**TENDER RESPONSE**

 **ITT / ABUJA/2019/001 TRAVEL AGENT SEVICES**

**Please provide information against each requirement.**

Additional rows can be inserted for all questions as necessary.

**Section 1 - Bidder’s general business details**

1. General information

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| Organisation Name:  |
| Contact Name:  |
| Phone:  | Fax:  |
| Email:  | Parent company (if applicable): |
| Principle Address: | Registered Address: | Payment Address: |
| Registration number:  | Tax number:  |
| Year of registration:  | Annual Turnover: (**NGN)** : |
| Other key information :  |

1. Please provide details of the type of your organisation (manufacturer, distributor, Service provider/oriented etc.):
2. Please provide details of the primary products/services of your organisation:
3. Please list your employees who would be involved with Save the Children. One employee should be the key point of contact for Save the Children and will be the person receiving all orders from Save the Children in case your company is selected as Supplier. Put in red the name of the employee designed as key point.

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| **Name** | **Job title** | **Role for Save the Children account** | **Direct phone number** | **Email address** |
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1. Please detail what your insurance cover provides and what the maximum value is:
2. Please provide details ofat least3client references whichSave the Children may contact (preferably NGOs):

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| **Client Organisation** | **Contact** | **Phone no.** | **E-mail address** | **Details of contract** |
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1. Please tick yes or no to indicate your adherence to essential criteria for bidding

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| Criteria | Yes / No | Reference to Relevant Document included in the bidding  |
| Bidder can legally operate in the country of residence (Attach Photocopy of proof of business registration - CAC) |  |  |
| Bidder’s confirmation of compliance with the attached Conditions of Tendering, Key Contractual Terms, Save the Children’s Child Safeguarding Policy, Save the Children’s Anti‑Bribery and Corruption Policy and the IAPG Code of Conduct |  |  |
| Audited accounts of the company for the last two years (Attach Photocopy) |  |  |
| VAT Registration Certificate (Attach photocopy) |  |  |
| Bidder has attached IATA registration certificate and number |  |  |

1. What quality standards does your organisation adhere to e.g. ISO and/or what brand/product representative you are?( If applicable)
2. What warranties and guarantees can you offer as part of this contract?

Is your company able to provide the required services directly without sub-contracting?

 Yes [ ]  No [ ]

If No, please detail which product are to be sub-contracted and a list of your sub-contracting companies.

1. What are your standard working hours and what after-hours services do you provide in the event of an emergency?
2. Detail any benefits or additional services your organisation can offer Save the Children as part of the contract

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| **Supplementary Advantages** | **Observations** |
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**Section 2: Bidder capacity**

1. Please demonstrate your firm’s capacity to independently provide services worth up to 15 million naira by attaching an evidence of financial liquidity. *Photocopy of company’s* ***certified*** *audited accounts for the last three years will suffice* (15 points)
2. Please list five of the most important Orders you have received and fulfilled in the last two years to demonstrate your capacity to handle big quantities/ amount. Provide a copy of such Orders and the delivery time you engaged for them. (10 points)

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| **Service** | **Quantity** | **Delivery time** |
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1. Please give an overall description of the agency including: a brief history; CVs of the manager and staff who will be working on Save the Children's account; staff member dedicated to Save the Children's account (10 points)
2. Please describe your invoicing procedure. Attach a sample invoice showing a clear, transparent and timely way of invoicing. Invoices must indicate clearly the cost price of the transportation ticket and the fees charged by the travel agency and/or the discounts granted by the service provider. (5 points)
3. Description of billing, cancellation and refund policy & procedure. (5 points)
4. Please provide List and details of three clients, preferably non-profit organizations, whom we may contact as references. Please also include the number of years you have been working (or worked) with them. (6 points)
5. Describe your understanding of Save the Children’s desired services. (5 points)
6. Provide the availability and response times to our request/delivery. (Example: 2 days response time guaranteed). Bidder must be able to provide reminders to Save the Children, prior to ticketing deadline for purchasing of air tickets to avoid automatic cancellation by the airline system. (1 point)
7. Confirm one year Validity of your quotation. (2 points)
8. Please state in clear terms what your warranty covers. (1 point)

**Section 3: Pricing proposal**

1. Please see below services to be provided and fill the cost implication in Naira (NGN)

Prices to be indicated per Unit and in local currency (NGN).

Please keep this Price Matrix in the quote without changing the order of the products – in case a product is not available just leave empty the relative line

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| --- | --- | --- |
| **Type of Fee** | **NGN(Including WHT)** | **Comments** |
| Domestic Airfare |  |  |
| Domestic Airfare change |  |  |
| After hours requests |  |  |
| After hours emergency |  |  |
| Cancellation of ticket |  |  |
| Other costs e.g. courier |  |  |
| Total Cost |  |  |

Are these prices valid for at least the next 12 months following the tender process?

 Yes [ ]  No [ ]

If not, please provide details of how long they will remain valid

1. If prices cannot be remain valid for the next 12 months, please list any factors that would affect prices and also briefly explain how the mentioned factors would affect prices.
2. Please, confirm if your firm/Organisation can deliver at the place where items are needed- Save the Children International in Abuja Nigeria.

 Yes [ ]  No [ ]

1. Terms and Conditions of payment:100% payment upon completion of service (30 days after delivery)

 Yes [ ]  No [ ]

**Section 4: Confirmation of Bidder’s compliance**

We, the Bidder, hereby confirm compliance with:

* The required specification for the products
* The Conditions of Tendering
* Save the Children’s Terms and Conditions of Purchase
* Save the Children’s Child Safeguarding policy
* Save the Children’s Anti-Bribery and Corruption policy
* The IAPG Code of Conduct

The following documents and items are included in our bid:

* Section 1: Bidder’s general business details
* Section 2: Bidder capacity
* Section 3: Pricing proposal
* Documentation proving the company is registered with Corporate Affairs Commission (CAC)
* Documentation to prove Financial sustainability of Bidder and Tax record
* Full completion of the “Tender Response” document in order for the bid to be compliant. Supplementary proposal documents are requested to demonstrate that the bid meets the essential and preferred criteria listed below. Those tenders returned uncompleted may be treated as void.
* One hard copy of bid to be submitted.
* Bid to be submitted in a sealed envelope, addressed to Save the Children International at the below address. The envelope should indicate the tender reference number only. Missing reference will disqualify the bid.
* **Save the Children International, 4, Danube Close Maitama, Abuja**

We confirm that Save the Children may in its consideration of our offer, and subsequently, rely on the statements made herein.

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| **Acceptance by the Bidder:** Signature: …………………………………………………………………….Name: ……………………………………………………………………..Job Title: ……………………………………………………………………..Company: ……………………………………………………………………...Date: ……………………………………………………………………. |