

**INTERNATIONAL DEVELOPMENT LAW ORGANIZATION
INVITATION TO BID**

Reference: ITB No. N_257_2021_KEN	Date: August 20, 2021
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Dear Sir/Madam,

The International Development Law Organization (IDLO) kindly invites your Company/Organization to submit a Bid for **TRAVEL AGENT SERVICES**. The full requirement is described in Annex C.

We also request that your Bid is submitted using the format specifically detailed in Annex D, E and F.

Bids submitted by email must be limited to a maximum of **10MB**, virus-free and no more than two email transmissions. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.

Bids shall be evaluated based on the criteria set in Annex B.

IDLO is not bound to accept any Bid, nor award a Contract, nor be responsible for any costs associated with a Bidder's preparation and submission of a Bid, regardless of the outcome or the manner of conducting the selection process.

IDLO encourages every prospective Supplier to avoid and prevent conflicts of interest, by disclosing to IDLO if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this Invitation to Bid (ITB).

By submitting a Bid in response to this information, Bidders are confirming acceptance of IDLO General Terms and Conditions for the Procurement of Goods or Services and IDLO Supplier Code of Conduct in full and; Payment Policy where payment is made within 30 days after delivery of service on presentation of complete and correct invoice.

This ITB consists of the following Annexes. Please be guided by these in preparing your Bid:

a.	Instructions to Bidders	Annex A
b.	Preliminary Screening Criteria	Annex B
c.	Terms of Reference (TOR)	Annex C
d.	Bid Submission Form	Annex D
e.	Bidder Information Form	Annex E
f.	Price Schedule	Annex F
g.	IDLO Special Conditions of Contract	Annex G
h.	IDLO General Terms and Conditions for the Procurement of Goods or Services and IDLO Supplier Code of Conduct	Annex H

For any questions/clarifications related to this ITB before Deadline for Submissions of Bid, please contact IDLO on tenders@idlo.int and mention **Clarification for ITB No. N_257_2021_KEN** in the subject section of your email.

Deadline for Submission of Proposals:
On or before
Date: September 2, 2021
Time: 15:00 hours Rome, Italy local time.

Thank you and we look forward to receiving your Bid.

Sincerely yours,
IDLO| Kenya Country Office

ANNEX A
INSTRUCTIONS TO BIDDERS

1. General Considerations	<p>In preparing the Bid, the Bidder is expected to examine the ITB in detail. Material deficiencies in providing the information requested in the ITB may result in rejection of the Bid.</p> <p>The Bidder will not be permitted to take advantage of any errors or omissions in the ITB. Should such errors or omissions be discovered, the Bidder must notify IDLO.</p>
2. Cost of the Bid	<p>The Bidder shall bear all costs associated with the preparation and submission of the Bid.</p> <p>IDLO will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the solicitation.</p>
3. Currency of Bid	<p>Bids shall be nominated exclusively in Kenya shillings</p> <p><i>Note: Local Suppliers must comply with any applicable laws regarding doing business in other currencies</i></p>
4. Language of the Bid	<p>The Bid and all correspondences and documents relating to the Bid exchanged by the Bidder and IDLO shall be written in the English language.</p>
5. Delivery Term and Place	<p>Services will be delivered within the reserved dates after receipt of work order from IDLO.</p>
6. Deadline for Submissions of Bid	<p>The Bid shall be addressed to IDLO on or before Date: September 2, 2021 Time: 15:00 hours Rome, Italy local time.</p> <p><i>Note: Proposals submitted by email must be limited to a maximum of 10MB, virus-free and no more than two email transmissions. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.</i></p>
7. Documents comprising the Bid	<p>The Bid shall comprise the following components:</p> <ol style="list-style-type: none"> 1. Bid Submission Form (see Annex D); 2. Bidder Information Form (see Annex E) 3. Price Schedule (Annex F)
8. Contents of solicitation documents	<p>The Bidder is expected to examine all corresponding instructions, forms, terms and specifications contained in the Solicitation Documents. Failure to comply with these documents will be at the Bidder's risk and will affect the evaluation of the Bid.</p>
9. Clarification of solicitation documents	<p>A prospective Bidder requiring any clarification on this ITB may contact IDLO by email on tenders@idlo.int no later than 72 hours prior to the deadline for submission of Bids.</p> <p>The requests for clarification will have “Clarifications for ITB No. N_257_2021_KEN” mentioned in the subject.</p> <p>Written copies of the organization's response (including an explanation of the query but without identifying the source of</p>

		<p>inquiry) will be sent to all prospective Bidders that have received the Solicitation Documents or posted on IDLO website.</p> <p>Any delay in IDLO's response shall not be used as a reason for extending the deadline for submission, unless IDLO determines that such an extension is necessary and communicates a new deadline to all the Bidders.</p>
10. Amendments of solicitation documents		<p>At any time prior to the deadline for submission of Bids IDLO may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Solicitation Documents by amendment.</p> <p>All prospective Bidders that have received the Solicitation Documents will be notified in writing of all amendments to the Solicitation Documents.</p> <p>In order to afford prospective Bidders reasonable time for taking the amendments into account and preparing their offers, the procuring IDLO entity may, at its discretion, extend the deadline for the submission of Bids.</p>
11. Format, signing, sealing, marking and submission of Bids		<p>The Bid shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the contract. The latter authorization shall be indicated by written power-of-attorney accompanying the Bid.</p> <p>The Bid must be submitted using the format specifically detailed in Annex D, E and F.</p> <p>A Bid shall contain no interlineations, erasures, or overwriting except, as necessary to correct errors made by the Bidder, in which case such corrections shall be initialled by the person or persons signing the Bid.</p> <p>Before the stipulated deadline, the Bidder shall send one email to the following e-mail address: tenders@idlo.int with the Subject: "Submission for ITB No. N_257_2021_KEN"</p>
12. Joint Venture, Consortium, or Association		<p>If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Bid, they shall confirm in their Bid that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Bid; and (ii) if they are awarded the contract, the contract shall be entered into, by and between IDLO and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture.</p> <p>After the Deadline for Submission of Bid, the lead entity identified</p>

	<p>to represent the JV, Consortium or Association shall not be altered without the prior written consent of IDLO.</p> <p>The lead entity and the member entities of the JV, Consortium or Association shall abide by the requirement outlined in the following section in respect of submitting only one bid.</p> <p>The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Bid and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by IDLO.</p> <p>A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:</p> <ol style="list-style-type: none"> a) Those that were undertaken together by the JV, Consortium or Association; and b) Those that were undertaken by the individual entities of the JV, Consortium or Association. <p>Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.</p> <p>JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm.</p> <p>The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Bid and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by IDLO.</p>
13. Only One Bid	<p>The Bidder (including the individual members of any Joint Venture) shall submit only one Bid, either in its own name or as part of a Joint Venture.</p> <p>Bids submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <ol style="list-style-type: none"> a) they have at least one controlling partner, director or shareholder in common; or b) any one of them receive or have received any direct or indirect subsidy from the other/s; or c) they have the same legal representative for purposes of this ITB; or

	<p>d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Bid of, another Bidder regarding this ITB process;</p> <p>e) they are subcontractors to each other's Bid, or a subcontractor to one Bid also submits another Bid under its name as lead Bidder;</p> <p>f) or some key personnel proposed to be in the team of one Bidder participates in more than one Bid received for this ITB process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Bid.</p>
14. Late Bids	Any Bid received by IDLO after the deadline for submission of Bids, pursuant to clause <i>Deadline for the submission of Bid</i> , will be rejected and sent back unopened or destroyed unopened if the return cannot be secured unless the Bid was sent by email but was not properly received due to issues in IDLO mailing system.
15. Validity Period of Bids	All Bids will be valid for 90 days from the deadline for submission of Bids. In exceptional circumstances IDLO may request the Bidders to extend the validity of the Bid beyond what has been initially indicated in this ITB. The Bidders shall be invited to confirm the extension in writing, without any modification whatsoever on the Bid. The Bidders may choose not to extend the validity period of the Bid upon request of IDLO.
16. Modification and withdrawal of Bids	<p>The Bidder may modify/withdraw its Bid after the Bid's submission, provided that written notice of the withdrawal is received by IDLO prior to the deadline prescribed for submission of Bids.</p> <p>The Bidder's modification/withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of clause <i>Deadline for Submission of Bids</i>.</p> <p>No Bid may be modified nor withdrawn after the deadline for submission of Bids.</p> <p>No Bid may be modified/withdrawn in the Interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified by the Bidder in the Bid Submission Form.</p>
17. Amendment of the Bid	<p>At any time prior to the deadline of Bid submission, IDLO may for any reason, such as in response to a clarification requested by a Bidder, modify the ITB in the form of an amendment to the ITB. Amendments will be made available to all prospective bidders.</p> <p>If the amendment is substantial, IDLO may extend the Deadline for submission of bid to give the Bidders reasonable time to incorporate the amendment into their Bids.</p>

18. Bidders' conference	<input checked="" type="checkbox"/> N/A <input type="checkbox"/> Yes - A Bidder's conference will be conducted at [Location] Date: Click here to enter a date. Time: 15:00 hours Rome, Italy local time. All Bidders are encouraged to attend. Non-attendance, however, shall not result in disqualification of an interested Bidder. Minutes of the Bidder's conference will be disseminated on IDLO's website and shared by email to Bidders that attended. No verbal statement made during the conference shall modify the terms and conditions of the ITB, unless specifically incorporated in the Minutes of the Bidder's Conference or issued/posted as an amendment to ITB.
19. Right to accept, reject, or render non-responsive any or all Bids	IDLO reserves the right to accept or reject any Bid, to render any or all of the Bids as non-responsive, and to annul the solicitation process and to reject all Bids at any time prior to award of contract, without incurring any liability, or obligation to inform the affected Bidder(s) of the grounds for IDLO's action. Furthermore, IDLO shall not be obliged to award the contract to the lowest priced offer.
20. Clarification of Bids	To assist in the examination, evaluation and comparison of Bids, IDLO may at its discretion ask the Bidder for clarification of its Bid. The request for clarification and the response shall be in writing and no change in price or substance of the Bid shall be sought, offered or permitted.
21. Evaluation of Eligibility and Qualification	In general terms, Bidders that meet the following criteria may be considered qualified: <ul style="list-style-type: none"> a) They are not included in IDLO Sanctions lists (EU, US, UN); b) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments, c) They have the necessary similar experience, technical expertise, production capacity where applicable, quality certifications, quality assurance procedures and other resources applicable to the provision of the services required; d) They are able to comply fully with IDLO General Terms and Conditions of Contract and IDLO Supplier Code of Conduct; e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and f) They have a record of timely and satisfactory performance with their clients.
22. Price variation	Bidders shall not vary their prices for any reason after the deadline of the tender and while the Bid is still valid.

23. Preliminary Screening	IDLO will screen the Bids' Annex D and E to determine whether they are complete, whether the documents have been properly signed, and whether the Bid is generally in order.
24. Correction of errors	In the event of a discrepancy between the unit price and the total price, the unit price shall prevail and the total price shall be corrected by IDLO. If the Bidder does not accept the final price based on IDLO's correction of errors, its Bid will be rejected.
25. Due Diligence	<p>IDLO reserves the right to undertake a due diligence exercise aimed at determining to its satisfaction, the validity of the information provided by the Bidder. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the following:</p> <ul style="list-style-type: none"> a) Verification of accuracy, correctness and authenticity of information provided by the Bidder; b) Validation of extent of compliance to the ITB requirements and evaluation criteria based on what has so far been found by the evaluation team; c) Inquiry and reference checking with Government entities with jurisdiction on the Bidder, or with previous clients, or any other entity that may have done business with the Bidder; d) Inquiry and reference checking with previous clients on the performance on on-going or contracts completed, including physical inspections of previous works, as necessary; e) Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder; f) Other means that IDLO may deem appropriate, at any stage within the selection process, prior to awarding the contract.
26. Responsiveness of Bid	<p>IDLO will determine the substantial responsiveness of each Bid to the ITB. For purposes of this Clause, a substantially responsive Bid is the one which materially conforms to the requirement of the tender and any mandatory terms contained in the Solicitation Documents.</p> <p>IDLO's determination of a Bid's responsiveness is based on the contents of the Bid itself without recourse to extrinsic evidence.</p>
27. Contract Award	<p>Contract Award shall be granted according to:</p> <ul style="list-style-type: none"> a) Full submission of relevant documentation as per Preliminary Screening Criteria (Annex B); b) Full submission of Bid Submission Form (Annex D) signed and stamped; c) Full submission of Bidder Information Form (Annex E); d) Full submission of Price Schedule (Annex F) signed and stamped; e) Lowest priced, most technically acceptable/compliant offer;

28. Debriefing	In the event that a Bidder is unsuccessful, the Bidder may request a debriefing from IDLO. The purpose of the debriefing is to discuss the strengths and weaknesses of the Bidder's submission, in order to assist the Bidder in improving its future bids for IDLO procurement opportunities. The content of other bids and how they compare to the Bidder's submission will not be discussed.
29. Right to Vary Requirements at the time of the Award	<input checked="" type="checkbox"/> N/A for Framework Agreement <input type="checkbox"/> Yes - At the time of award of Contract, IDLO reserves the right to vary (increase or decrease) the quantity of [goods and/or services], by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.
30. Contract Signature	Within five (5) calendar days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to IDLO. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Bid Security, if any, and on which event, IDLO may award the Contract to the Second Ranked Bidder or call for new Bids.
31. Payment Terms	IDLO will make payment within 30 days after satisfactory receipt of all goods and upon submission of the invoice by the Supplier.
32. General Terms and Conditions and Supplier Code of Conduct	<p>Any Contract or Purchase Order that will be signed as a result of this ITB shall be subject to the IDLO's General Terms and Conditions and Supplier Code of Conduct attached as Annex H.</p> <p>The mere act of submission of a Bid implies that the Bidder accepts both Annexes in full.</p>
33. Liquidated Damages	<input checked="" type="checkbox"/> N/A <input type="checkbox"/> Yes - For late delivery of Goods, IDLO shall be entitled to claim liquidated damages from the Contractor in accordance with Article 23 of the General Terms and Conditions. Liquidated damages for inferior quality or non-conformance of specifications of Goods will be assessed on a case-by-case basis in accordance with the severity of the problem as determined solely by IDLO. The application of this liquidated damages provision shall not relieve the Contractor of its obligations or liabilities pursuant to this Contract.
34. Partial Bid	<input checked="" type="checkbox"/> Not permitted (All or Nothing) <input type="checkbox"/> Permitted
35. Customs clearance, if needed, shall be done by:	<input type="checkbox"/> IDLO <input type="checkbox"/> Supplier <input checked="" type="checkbox"/> N/A

**ANNEX B
PRELIMINARY SCREENING CRITERIA**

A. MINIMUM ELIGIBILITY CRITERIA

Subject	Criteria	Document Submission Requirement
ELIGIBILITY		
Legal Status	Vendor is a legally registered entity.	Certificate of Incorporation/Registration
Tax Revenue	Vendor is registered with pertinent country's revenue authority.	Valid Tax Compliance Certificate
Eligibility	Vendor is not suspended, nor debarred, nor otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization in accordance with ITB Annex A Clause 21.	Self-Attestation Letter on company letterhead
Bankruptcy	Has not declared bankruptcy, is not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future.	Self-Attestation Letter on company letterhead
License	Accredited IATA or equivalent Travel Agent duly licensed to operate in Kenya	Accreditation certificate from IATA or equivalent body
Relevant experience	Minimum two (2) year contract of similar nature and complexity with UN Agencies, NGOs/INGOs, Embassies or multinational Corporate Entities indicating contactable references for verification	Copy of contract, Framework agreement, Long-Term Agreement (LTA) or recommendation letter
Office location	At least 1 branch located in Nairobi (minimum requirement)	Physical location of office must be provided
Capacity	Authorized by the airlines to book and issue tickets on their behalf (to include but not limited to Kenya Airways, Skyward, Safari Link, Fly 540, Jambo Jet, Freedom Air)	Airline authorization letters
Litigation History	No consistent history of court/arbitral award decisions against the Bidder for the last 3 years.	Self-Attestation Letter on company letterhead

B. QUALIFICATION CRITERIA

QUALIFICATION		
Company profile	Write up of the scope of services provided by the bidder including physical address of office in Nairobi	Company profile
Financial Standing	Minimum average annual turnover of EUR 15,000 for the year 2019. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Financial statement for 2019 Or
	Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Audited accounts 2019

ANNEX C TERMS OF REFERENCE

A. About IDLO

The International Development Law Organization (IDLO) is an intergovernmental organization exclusively devoted to promoting the rule of law. Established in 1983, IDLO works to enable governments and empower people to reform laws and strengthen institutions to promote peace, justice, sustainable development and economic opportunity. Its programs, research and policy advocacy cover the spectrum of rule of law from peace and institution building to social development and economic recovery in countries emerging from conflict and striving towards democracy.

The Assembly of Parties is IDLO's highest decision-making body. It is composed of Representatives of all Member Parties, which have joined the Establishment Agreement of IDLO. IDLO currently has 37 Member Parties.

IDLO has its Headquarters in Rome, a Branch Office in The Hague, Liaison Offices for the United Nations in New York and Geneva, and Country Offices in Afghanistan, Armenia, the Bahamas, Burkina Faso, Honduras, Indonesia, Kenya, Kyrgyzstan, Jordan, Liberia, Mali, Mexico, Moldova, Mongolia, Myanmar, Niger, the Philippines, Somalia, Tunisia, Uganda and Ukraine.

The work of IDLO is sustained by a dynamic, diverse, multinational and multicultural workforce, comprised of over 400 employees plus additional personnel in the non-employee category such as consultants and interns. About one fourth of the IDLO workforce is based in its Headquarters in Rome, while the rest are spread across the globe in our Branch and Country offices.

B. Background

IDLO issues this ITB for the purpose of soliciting bids for provision of Travel Agent Services as per the routes on section K below.

C. Condition of Contract and Expected Output

IDLO is looking to establish one or multiple Framework Agreements with able and qualified Suppliers. A Framework Agreement is a type of agreement with its terms and conditions under which procurement of goods or services can be effected over a specified period, but which places no obligation on IDLO to order any minimum or maximum quantity.

After entering into a Framework Agreement, IDLO shall place orders on a "need basis".

IDLO shall initiate a Secondary Tender to request confirmation from the Supplier on its goods and service availability and prices by email. The Supplier shall confirm by return email within 48 hours (including any applicable discounts).

IDLO shall make award decision based on "lowest priced, most technically acceptable/compliant offer".

The confirmed award shall be in the form of a duly authorized Work Order. The Work Order is IDLO's commitment against Framework Agreements. The Work Order will provide

information on the exact items, its quantities and unit prices (lifted from the Framework Agreement) in addition to other logistic details.

The duration for Framework Agreement(s) is 12 months with an option to extend at the same price, terms and conditions for a second 12-month period subject to satisfactory performance and agreement by both parties.

This ITB is for **TRAVEL AGENT SERVICES**.

The Travel Agent Services shall be in line with the below requirements. Bidders are advised to submit a bid for all lots. **Partial bidding is not permitted.**

D. General Requirements

- The travel agency shall provide the travel services as described in this document when and as requested by IDLO in its capacity as an accredited Travel Agent.
- The Travel Agent shall at all times follow the instruction given by IDLO notwithstanding its obligation to advise IDLO on better conditions available to it, in terms of tariffs, itineraries and carriers.

E. Payment

- On a monthly basis as applicable, the contractor shall submit a statement of account to IDLO attaching all invoices for tickets or vouchers issued, with specific reference to the work order number.
- If any of the invoices submitted does not comply with the authorized work order or does not conform to the instructions as given in the work order, IDLO shall only pay the amount authorized.
- Payments to the contractor will be processed via bank transfer as applicable
- All unused funds paid to the Travel Agent against invoices for travel not undertaken or undertaken in part shall be credited to IDLO within one (1) month after receipt of complete and correct invoices.

F. Personnel

- The Travel Agent shall be fully responsible for all services performed by its employee and shall for this purpose employ qualified, competent and well-trained staff to perform the services under the Framework Agreement.
- The Travel Agent shall take all reasonable measures to ensure that the personnel conform to the highest standards of moral and ethical conduct. IDLO may, at any time, request in writing for the improper performance and the withdrawal or replacement of any personnel of the Travel Agent assigned to perform services under this Framework Agreement. The Travel Agent shall, at its own cost and expense, withdraw or replace such personnel forthwith. A request by IDLO for withdrawal or replacement of the Travel Agent personnel shall not be deemed a termination of this Framework Agreement.
- IDLO shall not be liable for any action, omission, negligence or misconduct of the Travel Agent employees or for any insurance coverage which may be necessary or desirable for the purpose of this framework agreement, nor for any costs, expenses or claims associated with any illness, injury, death or disability of the Travel Agents employees performing work or services in connection with this framework agreement.

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- The Travel Agent and its employees shall conform to all applicable laws, regulations and ordinances promulgated by legally constituted authorities.

G. IDLO Travel Policy

Current air travel policy requires the Travel Agents in all cases to book the lowest available fares on Economy class and to research alternate itineraries (at least three options, if available) in order to provide the lowest appropriate fares, which satisfy the IDLO travel policies and organizational requirements.

H. Minimum Services Required by IDLO

The Offerors shall provide quotations for the provision of air travel services to the IDLO and issue the related tickets in accordance with IDLO's instructions. It is expected that the selected vendor will be requested to issue only domestic air tickets.

The Travel Agent services shall include the following:

- Providing information and advice on itineraries when and as requested for journeys within Kenya.
- Determine the most economical routes in compliance with IDLO's travel policy.
- Providing IDLO with adequate information on fare conditions and ticketing deadlines. itineraries details, including computer print-out giving complete information on the status of reservation for each trip.
- Issue airline tickets to IDLO on economy class in line with IDLO's Travel Policy.
- Whenever practicable, request seat allocation on flights when making reservations.
- Promptly notify IDLO contact person via SMS, phone call and e-mail on any schedule changes, flight delays which may interfere with the travel arrangements such as airport closings, strikes, cancelled flights etc.
- Process ticket changes, re-route or cancellations requested by IDLO and re-issue tickets in conformity with such requests. Calculate differences in fares, obtain any reimbursement which may be due to IDLO and ensure endorsement to other carriers if required
- Act as a liaison agency between the airline carrier and the IDLO to resolve issues of lost or stolen air tickets and replace the documents in agreement with IDLO's instructions
- Provide IDLO with a list of the names and telephone numbers of senior personnel, who may be contacted during weekends or public holidays for travel service as necessary and for emergencies arising while the Travel Agent's offices are closed.
- Promptly investigate any complaints from IDLO and take necessary action.
- The Travel Agent shall deliver tickets, based upon proper authority from IDLO in case of travel, itineraries, boarding passes (where available) and other travel documents as determined necessary by IDLO.

I. Supplier Relations

- The Travel Agent shall not favor any particular carrier when making reservations.
- The Travel Agent shall maintain excellent relations with all carriers for the benefit of IDLO

J. Financial proposal

The travel agent is requested to quote for each route in terms of percentage of chargeable service fee per ticket issued.

K. Most frequently travelled routes

Description of service- Return (Two-way) air tickets on Economy class based on the below routes:
LOT/Category 1: Nairobi- Mombasa return
LOT/Category 2: Nairobi- Ukunda return
LOT/Category 3: Nairobi- Malindi return
LOT/Category 4: Nairobi- Lamu return
LOT/Category 5: Malindi- Lamu return
LOT/Category 6: Nairobi- Kisumu return
LOT/Category 7: Mombasa- Kisumu return
LOT/Category 8: Nairobi- Eldoret return
LOT/Category 9: Mombasa- Eldoret return
LOT/ Category 10: Nairobi- Garissa return
LOT/ Category 11: Nairobi- Lodwar return
OTHER: For any related costs not included and priced in the above, please clearly specify the applicable LOT, service and cost.

**ANNEX D
BID SUBMISSION FORM**

This Form must be submitted using the Supplier's Official Letterhead/Stationery in the format specified below)

Dear Sir / Madam,

Having examined the Solicitation Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide [**Goods/ Services**] for [INSERT AMOUNT OF MONEY AND CURRENCY] as may be ascertained in accordance with the Price Schedule (Annex F) attached herewith and made part of this Bid.

We undertake, if our Bid is accepted, to commence and complete delivery of all services specified in the contract within the time frame stipulated.

We agree to abide by this Bid for a period of 90 days from the date fixed for opening of Bids in the Invitation to Bid, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

We hereby accept the IDLO's General Terms and Conditions in full and Payment Policy of payment within 30 days after delivery of service on presentation of complete and correct invoice.

We understand that you are not bound to accept any Bid you may receive.

Company/Organization: _____

Name: _____

Title: _____

Date:

Signature: _____

Duly authorized to sign this Bid

**ANNEX E
BIDDER INFORMATION FORM**

Name of Bidder:		Date:	Select date
ITB reference:	ITB No. N_257_2021_KEN		
Legal name of Bidder			
Legal address			
Year of registration			
Bidder's Authorized Representative Information	Name: Title: Telephone numbers: Email:		
Are you an IDLO vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes,		
Countries of operation			
No. of full-time employees			
Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):			
Does your Company hold any accreditation such as ISO 14001 or ISO 14064 or equivalent related to the environment? (If yes, provide a Copy of the valid Certificate):			
Contact person that IDLO may contact for requests for clarifications during Bid evaluation	Name: Title: Telephone numbers: Email:		
Please attach the following documents: [As per Annex B - Preliminary Screening Criteria]	<ul style="list-style-type: none"> • Certificate of Incorporation/Registration • Valid Tax Compliance Certificate • Self-Attestation Letter on company letterhead- Debarment • Self-Attestation Letter on company letterhead- Litigation • Self-Attestation Letter on company letterhead- Bankruptcy • Accreditation certificate from IATA or equivalent body • Copy of contract/ Framework agreement or Long-Term Agreement (LTA) • Physical location of office • Airline authorization letter • Company profile • Financial statement for 2019 Or Audited accounts 2019 		

**ANNEX F
PRICE SCHEDULE**

Please complete price schedule below for all 11 Lots/categories.

Note*: Rates below should be a percentage of service fee charged per cost of each ticket issued inclusive all applicable taxes.

Name of Bidder	
Physical office location in Nairobi	
Contact person	
Email address	

Description of service- Return (Two-way) air tickets on Economy class based on the below routes:	Percentage (%) of service fee charged per ticket issued inclusive of all applicable taxes
LOT/Category 1: Nairobi- Mombasa return	
LOT/Category 2: Nairobi- Ukunda return	
LOT/Category 3: Nairobi- Malindi return	
LOT/Category 4: Nairobi- Lamu return	
LOT/Category 5: Malindi- Lamu return	
LOT/Category 6: Nairobi- Kisumu return	
LOT/Category 7: Mombasa- Kisumu return	
LOT/Category 8: Nairobi- Eldoret return	
LOT/Category 9: Mombasa- Eldoret return	
LOT/ Category 10: Nairobi- Garissa return	
LOT/ Category 11: Nairobi- Lodwar return	
OTHER: For any related costs not included and priced in the above, please clearly specify the applicable LOT, service and cost.	



Name, position and signature of the Bidder	Bidder's Stamp
<hr/> <i>Duly authorised to sign this Bid</i> Date:	



ANNEX G
IDLO SPECIAL CONDITIONS OF CONTRACT

The following Special Conditions of Contract shall supplement and/or amend the IDLO General Terms and Conditions for the Procurement of **Services**. Whenever there is a conflict, the provisions of the Special Conditions of Contract shall prevail over those in IDLO General Terms and Conditions for the Procurement of **Services**.

Place of delivery	Electronic tickets via email
Delivery date	The Framework Agreement will be signed for a period of up to 12 months. IDLO is not obliged to use the Services provided by the Contractor. IDLO will review the quality of Services and deliverables after 12 months of provision of Services. Subject to satisfactory performance and agreement by both parties the Framework Agreement may be extended for 12 months. The overall duration of the contract will not exceed 24 months. The prices will remain unchanged during the period of contract implementation.
Payment terms	IDLO will process payment within 30 days after satisfactory receipt of all goods/ provision of services and upon receipt of the complete and correct invoice by the service provider.

**ANNEX H
IDLO GENERAL TERMS AND CONDITIONS FOR THE PROCUREMENT OF GOODS OR
SERVICES
AND
IDLO SUPPLIER CODE OF CONDUCT**

Any proposal submission will imply the unconditional acceptance of IDLO General Terms and Conditions for Goods and Services and adherence to the Supplier Code of Conduct.

The documents are available on IDLO Procurement Website:

https://www.idlo.int/sites/default/files/documents/general_terms_and_conditions_for_goods_august_2020.pdf

https://www.idlo.int/sites/default/files/documents/general_terms_and_conditions_for_services_august_2020.pdf

<https://www.idlo.int/sites/default/files/documents/idlo-supplier-code-of-conduct.pdf>