



AFGHAN NATIONAL ASSOCIATION FOR ADULT EDUCATION

Administration Department

REQUEST FOR PROPOSAL

for

**International & Domestic Travel Services for Afghan National Association for Adult Education
(ANFAE)**

RFP Number: HRD/2019/RFP-003

Announcement Date: May 20, 2019

Closing Date: May 29, 2019, 10:00AM

Estimated Annual Air Ticket Sales Value: USD 20,000

TABLE OF CONTENTS

1.	ABOUT ANAFAE	3
2.	ABOUT THE RFP:	3
3.	PROPOSAL FORMAT:	3
4.	CONTRACTOR SHALL PROVIDE THE FOLLOWING SERVICES:	5
5.	TERMS AND CONDITIONS:	5
6.	INVOICING & PAYMENT:	6
7.	TAXS:	6
7.1	<i>Withholding Rate</i>	7
8.	PAYMENT METHOD:	7
9.	COST LIABILITY:	7
11.	REQUIRED DOCUMENTS:	7
12.	SUBMISSION GUIDELINE:	7
14.	CODE OF CONDUCT FOR QUOTATIONS:	8

1. ABOUT ANAFAE

The Afghan National Association for Adult Education (ANAFAE) was founded in September 2005 as an umbrella organization to foster the development of local adult education centers. The Association sees itself as a national forum for the promotion of strategies and programmes of adult education with a particular focus on literacy learning, basic education, further vocational training, and continuing civic education. It maintains contact with decision makers and policy planners in the sector, officials in charge of Ministry education departments and programmes, tertiary level teachers and instructors, and seeks to encourage proactive dialogue among all stakeholders in the sector, including grassroots practitioners. ANAFAE maintains close ties of cooperation with the National Literacy Centre, the Ministries of Education, Labour, and Women's Affairs and their local structures in the provinces, as well as with Community Development Councils, especially in the northern province of Balkh. Since the end of 2007, ANAFAE is a member of the network of the Asian South Pacific Bureau of Adult Education (ASPBAE).

2. ABOUT THE RFP:

The purpose of this RFP is to enter into a contract for the services of non-exclusive travel agency to manage and coordinate the official travel, tickets reservation and hotel reservations needs for the employees of ANAFAE.

As ANAFAE is interested in securing the highest quality of travel services, maximizing service convenience for its employees and various programs participants, while minimizing travel cost and developing a database that will give ANAFAE an accurate reference of its travel expenditure patterns. ANAFAE reserves the right to use other travel services, when necessary.

The tender duly completed and signed shall be submitted in a sealed cover. The sealed cover upper-scribed shall be addressed to ANAFAE coordination and main office (KABUL), House#25, Technique Station, Behind Kabul Water Park, Kart-e-Char, Kabul on May 29, 2019, 10:00AM or send it through email to anafaejobs@gmail.com putting in CC najim.anafae@gmail.com, ahmadzaim.anafae@gmail.com and mansoor.anafae2018@gmail.com.

3. PROPOSAL FORMAT:

The proposal should follow the format indicated alphabetically below:

- A. The Bidder's ability and plan to handle approximately 200 international airline reservations a year.
- B. The Bidder's ability to report on frequency & money spent sorted out by airline and/or hotel chain.
- C. Company capabilities and financial statements for the prior three years of operation
- D. Number of employees/staff handling such travel service needs
- E. References from clients with similar needs including names and titles for contact purpose (at least three clients).
- G. Description of management information system and the airline reservation system(s)
- H. 24/7 emergency service capacity.
- I Identification by name and title of the key individuals, especially an account representative, who would direct and provide the services
- J The Bidder's approximate waiting time to respond to a call and or return a voicemail message.
- K A description of the bidder's plans for e-ticket confirmation or door-to-door delivery if necessary
- M A description on how the bidder will ensure the extreme customer satisfaction
- O The bidder's philosophy and approach to securing air travel and other travel services at the lowest most logical available fare or rates
- P The Bidder's approach to quality control
- R The Bidder's normal business days and hours, and description of how international travelers may obtain assistance after the normal work hours
- S The Bidder is required to include the location of the bidder's office that will be responsible for managing the contract. The Bidder should include the telephone number and name of the account representative.
- T A description of any special procedures or unique features, i.e., VIP services, development of traveler profiles, meet and greet services, etc.
- U Alternate offerings deemed by the Bidder to be of added value to this proposal may be submitted in addition to the preceding technical requirements.

4. CONTRACTOR SHALL PROVIDE THE FOLLOWING SERVICES:

- Travel reservations, issuance and delivery of E-tickets or paper tickets to ANAF AE Program coordination office.
- Advice on necessary health requirements, including types of inoculations and vaccinations whether required or suggested for foreign travel.
- Detailed travelers' routes
- Management information and billing reports derived from the booking database
- Reconciliation of travel charges incurred against ANAF AE
- Collection & reporting of total expenditures by airline/hotel.
- Reserve the hotel for ANAF AE employees at the time of need for local and international travels
- Reservation of dummy tickets while required by ANAF AE
- Ability to provide services for approximately 500 travelers per year.

5. TERMS AND CONDITIONS:

1. The Contractor shall provide ANAF AE with a 24-hour phone number(s) accessible by travelers to perform emergency itinerary changes and emergency services outside regular business hours. The Contractor shall be responsible for ensuring that any subcontractor providing such emergency service complies with all conditions of the contract.
2. The Contractor shall provide delivery of tickets, itineraries, and boarding passes (if applicable), and other travel documents, as determined necessary. Tickets shall routinely be provided to ANAF AE Program Coordination Office (KABUL), House#25, Technique Station, Behind Kabul Water Park, Karte Char, Afghanistan.
3. Comply with mandatory Afghanistan Government Travel Regulations.
4. Promotional or other types of discount fares can be used under this contract provided that the contractor shall not use any restricted fare which provides for a monetary penalty for route changes or flight cancellations without consulting the with ANAF AE representative in charge of the relevant official travel arrangements first.
5. When requested, provide on an open-market basis, complete personal travel services and support for ANAF AE employees requesting personal (unofficial) travel arrangements. However, no individual is required to use the services under this contract for personal travel.

6. When ANAFAE official travelers include personal legs of travel in their official routes, the contractor should be able to separate the official cost from the personal cost on a cost construct basis and coordinate payment of the personal difference with the traveler directly.
7. In the event of emergencies (e.g., Presidential-declared disasters, airline strikes, fires, natural disasters, terrorist attacks including evacuations, etc.), the Contractor shall maintain operations necessary to support ANAFAE under the contract. This includes maintaining services 24/7 as required by ANAFAE responding to the emergency situation and providing necessary delivery of tickets.
8. The contractor is required to identify qualified personnel for project management and for handling reservation requests. They should be fluent in English (writing and reading) and experienced in providing international travel and management services for Afghan.

6. INVOICING & PAYMENT:

The service provider shall submit proper invoices - for services performed and/or supplies that have been successfully delivered and accepted in accordance with any directions stipulated in the Statement of work, the payment will be made 5 days after submission of invoices by the service provider.

Invoice Requirements: The service provider shall submit by according to ANAFAE requirements:

- Clear supplier title name
- Customer name in the invoice should be (ANAFAE)
- Invoice date should be clear and readable
- Only computerized invoices are acceptable
- Clear item name/number of unit/Price per unit/total/grand total
- Both Stamp and signature- signature should be with blue pen
- Invoice amount should be in AFN
- Please attach an exchange rate document with the USD dollars invoices or bills (only exchange rate from www.oanda.com is acceptable).
 - We only accept the computerized invoices signed with blue pen

7. TAXES:

Pursuant to the provisions of the Government of Afghanistan Income Tax Law 2009, Article 72, effective March 2009, ANAFAE is required to withhold income tax at the prescribed rates at the time of making payment to the legal or natural person(s) providing supplies, materials,

construction and services under contract, including purchase order procurements, for transactions of AFA 500,000 and above.

7.1 Withholding Rate:

The prescribed rate of income tax withholding is 2% of the gross purchase amount for subcontractors/vendors who have a business license registered with the Afghanistan Investment Support Agency (AISA) or MoCI; 7% of the gross purchase amount for subcontractors/vendors not registered with AISA who are conducting business without a license or contrary to approved by-law.

8. PAYMENT METHOD:

All travel services including transaction fees are paid either by cheque or bank transfer. However, bi-weekly or monthly documentation detailing tickets issued, or other travel reservations made, are required to be provided to ANAFEA.

9. COST LIABILITY:

ANAFEA assumes no responsibility and bears no liability for cost incurred by bidders in the preparation and submittal of proposals in response to this RFP.

10. LICENSE PERMIT:

The contractor shall obtain and maintain in full compliance and effect all required licenses, permits, and authorizations necessary to perform this contract. The Contractor shall supply ANAFEA with evidence of all such licenses, permits and authorizations. This evidence shall be submitted subsequent to the contract award.

In addition to the above, the contractor should have Tax identification Number (TIN) from ministry of finance of Afghanistan.

11. REQUIRED DOCUMENTS:

The interested vendor shall submit the following documents with proposal:

1. Certificate of registration in government/ (AISA, MoCI) license.
2. Statement of Satisfactory Performance from the Top 3 Clients in terms of Contract Value the past (3 years).
3. Copy of past performances or similar contracts
4. Company Profile (brief description/background of the company)

12. SUBMISSION GUIDELINE:

Please submit your offer to ANAF AE coordination and main office (KABUL), House#25, Technique Station, Behind Kabul Water Park, Karte Char, Kabul May 29, 2019, 10:00AM or online through anafaejobs@gmail.com putting najim.anafae@gmail.com, ahmadzaim.anafae@gmail.com and mansoor.anafae2018@gmail.com in CC.

(خانه نمبر 25، ایستگاه تخنیک، کوچہ پارک آبی کابل، کارته چهار، کابل).

13. POINT OF CONTACT:

If you have any question or queries in this regard, please contact at +93791037506, or mail to mansoor.anafae2018@gmail.com.

14. CODE OF CONDUCT FOR QUOTATIONS:

This declaration needs to be part of each quotation in the ANAF AE for purchases higher than 500,00 EUR. Please provide this text to the supplier, which he should read, understand, sign and stamp. The supplier shall hand in this document together with the quotation document. The declaration needs to be included in the documentation of the respective voucher at the ANAF AE coordination office in Kabul.

We emphasize the importance of a free, fair and competitive awarding procedure, which excludes any misuse thereof. This company declares that it has never directly nor indirectly offered or granted any illegal advantages to public servants or other persons in connection with an awarding procedure. This company declares that it will also not offer or grant any illegal advantages to ANAF AE during the award procedure or in case of being contracted during the following order execution. We affirm the importance of compliance with core social and labor standards during order execution. We agree to respect the core labor standards of Afghanistan.

Date, place, name of responsible person and stamp: _____

Address _____

Name and Address of company _____

Place Name and Name of Responsible Peron in company: _____

Signature of Responsible Person and stamp of Company _____

Annex 1

COMPANY BACKGROUND INFORMATION

Table 1: Each legal entity submitting quotation shall complete the Form:

COMPANY BACKGROUND INFORMATION	
Each legal entity submitting quotation shall complete the Form:	
1	Name of Legal Entity (Offeror):
2	Nature of Business:
3	Legal Address:
4	Telephone Number:
5	Year of Registration:
6	E-mail Address:
7	Country of Registration:
8	Registration Certificate issued by (name of institution):
9	Name and Position of the Head of Company/Organization:
10	Company's Contact Details (name, title, email and telephone number):

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Signature

Duly authorized to sign the Company Background Information for and on behalf of _____