

**International Rescue Committee**

**(Humanitarian Program)**

**Request for Proposal (RFP)**

**RFP Reference No: IRC AFG-00928**

**Master Service Agreement (MSA) Provision of Domestic, International Flights, International Hotel and Visa Service for IRC Kabul Office (12 Months Contract)**

|  |
| --- |
| **Planned Timetable** |
| **Issued ITT** | *June 10, 2019* |
| **Advertise ITT** | *June 10, 2019* |
| **Questions from Service Provider due date**  | *June 11 to 20, 2019* |
| **Deadline for Submission**  | *June 25, 2019* |
| **Evaluation of RFP** | *June 30, 2019* |
| **Service Provider Visit**  | *July 02, 2019*  |
| **Award of Contracts**  | *August 20, 2019* |
| **Contract Start**  | *August 21, 2019* |

Contents Pages

[I. INTRODUCTION 3](#_Toc457220651)

[1. The International Rescue Committee. 3](#_Toc457220652)

[2. The Purpose of this Request for Proposal (RFP) 3](#_Toc457220653)

[3. Cost of Bidding 3](#_Toc457220654)

[4. The Bidding Documents 4](#_Toc457220655)

[5. Clarification of Bidding Documents 4](#_Toc457220656)

[6. Language of Bid 4](#_Toc457220657)

[7. Documents Comprising the Bid 4](#_Toc457220658)

[8. Bid Prices & Price Changes 5](#_Toc457220659)

[9. Bid Currencies 5](#_Toc457220660)

[10. Document Establishing service Eligibility and Conformity to Bidding Documents 5](#_Toc457220661)

[11. Bid Security 5](#_Toc457220662)

[12. Period of Validity of Bids 5](#_Toc457220663)

[13. Format and Signing 6](#_Toc457220664)

[14. Submission and Marking of Bids: 6](#_Toc457220665)

[15. Format 6](#_Toc457220666)

[16. Modification and Withdrawal of Bids 6](#_Toc457220667)

[17. Preliminary Examination 6](#_Toc457220668)

[18. Evaluation and CoMSArison of Bids 7](#_Toc457220669)

[19. Contacting the Purchaser 8](#_Toc457220670)

[20. Notification of Award 8](#_Toc457220671)

[21. Contract award and notification 8](#_Toc457220672)

[22. Warranty 8](#_Toc457220673)

[23. Price Schedules and Location 8](#_Toc457220674)

[24. Distribution **Error! Bookmark not defined.**](#_Toc457220675)

[25. Disclaimer 8](#_Toc457220676)

[26. Ethical Operating Standards 8](#_Toc457220677)

[27. Service Provider Information Form 9](#_Toc457220678)

[28.](#_Toc457220679) Price List Annex B 15

29.Taxex………………………………..…………………………………………………………………………………16

30. IRC Conflict of Interest and Service Provider code of conduct Annex C …………...………17

# INTRODUCTION

# The International Rescue Committee.

The International Rescue Committee, hereinafter referred to as “the IRC”, is a non-profit, humanitarian agency that provides relief, rehabilitation, protection, resettlement services, and advocacy for refugees, displaced persons and victims of oppression and violent conflict. The Humanitarian Program *supports communities affected by conflict or natural disasters through WASH, livelihoods, protection and emergency response projects. Provision of safe drinking water (drilling of new bore wells, new pipe schemes and upgrading of existence pipe scheme to solar systems, construction of sanitation facilities to the MRRD standards) hygiene promotion, skill trainings, food security, farmers capacity building, rehabilitation of the irrigation structures, prepositioned stock of NFIs and emergency shelter for the emergency management and construction of DRR infrastructures are the main program activities.*

# The Purpose of this Request for Proposal (RFP)

It is the intent of this RFP to secure competitive proposals to select a Potential, Reliable and Committed Service Provider for the International Rescue committee to provide and deliver quality and committed services of **Domestic and International Flights and International Hotel and Visa Facilitation Services** for the official purpose of IRC Afghanistan when needed. Therefore, IRC Kabul Afghanistan is calling on all eligible Travel Agencies/Service Providers that are qualify, Professional and are technically competent for the provision of required services as indicated in **ANNEX – B** to submit their sealed proposals as per the outlined criteria set forth in this RFP.

The winning bidder(s) will enter into a flexible and day rate price Master Service Agreement (MSA) for period of one (1) year with possibility of extension an additional year subject to the need and service provider reliability. Bidders shall be domiciled and must have complied with all Host Government legal set forth Regulations to operate in **Afghanistan** and a regular tax payer to offer such services as specified in the tender and shall furnish copy of its operating license/certificate of registration valid for the fiscal year **2019 and possibly 2020**. The Bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices.

* 1. **Background:**

IRC anticipates issuing a Master Services Agreement (MSA) or multiple MSAs to establish specific price competitiveness and commitment levels for ordering of all above indicated needs. This will allow the organization to issue specific purchase orders or Task Orders, on an as-needed basis, for a period not to exceeding 12 months.

Respondents should ensuring that their quotations/Proposals are received by IRC in accordance with the instructions, terms, and conditions described in the RFP. Failure to adhere to instructions described in this RFP may lead to disqualification of a quotation from the consideration.

# Cost of Bidding

The Bidder shall be responsible for all costs associated with the preparation and submission of its bid, and IRC hereinafter referred to as “the Purchaser”, will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

##### THE BIDDING DOCUMENTS:

# The Bidding Documents

The Bidder is expected to examine all instructions, forms, **terms** and **specifications** in the bidding documents prepared for the selection of authorized Service Providers or vendors. Failure to furnish all information required as per the bidding documents or to submit a bid not substantially responsive to the bidding document in every respect will be at the Bidder’s risk and may result in bid rejection.

|  |
| --- |
| *The Bidding documents comprise of the following documents:** *The Request for Proposal – RFP (applied to this document);*
* *Service Provider Information Form and Conflict of Interest Form*
* *Service and overall cost effectiveness day rate price for each flight itinerary, hotel need and Visa Facilitation Services Sheet Annex B*
 |

# Clarification of Bidding Documents

A prospective Bidder requiring any clarification of the Bidding Documents may notify in writing at the AF.Tender@rescue.org. The request for clarification must reach the purchaser not later than (June 11-20, 2019). The Purchaser will respond by e-mail providing clarification on the bid documents on the (June 11-20, 2019). Written copies of the Purchaser’s response (including an explanation of the query but without identifying the source of inquiry) will be communicated to all prospective Bidders, who had received the bidding documents.

##### III. PREPARATION OF BIDS:

# Language of Bid

The bid and all relative correspondence and documents exchanged between the bidders and the Purchaser shall be written in **English language only.** Any printed literature furnished by the bidder and written in another language must be accompanied by an English translation of its pertinent passages, in which case, for purposes of interpretation of the bid, the English translation shall prevail. Any translations must be performed by a licensed translator as recognized and notarized by the Courts and Government of Afghanistan.

# Documents Comprising the Bid

The submitted bid must include the following information. Failure to supply all requested information or comply with the specified formats may disqualify the bidder from consideration.

|  |
| --- |
| * *A Bid detailing the service provider commits given price p/itinerary economically value for money and prevails with day rate commitment;*
* *Certificate of Business registration or Trading License in Afghanistan from relevant government authorities such as AISA and or Ministry of Culture and Information*
* *Profile of the dealer (experience in the same field)*
* *Tax payers documents in Afghanistan*
* *Bank details /Financial capabilities*
* *Cover letter explaining interest to be a contracted vendor or Service Provider*
* *Three (3) References from current or past clients (at least in the last one year)*
* *Other important document bidder feel need to be attached to support their bid.*
 |

# Bid Prices & Price Changes

For the purpose of selecting a Service Provider/vendor and executing the Master Service Agreement, the Bidder shall clearly indicate the unit price of the service they will provide based on IRC request of flights and or hotel at the time of need. Bidder should clearly indicate his/her commitment and reliability that the prices will be offered to IRC at the time flight intermarry or hotel need, Visa Facilitation information is shared will be more competitive and value for money.

During the validity period of the Master Service Agreement, the based on need prices for the flights and or hotel will be needed inside and outside Afghanistan will remain more competitive at all time.

# Bid Currencies

* All rates and amounts will be entered in the Bid Form and Price Schedule and used in any documents, correspondence or operations pertaining to this tender shall be expressed in **United States US Dollars (USD)**

# Document Establishing service Eligibility and Conformity to Bidding Documents

Pursuant to Clause 8, the bidder shall furnish, as part of its bid, documents establishing the eligibility and conformity to the Bidding Documents of services, which the Bidder proposes to supply under the Contract.

The Documentary evidence of the services’ conformity to the Bidding Documents may be in the form of technical specifications, literature, drawings, data (tables, graphs etc.), and shall furnish:

* A detailed description of the service’ essential technical and performance characteristics.
* A **clause-by-clause** commentary on the Purchaser’s Technical Specifications demonstrating the services’ substantial responsiveness to those specifications or a statement of deviations and exceptions to the provisions of the Technical Specifications.

# Bid Security

For the Purpose of This Tender or MSA Process, Bid Security or Bond is not applicable.

# Period of Validity of Bids

Bids shall remain valid **for 90 working days** after the date of bid opening prescribed by the Purchaser, a bid valid for a shorter period may be rejected by the Purchaser as non-responsive.

In exceptional circumstances, the Purchaser may request the Bidders to extend the period of validity. The request and the responses thereto shall be made in writing by letter or e-mail. A bidder agreeing to the request will not be required nor permitted to modify his bid.

# Format and Signing

The original bid shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the contract. **Financial proposal pages of the bid shall be remained blank but with statement fully committing Travel Agent/Service Provider that best price value for money will be provided at the time IRC Need flight and hotel service and this part of statement to be initialed by the person or persons signing the bid and stamped with the company seal.**

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

The bidder shall include a cover letter in their proposal. The content of the cover letter shall include the following information:

* A table containing bid offer: item description, unit price space to remain blank with best price offer commitment words
* Service provider confirms their given offer based on need will fully compete the open and International Market price and this approach and efforts will remain solid and stable during the period of the contract.

##### SUBMISSION OF BIDS

# Submission and Marking of Bids:

Bidder shall submit sealed bid clearly marked (RFQ IRC AFG-00016 Proposal for Provision of **Domestic and International Flights and International Hotel Accommodation** to (IRC Afghanistan Kabul Office locates at Taimani, Street # 4, House, # 34, District No 10, Kabul, Afghanistan), **no later than June 25, 2019, 04:00pm.** All bids are to be put into the Tender Box provided for the purpose. Bids submitted after the deadline will not be accepted.

Bidders must sign the bid register form at the reception of the office indicating their company name, telephone number, and date of submission.

# Format

The Bidder’s proposal shall comprise of technical proposal and commitment of future financial offers with stable and value for money prices in the proposal, in separate sealed envelopes.

# Modification and Withdrawal of Bids

The Bidder may modify or withdraw its bid after the bid’s submission, provided that written notice of the modification, including substitution or withdrawal of the bids, is received by the Purchaser prior to the deadline prescribed for submission of bids.

The Bidder’s modification or withdrawal notice shall be prepared, sealed, marked, and dispatched. No bid may be modified after the deadline for submission of bids.

##### BID OPENING AND EVALUATION

# Preliminary Examination

The Purchaser will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed and whether bids are generally in order.

# Evaluation and Comparison of Bids

Bids determined to be substantially responsive as per section 7 above will be considered for the evaluation process with the below scoring criteria.

|  |  |  |
| --- | --- | --- |
|  | **Description** | **Weight (%)** |
| **Capacity/Stock holding/Availability** | Refers to Bidder providing the most advantageous delivery, commitment, Price competitiveness, and best flight routs schedule. Provide information on (1) no of personnel (Staff) company has, (2) years of operations in Afghanistan or oversee, (3) Does the company have affiliation with other international company and (4) how many branch offices does the company have in Afghanistan and outside country.  | 20% |
| **Past experience/performance**  | Refers to Bidders ability to demonstrate relevant experience and technical knowledge of the services required. Past experience in delivering Quality best route flight itinerary, best price, reliable and cost effective oversea accommodation Services | 15% |
| - Please attach copies of POs / Contracts of Flights and hotel services (Three copies of most recent clients purchase orders) |
| **Eligibility/Specialized Service Provider** | Specialized Service Provider owns his own reliable travel agency business Registered in a relevant commercial or trade register.  |  20% |
| **Quality Services, Physical Operational Office, Provide 4 sample price ticket** | Presence of physical operational office, (Photos of the offices exterior and interior), flexibility of travel agency to provide additional services free of cost such as temporary lounge booking for couple of hours for international flights, provide minimum 4 round trip flight tickets (economy) for the routes outlined in Annex E  | 20% |
| **Financial proposal**  | This part to be committed in writing by the travel agent/service provider how they will provide best services offer with overall cost effectiveness, best route flights and oversea hotel accommodation mechanism. (1) How the travel agency charges service commission in percentage (%) per ticket, hotel and or visa, (2) what mechanism company use to charge commission or cancelled flight penalty amount in percentage (%), (3) how many time a domestic or intel flight can be changed without penalty or percentage of penalty may apply for some airlines based on policy,  | 20 |
| **Payment Terms** | Offers 30 Days credit for payment after receipt of invoice | 5% |
|  |  | **100%** |

*Note: IRC Buyer to review the evaluation criteria to align with nature of procurements.*

# Contacting the Purchaser

Subject to Clause 5, no Bidder shall contact the Purchaser on any matter relating to its bid, from the time of the bid opening to the time the Contract is awarded or selected authorized Service Provider or vendor is announced.

# Notification of Award

Prior to the expiration of the period of bid validity, the Purchaser will notify the successful bidder in writing or where necessary by phone that his/her bid has been accepted and, selected for Master Service Agreement for the specific goods and/or services. At this stage IRC may also choose to negotiate with the selected bidder to finalize the offer and service provision best approaches.

##### CONTRACTING

# Contract award and notification

The Purchaser will award the Contract to the notified successful Bidder(s) whose bid has been determined to be substantially responsive and has been determined as the best evaluated bid considering price/performance factors, provided further that the Bidder is determined to be qualified to enter into Master Service Agreement and perform its obligations satisfactorily.

# Warranty

The Service Provider warrants that the services to be delivered are according to the IRC criteria and need and meets the Purchaser’s full specifications.

The warranty shall remain valid for a period of time as may be specified by the Service Provider in the Bid and this warranty period shall be considered as one of the bid advantages, and shall in no case be less than that which is provided for by Afghanistan Law if any

# Price Schedules and Location

Services Providers interested in the provision of Services to IRC Country office should NOTE that all categories apply to all IRC Offices.

List of Services for Master Service Agreement as per below Categories is attached

# Disclaimer

The Purchaser reserves the right to alter the dates of the timetable.

The Purchaser does not bind itself to accept the unclear statements not relevant or confusing the process or any proposal.

# Ethical Operating Standards

The IRC Way: Standards for Professional Conduct (“The IRC Way”), the IRC’s code of conduct and IRC’s combating Trafficking in Persons Policy. The IRC Way provides three (3) core values - Integrity, Service, and Accountability – and twenty-two (22) specific undertakings.

The IRC Way provides, inter alia, that IRC does “not engage in theft, corrupt practices, nepotism, bribery, or trade in illicit substances.” IRC’s procurement systems and policies are designed to maximize transparency and minimize the risk of corruption in IRC’s operations.

IRC requests that a Service Provider (i) informs IRC upon becoming aware that the integrity of IRC’s business has been compromised during the RFP process, and (ii) report such events through IRC’s confidential hotline, Ethics point, which can be accessed at [www.ethicspoint.com](http://www.ethicspoint.com) or via toll–free (866) 654–6461 in the U.S., or collect (503) 352–8177 outside the U.S.

# ANNEX – A: Service Provider Information Form

|  |  |
| --- | --- |
| Company Name |  |
| Any other names company is operating under (Acronyms, Abbreviations, Aliases) |  |
| Previous names of the company |  |
| Address |  |
| Website |  |
| Phone/Fax Numbers | Phone: Fax: |
| Primary Contact | Name: Phone Number: Email Address: |
| # of Staff |  |
| # of Locations |  |
| Avg. $ Value of Stock on Hand |  |
| Name(s) of Company Owner(s) or Board of Directors |  |
| Parent companies, if any |  |
| Subsidiary or affiliate companies, if any |  |

**Financial Information**

|  |  |
| --- | --- |
| Bank Name and Address |  |
| Name under which company is registered at bank |  |
| Payment Terms | Payment By: Check Yes | No Wire Transfer Yes | No  |
| Specify Standard Payment Terms (Net15, 30, etc.) |  |

**Product/Service Information**

|  |  |
| --- | --- |
| List Range of Products/Services Offered |  |
| Basis For Pricing (Catalog, List, etc.) |  |

**References**

|  |  |
| --- | --- |
| Client Name: | Contact Name, Phone, Email Address: |
| Client Name: | Contact Name, Phone, Email Address: |
| Client Name: | Contact Name, Phone, Email Address: |

**International Rescue Committee, Inc.**

**Intent to Bid**

**IRC Reference #: IRC AFG-**

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

*(Please indicate #1 or #2 below)*

**1.□** It is the intent of this company to submit a response to the ( ).

Please provide a name and email address for the person within your company that should receive notices, amendments, etc. that are related to this Tender:

Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature (If faxed) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Title of Person signing \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

We realize that this is an intent to bid and in no way obligates this company to participate in this process.

**2.□** This Company DOES NOT intend to participate in this Tender.

Name (Signature if faxed)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Title of Person signing \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please fax or email this form at your earliest convenience to the attention of:

Name (YOU) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Fax \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Service Provider Self-Certification of Eligibility**

Company certifies that:

**1.** They are not debarred, suspended, or otherwise precluded from participating in major donor (e.g. European Union, European and United States Government, United Nations) competitive bid opportunities.

**2.** They are not bankrupt or being wound up, are having their affairs administered by the courts, have entered into arrangements with creditors, have suspended business activities, are the subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations.

**3.** They have not been convicted of an offense concerning their professional conduct*.*

**4.** They have not been guilty of grave professional misconduct proven by any means that the contracting authority can justify, or been declared to be in serious breach of contract for failure to comply with their contractual obligations towards any contracts awarded in the normal course of business.

**5.** They have fulfilled obligations related to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country where the contract is to be performed.

**6.** They have not been the subject of a judgment for fraud, corruption, involvement in a criminal organization or any other illegal activity.

**7.** They maintain high ethical and social operating standards, including:

* Working conditions and social rights: Avoidance of Child Labor, bondage, or forced labor; assurance of safe and reasonable working conditions; freedom of association; freedom from exploitation, abuse, and discrimination; protection of basic social rights of its employees and the IRC’s beneficiaries.
* Environmental aspects: Provision of goods and services with the least negative impact on the environment.
* Humanitarian neutrality: Endeavoring to ensure that activities do not render civilians more vulnerable to attack, or bring unintended advantage to any military actors or other combatants.
* Transport and cargo: Not engaged in the illegal manufacture, supply, or transportation of weapons; not engaged in smuggling of drugs or people.

**8.** Company warrants that, to the best of its knowledge, no IRC employee, officer, consultant or other party related to IRC has a financial interest in the Company’s business activities, nor is any IRC employee related to principals or owners of the company. Discovery of an undisclosed Conflict of Interest situation will result in immediate revocation of the Company’s Authorized Service Provider status and disqualification of Company from participation in future IRC procurement.

9. Service Provider hereby confirms that the organization is not conducting business under other names or alias’s that have not been declared to IRC.

10. Service Provider herby confirms it does not engage in theft, corrupt practices, collusion, nepotism, bribery, or trade in illicit substances.

By signing the Service Provider Information Form you certify that your Company is eligible to supply goods and services to major donor funded organizations and that all of the above statements are accurate and factual.

Company Name:

Name of Representative:

Title:

Signature:

Date:

**FOR IRC USE**

**Following documents have been supplied:**

|  |  |
| --- | --- |
| Business registration or license |  |
| Articles of incorporation or similar document  |  |
| Business and other NGO references  |  |
| Tax Information Identification (TIN) |  |
| Bank statements, Bank Payment Instruction and references  |  |
| Passport / ID cards of business owners/board of directors |  |
| Financial statement (if available) |  |

**I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ an employee of IRC having completed and reviewed this form confirm the accuracy of information provided:**

Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Title \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date\* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\*Service Provider to be re-authorized one year from this date.

# ANNEX B Price List Commitment Part Annex

Service Provider/Travel Agent to provide and demonstrate full commitment for provision of fair and competitive price for flight, hotel and visa services will be required during the period of 12 months starting from the date contract is officially signed. Please provide a realistic price for four (4) different routes round trip tickets in below table.

**Table for Providing 4 Round trip Ticket Price Itinerary**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Date | From | To | Ticket Amount $ | Airline | Departure Time | Arrival Date and Time | Ticket Class |
| June-30-2019July-15-2019 | KabulJuba | Juba Kabul |  |  |  |  | EconomyEconomy |
| June-30-2019July-15-2019 | KabulNew York  | New YorkKabul |  |  |  |  | EconomyEconomy |
| June-30-2019July-15-2019 | KabulJordan | Jordan Kabul |  |  |  |  | EconomyEconomy |
| June-30-2019July-15-2019 | Kabul Nairobi  | Nairobi Kabul  |  |  |  |  | EconomyEconomy |

**27.1 Scope of Service:**

Selected Service Provider/Travel Agent will be required to provide the best overall cost (value for money) and reliable flight route location when detailed ITINERARY schedule is shared through email correspondence. Prices and terms of correspondence submission to be followed as per instruction outlined in **Annex B Article 27.2** below

**27.2 Prices list:**

1. IRC Administrative In charge will submit clear Itinerary to the Service Provider via Email
2. Service provider should respond to the email acknowledged as received as soon as email is received
3. Service Provider Must submit back the flight itinerary within **3** consecutive hours as soon as Itinerary is received.
4. Some exceptional situational cases should be treated as earlier as less than 3 hours by the service provider/Travel Agency
5. Prices should be in USD Dollars included government applicable withholding tax that will be remitted by IRC and deposited to Ministry of Finance account
6. Provided Itinerary price to remain valid for 24 hours as soon as submitted to IRC
7. Ticket will be issued either by Purchase Order or Task Order by the IRC Administrative Unit
8. Issued tickets should always be flexible and changeable with maximum with no additional penalty costs for first time and minimum applicable charges when ticket changed time to time.
9. Travel agent/Service Provider must be committed to avoid charging any additional costs when certain airlines have flexibility to change passengers ticket with no costs
10. Travel agent/Service provider should have the capacity to cancel the flight ticket when requested with no penalty or additional charges where applicable
11. Travel Agent/Service provider should be able to offer free lounge in international airports hub where IRC passenger require longer hours stay layover to catch next connecting flight.
12. Travel Agent/Service provider should be able to provide best economy cost for hotel/accommodation booking may require during any official travel by IRC in the airports or outside airports
13. Travel agency/Service Provider will be required to facilitate any possible visa services may be needed for Dubai and some other countries when required
14. Travel Agent/Service provider must abide with all contract terms and condition during the period of 12 months and should possess good business acumen approach.
15. Invoices with clear bank account details to be submitted to IRC admin department as soon as ticket (s) received for payment process.
16. Travel agent should assign a focal point representative who can respond to IRC queries in timely manner.
17. Travel agent/Service Provider must be responsive to IRC queries in regard to the flight booking/change/cancel 24/7 full week

**27.3 Service Receipt Procedure:**

IRC will establish Master Service Agreement (MSA) with one or more than one service provider who provide better offer service and faire and consistent price that competes value for money. IRC will only use the service outlined above from service provider during period of 12 months when needed and payment will only be made when service is received.

IRC does not commit any financial value under this contract unless the actual service is received when needed.

Payment will be made either by bank transfer or cheque subject to IRC Finance department policy within 1 calendar month as soon as final invoice and Delivery or work certification report is submitted

***27.4 Brief Information about Service Provider:***

***Please provide brief information about your service Delivery and capabilities:***

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

# Taxes:

IRC reserves the right to withhold taxes as deemed appropriate by the Government of Islamic Republic of Afghanistan (GIRoA).

|  |
| --- |
|  **Validity of price should be at least 90 days** **Price to be in United States US Dollars (USD)****Price Validity[[1]](#footnote-1): ……………………….****Currency of bid[[2]](#footnote-2): …………………….****Payment Terms: …………………….****Company Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
|  |  |  |
| **Signature of representative\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
|  |  |  |
| **Tele\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Fax\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
|  |
| **Official stamp of Service Provider -------------------------** |
|  |
|  |
|  |

**ANNEX – C: IRC Conflict of Interest and Service Provider Code of Conduct**

Service Provider hereby agrees that Service Provider and Service Provider’s employees and subcontractors, if any, shall abide by and follow all established written policies of IRC related to work conduct, including, but not limited to, The IRC Way: Standards for Professional Conduct (“The IRC Way”), the IRC’s code of conduct, and IRC’s Combating Trafficking in Persons Policy. The IRC Way provides three (3) core values - Integrity, Service, and Accountability – and twenty-two (22) specific undertakings. Service Provider acknowledges that all IRC employees and independent contractors are expected to apply these core values and follow these undertakings in carrying out work on behalf of IRC. It is a point of pride for IRC to apply these behavioral standards in IRC’s everyday operations.

**Integrity - At IRC, we are open, honest and trustworthy in dealing with beneficiaries, partners, co-workers, donors, funders, and the communities we affect.**

* We work to build the trust of the communities in which we work and sustain the trust earned by our reputation in serving our beneficiaries.
* We recognize that our talented and dedicated staff are our greatest asset and we conduct ourselves in ways that reflect the highest standards of organizational and individual conduct.
* Throughout our work, IRC respects the dignity, values, history, religion, and culture of those we serve.
* We respect equally the rights of women and men and we do not support practices that undermine the human rights of anyone.
* We refrain from all practices that undermine the integrity of the organization including any form of exploitation, discrimination, harassment, retaliation or abuse of colleagues, beneficiaries, and the communities in which we work.
* We do not engage in theft, corrupt practices, nepotism, bribery, or trade in illicit substances.
* We accept funds and donations only from sources whose aims are consistent with our mission, objectives, and capacity, and which do not undermine our independence and identity.
* We support human rights consistent with the UN Universal Declaration of Human Rights and The Convention on the Rights of the Child.
* We rigorously enforce the UN Secretary General’s Bulletin on the Protection from Sexual Exploitation and Abuse of Beneficiaries.
* IRC recognizes its obligation of care for all IRC staff and assumes their loyalty and cooperation.

**Service - At IRC, our primary responsibility is to the people we serve.**

* As a guiding principle of our work, IRC encourages self–reliance and supports the right of people to fully participate in decisions that affect their lives.
* We create durable solutions and conditions that foster peace, stability and social, economic, and political development in communities where we work.
* We design programs to respond to beneficiaries’ needs including emergency relief, rehabilitation, and protection of human rights, post–conflict development, resettlement, and advocacy on their behalf.
* We seek to adopt best practices and evidence–based indicators that demonstrate the quality of our work.
* We endorse the Code of Conduct for the International Red Cross and Red Crescent Movement and NGOs in Disaster Relief.

**Accountability - At IRC, we are accountable – individually and collectively – for our behaviors, actions and results.**

* We are accountable and transparent in our dealings with colleagues, beneficiaries, partners, donors, and the communities we affect.
* We strive to comply with the laws of the governing institutions where we work.
* We maintain and disseminate accurate financial information and information on our goals and activities to interested parties.
* We are responsible stewards of funds entrusted to our use.
* We integrate individual accountability of staff through the use of performance evaluations.
* We utilize the resources available to our organization in order to pursue our mission and strategic objectives in cost effective ways.
* We strive to eliminate waste and unnecessary expense, and to direct all possible resources to the people we serve

**Conflict of Interest**

* Service Provider hereby warrants that, to the best of its knowledge, no IRC employee, officer, consultant or other party related to IRC has a financial interest in the Service Provider’s business activities.
* Service Provider herby warrants that, to the best of its knowledge, no IRC employee, officer, consultant or other party related to IRC has a family relationship with the Service Provider’s owners.
* Discovery of an undisclosed conflict of interest will result in immediate termination of any Agreement and disqualification of Service Provider from participation in current and future IRC activities.
* Service Provider hereby confirms that the organization is not conducting business under other names or alias’s that have not been declared to IRC.
* Service Provider herby confirms it does not engage in theft, corrupt practices, collusion, nepotism, bribery, or trade in illicit substances.

**Service Provider herby agrees to maintain high ethical and social standards:**

* Working conditions and social rights: Avoidance of child labor, bondage, or forced labor; assurance of safe and reasonable working conditions; freedom of association; freedom from exploitation, abuse, and discrimination; protection of basic social rights of its employees and IRC’s beneficiaries; prohibition of trafficking in persons.
* Environmental aspects: Provision of goods and services with the least negative impact on the environment.
* Humanitarian neutrality: Endeavoring to ensure that activities do not render civilians more vulnerable to attack, or bring unintended advantage to any military actors or other combatants.
* Transport and cargo: Not engaged in the illegal manufacture, supply, or transportation of weapons; not engaged in smuggling of drugs or people.

If you believe that any IRC employee, volunteer or intern is acting in a manner that is inconsistent with these Standards, please notify a supervisor or the confidential helpline Ethics point, www.ethicspoint.com or call Ethics point toll-free (866) 654-6461 in the U.S./call collect (503) 352-8177 outside the U.S. There will be no retaliation against any person who raises concerns that are based on good faith belief of improper conduct. An intentionally false report or a failure to report conduct that is known to violate these standards may result in disciplinary action.

By signing this statement Service Provider acknowledges any violation of the above IRC policies will result in immediate termination of any agreement in place and disqualification from participation in future IRC activities.

|  |
| --- |
| Service Provider Name: |
| Signature: |
| Title: |
| Print Name: |
| Date: |

1. [↑](#footnote-ref-1)
2. [↑](#footnote-ref-2)