**REQUEST FOR QUOTATION**

TO:

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| INTERESTED TRAVEL AGENCIES |  | **Date of issue:** | 28.Sep.23 |
|  | **File no.:** | 2023-042 |
|  | **Contract title:** | Travel Agency Services |
|  | **Closing date:** | 06.Nov.23 @ 24:00 GMT |
|  | **For further information, please contact the Contracting Authority:**  **Clarification questions must be submitted in writing within 30.Oct.23 @ 24:00 GMT** | Norwegian Church Aid  Contact person:  Bernhard Skarpeid  Tel: +47 908 555 39  E-mail: besk@nca.no |
|  |  | **Please note that the Quotations must be sent to the Contracting Authority at the above address by email to:**  **procurement@nca.no** | |

**norwegian church aid, norway invites you to submit a quotation for TRAVEL AGENCY SERVICES UNDER a Framework Contract.**

## Instructions

1. **Acknowledgement**

Upon receipt of the Request for Quotation please inform the Contracting Authority if you intend to submit a quotation. Please respond even if negative.

1. **General**

The travels to be purchased are for use by the Contracting Authority for all travels to and from Norway. Travels originated elsewhere are optional.

1. **Cost of quotation**

The supplier shall bear all costs associated with the preparation and submission of his quotation and the Contracting Authority will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the negotiated procedure.

1. **Eligibility and qualification requirements**

Suppliers are not eligible if they are in one of the situations listed in article 15 of the General Terms and Conditions for Supply Contracts.

In the Quotation Submission Form suppliers shall attest that they meet the above eligibility criteria. If required by the Contracting Authority, the supplier whose quotation is accepted shall further provide evidence satisfactory to the Contracting Authority of its eligibility through certificates issued by competent authorities in its country of establishment or operation or, if such certificates are not available, through a sworn statement.

Suppliers shall also be requested to certify that they comply with article 13. “Child Labour and Forced Labour” and article 14 “Mines” of the General Terms and Conditions for Supply Contracts and with the Code of Conduct for Contractors.

To give evidence of their capability and adequate resources Suppliers shall provide the information and the documents requested by the Contracting Authority.

1. **Exclusion from award of contracts**

Contracts may not be awarded to Candidates who, during this procedure:

1. are subject to conflict of interest:
2. are guilty of misrepresentation in supplying the information required by the Contracting Authority as a condition of participation in the Contract procedure or fail to supply this information.
3. **Documents comprising the Request for Quotation**

The Supplier shall complete and submit the following document with his quotation:

1. The attached Quotation Submission Form
2. CV’s of two or more employees as examples of persons that after the Suppliers opinion would qualify to become the day-to-day contact(s) for NCA.
3. Copies of any registration certificates as required by national legislation or competent authorities including company registration certificates and membership certificates of any relevant professional bodies (Shall only be submitted if you have not delivered to the Contracting Authority before)
4. References that we may contact for further background information of your company. (Shall only be submitted if you have not delivered to the Contracting Authority before)
5. Evidence of membership in “Reisegarantifondet” or similar organization.
6. Detailed description and example of how the Supplier reports CO2 emissions today for purchased tickets today.
7. Detailed description and example of how the Supplier quotes prices and CO2 emissions to enable NCA to make the best choices for which travel option to purchase.
8. NCA does operate in countries with risk of unrest. Please describe if you have any experience with supporting other NGO’s during evacuation from such areas.
9. Please state which point under “Scope of supply” you can’t fulfil, if any.
10. **Price**

The price quoted by the supplier shall not be subject to adjustments on any account except as otherwise provided in the conditions of the Contract.

Price shall be quoted in NOK.

**VAT and/or any sales tax applicable to the purchase of supplies shall be indicated separately in the Quotation Submission Form.**

1. **Validity**

Quotations shall remain valid and open for acceptance for 60 days after the closing date.

1. **Closing date**

Quotation must be received by the Contracting Authority as specified on page 1 not later than the closing date and time. Any quotations received after that will not be considered.

1. **Evaluation of Proposals**

For the evaluation of the proposals, the Contracting Authority shall take the following criteria into consideration, with the indicated weights:

|  |  |  |
| --- | --- | --- |
| **Requirement** | | **NCA Evaluation** |
| **Code** | **Description** | **Weighting** |
| *( 1: Could have | 2: Should have | 3: Must have)* |
| 1 | Specific knowledge about NCA's destinations (Africa, Middle East) | 3 |
| 2 | Dedicated personnel for NCA (at least two) | 3 |
| 3 | Response to NCA request same day if request is received before 14:00 | 3 |
| 4 | Online booking form for flights to be booked by travel agency, intuitiveness of the system | 3 |
| 5 | Online booking of European flights, intuitiveness of the system | 2 |
| 6 | Three travel quotes (best price, shortest route, shortest time, closest airport, least emissions) | 3 |
| 7 | Possibility to quote for train and/or boat tickets if destination is within Scandinavia and for the last leg in a destination country if security allows | 2 |
| 8 | System for automatic notification of third-parties such as International SOS as per NCA's instructions | 3 |
| 9 | Reporting of booked one way tickets, destinations, CO2, cost, development over time,… | 3 |
| 10 | Registration in several countries/continents | 3 |
| 11 | Implementation plan for NCA as new customer | 3 |
| 12 | 24/7 emergency service | 3 |
| 13 | Booking of ticket in accordance with NCA traveller profile | 2 |
| 14 | Issue of one ticket from departure city to final destination and return under one booking reference (unless specified by NCA requester) | 3 |
| 15 | Additional languages French, Spanish, Arabic | 1 |

**Interviews**

The Contracting Authority reserves the right to call to interview the Candidates having submitted proposals determined to be substantially responsive.

1. **Award of Contract and Criteria**

The Contracting Authority will award the Contract to the Candidate whose proposal has been determined to be substantially responsive to the documents of the Request for Proposal and which has obtained the highest overall score.

If deemed necessary the Contracting Authority aims to test out and verify the overall service for the three Suppliers whose quotation have been determined to be substantially responsive to this Request for Quotation (RFQ), and who has offered the three lowest ranked prices, provided further that the supplier has demonstrated the capability and resources to carry out the Contract effectively.

When the test and verification period is finished the Contracting Authority will award the contract to the one Supplier that has proven to give the overall best service and prices.

1. **Signature and entry in to force of the Contract**

Prior to the expiration of the period of the quotation validity, the Contracting Authority will notify the successful suppliers in writing.

Within 5 days of receipt of the Contract, not yet signed by the Contracting Authority, the successful supplier must sign and date the Contract and return it to the Contracting Authority. On signing the Contract, the successful supplier will become the Contractor and the Contract will enter into force once signed by the Contracting Authority.

1. **Cancellation for convenience**

The Contracting Authority may for its own convenience and without charge or liability cancel the RFQ at any stage.

**A.14 Data Protection and Privacy**

The Contracting Authority may collect and process personnel data such as names, addresses, telephone numbers, email addresses, banking details and CVs. Such data will be used for the sole purpose of managing the procurement process and any subsequent Contract issued as a result of the procurement process, including transmission to bodies charged with monitoring and or inspecting procurement processes, in accordance with applicable EU, international and national law on data protection. Data may be stored for as long as a legitimate reason remains for its storage and up to a period of seven years.

Submission of any bid, proposal, quotation or offer and acceptance of any subsequent Purchase Order or Contract signifies the bidders consent to such data collection and its processing

The General Terms and Conditions provide reference to the specific rights, and regulations related to the data that is stored.

### Special conditions

1. **Scope of Supply**

The subject of the contract is the supply of Travel Agency Services for NCA Head Office in Oslo, mainly air travel.

NCA Norway expects to order approximately 1500 one-way tickets per year.

72% are intercontinental flights, 26% are to European destinations. The intercontinental flights are mainly to Africa and the Middle East with some more complicated destinations like Somalia, Burkina Faso and Afghanistan.

In addition, booking of regional flights will be done with the global travel agency if competitive.

1. **Office hours**

Office hours are 08:00 to 16:00 Norwegian time. The Supplier must in addition to the office hours have 24/7 Duty/emergency phone.

1. **Languages**

The Suppliers main contact person(s) for NCA must be fluent in a Scandinavian language and English. French, Spanish and Arabic are beneficial.

1. **Booking and Tickets**
2. Two or more employees for the day-to-day contact(s) for NCA.
3. Provide three travel quotes based on best price, shortest travel time, shortest route, closest airport and lowest emissions.
4. 23 kg of luggage out and return without extra charge (unless otherwise specified by requester). If 23 kg is not included in ticket, the requester must be made aware before booking.
5. Avoidance of technical landings and long transits.
6. For security reasons, in some countries, avoidance of ETA in the middle of the night.
7. Booking of ticket in accordance with NCA traveller profile.
8. Automatic booking of aisle or window seats in accordance with NCA traveller profile. If not possible requester shall be informed.
9. NCA staff shall receive information of all “extra costs” which can be added to the ticket, e-g. if a fee is chargeable for seat booking, luggage and meals.
10. Issue of one ticket from departure city to final destination and return under one booking reference (unless specified by NCA requester)
11. When advantageous, booking RAPTIM tickets and other special fare agreements with flight companies or agents.
12. Response to NCA request same day if request is received before 14:00
13. Travel quotes to be valid for 24 hours. If less requester must be informed hereof.
14. Economy tickets only.
15. Electronic tickets only.
16. SMS service for check-in, changes and reminders minimum 48 hours prior to departure.
17. System for reducing risk of return tickets not being “lost” if not used. E.g. SMS service send to traveller one month prior to departure date of return tickets valid for one year.
18. In addition to flight tickets, a quote for train and/or boat tickets shall be provided if destination is within Scandinavia and for the last leg in a destination country if security allows.
19. Issue electronic invoice per booking reference number.
20. Fees charged per booking reference number, not per ticket.
21. Group travel discount structure under one booking reference number. Please note that a request for a group travel quote and booking can only be charged as one booking fee and one invoice only is to be provided.
22. Provide information on visa requirements and special rules as per destination and requesters nationality.
23. Possibility for NCA line managers to receive notification of staff obtaining quote requests/bookings.
24. Booking of flights under US “Fly America Act” when required. It is the responsibility of the NCA staff to inform the travel agency of such requirements.
25. System for automatically notifying third-parties (such as International SOS) as per NCA instructions of all travels.
26. Central system for managing individual NCA staffs “frequent flyer points” on a NCA account – to the benefit of NCA, not the employee.

Flight quotes and issued tickets shall include information on:

* Full name of traveller
* Booking number
* Seat number/aisle/window
* Airline, transits and destination
* Price indicating airport taxes, VAT and other taxes separately
* Flight time and transit time
* Technical landings
* Allowed kg of hand luggage and check-in luggage
* CO2 emission indicated per flight or ticket.
* Special conditions
* Meals

1. **Record maintenance**

The Supplier must maintain a record detailing which destination each individual NCA employee who is travelling outside Norway is at any given point in time according to the issued tickets.

1. **Terms and Termination**

The contract is valid for a period of 36 months and commences on the commencement date and expires at midnight on the expiry date, unless earlier termination in accordance with the General Terms and Conditions of this contract.

The Contracting Authority shall be entitled to renegotiate the contract for a further period of 2 x 12 months on similar terms and conditions, by giving the Contractor written notice of its intention to renegotiate the contract not less than 30 days prior to the expiry date.

In the event of a breach of the contract, the Contracting Authority may terminate the contract as per General Terms and Conditions article 8 and 11.

1. **Payment**

Flight tickets will be deducted from a credit card. In addition an invoice will be sent for each individual travel for book-keeping in NCA’s accounting system.

**QUOTATION SUBMISSION FORM**

**Price schedule (Price to be inserted by supplier)**

|  |  |  |
| --- | --- | --- |
| **Item** | **Description** | **Unit Price (NOK)** |
| 1 | Fee per domestic ticket including return in Norway |  |
| 2 | Fee per ticket incl. return within Europe |  |
| 3 | Fee per ticket incl. return Internationally |  |
| 4 | Fee for Hotel reservation |  |
| 5 | Fee for Rental Car reservation |  |
| 6 | Fee for train tickets booked in Scandinavia |  |
| 7 | Fee for calls outside office hours if not included in fees above. |  |

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| **Requirement** | |  | **Supplier Response** | |
| **Code** | **Description** |  | **Coverage** | **Comment** |
|  | **(Yes | Partially | No)** |
| 1 | Specific knowledge about NCA's destinations (Africa, Middle East) |  |  |  |
| 2 | Dedicated personnel for NCA (at least two) |  |  |  |
| 3 | Response to NCA request same day if request is received before 14:00 |  |  |  |
| 4 | Online booking form for flights to be booked by travel agency, intuitiveness of the system |  |  |  |
| 5 | Online booking of European flights, intuitiveness of the system |  |  |  |
| 6 | Three travel quotes (best price, shortest route, shortest time, closest airport, least emissions) |  |  |  |
| 7 | Possibility to quote for train and/or boat tickets if destination is within Scandinavia and for the last leg in a destination country if security allows |  |  |  |
| 8 | System for automatic notification of third-parties such as International SOS as per NCA's instructions |  |  |  |
| 9 | Reporting of booked one way tickets, destinations, CO2, cost, development over time,… |  |  |  |
| 10 | Registration in several countries/continents |  |  |  |
| 11 | Implementation plan for NCA as new customer |  |  |  |
| 12 | 24/7 emergency service |  |  |  |
| 13 | Booking of ticket in accordance with NCA traveller profile |  |  |  |
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| 15 | Additional languages French, Spanish, Arabic |  |  |  |

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| **CSR information** |  |
| Does your company have CSR related policies in place – e.g. health and safety policy, HR policy, staff policy, energy policy, climate policy or is a member of Global Compact. Please state which policies. |  |
| Is your company e.g. ISO 26000/50001/14000 certified or SA8000 certified? Please state which. |  |
| Does your company have a Code of Conduct? |  |

Any subsequent procurement related to this Quotation will be subject to the Contracting Authorities General Terms and Conditions for Service Contracts and the Code of Conduct for Contractors available through the below link. Printed versions are available on request.

<https://www.kirkensnodhjelp.no/en/about-nca/for-contractors/>

After having read this Request for Quotation 2023-042 on behalf of my company/business, I hereby:

* Accept, without restrictions, all the provisions in the Request for Quotation including General Terms and Conditions for Supply Contracts with annexes.
* Provided that a contract is issued by the Contracting Authority we hereby commit to furnish any or all items at the price offered and deliver same to the designated points within the delivery time stated above.
* Certify and attest that we meet the eligibility criteria stated in the Instructions.
* Certify and attest compliance with the Code of Conduct for Contractors.

This declaration will be confirmed in the Contract and misrepresentation will be regarded as grounds for termination.

Signature and stamp:

Signed by:

|  |  |
| --- | --- |
| **The Contractor** |  |
| Name of the company |  |
| Address |  |
| Telephone no. |  |
| E-mail: |  |
| Name of contact person |  |
| Date: |  |