

TENDER DOSSIER.

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OPEN TENDER DOSSIER.

PROVISION OF AIR TRAVEL AGENCY SERVICES REF: RFP/NBO/KENA0024/0028

Johanniter International Assistance is completely against fraud, bribery, and corruption. We do not ask money for bids. If approached for money, other favours or if you have any suspicions of attempted fraud, bribery or corruption please report immediately to email: feedback.hq@johanniter.de

Related to our advertisement, Johanniter International Assistance, herewith call for tenders to provide Air Travel Agency Services.

1 ABOUT JOHANNITER INTERNATIONAL ASSISTANCE.

Johanniter is a German Christian Not for profit non-governmental Organisation with Federal Headquarters (HQ) based in Berlin, Germany. Johanniter International Assistance is the operational unit for humanitarian aid, development co-operation and emergency relief, implementing and supporting projects in Health, Nutrition, WASH as well as Food Security & Income Generation worldwide. (www.thejohanniter.org). In Kenya, Johanniter implements through its partners in Nairobi and Northern region.

Timelines Subject to Changes.

Line	Item	Date, year, time, and time-zone
1	Request for Tender Notice	14/05/2024 (8:00 Am) East African time
2.	Request for Clarifications	14/05/2024 - 21/05/2024 (8:00 Am – 5:00 Pm)
2	Deadline for submission	28/05/2024 (5:00 Pm) East African time
3	Proposed tender opening dates	03/06/2024 (10:30 Am) East African time.

2 SUPPLY REQUIREMENT

Johanniter International Assistance invites prospective bidders to reply to this Tender Dossier and submit their responsive bids for Provision of Air Travel Agency Services. The technical parameters must meet our specification requirements.

3 TERMS OF TENDERING PROCESS.

Johanniter International Assistance acting in its capacity as Contracting Authority, invites bidders from suitably qualified interested parties that wish to participate in this tender process for Provision of Air Travel Agency Services. This process is being conducted under Johanniter International Assistance's Procurement guidelines.

Conditions of TENDER Document SUBMISSION

All interested vendors must respond to all requirements set out in this document and failure to adhere to the conditions set out will result into rejection of their bid.

- This tender process shall follow Johanniter's Procurement guidelines and policy and reserves the right to deal with any offer of its choice or any or all parts of the offer.

- Johanniter International Assistance (JIA) is not bound to accept the lowest, or any bid submitted and can terminate this competition at any stage.
- This invitation to tender is not a contract or an offer to contract, but an invitation to tender for the selection of one.
- Johanniter reserves the right to alter the dates of the timetable.
- Canvassing of Johanniter staff in relation to this tender will result in disqualification of that individual or company.
- Opening of offers is not open to the public and Johanniter will inform each respondent of the results of the decision of their offer upon request.
- Johanniter is not obliged to justify or explain the selection to any applicant.
- Bids submitted in another manner other than that specified in the tender document shall be rejected.
- Johanniter is not obliged to justify or explain selection to any respondent.
- All documentation must be submitted in English.
- All bids must be accompanied by a signed declaration of suppliers provided by Johanniter.
- Johanniter will perform reference checks to validate information provided by selected suppliers during the evaluation process before awarding the contract. Submission or falsification of information that could mislead Johanniter in its decision making will lead to automatic disqualification.
- In the event of an Arithmetical error in Prices, the evaluation committee will consider the Unit Price multiplied by the quantity to obtain the total price in the financial offer.
- Any conflicts of interest involving a bidder must be fully disclosed to Johanniter International Assistance (JIA) particularly where there is a conflict of interest in relation to any recommendations or proposals put forward by the bidders.
- Unsuccessful bidders will be notified.
- Johanniter International Assistance's standard payment terms are by bank transfer or cheque within 30 calendar days after satisfactory implementation and receipt of documents in order.
- This document is not construed in any way as an offer to contract.
- Johanniter International Assistance (JIA) and all contracted suppliers, and their subcontractors, associates or partners must act in all its procurement and other activities in full compliance with donor requirements and the highest ethical standards.
- All prices shall be quoted in Kenya shillings (KES).
- Johanniter may request for presentations and visit vendors during the evaluation process or after the award of the contract in order to ensure quality of services meet the end-user requirements.
- The tenderer shall bear all costs associated with the preparation and submission of the tender. Johanniter will not be responsible or liable for those costs, regardless of the conduct and/ or outcome of the tendering process.

4 CLARIFICATION OF TENDER DOCUMENTS.

- Johanniter has taken great care to be as clear as possible in the language used to compile this tender document. In case, any confusion arises out of the meaning or interpretation of any words used in this document, Johanniter will not accept responsibility for any misunderstanding or misinterpretation.
- Additional information or clarification can be obtained in writing by e-mail to procurement.ken@thejohanniter.org or Jacinta.Kaingi@thejohanniter.org with the subject line CLARIFICATION REQUEST – “**AIR TRAVEL AGENCY SERVICES**”. A response will

be shared through email to all prospective suppliers and any request should be received earlier than 3 days before the deadline of submission of applications.

5. AMENDMENT OF TENDER DOCUMENT.

- At any time prior to the deadline for submission of the bids, Johanniter may, for any reason (s), whether at its initiative or in response to a clarification requested by a prospective applicant, Johanniter International assistance may amend the tender document. The addendum thus issued shall be part of the tender documents and shall be communicated in writing to all prospective bidders. Prospective bidders shall promptly acknowledge receipt of each addendum in writing. In order to afford prospective applicants reasonable time to take an addendum into account in preparing their applications, the organization may at its discretion, extend the deadline for the submission of bids.

6. SUBMISSION OF TENDER DOCUMENT.

Completed Tender documents **MUST** be submitted by Email, clearly marked as below:

1. Email Subject; **Provision of Air Travel Agency Services**
2. Email Address: tender.ken@thejohanniter.org

Important:

- Offers received after the deadline date and time will not be considered.
- All responses will be opened by the Johanniter International Assistance Evaluation Committee, and Bidders will be notified of the results.

7. SUBMISSION CHECKLIST.

S/n	These Documents are contained within this tender dossier	
1.	Invitation to tender	✓
2	General Conditions for tender	✓
3	Criteria and Submittals	✓
4	Price Offer Sheet	✓
5	Supplier Information Form	✓
6	Scope of work/technical specifications	✓
7	Declaration of suppliers	✓

By submitting an offer under this Tender Dossier, the Tenderer hereby asserts that the following statements are correct at the time of submission; and further undertakes to inform Johanniter International Assistance (JIA) of any changes in status of these matters.

1. The bidder is not bankrupt or is being wound up, neither are its affairs are being administered by the court nor has entered an arrangement with creditors or has suspended business activities or is in any analogous situation arising from a similar procedure under national laws and regulation.

2. The bidder is not the subject of proceedings for a declaration of bankruptcy, for an order for compulsory winding up or administration by the court or for an arrangement with creditors or of any other similar proceedings under national laws and regulations.
3. Neither the bidder, a director or Partner, has been convicted of an offence concerning his professional conduct by a judgement which has the force of res judicata nor been guilty of grave professional misconduct during their business.
4. The bidder has fulfilled all its obligations relating to the payment of taxes or social security contributions in Ireland or any other state or country in which the bidder is located or doing business.
5. Neither the bidder, a director or Partner has been found guilty of fraud, money laundering, corruption; convicted of being a member of a criminal organisation; nor of serious misrepresentation in providing information to a public buying agency
6. The tenderer has not contrived to misrepresent its Health & Safety information, Quality Assurance information, or any other information relevant to this application.

8. ELIGIBILITY, EVALUATION PROCESS & AWARD CRITERIA

Tenderers will be considered for participation in the Contract subject to the following qualification process:

Phase #	Evaluation Process Stage	The basic requirements with which proposals must comply with
<p>The first phase of evaluation of the responses will determine whether the tender has been submitted in line with the administrative instructions and meets the essential/eligibility criteria. Only those tenders meeting the essential criteria will go forward to the second phase of the evaluation.</p>		
8.1.0	Administrative instructions	<ol style="list-style-type: none"> 1. Closing Date: Bids must have met the deadline stated or such revised deadline as may be notified to Tenderers by Johanniter International Assistance (JIA). Tenderers must note that Johanniter International Assistance (JIA) is prohibited from accepting any bids after submission deadline. 2. Submission Method: Bids must be delivered in a method specified. Johanniter International Assistant (JIA) will not accept responsibility for tenders delivered by any other method. Responses delivered in any other method may be rejected. 3. Format and Structure of the Bids: Bids must conform to the Response Format laid out in Instructions to Tenderers or such revised format and structure as may be notified to Tenderers by Johanniter International Assistance (JIA). <u>Failure to comply with the prescribed format and structure may result in your response being rejected at this stage.</u>

8.2.0	Essential/ Eligibility Criteria	Minimum mandatory requirements of specifications of the tender
<p>Eligibility criteria must be met, and the corresponding supporting documents; listed below under “Tender Submittals” must be submitted with offers. Bidders who do not submit these documents may be disqualified from any further technical or financial evaluation.</p> <p>Eligibility Criteria:-</p> <ul style="list-style-type: none"> • The Bidder must be legally registered. • The Bidder must be in good standing with its governing tax authority • Accredited travel agent by relevant professional body • Licensed to conduct business in Nairobi <p>Tender Submittals</p> <p>Documents and required information listed in tender submittals are necessary in order to support the eligibility criteria and to conduct technical evaluations of received offers (and due diligence). While absence of these documents and/or information does not denote mandatory disqualification of vendors, the lack of these items has the potential to severely and negatively impact the technical evaluation of an offer.</p> <p>Documents supporting the Eligibility Criteria:</p> <ol style="list-style-type: none"> a. Legal Business Registration or Certificate of incorporation b. CR12 c. Valid Tax compliance certificate d. Valid Business permits e. Must submit Evidence of valid International Air Transport Association (IATA) & Kenya Association of Travel Agents (KATA) Certificate 		
<p>Documents to conduct the Technical Evaluation and additional Due Diligence</p> <ul style="list-style-type: none"> • Company Profile, 2 page maximum. • Reference letters from at least 3 corporate clients; preferably INGOs, with their contact information • Supplier information form (attached here) • Price Offer Sheet (attached here) • List of all current corporate clients (minimum 5) • Bank details 		
<p>Price Offer</p> <p>The price offer is used to determine which bid represents the best value and services as the basis of negotiation before award of a contract. As a fixed –price contract, the price of the contract to be awarded will be an all-inclusive fixed price basis, either in the form of a total fixed price or a per unit/deliverable fixed price. No profit, fees, taxes, or additional costs can be added after contract signing. Bidders must show unit prices, quantities and total price, as displayed in the offer sheet in Section 9. All items must be clearly labelled and included in the total offered price.</p> <p>Bidders must include all applicable taxes.</p>		
<p>Tender Evaluation (Lowest Price, Technically Acceptable Selection Method)</p>		

Based on above submittals, a Johanniter International Assistance Tender Committee will conduct a tender evaluation process. Johanniter International Assistance reserves the rights to accept or reject any or all bids, and to accept the offer(s) deemed to be in the best interest of Johanniter International Assistance. Johanniter International Assistance will not be responsible for or pay for any expenses or losses which may be incurred by any bidder in the preparation of their tender.

Technical Evaluation

Lowest Price, Technically Acceptable (LPTA)

Johanniter International Assistance Tender Committee will conduct a technical evaluation which will grade technical criteria on a pass/fail basis. Vendor’s bids must meet minimum technical standards established here in order to receive a passing mark.

Any bidders who receive a failing mark on any criteria will be automatically disqualified from the tender process.

Only bidders who pass all criteria will move on to the next round of evaluation.

Pass/fail technical criteria are as follows

8.3	Technical		
		Technical Criteria	Pass or Fail
		Copy of valid certificate of registration	
		Copy of valid tax compliance certificate	
		Copy of CR12	
		Company profile, 2 page maximum	
		At least 3 reference letters from corporate clients preferably INGOs, and their contact information for similar services rendered	
		List of all current corporate clients (minimum 5)	
		Must submit evidence of valid IATA & KATA registration certificate	
		At least five years of experience in the industry	
		Bank details: Bank name, Bank Branch, Account name, Account number, swift Code	
		<p>Financial Evaluation and Price/Cost Analysis</p> <p>All bidders who passed all technical criteria will move on to the financial evaluation where the lowest price offer (s) will be accepted as the winning bidder assuming the price is deemed fair and reasonable and subject to the additional due diligence.</p> <p>Additional Due Diligence Upon completion of both the technical and financial evaluation Johanniter International may choose to engage in additional due diligence processes with a particular supplier(s). The purpose of these processes is to ensure that Johanniter International engages with reputable, ethical, responsible suppliers with solid financials and the ability to fulfil the contract.</p>	

		<p>Additional due diligence may take the form of the following processes (though it is not limited):</p> <ul style="list-style-type: none"> ➤ Reference Checks ➤ Supplier’s facility visits ➤ Analysis of audited financial statements ➤ Determination of relations and affiliation between bidders ➤ Other appropriate documented method giving Johanniter International Assistance increased confidence in the supplier ability to perform
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9. Offer Form

Bidders must submit their own independent offer including at least (but not limited to):

- All documents requested in the “Tender Submittals” section of this Tender Package
- All information listed in the “Documents Comprising the Bid” section below

All bids must be duly signed (including position and full name of the signer) and stamped with the date of completion.

10. Documents Comprising the Bid

The following information must be included in the offer of any potential bidder:-

- **Cover Letter** explaining interest to be a contracted vendor or supplier. The content of the cover letter shall include a detailed specification of the offered services
- A price offer detailing the unit price only using the **price offer sheet** (template provided in section 12)
- Completed and signed Johanniter International Assistance **supplier information form** (template provided in section 12)
- Completed and signed Johanniter International Assistance Declaration of Suppliers (provided on section 13)
- Other important documents the bidder need to be attached to support their bid.

The original bid shall be signed by the bidder or a person or persons duly authorized to bind the bidder to the contract.

Financial offer pages of the bid shall be initiated by the person signing the bid and stamped with the company seal.

Any interlineations erasures, or overwriting shall be valid only if they are initiated by the person or persons signing the bid.

11. Scope of Work/Technical Specifications

These services will be ordered from the successful vendor from time to time and details of the scope of work will be described in the task order and email communication from authorized personnel

The price offer sheet attached herewith lists some of the services and part that Johanniter is likely to order during the term of contract

12. Annexes

Annex 1: Supplier Information form

Annex 2: Price offer sheet

13. DECLARATION OF SUPPLIERS.

DECLARATION OF SUPPLIERS

We _____ [company name] _____ herewith declare that

- a) we do respect basic social rights and working conditions based on international labour standards and condemn the exploitation of child labour;
- b) we are not bankrupt or being wound up, are not having our affairs administered by the courts, have not entered into an arrangement with creditors, have not suspended business activities, are not the subject of proceedings concerning those matters, and are not in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
- c) we have not been convicted of an offence concerning our professional conduct by a judgment which has the force of res judicata;
- d) we have not been guilty of grave professional misconduct;
- e) we have fulfilled all obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which we are established or with the Federal Republic of Germany or those of the country where the contract is to be performed;
- f) we have not been the subject of a judgment which has the force of res judicata for fraud, corruption, involvement in a criminal organisation or any other illegal activity detrimental to Johanniter's financial interests;
- g) following another procurement procedure carried out by Johanniter or another contracting authority, we have not been declared to be in serious breach of contract for failure to comply with our contractual obligations;
- h) we are not subject to a conflict of interest with regard to this tender. We declare that the price on the bid attached is a market competitive offer from my organization, and we are submitting to this procurement process without any conflict of interest, or the provision / receipt of any commission, gift, bribe, gratuity or remuneration of any kind.
- i) we are not guilty of misrepresentation in supplying the information required by Johanniter as a condition of participation in the contract procedure.
- j) we do not perform any act or omit to perform any act, including any misrepresentation, in order to knowingly mislead, or attempt to knowingly mislead JOHANNITER and/or any other party to obtain a financial or other benefit or to avoid any obligation ("Fraudulent Practice");

- k) we do not offer, give, receive or solicit, directly or indirectly, or attempt to offer, give, receive or solicit, directly or indirectly, anything of value to improperly influence the actions of JOHANNITER and/or any other party (“Corrupt Practice”);
- l) we do not enter into any arrangements with any other party or parties that are designed to achieve an improper purpose, including but not limited to improperly influencing the actions of JOHANNITER and/or any other party or engaging in price fixing (“Collusive Practice”, and together with “Fraudulent Practices and Corrupt Practices”, “Prohibited Practices”).
- m) we do not engage in transactions with, or provide resources or support to, individuals and organizations associated with terrorism, whether in cash or in kind, directly or indirectly.
- n) we verify that no support or resources are provided to individuals or entities associated with terrorism as designated on the „Consolidated list of persons, groups and entities subject to EU financial sanctions” maintained by the European Commission or by any other similar sanction list of individuals and entities that may be established by the United Nations Security Council or the United States of America.
- o) we do not engage in acts that directly support or advance trafficking in persons, including the following acts:
 - i. destroying, concealing, confiscating, or otherwise denying an employee access to that employee’s identity or immigration documents;
 - ii. failing to provide return transportation or pay for return transportation costs to an employee from a country to the country from which the employee was recruited upon the end of employment if requested by the employee.
 - iii. soliciting a person for the purpose of employment, or offering employment, by means of materially false or fraudulent pretences, representations, or promises regarding that employment.
- p) we do respect applicable law relating to anti-money laundering in the execution of our contracts.

General statements:

- 1.1 The contractor shall communicate these fundamentals of JOHANNITER’s Policy to its management, employees, subcontractors and agents and shall take all reasonable measures to ensure that such persons do not engage in prohibited practices.
- 1.2 The contractor shall immediately disclose to JOHANNITER any actual, apparent, potential or attempted prohibited practice that the contractor becomes aware of.

To that end, the contractor shall fully cooperate, and shall take all reasonable steps to ensure that its management, employees, subcontractors and agents fully cooperate with any investigation of prohibited practices by JOHANNITER, including by complying with all reasonable requests from JOHANNITER to gain access to and inspect any records, documents and other relevant information.

1.3 JOHANNITER is committed to the protection of vulnerable populations in humanitarian crisis, including from sexual exploitation and abuse. By entering into a contract with JOHANNITER, the contractor undertakes to ensure that its personnel, agents and subcontractors conform to the highest standards of moral and ethical conduct.

The contractor expressly acknowledges and agrees that:

- a) Any breach of this policy by the contractor or by any of its management, employees, subcontractors or agents constitutes a material breach of the contracts, which entitles JOHANNITER to immediately terminate a contract without incurring any liability to the contractor; and
- b) In the event that JOHANNITER were to determine through an investigation or otherwise that a prohibited practice occurred, JOHANNITER shall have, in addition to its right to immediately terminate the contract, the rights to:
 - i. Apply and enforce the relevant sanctions in accordance with its internal regulations, rules, procedures, practices, policies and guidelines, including referral of the matter to national authorities when appropriate; and
 - ii. Recover all losses, financial or otherwise, suffered by JOHANNITER in connection with such prohibited practices.

Signed:

Print name:

Position:

Company Name:

Date & Stamp

Address:

END.