

Request for Proposal



Kayalıbağ Mah. İnönü Cad.
Günep Plaza Kat:3 Seyhan/Adana

13 JANUARY 2025

To: Open "Request for Proposal" to Qualified Vendors

Request for Proposal No.: RFP-TUR-01-25

Dear Sir/Madam:

The Danish Refugee Council (DRC) has received a grant from **various donors** for the implementation of the humanitarian aid operation in Türkiye. Part of this operation is the supply of **Ticketing, Airport Transfer, Accommodation and Conference Room Services**. Therefore, the DRC requests you to submit price bid(s) for the supply of the service(s) listed on the attached DRC Bid Form Annex A.

I. TENDER DETAILS

The Tender details are as follows:

Line	Item	Time, date, address as appropriate
1	RFP published	13.01.2025, 11:00 TK Time
2	Closing date for clarifications	05.02.2025, 17:30 TK Time
3	Closing date and time for receipt of bids/proposals	06.02.2025, 17:30 TK Time
4	Tender Opening Location	Kayalıbağ Mah. İnönü Cad. Günep Plaza Kat:3 Seyhan/Adana
5	Tender Opening Date and time	10.02.2025, 14:30 TK Time

PLEASE NOTE: NO BIDS WILL BE ACCEPTED AFTER THE ABOVE CLOSING TIME AND DATE

II. IMPORTANT INFORMATION REGARDING THIS RFP:

- This RFP is launched for the purpose of establishing a framework agreement with the supplier for the supply of Ticketing, Airport Transfer, Accommodation and Conference Room Services for period of twelve (12) months.
- A Framework agreement is not binding DRC to place any Purchase Orders. DRC will place orders to the awarded supplier based on the agreement as per its requirement.
- DRC may choose to cancel the agreement if deemed necessary.
- DRC may choose to split the contract award to more than one supplier.
- The delivery time of the services stated in LOT 1 shall be within 24 hours of placing order.
- The delivery time of the services stated in LOT 2 shall be within 6 hours of placing order.
- The delivery time of the services stated in LOT 3 shall be within 6 hours of placing order.
- DRC may terminate the contract if supplier fails to deliver services within this period.
- All services shall be inclusive of all taxes.
- No advance payment will be paid to the awarded supplier. The awarded supplier is expected to mobilize its own resources to deliver the agreed material.

- Services such as seat adjustments/upgrades, excess baggage, cancellation, change of time or date of flight should be charged at the same rate as the airline's fees and should not be subject to any additional charges.

III. SELECTION AND AWARD CRITERIA

DRC will give a weighted combined technical and financial score. The weighted score will determine the contract award. The criteria for awarding contracts resulting from this Tender is based on ‘cumulative weighted financial and technical score’. (Weighted Cost & Quality Evaluation (Cost is Acquisition Price/Quality Score 1 to 10))

The bid evaluation will be made based on weighted scoring criteria with the following bid evaluation criteria:

Generic Technical Compliance

- Minimum passing technical score shall be 5 out of 10

For all bids deemed technically compliant as per the specification stipulated in “Annex A.1 – Terms of Reference” & “B. Technical Evaluation” section of this document, DRC will give a weighted combined technical and financial score. The weighted score will determine the contract award.

The bid evaluation will be made based on weighted scoring criteria with the following bid evaluation criteria in the section B.

Please note that bids shall respond to all criteria, or their bid may be disqualified.

A. Administrative Evaluation

A bid shall pass the administrative evaluation stage before being considered for technical and financial evaluation. Bids that are deemed administratively non-compliant may be rejected. Documents listed below shall be submitted with your bid.

#	Annex #	Document	Instructions
1	A.1	Terms of Reference	Complete ALL sections in full, sign, stamp and submit
2	A.2	Bid Form (Financial)	Complete ALL sections in full, sign, stamp and submit
3	B	Tender and Contract Award Acknowledgement Certificate	Complete ALL sections in full, sign, stamp and submit
4	C	General Conditions of Contract	Complete ALL sections in full, sign, stamp and submit
5	D	Supplier Code of Conduct	Complete ALL sections in full, sign, stamp and submit
6	E	Supplier Profile and Registration Form	Complete ALL sections in full, sign, stamp and submit
7	F	Information Notice	Complete ALL sections in full, sign, stamp and submit
8	G	Appendix 1 – Declaration of Undertaking (KfW)	Complete ALL sections in full, sign, stamp and submit
9	H	Bidder’s main line of business activity shall be Travel agency tools and applications (air, sea, road, railway ticket reservation and ticket sales, travel, tour, transportation and accommodation, wholesale or sales from the organization, etc.) (DRC has the right to request for further documentation such as trial balance as a supportive document).	Please submit a document which verifies main line of business activity

10	I	An ID document providing information about supplier's key individuals (controlling interest of more than 50%), with a minimum of having a name, last name, gender and date of birth of relevant person(s) on the document, having additional information such as citizenship/nationality and place of birth is desirable for reducing potential false positives	Submit a copy
11	J	Necessary documentation for proof of your registration in country (Trade Registry Gazette, Chamber of Commerce Registration, Tax Documentation, Circular of Signature for signatory person for the offer submitted).	Submit a copy
12	K	Company Profile including the followings: <ul style="list-style-type: none"> • Essential information about the company such as contact information, description of provided services and company branch information if any • List of previous similar services successfully completed in the last 3 years (please include minimum the name of the contractor, description of the assignment and the value of the service) • Staff capacity/experience: The list of staff with relevant working experience and qualifications 	Submit (Applicant's template is acceptable)
13	L	Travel agency certificate issued/approved by the Ministry of Culture and Tourism and/or TURSAB.	
14	M	Implementation Mechanisms and Management Arrangements – (brief description of how the Bidder foresee the flow of the transactions involved, as well as the expected roles and responsibilities of the parties)	Submit (Applicant's template is acceptable)
15	N	Quality Certificates <ul style="list-style-type: none"> • ISO 9001 • ISO 14001 • ISO 20121 • ISO 26000 	Submit a copy
16	O	Financial statement of 2022 / 2023.	Submit a copy
17	P	3 written references within similar scope of work in last 3 years (Top 3 Clients in terms of Contract Value of the past 3 years)	Submit a copy
18	R	The most updated SGK record showing that the company has at least 5 employees.	Submit a copy

B. Technical Evaluation

To be technically acceptable, the bid shall meet or exceed the stipulated requirements and specifications in the RFP. A Bid is deemed to meet the criteria if it confirms that it meets the conditions, procedures and specifications in the RFP without substantially departing from or attaching restrictions with them. If a Bid does not technically comply with the RFP, it will be rejected.

The criteria for the tender are stipulated in Annex A – Terms of Reference

#	Technical Criteria	Weighting in technical evaluation [Total 100%]	Points
1	Firm's experience in the area in relation to the ToR	20%	1 to 10
2	Contracts performed in the past three (3) years similar to the scope, size and nature as those required in this call for tenders –Contracts with NGOs/INGOs will be plus	20%	1 to 10
3	Quality Control / Sustainability Management Certificates <ul style="list-style-type: none"> • ISO 9001 • ISO 14001 • ISO 20121 • ISO 26000 	20%	1 to 10
4	Financial capability <ul style="list-style-type: none"> • Financial Capability: minimum value/turnover of conference support/accommodation and/or ticketing services annually • As a rule of thumb DRC will not award a contract with a value exceeding 33% of the company annual turnover. Access to this information is limited to those DRC staff assessing the capability of vendors. 	20%	1 to 10
5	Certificates, accreditations, memberships such as ICCA, TÜRSAB	20%	1 to 10

Minimum passing technical score shall be 5 out of 10

C. Financial Evaluation

All bids that pass the Technical Evaluation will proceed to the Financial Evaluation. Bids that are deemed technically non-compliant will not be financially evaluated.

IV. TENDER PROCESS

The following processes will be applied to this Tender:

- Tender Period
- Tender Closing
- Tender Opening
- Administrative Evaluation
- Technical Evaluation
- Financial Evaluation
- Contract Award
- Notification of Contract Award

V. SUBMISSION OF BIDS

Bidders are solely responsible for ensuring that the full bid is received by DRC in accordance with the RFP requirements, prior to the specified date and time mentioned above. DRC will consider only those portions of the bids received prior to the closing date and time specified.

All responsive Bids shall be written on the **DRC Bid Form (Annex A.1 and A.2)**.

Beyond the DRC Bid Form, the following documents shall be contained with the bid:

- **Tender & Contract Award Acknowledgment Certificate (Annex B), and if required the Supplier Profile and Registration form (Annex E), Appendix 1 – Declaration of Undertaking (KfW) plus any other documents required.**

Bids not submitted on Annex A.1 & 2, or not received before the indicated time and date as set forth on page 1, or delivered to any other physical address will be disqualified.

Bids submitted by courier is at the Bidders risk and DRC takes no responsibility for the receipt of such Bids.

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

A. Hard Copy:

Hard copy Bids shall be separated into 'Financial Bid' and 'Technical Bid':

- The Financial Bid shall only contain the financial bid form, Annex A.2
- The Technical Bid shall contain all other documents required by the tender as mentioned in section A. Administrative Evaluation, but excluding any pricing information

Each part shall be placed in a **sealed** envelope, marked as follows:

RFP No.: **[RFP-TUR-01-25]**
TECHNICAL BID
Bidder Name:

RFP No.: **[RFP-TUR-01-25]**
FINANCIAL BID
Bidder Name:

Both envelopes shall be placed in an outer **sealed** envelope, addressed, and delivered to:

RFP No.: **[RFP-TUR-01-25]**

[Kayalıbağ Mah. İnönü Cad.
Güney Plaza Kat:3 Seyhan/Adana]

B. Email submission

E-mail/ electronic submission of bids is strictly PROHIBITED for this tender.

If the Bidder submits a Bid in both Hardcopy and electronically or only electronically, the Bid will be **REJECTED**.

VI. SUBMISSION OF SAMPLES

N/A

VII. COMPLETION OF BID FORM

A. Prices Quoted

Any discount offered shall be included in the Bid price.

B. Currency

The currency of the Bid shall be in **USD**. No other currencies are acceptable.

C. Language

The Bid Form, and all correspondence and documents related to this RFP shall be in English.

D. Presentation

Bids shall be clearly legible. Prices entered in lead pencil will not be considered. All erasures, amendments, or alterations shall be initialised by the signatory to the Bid. Do not submit blank pages of the Bid Form and/or schedules which are unnecessary for your offer. All documentation shall be written in English. All Bids shall be signed by a duly authorized representative of the Bidder.

E. Origin

Country of origin of the items shall be clearly stated. Goods and services from countries under embargo from Germany, the European Union or the United Nations are not eligible.

F. Split Awards

DRC reserves the right to split awards.

G. Validity Period

Bids shall be valid for at least the minimum number of days specified in the RFP from the date of Bid closure. DRC reserves the right to determine, at its sole discretion, the validity period in respect of Bids which do not specify any such maximum or minimum limitation.

VIII. ACCEPTANCE

DRC reserves the right, at its sole discretion, to consider as invalid or unacceptable any Bid which is a) not clear; b) incomplete in any material detail such as specification, terms delivery, quantity etc.; or c) not presented on the Bid Form – and to accept or reject any amendments, withdraws and/or supplementary information submitted after the time and date of the RFP Closure.

IX. AWARD OF CONTRACTS

This RFP does not commit DRC to award a contract or pay any costs incurred in the preparation or submission of Bids, or costs incurred in making necessary studies for the preparation thereof, or to procure or contract for services or goods. Any bid submitted will be regarded as an offer made by the Bidder and not as an acceptance by the Bidder of an offer made by DRC. No contractual relationship will exist except pursuant to a written contract document signed by a duly authorized official of DRC and the successful Bidder.

DRC may award contracts for part quantities or individual services. DRC will notify successful Bidders of its decision with respect to their Bids as soon as possible after the Bids are opened. DRC reserves the right to cancel any RFP, to reject any or all Bids in whole or in part, and to award any contract.

Suppliers who do not comply with the contractual terms and conditions including delivering different products and of different origin than stipulated in their Bid and covering contract may be excluded from future DRC RFPs.

X. CONFIDENTIALITY

This RFP or any part hereof, and all copies hereof shall be returned to DRC upon request. This RFP is confidential and proprietary to DRC, contains privileged information, part of which may be copyrighted, and is communicated to and received by Bidders on the condition that no part thereof, or any information concerning it may be copied, exhibited, or furnished to others without the prior written consent of DRC, except that Bidders may exhibit the specifications to prospective subcontractors for the sole purpose of obtaining offers from them. Notwithstanding the other provisions of the RFP, Bidders will be bound by the contents of this paragraph whether or not their company submits a Bid or responds in any other way to this RFP.

XI. COLLUSIVE BIDDING AND ANTI-COMPETITIVE CONDUCT

Bidders and their employees, officers, advisers, agent, or sub-contractors shall not engage in any collusive bidding or other anti-competitive conduct or any other similar conduct, in relations to:

- The preparation of submission of Bids,
- The clarification of Bids,
- The conduct and content of negotiations,
- Including final contract negotiations,

In respect of this RFP or procurement process, or any other procurement process being conducted by DRC in respect of any of its requirements.

For the purpose of this clause, collusive bidding, other anti-competitive conduct, or any other similar conduct may include, among other things, the disclosure to, exchange or clarification with, any other Bidder, person or entity, of information (in any form), whether or not such information is commercial information confidential to DRC, any other Bidder, person or entity in order to alter the results of a solicitation exercise in such a way that would lead to an outcome other than that which would have been obtained through a competitive process.

XII. IMPROPER ASSISTANCE

Bids that, in the sole opinion of DRC, have been compiled:

- With the assistance of current or former employees of DRC, or current or former contractors of DRC in violation of confidentiality obligations or by using information not otherwise available to the general public or which would provide a non-competitive benefit,
- With the utilization of confidential and/or internal DRC information not made available to the public or to the other Bidders,
- In breach of an obligation of confidentiality to DRC, or contrary to these terms and conditions for submission of a Bid, shall be excluded from further consideration

Without limiting the operation of the above clause, a Bidder shall not, in the absence of prior written approval from DRC, permit a person to contribute to, or participate in, any process relating to the preparation of a Bid or the procurement process, if the person has at any time during the 6 months immediately preceding the date of issue of this RFP was an official, agent, servant, or employee of, or otherwise engaged by, DRC and was engaged directly, or indirectly, in the planning or performance of the requirement, project, or activity to which this RFP relates.

XIII. CORRUPT PRACTICES

DRC has zero tolerance for corruption.

The Bidder represents and warrants that neither it nor any of its potential subcontractors are engaged in any form of corruption, defined by DRC as the misuse of entrusted power for private gain.

This definition is not limited to interactions with public officials and covers both attempted and actual corruption, as well as monetary and non-monetary corruption. The definition includes, but is not limited to, corruption in the form of facilitation payments, bribery, gifts constituting an undue influence, kickbacks, favouritism, cronyism, nepotism, extortion, embezzlement, misuse of confidential information, theft, and various forms of fraud, such as forgery or falsification of documents, and financial or procurement fraud. No offer, payment, consideration, or benefit of any kind, which could be regarded as an illegal or corrupt practice, shall be made, promised, sought or accepted – directly or indirectly – as an inducement or reward in relation to activities funded by DRC, including tendering, award or execution of contracts. DRC reserves the right, without prejudice to any other right or remedy available to it, according to any violation of this clause to immediately reject the submitted offer, and to take such additional action, civil and/or criminal, as may be appropriate.

The Bidder agrees to accurately communicate DRC's policy with regards to Anti- Corruption to Third Parties. The Bidder furthermore agrees to inform DRC immediately of any suspicion or information it receives from any source alleging a violation of this policy to the contact details of the specific DRC country operations via <https://pro.drc.ngo/where-we-work/>, or via DRC's Code of Conduct Reporting Mechanism: <https://pro.drc.ngo/code-of-conduct/>. Reports of suspected corruption can also be reported directly to DRC HQ at c.o.conduct@drc.ngo.

XIV. CONFLICT OF INTEREST

A Bidder shall not, and shall ensure that its employees, officers, advisers, agents or subcontractors do not place themselves in a position that may, or does, give rise to an actual, potential or perceived conflict of interest between the interests of DRC and the Bidder's interests during the procurement process.

If during any stage of the procurement process or performance of any DRC contract a conflict of interest arises, or appears likely to arise, the Bidder shall notify DRC immediately in writing, setting out all relevant details of the situation, including those cases in which the interests of the Bidder conflict with the interests of DRC, or cases in which any DRC official, employee or person under contract with DRC may have, or appear to have, an interest of any kind in the Bidder's business or any kind of economic ties with the Bidder. The Bidder shall take steps as DRC may reasonably require, to resolve or otherwise deal with the conflict to the satisfaction of DRC.

XV. WITHDRAWAL/MODIFICATION OF BIDS

Requests to withdraw a Bid after the Bid Closure Time shall not be honoured. If the selected Bidder withdraws its Bid, DRC shall duly register the said Bid and shall evaluate it alongside all other received Bids. If the selected Bidder has furnished a Bid security, DRC shall withhold such Bid security until the issue has been resolved.

Withdrawal of a Bid may result in your suspension or removal from the DRC suppliers List.

A Bidder may modify its Bid prior to the RFP closure. Any such modification shall be submitted in writing and in a sealed envelope, marked with the original Bid number. No modification shall be allowed after the RFP closure.

XVI. LATE BIDS

All Bids received after the RFP closure will be rejected.

XVII. OPENING OF THE RFP

The Tender Opening will take place at the time and location stated above.

Any attempt by a Bidder to influence the Evaluation Committee in the process of examination, clarification, evaluation, and comparison of tenders, to obtain information on how the procedure is progressing or to influence DRC in its decision concerning the award of the contract will result in the immediate rejection of the tender.

XVIII. CONDITIONS OF CONTRACT

All Bidders shall acknowledge that the DRC General Conditions of Contract for the Procurement of Goods, or Services, or the Special Conditions of Contract, as applicable, are acceptable.

XIX. CANCELLATION OF THE RFP

In the event of an RFP cancellation, Bidders will be notified by DRC. If the RFP is cancelled before the outer envelope of any Bid has been opened, the sealed envelopes will be returned, unopened, to the Bidders

The RFP may be cancelled in the following situations:

- Where no qualitative or financially worthwhile Bid has been received or there has been no response at all.
- The economic or technical parameters of the project have been fundamentally altered.
- Exceptional circumstances or force majeure render normal performance of the project impossible.
- All technically compliant Bids exceed the financial resources available; or
- There have been irregularities in the procedure, in particular where these have prevented fair competition.

DRC shall not be liable for damages, whatever their nature (in particular damages for loss of profits) or relationship to the cancellation of an RFP, even if DRC has been advised of the possibility of damages. The publication of a procurement notice does not commit DRC to implement the programme or project announced.

XX. QUERIES ABOUT THIS RFP

For queries on this RFP, please contact the; rfq.tur.cot@drc.ngo

All questions regarding this RFP shall be submitted in writing to the above. On the subject line, please indicate the RFP number.

Bids can only be submitted as a Hardcopy and shall not be sent to the above or any email.

XXI. RFP DOCUMENTS

This RFP document contains the following:

1. This covering Letter
2. Annex A.1 &2: DRC Bid Form (Technical bid & Financial bid)
3. Annex B: Tender and Contract Award Acknowledgment Certificate
4. Annex C: DRC General Conditions of Contract
5. Annex D: DRC Supplier Code of Conduct
6. Annex E: Supplier Profile and Registration
7. Annex F: Information Notice
8. Annex G: Appendix 1 – Declaration of Undertaking (KfW)

Under DRC's Anticorruption Policy Bidders 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.

Yours sincerely

Tender and Contract Award Acknowledge Certificate

This attachment shall be signed and submitted with the Bid

1. In compliance with the RFP Instructions and General Conditions of Contract for the Procurement of Services, we the undersigned, offer to furnish some or all of the services quoted for, at the prices entered in the attached DRC Bid Form No RFP-TUR-01-25, delivered to the destination specified therein.
2. We accept the terms and conditions set forth in the RFP Letter and the following requirements have been noted and will be complied with where applicable:
 - a. We confirm that for any offer made where the delivery destination is not as requested in the RFP, that DRC reserves the right to disregard the offer.
 - b. That conditional Bid's cannot be accepted.
 - c. That the currency of the Bid should be in **USD**.
 - d. DRC reserves the right, at its own discretion:
 - i. To award a contract for a lesser or greater quantity than the total quantity Bid for.
 - ii. To reject any or all Bids that do not meet tender requirements and/or to enter into a contract with a Bidder other than the lowest Bidder provided they demonstrate the Best Value for Money as per the tender requirements.
 - e. Successful Bidders who are awarded contracts will be notified by the receipt of the original Purchase Order/Contract and acknowledgement copy. In case of urgency successful Bidders(s) may also be notified by email.
 - f. Any samples requested, either with the Bid, or at a later date, will be in accordance with the specifications of the required service(s). Failure to comply with this may result in the Bid not being considered
 - g. We confirm that the validity of this offer is for **60** calendar days from the date of the RFP closure
 - h. We agree to the terms and conditions set forth in the DRC General Conditions of Contract (**Annex C**)

- i. We certify that the below mentioned company has not engaged in corrupt, fraudulent, collusive, or coercive practices in competing for, or in executing, any Contracts.
 - j. We agree to abide by the DRC Supplier Code of Conduct as attached as **Annex D**
3. We note that DRC is not bound to proceed with this RFP and that it reserves the right to award only part of the contract. It will incur no liability towards us should it do so.

We agree to the above terms and conditions.

Submitted by:

Company Name

Place

Date

Title/Position

Print Name

Signature

A duly authorized company representative

Company Stamp