



ISLAMIC RELIEF

Islamic Relief in Afghanistan is registered with the ministry of economics (under Registration No. 184)

“Inspired by our Islamic faith and guided by our values we envisage a caring world where communities are empowered, social obligations are fulfilled and people respond as one to the suffering of others.”

Tender Pack

TENDER NO:

PROPOSAL FOR: Services for Air Ticketing.

Reference Number:

ADVERTISEMENT DATE:

January 28, 2024

DEADLINE FOR SUBMISSION:

February 11, 2024, latest by 10:00AM



ISLAMIC RELIEF

Islamic Relief in Afghanistan is registered with the ministry of economics (under Registration No. 184)

Inspired by our Islamic faith and guided by our values we envisage a caring world where communities are empowered, social obligations are fulfilled and people respond as one to the suffering of others.”

CONTENTS

1. Questionnaire (supplier’s general business info)
2. Pricing (RFQ)
3. Terms and Conditions
4. Supplier Screening Form
5. Complaint.... write us
6. Queries..... write us
7. Supplier Code of conduct



ISLAMIC RELIEF

Islamic Relief in Afghanistan is registered with the ministry of economics (under Registration No. 184)

Inspired by our Islamic faith and guided by our values we envisage a caring world where communities are empowered, social obligations are fulfilled and people respond as one to the suffering of others.”

1. CONFIDENTIAL QUESTIONNAIRE

Company Information

Question	Response
Full Legal and Trading Name.	
Date of Registration of your company (please attach certificate)	
Full address.	
Registered place of business (if different from street address).	
Name the contact within your organization to whom all correspondence regarding this should be addressed. This include Cell#, Email Address	
Company website address.	
Name and position of person authorized to enter negotiations and sign any formal agreement.	
Company registration details such as, i. Registration numbers ii. VAT/TIN Registration number iii. Trade license number (copy must be attach)	
Name of other key contacts: Director/s. Sales/Orders. Technical Support.	



ISLAMIC RELIEF

Islamic Relief in Afghanistan is registered with the ministry of economics (under Registration No. 184)

Inspired by our Islamic faith and guided by our values we envisage a caring world where communities are empowered, social obligations are fulfilled and people respond as one to the suffering of others.”

Business Information

Question	Response
<p>Provide a brief description of your Company profile and structure, size and location(s) including a brief overview of your marketing and the scope of operations and styles manufactured.</p> <p>Relationships with any parent company (if applicable).</p> <p>Include details of third-party contractors where applicable.</p> <p>Details of joint venture arrangements (if applicable).</p>	
List of Products	
List of Major Clients	
<p>Details of your company’s experience in the manufacture or supply of similar services, keeping in view the following points:</p> <ul style="list-style-type: none">i. Name of company/INGOsii. Contract Valueiii. References <p>(Pos/ agreements copy must be attach)</p>	



ISLAMIC RELIEF

Islamic Relief in Afghanistan is registered with the ministry of economics (under Registration No. 184)

Inspired by our Islamic faith and guided by our values we envisage a caring world where communities are empowered, social obligations are fulfilled and people respond as one to the suffering of others.”

Banker’s Detail:

Question	Response
Bank Name, Account Title, branch, and total turnover in USD of last year (attach the bank statement of last 6 months)	

Trade Reference (only for Air ticketing service):

	1	2	3	4
Name of Organization				
Contact name and phone number				
Description of services delivered.				
Quantity				
Date contract awarded.				
Date contract Completed.				
Value of Contract in AFN				



ISLAMIC RELIEF

Islamic Relief in Afghanistan is registered with the ministry of economics (under Registration No. 184)

Inspired by our Islamic faith and guided by our values we envisage a caring world where communities are empowered, social obligations are fulfilled and people respond as one to the suffering of others.”

2. Pricing (RFQ)

M/s _____

Date: _____

Ref. # _____

Islamic Relief Worldwide (IRW) is an International Non-Governmental Humanitarian Organization providing humanitarian aid during emergencies and working for long-term development of the world's poorest people.

Islamic Relief Worldwide (Afghanistan) takes this opportunity to request you to quote the prices for services of air ticketing, Kabul Province Afghanistan as per following details:

Air Ticketing Services			
S.#	Services Specification	Unit	Percentage
1	Service fee for Domestic tickets (Kam Air and Ariana)	1	
2	Service fee for international tickets	1	
3	Service fee for Cancellation charges before or within 24 hours	1	
4	Service fee for Cancellation charges less than 24 hours	1	
5	Service fee for Cancellation charges after departure of flight	1	
6	Services fee for Ticket change before or within 24 hours	1	
7	Service fee for Ticket changes less than 24 hour of flight	1	
8	Service fee for Ticket changes after departure of flight	1	
Any other services			
Total percentage			

IMPORTANT NOTES: (Please Read All Carefully)

1. Before filling the tender, it is mandatory for the supplier to study the specifications well, survey the market for availability of all services.
2. Supplier is responsible to provide the service as per specifications provided, no change in specification will be acceptable of any service once tender awarded to any supplier.



ISLAMIC RELIEF

Islamic Relief in Afghanistan is registered with the ministry of economics (under Registration No. 184)

Inspired by our Islamic faith and guided by our values we envisage a caring world where communities are empowered, social obligations are fulfilled and people respond as one to the suffering of others.”

3. General Terms & Conditions

- 1- Quoted prices for the above services shall be inclusive of all kinds of govt. taxes and duties as per prevailing Tax Laws of Govt. of Afghanistan.
- 2- All prices must be quoted in Afghani (AFN).
- 3- Prices quoted shall be Delivered Duty Paid (DDP) at the identified locations.
- 4- Withholding tax as per government prevailing rates shall be deducted at the time of payment.
- 5- Payment shall be made in the form of **Bank Transfer** or **cross cheque** only within 21 working days after acceptance of services and subsequent acceptance of the invoice to the Islamic Relief Worldwide (Afghanistan).
- 6- Islamic Relief Worldwide shall have the right to award the contract as whole or in lots to one supplier or more.
- 7- Islamic Relief Worldwide reserves the right to reject any or all bids without assigning any reason thereof.
- 8- The response timeline for each ticket must not be more than one hour.
- 9- All tender pages to be signed and stamped by supplier.

3.2. Bid Submission Requirements

- 1- The following documents should be accompanying the tender
 - Attach relevant purchase Orders, Agreements
 - Attach updated bank statements of last 6 months.
 - Attach updated company Profile.
 - Attach update registration certificates.
 - Attach update registration certificate of air ticketing service and **certification from IATA and ISO certified.**
- 2- Sealed Quotations addressed to “Procurement Committee” should be drop in quotation box placed at House 17, Street 5, Old Taimani, District 10 Kabul, Afghanistan latest by 10:00 Am on or before Sunday Feb 11, 2024.

3.3. Validity of Price

Prices shall remain valid for at least 90 days from the date of opening. If the last date falls on a holiday, the validity shall be extended to the next working day of the Company thereafter.

For Islamic Relief _____ Sig & Seal of bidder _____

4. Supplier Screening Form

Company Information: - _____



ISLAMIC RELIEF

Islamic Relief in Afghanistan is registered with the ministry of economics (under Registration No. 184)

Inspired by our Islamic faith and guided by our values we envisage a caring world where communities are empowered, social obligations are fulfilled and people respond as one to the suffering of others."

Company Name (as appeared on Registration Document):

Company Address:

Country:

Telephone:

Website:

Director(s) names (Please ensure you enclose proof of identity of director(s) e.g. passport copy or ID card)

Has the organization been convicted of any criminal offence?

Does the organization have any relationship with current IR staff in the following capacity?

Personal/Family Yes No

Business Yes No

If you have answered YES to any of the above, then can you please state in detail the relationship you have and with whom.

How did you hear about IR's service request _____

Please note it is compulsory for the following to be provided to us:

1. **Company Registration**
2. **Photocopy of NID/Passport of Directors**

Consent

Our organization is not involved in and does not support any activity which is considered illegal by the Government of – Afghanistan or under the International Laws Community or what may be termed a ‘terrorist activity.’

I confirm that the above information is accurate to the best of my knowledge. I have not withheld information.

Name

Position

Sign & Official stamp

Date

We will treat your personal information as confidential and your details will not be shared with anyone else. The information on this form is required for the purpose of providing security screening.

Internal Use

Received by (local office): Name _____ Position _____ Date _____

Information sent to (HQ): Name _____ Date _____

5. Complaints..... please write us.

If you see any violation of rights or any incident of corruption, please contact us at:

complaints@irworldwide.org



ISLAMIC RELIEF

Islamic Relief in Afghanistan is registered with the ministry of economics (under Registration No. 184)

Inspired by our Islamic faith and guided by our values we envisage a caring world where communities are empowered, social obligations are fulfilled and people respond as one to the suffering of others.”

Islamic Relief has zero tolerance for corruption & bribery and is committed to listen and Address any violation of rights of aid workers, suppliers, contractors, and our beneficiary communities.

6. Queries..... please write us.

If you have any query on tender document than please write to procurement.afg@islamic-relief.org.af

7. Supplier Code of Conduct

1 Islamic Relief Worldwide requires all firm to adhere to:

- 1.1 The Modern Slavery Act 2015
- 1.2 The International Labour Standards as defined by the ILO (International Labor Organization). This Code of Conduct developed by the Inter Agency Procurement Group (IAPG) is inspired by the International Labour Standards.

2 Corporate Social Responsibility (CSR)

This information is to advise you, our service provider of the Corporate Social Responsibility (CSR) element in our supplier relationships:

- 2.1 Goods and services purchased are produced and developed under conditions that do not involve the abuse or exploitation of any person.
- 2.2 Goods/services produced and delivered by organizations subscribe to no exploitation of children.
- 2.3 Goods/services produced and manufactured have the least impact on the environment.
- 2.4 Goods and services are produced and delivered under conditions where:
 - 2.4.1 Employment is freely chosen.
 - 2.4.2 The rights of staff to freedom of association and collective bargaining are respected.
 - 2.4.3 Living wages are paid.
 - 2.4.4 There is no exploitation of children.
 - 2.4.5 Working conditions are safe and hygienic.
 - 2.4.6 Working hours are not excessive.
 - 2.4.7 No discrimination is practiced.
 - 2.4.8 Regular employment is provided.
 - 2.4.9 No harsh or inhumane treatment of staff is allowed.

2.5 Environmental Standards:

Service providers should as a minimum comply with all statutory and other legal requirements relating to environmental impacts of their business. Areas to be considered are:

- 2.5.1 Waste Management
- 2.5.2 Packaging and Paper
- 2.5.3 Conservation
- 2.5.4 Energy Use
- 2.5.5 Sustainability

3 Business Behavior:

Islamic Relief will seek alternative sources where the conduct of service provider demonstrably violates the Modern Slavery Act 2015, and there is no willingness to address the situation within a reasonable timeframe.



ISLAMIC RELIEF

Islamic Relief in Afghanistan is registered with the ministry of economics (under Registration No. 184)

Inspired by our Islamic faith and guided by our values we envisage a caring world where communities are empowered, social obligations are fulfilled and people respond as one to the suffering of others.”

Islamic Relief will seek alternative sources where companies in the supply chain are involved in the manufacture of arms or the sale of arms to governments which systematically violate the human rights of their citizens.