

Call for

Expression of Interest

Danish Refugee Council

Asia Regional Office

Flat: 3A, House: 11/A, Road: 36,

Gulshan 2, Dhaka-1212, Bangladesh

15th December 2022

To:

**Expression of Interest No.: EOI-RO04-2022-054 Provision of Flight Ticket Booking Services for Asia Regional Office.**

Dear Sir/Madam:

The Danish Refugee Council (DRC) is providing support to displacement-affected communities in over 40 countries. It is supported by 7000+ employees, and 6000+ volunteers protect, advocate, and build sustainable futures for refugees and other displacement affected people and communities.

This Expression of Interest (EOI) is the process of a multi-stage suppliers selection process. Suppliers will be selected according to technical evaluation, not any financial evaluation will be conducted.

This Expression of Interest (EOI) process is the first stage of a multi-stage process. DRC intends to [Provision Flight Booking Services for the Asia Regional Office.

The project location is **DRC** **Asia Regional Office**.

Therefore, DRC seeks an EOI from suppliers that will allow DRC to get services for flight ticket booking Asia Regional Staff.

DRC invites qualified suppliers to submit their interest in respect of one or all of these options before the deadline, as stipulated in the section below.

# EOI DETAILS

The EOI details are as follows:

|  |  |  |
| --- | --- | --- |
| **Line** | **Item** | **Time, date, and address as appropriate** |
| 1 | Call for Expression of Interest published | 15th December 2022 |
| 2 | Closing date for clarifications | 31st December 2022 |
| 3 | Clarification of questions | 1st January 2023, 16:00 (GMT+6, Dhaka) |
| 4 | Closing date and time for receipt of EOI | 4th January 2023, 16:00 (GMT+6, Dhaka) |
| 5 | EOI Opening Location | DRC Asia Regional Office, Dhaka, Bangladesh |
| 6 | EOI Opening Date and time | 8th January 2023, 10.00 AM. (GMT+6, Dhaka) |

# WHO SHOULD APPLY?

Any suppliers providing one or all of the technical options in the following countries and fulfilling the administrative criteria outlined in section VI. of this Call for EOI are encouraged to apply.

**Priority Countries.**

**Bangladesh/Thailand/UAE**

# QUERIES ABOUT THIS EOI

For queries on this EOI procedure and technical aspects, please contact the Procurement Manager, at [**procurement.roasia@drc.ngo**](mailto:procurement.roasia@drc.ngo)

All questions regarding this EOI shall be submitted in writing to the above. On the subject line, please indicate the EOI number. **EOI responses shall not be sent to the above email**.

All questions during the EOI period, as well as the associated answers, will be shared with all invited suppliers or for open Calls for Expression of Interest published at ***www.drc.ngo***

# TECHNICAL MEETING

*An EOI technical meeting will be held on* ***30th December 2022*** *at* ***MS Teams*** *for all interested parties to attend. Interested bidders, please write to* [*procurement.roasia@drc.ngo*](mailto:procurement.roasia@drc.ngo) *to attend.*

The objective is a technical meeting:

* For DRC technical staff to give an overview of the requirements and expectations of the suppliers, including types of contracts, etc., to be entered into.
* To allow potential suppliers the opportunity to further understand the DRC requirements and ask questions to clarify the programme and/or the application process.

All questions and answers covered at the EOI technical meeting will be sent to all parties who attend the meeting.

A copy of the questions and answers can be requested from: **procurement.roasia@drc.ngo**

All costs associated with attending the EOI technical meeting are the responsibility of the suppliers.

# SELECTION CRITERIA

The intention of this Call for EOI is to select suppliers to form a framework agreement for getting services for flight ticket booking for DRC Asia Regional Office. In order to be selected for the services, the bidders must pass all technical criteria listed in the Call for EOI.

The following **administrative pass/fail criteria** will be used to evaluate the bidders’ ability to support DRC’s Asia Regional Office:

|  |  |  |  |
| --- | --- | --- | --- |
| **Administrative Criteria #** | **Annex #** | **Administrative Criteria description** | **Required documentation to be submitted** |
| 1 | N/A | Legal registration of the company | Mandatory:  Proof of legal status – either attached separately or mentioning tax registration number in Supplier Profile & Registration Form. |
| 2 | N/A | Necessary approvals required by the Government to operate in the country | Mandatory:  Approval or certification from Government in the relevant country. |
| 3 | N/A | The financial health of the company | Mandatory:  Copies of your company’s three most recent annual financial reports |
| 4 | N/A | Compliance with the European Union’s General Data Protection Regulation (“GDPR”) (Regulation (EU) 2016/679). | [ECHO Logistics Policy](https://ec.europa.eu/echo/files/policies/sectoral/humanitarian_logistics_thematic_policy_document_en.pdf) |
| 5 | **Annex A** | **Technical Bid application form** | **Mandatory:**  Complete, sign, stamp and submit |
| 6 | **Annex B** | DRC General Conditions of Contract (for orientation purposes) | **Mandatory:**  Read ALL sections, sign, stamp and submit |
| 7 | **Annex C** | **DRC Supplier Code of Conduct** | **Mandatory:**  Complete ALL sections in full, sign, stamp and submit |
| 8 | **Annex D** | Supplier Profile and Registration | **Mandatory:**  Complete ALL sections in full, sign, stamp and submit |
| 9 | **Annex E** | Terms of Reference | **Mandatory:**  Read ALL sections, sign, stamp and submit |

The following **technical criteria** and their weighting will be used to evaluate the bidder’s ability to support DRC’s Asia Regional Office:

|  |  |  |  |
| --- | --- | --- | --- |
| **Technical Criteria #** | **Technical Criteria** | **Technical Criteria description** | **Weighting in technical evaluation**  **[Total 100%]** |
| 1 | Technical Capacity | Legal Registration  Registration Copy of the company | 2% |
| 2 | Have a registered office, and a computerized reservation system (Galileo,  Amadeus etc.) office computers, printer, scanner, photocopier | 2% |
| 3 | Have Valid IATA accreditation and possess appropriate licenses and software required for processing travel reservations and ticket | 2% |
| 4 | Minimum 5 years of experience in corporate specialization in  Travel Management Services. Supported with legal documents.  5 years’ experience – 5 marks.  4 years’ experience -4 marks.  3 years’ experience -3 marks.  2 years’ experience -2 marks.  1-year experience -1 mark. | 5% |
| 5 | Minimum of three (3) ongoing or completed contracts for the same or similar services executed in the last 5 years. (For each contract, the travel agent shall provide details of the client’s name, contact dates, contract values, contract focal point name, and email, and work location. | 3% |
| 6 | 5 or more ongoing/completed contracts (3 marks)  - 4 ongoing/completed contracts (2 marks)  - 3 ongoing/completed contracts (1 mark) | 3% |
| 7 | Maintains a good track record in serving international organizations, embassies, and medium to large multinational corporations | 3% |
| 8 | Financial Capacity Requirements | Audited Financial Statement (Income Statement and Balance Sheet) duly certified by a Public Accountant for the years 2019,2020 and  2021.  - 3 audited statements – 10 marks.  - 2 audited statements- 6 marks  - 1 Audited statement –2 marks | 10% |
| 9 | No of secured corporate deals with airlines  - 1 corporate deal – 1 mark.  - 2 corporate deals- 2 marks.  - 3 corporate deals – 3 marks.  - 4 corporate deals – 4 marks.  - 5 or more corporate deals – 5 marks. | 5% |
| 10 | Travel Agency Tie-up  - 1-2 tie-ups: 2 marks  - 3-4 tie-ups: 4 marks.  - 5 tie-ups and above: | 5% |
| 11 | Personnel Capacity Requirements | Travel Manager. Bachelor’s degree. - minimum of five (5) years of practical experience in the management of travel services, in operating the automated reservation and ticketing systems | 8% |
| 12 | Admin Focal Person- 5 years of accounting experience with a  minimum of 3 years in the Travel Industry | 6% |
| 13 | Reservation and Ticketing Manager (minimum two persons)- Minimum of three (3) years of corporate travel experience. High school diploma or college | 6% |
| 14 | Methodology | A rating of how well the service provider is ready to provide services in line with requirements stated in e and f. | 20% |
| 15 | Completeness of Response | A rating of how well the technical proposal contains all information requested in the Request for Proposal  Completeness of Response – 5 marks max.  Overall concord between EOI requirements and proposal- 5 marks  max. | 10% |
| 16 | Case Study | Case Study- Please Refer to point 8 for the Case Study. The case study must be completed and included in the technical offer | 10% |
| Grand Total | | | 100% |

Beyond the technical proposal, the following documents shall be contained with the bid:

* Technical Bid Form (Annex A)
* The Supplier Profile and Registration form (Annex D).
* Supplier’s Code of conduct (Annex C)
* A copy of the Company Business License / Registration Certificate
* A copy of the valid accreditation certificate from the International Air Transport Association -IATA
* Bidder Information: Brief description of the company and contact details.
* Technical proposal comprising of the following:

a. Company Profile, which should not exceed fifteen (15) pages, including the history of the entity, key personnel, and highlights of services provided in the past (minimum 3 years, i.e. 2019, 2020 and 2021).

b. Information related to past or present litigation (for or against) involving the Vendor for the last 5 years period, if any.

c. Copy of Company and staff IATA accreditation certificate or confirmation document that the company is in the process of IATA accreditation.

d. Copy of Registration of Incorporation, as per laws of Bangladesh / Thailand. Should the response to this solicitation is made by a vendor associated with a partner (i.e., Consortium or Joint Venture) the documentation shall include the corresponding agreement between the parties indicating the roles and responsibilities of all the partners.

e. Reference letter on past performance from a minimum of two clients, listed in (g) above

f. CV of Ticketing Manager, Sales Manager, Reservation Manager, and Admin Focal point highlighting their experience.

g. Reference letter from IATA Member Airlines (minimum from 1 reputed carrier).

h. List of IATA-approved ticketing systems (Global Distribution System – GDS)

used/licensed to the Vendor, including documentary evidence.

i. Official Letter of Appointment as a local representative if Bidder is submitting a Bid on behalf of an entity located outside the country.

j. Latest Financial Statement (Income Statement and Balance Sheet), including for the past (2019,2020,2021)

k. List of Bank References (Name of Bank, Location, Contact Person and Contact Details)

l. All information regarding any past and current litigation during the last five (5) years, in which the bidder is involved, indicating the parties concerned, the subject of the litigation, the amounts involved, and the final resolution if already concluded.

Bids not submitted on Annex A, not received before the indicated time and date set forth on page 1 or delivered to any other email address or physical address will be disqualified.

Bidders are solely responsible for ensuring that the full Bid is received by DRC in accordance with the EOI requirements.

Please note that EOI submissions shall respond to all criteria, or they may be disqualified.

# EOI SUBMISSION

Your EOI submission must contain the documents indicated above in section V. SELECTION CRITERIA.

## Email submission

EOI can be submitted by email to the following dedicated, controlled, & secure email address:

[**tender.ro04@drc.ngo**](mailto:tender.ro04@drc.ngo)

This address should not be used for any other correspondence, and questions to this address will not be answered.

When submissions are emailed, the following conditions shall be complied with:

* The EOI number shall be inserted in the Subject Heading of the email
* Required documents shall be included as an attachment to the email in PDF, JPEG, TIF format, or the same type of files provided as a ZIP file. Documents in MS Word or excel formats will result in the submission being disqualified.
* Email attachments shall not exceed 4MB; otherwise, the supplier shall send his EOI response in multiple emails.

*Failure to comply with the above may disqualify the EOI submission.*

DRC is not responsible for the failure of the Internet, network, server, or any other hardware, or software, used by either the Bidder or DRC in the processing of emails.

DRC is not responsible for the non-receipt of EOI submissions by email as part of the e-Tendering process.

# EOI Documents

This EOI document contains the following:

1. This covering Letter
2. Annex A: Technical Bid Application Form
3. Annex B: DRC General Conditions of Contract (for orientation purposes)
4. Annex C: DRC Supplier Code of Conduct
5. Annex D: Supplier Profile and Registration
6. Annex E: Terms of Reference/Statement of works

# REVIEW OF EOI SUBMISSIONS

The review of all EOI submissions will be done by **20th January 2023**. The selected supplier will then be sent a confirmation for further processing.

DRC will not be liable for any costs incurred by applicants through participation in the EOI process.

Under DRC’s Anticorruption Policy, all parties shall observe the highest standard of ethics during the procurement and execution of such contracts. DRC will reject a Bid if it determines that the Bidder, recommended for award has engaged in corrupt, fraudulent, collusive, or coercive practices in competing for or in executing the Contract.

# DISCLAIMER

DRC is not committed contractually in any way to those applicants whose applications are accepted.

While the information contained in this request for EOI has been formulated with all due care, DRC does not warrant or represent that the information is free from errors or omissions. The information is made available on the understanding that the DRC and its respective employees and agents shall have no liability (including liability by reason of negligence) for any loss, damage, cost or expense incurred or arising by reason of any person using or relying on the information and whether caused by reason of any error, omission or misrepresentation in the information or otherwise.

We look forward to your participation.

Yours sincerely

DRC Asia Regional Office Supply Chain Department