

**Invitation to Tender (ITT) for the supply of**

**Travel Services (Flights) under a Framework Agreement (FWA)**
**Ref: Q-3864 Travel Agent Services**

|  |
| --- |
| **It is Self Help Africa’s policy to conduct our business in an honest and ethical manner. We take a zero-tolerance approach to bribery and corruption and are committed to acting professionally, fairly and with integrity in all our business dealings and relationships wherever we operate.****Read a full copy of our**[**SHA Anti-Fraud and Anti-Corruption Policy**](https://gsha.box.com/s/8wcm0wmfbvjtum9uwkfjmfc45umq4f7n) **here and you can make a report or raise a query by emailing** **confidential.reporting@selfhelpafrica.org** |

# About SELF-HELP Africa

Self Help Africa (SHA) is an international NGO dedicated to the vision of an economically thriving and resilient rural Africa. We have 50 years of experience working with smallholder farmers, farmer associations, cooperatives, and agribusinesses across Africa to help farmers grow and sell more food, improve diets, diversify incomes and make their livelihoods more sustainable and resilient to external shocks. SHA also builds awareness of issues affecting smallholders and represent their interests at policy and institutional level.

Self Help Africa has merged with Unite Purpose (UP) and sees UP become part of The Gorta Group, which trades as Self-Help Africa. The amalgamation will see the organisation support close to five million people annually with poverty eradication projects that focus on agriculture, nutrition, enterprise development, climate adaptation, water, and sanitation across 17 different countries, mainly in sub-Saharan Africa, Bangladesh and Brazil.

SHA is a core member of The Gorta Group which is composed of a group of innovative organizations driving sustainable economic and social change across Africa. Comprising Self Help Africa, Partner Africa and TruTrade, the Gorta Group combines expertise in market-based solutions to poverty and rural development; climate change mitigation and resilience; trade facilitation and farmer and worker rights; underpinned by an inclusive ethos that specifically targets women and youth.  SHA now has over 700 staff worldwide. We are currently implementing a portfolio of 80 projects in Bangladesh, Brazil, Burkina Faso, Democratic Republic of Congo, Eritrea, Ethiopia, Kenya, Malawi, Mozambique, Uganda and Zambia funded by a variety of institutional and private donors including the European Union, Irish Aid and World Food Programme.

SHA has been operating in Ethiopia since 1984, conducting a multifaceted project in various regions of the country. The present initiative focuses on the resilience, recovery, and humanitarian development nexus in Ethiopia's Amhara, Oromia, and South regions.

For more information on SHA and its operations please visit [www.selfhelpafrica.org](http://www.selfhelpafrica.org).

**2. Proposed Timelines**

|  |  |  |
| --- | --- | --- |
| **Line** | **Item** | **Date**  |
| 1 | ITT published  | 12th February, 2024 |
| 2 | Closing date for clarifications | 19 th February, 2024 4: 45 PM EAT  |
| 3 | Closing date and time for receipt of Tenders | 4 th March, 2024. 2:00 PM EAT  |
| 4 | Tender Opening | 4th March, 2024 2;30 PM EAT  |

# Overview of requirements

## Service or Supply Specification

SHA invites prospective suppliers to submit tenders for Travel Services (Flights) including domestic and international travels; the technical parameters must meet or exceed minimum specification requirements outlined.

## type of contract

A framework agreement (FWA) is an agreement with a single supplier (or group of suppliers) to establish terms governing contracts that may be awarded during the period of the FWA. SHA, as contracting authority, does not guarantee any volume of orders under FWAs as all purchases will be based on the needs and activities of SHA.

The FWA will set fees for the FWA duration (initially for 1 year with the possibility to review on an annual basis up to a maximum of 4 years). Prices and the quality of the service received will be reviewed jointly on an annual basis by SHA and framework suppliers to make sure it’s satisfactory and within current market value.

To participate in the FWA, respondents will need to be successful in this tender exercise.

The winning tenderer(s) will be required to enter into a Framework Agreement with SHA for Travel services on the conditions set out in Technical and Financial Offer to this ITT (appendix 2) and the SHA Standard Terms and Conditions (appendix 6).

# Terms of the Procurement

## Procurement Process

### This competition is being conducted under SHA’s Procurement Guidelines.

### The Contracting Authority for this procurement is SHA

### This procurement is funded by several donors and the tender and any contracts or agreements that may arise from it are bound by the regulations of those donors.

## Clarifications and Query Handling

### SHA has taken care to be as clear as possible in the language and terms it has used in compiling this ITT. Where any ambiguity or confusion arises from the meaning or interpretation of any word or term used in this document or any other document relating to this tender, the meaning and interpretation attributed to that word or term by SHA will be final. SHA will not accept responsibility for any misunderstanding of this document or any others relating to this tender.

### Requests for additional information or clarifications can be made up to the deadline noted in section 2 before and no later. Any queries about this ITT should be addressed in writing to SHA via email on clarifications@selfhelpafrica.org and answers shall be collated and published online at <https://www.selfhelpafrica.org/tenders> in a timely manner.

## Conditions of Tender Submission

### Tenders must be completed in English.

### Tenders must respond to all requirements set out in this ITT and complete their offer in the Response Format.

### Failure to submit tenders in the required format may result in the rejection of the tender. Failure to resubmit a correctly formatted tender within 3 (three) working days of such a request will result in disqualification.

### Tenderers must disclose all relevant information to ensure that all tenders are fairly and legally evaluated. Additionally, tenderers must provide details of any implications they know or believe their response will have on the successful operation of the contract or on the normal day-to-day operations with SHA. Any attempt to withhold any information that the tenderer knows to be relevant or to mislead SHA and/or its evaluation team in any way will result in the disqualification of the tender.

### Tenders must detail all costs identified in this ITT. Additionally, tenders must detail any other costs whatsoever that could be incurred by SHA in the usage of services and/or the availing of options that may not be explicitly identified/requested in this ITT. Tenderers’ attention is drawn to the fact that, in the event of a Contract/ Framework Agreement being awarded to them, the attempted imposition of undeclared costs will be considered a condition for default.

### Any conflicts of interest (including any family relations to SHA staff) involving a tenderer must be fully disclosed to SHA particularly where there is a conflict of interest in relation to any recommendations or proposals put forward by the tenderer.

### SHA will not be liable in respect of any costs incurred by respondents in the preparation and submission of tenders or any associated work effort.

### SHA will conduct this tender, including the evaluation of responses and final awards in accordance with the detail set out at in the Evaluation process. Tenders will be opened by at least three designated officers of SHA.

### SHA is not bound to accept the lowest, or any tender submitted.

### SHA reserves the right to split the award of this contract between different bidders in any combination it deems appropriate, at its sole discretion.

### The Supplier shall seek written approval from SHA before entering into any sub-contracts for the purpose of fulfilling this contract. Full details of the proposed subcontracting company and the nature of their services shall be included in the written request for approval. Written requests for approval must be submitted to the contract focal point identified in section 1.

### SHA reserves the right to refuse any subcontractor that is proposed by the Supplier.

### SHA reserves the right to negotiate with the Supplier who has submitted the lowest Bid that fully meets the technical requirements, for the purpose of seeking revisions of such Bid to enhance its technical aspects and/or to reduce the price.

### Information supplied by respondents will be treated as contractually binding. However, SHA reserves the right to seek clarification or verification of any such information.

### SHA reserves the right to terminate this competition at any stage.

### Unsuccessful tenderers will be notified.

### SHA’s standard payment terms are by bank transfer within 30 days after satisfactory implementation and receipt of documents in order. Satisfactory implementation is decided solely by SHA.

### This document is not construed in any way as an offer to contract.

### SHA and all contracted suppliers must act in all its procurement and other activities in full compliance with donor requirements. Any contract(s) that arise from this ITT may be financed by multiple donors and those donors and/or their agents have rights of access to SHA and/or any of its suppliers or contractors for audit purposes. These donors may also have additional regulations that it is not practical to list here. Submission of an offer under this ITT assumes Service Provider acceptance of these conditions.

### **Terrorism and Sanctions:** SHA does not engage in transactions with any terrorist group or individual or entity involved with or associated with terrorism or individuals or entities that have active exclusion orders and/or sanctions against them. SHA shall therefore not knowingly purchase supplies or services from companies that are associated in any way with terrorism and/or are the subject of any relevant international exclusion orders and/or sanctions. If you submit a bid based on this request, it shall constitute a guarantee that neither your company nor any affiliate or a subsidiary controlled by your company are associated with any known terrorist group or is/are the subject of any relevant international exclusion order and/or sanctions. A contract clause confirming this may be included in an eventual purchase order based on this request.

## Submission of Tenders

Tenders must submit on of the following two ways:

4.5.1 electronically, with your financial and technical offer by email, to tenders@selfhelpafrica.org and in the subject field state:

* 1. ***Q-3864 Travel Services FWA***
	2. ***Name of your firm with the title of the attachment***
	3. ***Number of emails that are sent e.g. 1 of 3, 2 of 3, 3 of 3.***

*If electronic bid submission is not possible, please submit in a sealed envelope marked for the supply of*  ***Travel Services FWA*** *Competitive Bidding Q 3864 , with the words ‘not be opened before the deadline 4th of March , 2024 at 2.30 PM East African Time by the tender committee’ with your financial and technical offers inside in two separate envelopes marked as Financial Offer and Technical Offer and drop into the Tender Box at the Self-Help Ethiopia Addis Ababa office which is located at:*

***Yeka Sub City, Kebele 08, House No 912 (Next to Afropolitan Hotel near 22 rounds about), Addis Ababa Ethiopia****.*

*Envelopes may be sent through courier services or delivered by hand; and will be accepted during normal working hours (Monday to Thursday from 8:00 AM to 5:00 PM and Friday from 8:00 AM to 2:00 PM) for the country of submission. Please note that the SHA office will not be open during weekends or public holidays.*

*Proof of sending is not proof of reception. Late delivery will result in your bid being rejected. Envelopes found open at the tender opening will be rejected. All information provided must be perfectly legible. All documents attached to email must be in PDF or scan format. Offers submitted with technical or financial offers in soft copy (word, excel or similar) will be rejected.*

# Evaluation Process

## Evaluation stages

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** |
| *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 criteria. Only those tenders meeting the essential criteria will go forward to the second phase of the evaluation.* |
| 1 | **Administrative Instructions** | 1. **Closing Date:**

Proposals must have met the deadline stated in section 2 of these Instructions to Tenderers, or such revised deadline as may be notified to Tenderers by SHA. Tenderers must note that SHA is prohibited from accepting any proposals after that deadline.1. **Submission Method:**

Proposals must be delivered in the method specified in section 4.4 of this document. SHA will not accept responsibility for tenders delivered by any other method. Responses delivered in any other method may be rejected.1. **Format and Structure of the Proposals:**

Proposals must conform to the Response Format laid out in sections 6 and 8 of these Instructions to Tenderers or such revised format and structure as may be notified to Tenderers by SHA. **Failure to comply with the prescribed format and structure may result in your response being rejected at this stage.** 1. **Confirmation of validity of your proposal:**

The Tenderers must confirm that the period of validity of their proposal is not less than 90 (ninety) days. |
| *Each proposal that conforms to the Essential and Qualification Criteria will be evaluated according to the Award Criteria given below by SHA.*  |
| **2** | Essential Criteria | 1. Renewed Business License 2016 EC not attacked the renewed business license automatically disqualify from the next procurement process.
2. Tin Numbers, VAT Numbers, and trade license registration certificate

 Yohannes Gebremichael, email yohannes.gebremichael@selfhelpafrica.org Mobile +251(0)911572479, Office +251116620659, Yeka Sub City, 22 Roundabout.  |
| **2** | **Award Criteria** | Tenders will be awarded marks under each of the award criteria listed in this section to determine the most economically advantageous tenders.1. Financial Offer …. 50&
2. Technical Offer …..50%
 |
|  |
| **3** | **Post selection**  | References and other checks are found to be clear and quality is assessed. |

## Tender Evaluation

During the evaluation period clarifications may be sought by email from Tenderers. Clarifications may include testimonials from customers in support of particular aspects of a tender, whether such aspects are contained in the original submission or in subsequent responses to requests for clarification. Deadlines will be imposed for the receipt of such clarifications and failure to meet these deadlines may result in the disqualification of the Tender or loss of marks. Responses to requests for clarification shall not materially change any of the elements of the proposals submitted. Unsolicited communications from Tenderers will not be entertained during the evaluation period.

## Award Criteria

All prices must be in ETB and a comprehensive and clear breakdown of prices must be shown as part of the financial offer – any transport fees, taxes, customs charges, component parts, packing fees etc. must be shown separately.

Prices offered will be evaluated on full cost basis (including all fees and taxes). For any exchange conversions that will be necessary, we will employ SHA’s standard exchange rate for the month.

|  |  |  |
| --- | --- | --- |
| **No** | **Qualitative award criteria** | **Weighting (maximum points)** |
| 1 | **Technical Offer**  | **50** |
| 2 | **Financial Offer**  | **50** |
|  | **Total number of points** | **100** |

**Technical Offer**

**Scorevendor = 50 x (pricemin / pricevendor)**

Scores for the ***Financial Offer*** will be calculated by comprising maximum available marks (50) by inverse proportion: Offered by Tenderer price divided by the minimum price offered in this Tender.

**Financial Offer**

Scorevendor = 50 x (Technical Offer min / Technical Offer vendor)

Scores for the ***Technical Offer will*** be calculated by comprising maximum available marks (50) by inverse proportion: Offered by Tenderer delivery divided by the minimum delivery offered in this Tender.

# Response Format

## Introduction

All proposals must conform to the response format laid out below. Where a tender does not conform to the required format the Tenderer may be requested to resubmit it in the correct format, on the understanding that the resubmission cannot contain any material change from the original. Failure to resubmit in the correct format within 3 (three) working days may result in disqualification.

By responding to this ITT, each Tenderer is required to accept the terms and conditions of this ITT and to acknowledge and confirm their acceptance by returning a signed copy with its response. Should a Tenderer not comply with these requirements, SHA may, at their sole discretion, reject the response.

The Tenderer shall provide a response to this ITT document on a paragraph-by-paragraph basis, in the order presented in this document.

If the Tenderer wishes to supplement their Response to any section of the ITT specifications with a reference to further supporting material, this reference must be clearly identified, including section and page number.

## Submission Checklist

|  |  |  |  |
| --- | --- | --- | --- |
| **#** | **Item** | **How to submit**  | **Tick attached**  |
| **Electronic submission** | **Physical submission** |  |
| 1 | This checklist  | Ticked, scan and save as ‘Checklist’ | Tick and submit.  |  |
| 2 | Appendix 1* Company details
* Profile
* References
* Declaration re personal and legal circumstances
* Declaration re finance and tax
 | Complete, sign & stamp, scan and save as ‘Appendix 1’ | Complete, sign, stamp and submit.  |  |
| 3 | Appendix 2Technical Offer & Financial offer  | Complete, sign & stamp, scan and save as ‘Appendix 2’ | Complete, sign, stamp and submit.  |  |
| 4 | Appendix 3SHA Terms and Conditions  | Sign, scan and save as ‘SHA Terms and Conditions’ | Sign, stamp and submit. |  |

# Appendix 1 - Company details

# Contact Details

This section must include the following information regarding the Individual or Company and any partners or sub-contractors:

|  |  |
| --- | --- |
| Name of the prime Tenderer |  |
| Registered address of the prime Tenderer |  |
| Company Name |  |
| Address |  |
| Previous Name(s) if applicable |  |
| Registered Address if different from above |  |
| Registration Number  |  |
| Telephone |  |
| E-mail address |  |
| Website address |  |
| Year Established |  |
| Legal Form. Tick the relevant box | o Companyo Partnership | o Joint Ventureo Other (specify): |
| VAT/TVA/Tax Registration Number  |  |
| Directors’ names and titles and any other key personnel  |  |
| Please state name of any other persons/organisations (except tenderer) who will benefit from this contract (SHA compliance matter) |  |
| Parent company |  |
| Ownership |  |
| Do you have associated companies? Tick relevant box. If YES – provide details for each company in the form of additional table as per **Contact Details** | oYes oNo |
|  | **Primary Contact** | **Secondary Contact** |
| Name |  |  |
| Current Position in the Organisation: |  |  |
| No. of years working with the Organisation: |  |  |
| Email address |  |  |
| Telephone |  |  |
| Mobile |  |  |
| Other Relevant Skills: |  |  |

## Professional or Corporate Memberships

These are with external professional bodies that your company is registered with (please note this is not the company/ business registration details). Please attach copies of any relevant certificates or memberships and use more lines if necessary:

|  |  |  |  |
| --- | --- | --- | --- |
| No | Name of the body | Year of registration | Membership Number |
| 1 |  |  |  |
| 2 |  |  |  |
| 3 |  |  |  |
| 4 |  |  |  |

## Profile

Tenderers should note that the information requested below will be required under the Essential Criteria. In total the answers to these questions should take no more than 2 pages

|  |  |  |
| --- | --- | --- |
| **No** | **Description** | **Response** |
| 1 | An outline of the scope of business activities, and in particular details of relevant experience regarding contracts of this nature |  |
| 2 | Provide details of two contracts of a similar nature carried out in the last two years (please state customer name, delivery location, value of contract, and dates) |  |
| 3 | The number of years the Tenderer has been in business in its present form |  |
| 4 | A statement of overall turnover and turnover in respect to the goods and services offered under the proposed agreement for the last three years as per the following table: |
| **Year** | **Overall Turnover ETB** | **Offered Goods Turnover ETB** |
| **2023** |  |  |
| **2022** |  |  |
| **2021** |  |  |
| 5 | Where the Supplier proposes to use subcontractors or resellers/ distributors in the execution of the agreement this section should include details of the quality assurance mechanisms used by the Supplier to monitor the activities of its subcontractors or resellers/ distributors. Suppliers should note that commitment to quality, as evidenced by the existence of such quality control procedures, will be used as a Qualification Criteria  |  |
| 6 | Any other relevant information |  |

##

## References

At least 2 (two) relevant references who may be contacted on a confidential basis to verify satisfactory execution of contracts must be supplied.

If you are currently working with other INGOs, please include at least one of these as a reference.

References supplied may not be SHA personnel or related to a SHA contract.

Respondents should supply this information for each of the references in the following format:

|  |  |  |
| --- | --- | --- |
| 1 | Name |  |
| Organisation |  |
| Address |  |
| Phone |  |
| Fax |  |
| Email |  |
| Nature of supply |  |
| Approximate value of contract |  |
| 2 | Name |  |
| Organisation |  |
| Address |  |
| Phone |  |
| Fax |  |
| Email |  |
| Nature of supply |  |
| Approximate value of contract |  |
| 3 | Name |  |
| Organisation |  |
| Address |  |
| Phone |  |
| Fax |  |
| Email |  |
| Nature of supply |  |
| Approximate value of contract |  |
| 4 | Name |  |
| Organisation |  |
| Address |  |
| Phone |  |
| Fax |  |
| Email |  |
| Nature of supply |  |
| Approximate value of contract |  |

##

# Declaration re Personal and Legal circumstances

|  |  |  |
| --- | --- | --- |
| THIS FORM MUST BE COMPLETED AND SIGNED BY A DULY AUTHORISED OFFICER OF THE TENDERERS’ ORGANISATION. Please tick Yes or No as appropriate to the following statements relating to the current status of your organisation | Yes | No |
| 1 | The Tenderer is bankrupt or is being wound up or its affairs are being administered by the court or has entered into an arrangement with creditors or has suspended business activities or is in any analogous situation arising from a similar procedure under national laws and regulations |  |  |
| 2 | The Tenderer is 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 | The Tenderer, a Director or Partner, has been convicted of an offence concerning his professional conduct by a judgement which has the force of res judicata or been guilty of grave professional misconduct in the course of their business |  |  |
| 4 | The Tenderer has not fulfilled its obligations relating to the payment of taxes or social security contributions in Ireland or any other State in which the tenderer is located |  |  |
| 5 | The Tenderer, a Director or Partner has been found guilty of fraud |  |  |
| 6 | The Tenderer, a Director or Partner has been found guilty of money laundering |  |  |
| 7 | The Tenderer, a Director or Partner has been found guilty of corruption |  |  |
| 8 | The Tenderer, a Director or Partner has been convicted of being a member of a criminal organisation |  |  |
| 9 | The Tenderer has been guilty of serious misrepresentation in providing information to a public buying agency |  |  |
| 10 | The Tenderer has contrived to misrepresent its Health & Safety information, Quality Assurance information, or any other information relevant to this application |  |  |
| 11 | The Tenderer has colluded between themselves and other bidders (a bidding ring), and/or the Tenderer has had improper contact or discussions with any member of SHA staff and/or members of their family |  |  |
| 12 | The Tenderer is fully compliant with the minimum terms and conditions of the Employment Law and with all other relevant employment legislation, as well as all relevant Health & Safety Regulations in the countries of registration and operations  |  |  |
| 13 | The Tenderer has procedures in place to ensure that subcontractors, if any are used for this contract, apply the same standards. |  |  |
| 14 | Consistent with numerous United Nations Security Council resolutions including S/RES/1269 (1999), S/RES/1368 (2001) and S/RES/1373 (2001), SHA is firmly committed to the international fight against terrorism, and in particular, against the financing of terrorism. It is the policy of SHA to seek to ensure that none of its funds are used, directly or indirectly, to provide support to individuals or entities associated with terrorism. In accordance with this policy, **the Tenderer undertakes to use all reasonable efforts to ensure that it does not provide support to individuals or entities associated with terrorism.** |  |  |
| I certify that the information provided above is accurate and complete to the best of my knowledge and belief. I understand that the provision of inaccurate or misleading information in this declaration may lead to my organisation being excluded from participation in future tenders. |
| Date |  |
| Name |  |
| Position |  |
| Telephone number  |  |
| Signature and full name |  |

# declaration re finance and tax

|  |
| --- |
| **Turnover history** |
| **Turnover figures entered into the table must be the total sales value before any deductions**‘Turnover of related products’ is for companies that provide items or services in multiple sectors. Please enter information on turnover of items or services that are similar in nature to the items or services requested under this tender.  |
| **Trading year** | **Turnover of related products** |
| **2023**  |  |
| **2022** |  |
| **2021** |  |
| Include a short narrative below to explain any trends year to year |
|  |
| 1. **SHA operates within the law of the country of operation and within international legal requirements. SHA expects all companies to fulfil their legal obligations, including meeting their tax liabilities and duties in accordance with the relevant tax legislation. Please comment below if you feel there are any matters you need to bring to SHA’s attention.**
 |
| *Please continue on a separate sheet if necessary.*  |

I certify that the information provided above is accurate and complete to the best of my knowledge and belief. I understand that the provision of inaccurate or misleading information in this declaration may lead to my organisation being excluded from participation in future tenders.

Signed: (Director) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

Print Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Company Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

***Appendix 2 - Technical & Financial Offer***

***Technical Offer (50%)***

|  |  |  |  |
| --- | --- | --- | --- |
| **#** | **Descriptions**  |  **Value out of 50 points**  | **Remarks** |
| ***1*** | ***Organization Capacity***  |  |  |
| **1.1** | **Number of trained employees in ticketing**  |  ***5 points*** | **Attached payroll and training certificate**  |
| ***2*** | ***The availability of the Office and proximity from SHA head office***  |  ***3 points***  | ***Please attach supporting documents office rent agreement or own certificate***  |
| ***3*** | ***Technology – mention WIFI capacity and online booking portal system*** |  ***7 points*** | ***Please attach supporting documents from Ethio Telcom or other******Please attach supporting documents***  |
| ***4*** | ***Work experience in Ticket Office***  |  ***5 points*** | ***Attach document*** |
| ***5*** | ***Ticketing Response time per hours*** |  ***10 points*** | ***Please estate the time in hours*** |
| ***6*** | ***Credit Facility for how many days/months*** |  ***15 points*** | ***Please estate the days/months*** |
| ***7*** | ***Minimum of three years Similar service Work experience for other organization (NGOs and other)*** |  ***5 points*** | ***Attach the reference letters*** |

**Financial Offer (50%)**

* **Price estate clearly in the following table**
* **The currency in etb**
* **Please estate the price with vat 15 % or not.**

|  |  |  |  |
| --- | --- | --- | --- |
| # | Description  | **Service charge in Birr without VAT 15%** | **Service charge in Birr witH VAT 15%** |
| 1 | International flight ONE ticket VALUE IN etb  |  |  |
| 1.1 | Less than 15,000.00 |  |  |
| 1.2 | 15,000.00-20,000.00 |  |  |
| 1.3 | 20,000.00-30,000.00 |  |  |
| 1.4 | 30,000.00-40,000.00 |  |  |
| 1.5 | 40,000.00-50,000.00 |  |  |
| 1.6 | 50,000.00-70,000.00 |  |  |
| 1.7 | 80,000.00-100,000.00 |  |  |
| 1.8 | GREATERTHAN 100,000.00 |  |  |
| 2 | Local flight ONE ticket VALUE IN etb  |  |  |
| 2.1 | LESS THAN 5,000.00 |  |  |
| 2.2 | 5,000.00- 10,000.00 |  |  |
| 2.3 | 10,000.00- 15,000.00 |  |  |
| 2.4 | More than 15,000.00 |  |  |

**Appendix 3 - SHA terms and conditions - See attached separately**

**Appendix 4 - GDRPs Terms and conditions -** See attached separately

Appendixes are attached in box file separately

Conditionshttps://selfhelpafrica.lightning.force.com/lightning/page/home