Bidding Document, without deviation or omission, which affects, or could affect;

24.3 the scope, quality, or performance of the Goods specified in the Contract; or

24.4 limits in any substantial way, the Norwegian Refugee Council's rights or the Bidder's obligations under the Contract

25 EVALUATION OF BIDS (SERVICE CONTRACT)

NRC will evaluate bids based on criteria it may use, include, but are not limited to the following:

1. Quality of the product according required specifications. NRC evaluates samples for testing
2. Price in comparison to NRC established rate
3. Ability to deliver the requested goods by the required dates.
4. Demonstrated excellence in service, support and warranties.
5. Thoroughness of quotation preparation.
6. Quality, reputation and performance of supplier.
7. Adherence to Ethic, environmental, anti-corruption NRC policies

NRC reserves the right to make an award based solely on the quotations received, to modify the requirements prior to awarding, or to negotiate further with one or more suppliers. NRC reserves the right to award a contract to the supplier who, in their sole opinion, provides the best combination of cost and quality benefits.

Anti-money laundering, anti-bribery, anti-corruption and anti-terrorism legislation applicable in some jurisdictions may require NRC to verify the identity of the bidder prior to financial transactions. NRC reserves the right to use online screening tools to check the bidder's record with regards to their possible involvement in illegal or unethical practices.

In case of two contractors being scored the same in the evaluation, the one with the highest technical ranking will be awarded the contract.

NRC reserves the right to reject all bids, and re-tender if no satisfactory bids are submitted

26 AWARD PROCEDURE

- 26.1 The Norwegian Refugee Council shall award the Contract in writing, with an Award Letter, to the Bidder whose offer has been determined to be the best, before the end of the bid validity period
- 26.2 Any bidder who has not been awarded a contract, will be notified in writing
- 26.3 Until a formal contract is prepared and executed, the award letter shall constitute a binding agreement between the bidder and NRC. .
- 26.4 The Award Letter will state the sum that the Norwegian Refugee Council will pay the Contractor in consideration of the Goods as prescribed in the Contract, and in accordance with the Bid.
- 26.5 The Bidder is thereafter required to submit a Letter of Acceptance, confirming their wish to proceed with a contract.

27 SIGNING OF CONTRACT

- 28.1 Upon receipt of the Letter of Acceptance, the Norwegian Refugee Council shall call the successful Bidder to sign the Contract.
- 28.2 Within an agreed timeframe, the successful Bidder shall sign, date, and return the Contract to the Norwegian Refugee Council.

Section 4:

Technical description bid for service provision

TENDER PURPOSE AND EXPECTED RESULTS:

Manner of Submission:

Please submit your quotation as per instruction on the tender advertisement

Deadline for submission of quotations **26th November 2017 at 15:00 hrs** promptly. Bidders who do not submit their quotation within the set deadline will not be considered.

Requirements:

In order to achieve further time and cost efficiency while ensuring outstanding quality of service, the Norwegian Refugee Council (NRC) wish to request for quotation from a competent Travel Agencies to serve all its travel management services.

Travel, shall apply to all journeys of NRC staff from one place to another for official business and annual leave purposes. These official purposes include, but need not be limited to, to the following:

- Official missions, meetings and various events;
- Home leaves, R & R breaks and emergency travels

The travel agent shall comply with mandatory U.S. Government programs for air travel. Except for the constraints of the Fly America Act, the travel agent shall book the lowest available fare that satisfies the agency's mission requirements.

Qualification of the Successful Travel Agent

The successful travel agency who will be contracted to serve the needs of NRC shall have the following minimum qualifications:

- 1) Accredited IATA Travel Agency;
- 2) Maintains a good track record in serving international organizations, embassies and medium to large multi-national corporations;
- 3) Employs competent and experienced travel consultants, especially in ticketing and fare computations, as evidenced by their track record in their Curriculum Vitae;
- 4) Financially capable of rendering services to INGO's;
- 5) Maintains facilities of on-line booking / airline reservations (i.e. Amadeus, or other), international ticketing and ticket printing facilities

Conditions of quotation:

Payment will be made on a monthly basis upon receipt of the services, by bank transfer/cheque only.

NRC is not subject to VAT; therefore all offers should be exclusive of VAT costs.

(NRC shall specify whether VAT, customs, or other relevant fees shall be included or excluded)

All suppliers doing business with NRC should maintain high standards on ethical issues, respect and apply basic human and social rights, ensure non-exploitation of child labour, and give fair working conditions to their staff. NRC reserves the right to reject quotations provided by suppliers not meeting these standards.

Vendors doing business with NRC will be screened on anti-corruption due diligence before NRC confirms an order or contract.

NRC aims to purchase products and services that the minimum environmental impact. Environmental considerations form part of the NRC selection criteria, and NRC reserves the right to reject quotations provided by suppliers not meeting these standards.

SECTION 5

BIDDING FORM

From: _____

Date: _____

Subject: As per the description below

No	Description	Airline with Routes to Destinations	Pass-On Rate to NRC (Fare + all taxes and charges/sub-charges)
1.	Issuance of tickets Electronic		
2.	Domestic ticket		
	Domestic ticket booking (per ticket irrespective of number of sectors)		
A	Erbil – Baghdad		
B	Baghdad – Erbil		
3.	Regional ticket		
A	Erbil – Amman		
	Amman – Erbil		
B	Erbil – Istanbul		
	Istanbul – Erbil		
C	Erbil – Dubai		
	Dubai – Erbil		
D	Erbil – Beirut		
	Beirut – Erbil		
4.	International ticket		
A	Erbil - Peshawar/Islamabad/Lahore/Karachi		

	Peshawar/Islamabad/Lahore/ Karachi - Erbil		
B	Erbil – Bucharest		
	Bucharest – Erbil		
C	Erbil - Rome/Milan		
	Rome/Milan – Erbil		
D	Erbil – Copenhagen		
	Copenhagen – Erbil		
E	Erbil - Vienna		
	Vienna – Erbil		
F	Erbil – Paris		
	Paris – Erbil		
G	Erbil – Brussels		
	Brussels – Erbil		
H	Erbil – Madrid		
	Madrid – Erbil		
I	Erbil – Lisbon		
	Lisbon – Erbil		
J	Erbil - Mumbai/New Delhi		
	New Delhi /Mumbai - Erbil		
K	Erbil – Oslo		
	Oslo – Erbil		
L	Erbil – London		
	London – Erbil		
M	Erbil – Bangkok		
	Bangkok – Erbil		

N	Erbil – Nairobi		
	Nairobi - Erbil		
O	Erbil – Dar es Salaam		
	Dar es Salaam – Erbil		
P	Erbil – Belfast		
	Belfast – Erbil		
Q	Erbil – Djibouti		
	Djibouti – Erbil		
R	Erbil – Port Blair		
	Port Blair – Erbil		
S	Erbil – Dublin		
	Dublin – Erbil		
T	Erbil – Sydney		
	Sydney – Erbil		
U	Erbil – Doha		
	Doha – Erbil		
V	Erbil – Kigali		
	Kigali – Erbil		
W	Erbil – Addis Ababa		
	Addis Ababa – Erbil		
X	Erbil – Ottawa		
	Ottawa – Erbil		
Y	Erbil – Vancouver		
	Vancouver – Erbil		
Z	Erbil – Accra		
	Accra – Erbil		

ZA	Erbil – Auckland		
	Auckland – Erbil		

Other Financial Costs: If relevant, please specify your respectful company other financial costs as follows:

1. Freight and other expenditures related to inland transportation and delivery to the final location
2. Tax and Duties
3. Any other costs relevant for the project completion

Your company shall provide the following info:

1. Current Commercial **Bank** (name)
2. Company registration. (if applicable)
3. **Tax Clearances Receipts** for current financial year from the Baghdad Revenue Authority.

We understand that you are not bound to accept the lowest or any bid received.

Name of Signatory:	Tel N°:
Title of Signatory:	Name of Bidder:
Signature & stamp:	Date of Signing:
	Address: