

## Annex 4 - Terms of Reference for Air Ticketing Services

<b>Date of issue:</b>	02/05/2025
<b>Invitation to tender reference no</b>	FCA/SSUCO006/2025
<b>Project title:</b>	<b>PROVISION OF AIR TICKETING SERVICES</b>
<b>Deadline for submission of offers:</b>	02/06/2025 at 11:00 AM
<b>Contracting authority:</b>	Finn Church Aid (FCA), South Sudan Country Office Contact Person: Rita Gire E-mail: <a href="mailto:Procurement.Ssuco@kua.fi">Procurement.Ssuco@kua.fi</a>

Please see the tender dossier for more information on submission requirements and full list of annexes.

### 1. Introduction

Finn Church Aid (FCA) is Finland's largest international aid organisation with more than 70 years of experience. We specialise in the world's most fragile contexts and work with the most vulnerable people, regardless of their religious beliefs, ethnic background or political convictions.

FCA South Sudan Country Office implements humanitarian and development project in throughout South Sudan, working in right to quality education, right to livelihoods and right to peace.

For more information in FCA, please visit [www.kua.fi](http://www.kua.fi).

### 2. Purpose

The purpose of this tender is to solicit offers/ bids for Air Ticketing Services for FCA South Sudan Country Office.

FCA South Sudan is seeking reliable Air Ticketing service providers that offers exceptional customer service, and wide coverage within South Sudan and internationally. The successful companies/service providers will enter into a one (1) year framework agreement with FCA and renewable up to a maximum of three additional years, subject to satisfactory service provision and performance.

### 3. Scope of Service, Eligibility and Contract Award Criteria

The subject of the contract is the provision Air ticketing services as per the information provided in Annex 3. The price offers quoted shall remain fixed for a minimum of twelve (12) months.

Item/Lot	Description	Quantity
1	Air ticketing services for domestic and international flights	Various locations

### **Eligibility Criteria imposed on the Tenderer**

Tenderers must provide the documents listed below. Tenderers that do not provide the documents listed below will not be qualified for evaluation.

#	Eligibility Criteria	Means of verification and required documentation
1.	The Tenderer (including members of consortium and subcontractors, if any) is registered in the Trade Register in its country of domicile. The tenderer must also be operationally present in South Sudan with relevant registration in order. (YES/NO)	Tenderer shall confirm its registration by providing a valid Trade Register certificate.  Certificate of Incorporation from the Ministry of Justice including the renewal stamps at the back page of the certificate.
2.	The Tenderer (including members of consortium and subcontractors, if any) has paid all taxes and pension contributions as well as other payments required by the applicable laws. (YES/NO)	Tenderer shall confirm this by providing a valid Tax Clearance Certificate.
3.	The tenderer confirms by answering "YES" that it is not operating under a sanction or asset freeze that has been imposed on the tenderer by the European Union (EU), the United Nations (UN), or the Finnish authorities.  This requirement concerns the following: - Members of the administrative, management or supervisory body of the Tenderer or persons exercising control, representation or supervision power of the Tenderer; - The Tenderer's direct or indirect owners; - Subcontractors participating in producing the goods or providing the services under this contract; - Members of the administrative, management or supervisory body of such subcontractors or persons exercising control, representation or supervision power of such subcontractors; (YES/NO)	Confirm "YES"
4.	In case of a joint tender submitted by a group of tenderers, the group will be regarded as partners (consortium). If awarded the contract, they will have an equal responsibility towards the contracting authority in the execution of the contract.  All partners shall be considered as tenderers and assume joint and several liability towards the Contracting Authority for the performance of the contract. (YES/NO)	Tenderer shall answer "YES" or "NO" to confirm if the tender is submitted as a consortium.  If "YES", the tenderer commits to share required documentation for the Contracting Authority to verify the partners' eligibility ahead of contract signing.
5.	The tenderer shall confirm whether in its capacity as the Service Provider it is aiming to utilise sub-contracting in performing tasks foreseen in the contract. (YES/NO)	Tenderer shall answer "YES" or "NO" to confirm if the tenderer is planning to use sub-contractors as part of delivering the service.  If "YES", the tenderer commits to share required documentation for the Contracting Authority to verify the sub-contractor's eligibility ahead of contract signing.
6.	Valid Membership Certificate	Membership Certificate from Ministry of Chambers and Commerce
7.	Valid Operation License	Operation License from the State Ministry of Finance & Economic Development

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8.	Valid Tax identification	Tax Identification Certificate from Ministry of Finance and Taxation or the South Sudan Revenue Authority
9.	Bids Validity	The bid must be valid for 12 months

### **Contract Award Criteria**

Eligible offers will be evaluated according to the evaluation criteria below.

#	Evaluation Criteria	Weight %	Scoring method & required documentation
1.	Price	60%	<p>Comparison between the total values of each offer. The lowest bidder receives the full score (60). The score of other candidates is calculated in relation to the lowest bid amount.</p> <p>Formula: (lowest entered/tendered value) * maximum points</p>
2.	Previous Experience – service contracts or recommendation letters for Air ticketing services for the last two to five years.	40%	<p>Recommendations or service contracts from at least two (2) clients who have received Air Ticketing Services from your <b>company in South Sudan</b>. At least one (1) of the clients must be an INGO operating in South Sudan. Recommendation letters must be dated within the last two to 5 years.</p> <p>By submitting recommendation letters, the tenderer gives authorization to Finn Church Aid to contact the clients for verification.</p> <p>20 points for each delivery note/waybill. Full score 40.</p>

Please remember to provide all the required documentation under eligibility and contract award criteria in your tender submission.

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### Annex 3: Tender submission form

**Instruction to Tenderers:** Tenderers must fill in all **yellow fields**.

Submitted by (name of company):	
Contact Person:	

### Air Ticketing Services – Financial Proposal

All financial proposals for domestic flights should be for a one-way flight ticket. The price offers quoted shall remain fixed for a minimum of twelve (12) months.

Lot 1 – Air ticketing for Domestic Flights			
S/N	DESCRIPTION	Cost in USD	Remarks/Comments
1	Juba - Old Fangak, Jonglei State		
2	Juba - New Fangak, Jonglei State		
3	Juba - Pibor, Greater Pibor Administrative Area		
4	Juba - Pochalla, Greater Pibor Administrative Area		
5	Juba - Kajo Keji, Central Equatoria State		
6	Juba – Yei, Central State		
7	Juba – Bor, Jonglei State		
8	Juba - Jebel Boma, Pibor Administrative Area		
9	Juba – Yambio, Western Equatoria State		
10	Juba – Gumuruk, Jonglei State		
11	Juba - Maridi, Central Equatoria		
12	Juba – Mundri, Western Equatoria State		
13	Juba - Yambio, Western Equatoria State		
14	Juba - Malakal, Upper Nile State		
15	Juba – Guit/ Rubkona, Unity State		
16	Juba – Torit, Eastern Equatoria State		
17	Juba – Kapoeta, Eastern Equatoria State		
18	Juba - Wau, Western Bahr el Gazal State		
19	Juba – Nimule, Eastern Equatoria State		
20	Yei – Kajo Keji, Central Equatoria State		
21	Kajo Keji – Yei, Central Equatoria State		
Lot 2 – International Air Ticketing – Both Economy and Business Class			
1	Airline Service charge plus (+) fare difference		
2	No show charges within 6 hours		
3	No show charges within 12 hours		
4	No show charges within 24 hours		
5	No show charges within 36 hours		
6	No show charges within 48 hours		

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7	Cancellation Charges within 6 hours		
8	Cancellation Charges within 12 hours		
9	Cancellation Charges within 24 hours		
10	Cancellation Charges within 36 hours		
11	Cancellation Charges within 48 hours		
12	Wifi charges on the flight		
13	Extra leg space in the plane		
14	Extra Baggage charges per 1 kg		
15	Charges for issuance of ticket per passenger		
16	Hotel Bookings for connecting flights (YES/NO) Please confirm if your company provides hotel bookings for international travelers.		

#### Eligibility Criteria imposed on Tenderer

#	Criteria	Tenderer's response (yes/no, additional information, reference to annex)
1.	The Tenderer (including members of consortium and subcontractors, if any) is registered in the Trade Register in its country of domicile. The tenderer must also be operationally present in South Sudan with relevant registration in order. (YES/NO)	
2.	The Tenderer (including members of consortium and subcontractors, if any) has paid all taxes and pension contributions as well as other payments required by the applicable laws. (YES/NO)	
3.	<p>The tenderer confirms by answering "YES" that it is not operating under a sanction or asset freeze that has been imposed on the tenderer by the European Union (EU), the United Nations (UN), or the Finnish authorities.</p> <p>This requirement concerns the following:</p> <ul style="list-style-type: none"> <li>- Members of the administrative, management or supervisory body of the Tenderer or persons exercising control, representation or supervision power of the Tenderer;</li> <li>- The Tenderer's direct or indirect owners;</li> <li>- Subcontractors participating in producing the goods or providing the services under this contract;</li> <li>- Members of the administrative, management or supervisory body of such subcontractors or persons exercising control, representation or supervision power of such subcontractors;</li> </ul> <p>(YES/NO)</p>	
4.	In case of a joint tender submitted by a group	

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	of tenderers, the group will be regarded as partners (consortium). If awarded the contract, they will have an equal responsibility towards the contracting authority in the execution of the contract.  All partners shall be considered as tenderers and assume joint and several liability towards the Contracting Authority for the performance of the contract. (YES/NO)	
5.	The tenderer shall confirm whether in its capacity as the Service Provider it is aiming to utilise sub-contracting in performing tasks foreseen in the contract. (YES/NO)	
6.	Valid Membership Certificate (YES/NO)	
7.	Valid Operation License (YES/NO)	
8.	Tax identification (YES/NO)	
9.	Bids Validity: The bid must be valid for 12 months	

Company information	
Parent company (legal name)	
Street name and no.	
City	
Postal code	
Country	
Phone no.:	
Fax. no.:	
E-mail:	
web-site:	
Sales Manager (name)	
Director (Name)	
Other contact (Title & Name)	

General information	
Nature of business – please enclose complete product information in English.	
Year of Establishment	
Number of full-time employees	
Licensing Authority	
Licence number (VAT no./TAX I.D.)	
Does your company have a written statement of its environmental policy?	
Please state in which languages technical documents are available:	
Working language:	

Subsidiaries, Associates and/or Overseas Representative	
Countries with registered office:	
Countries with representation (agent):	
List of International quality assurance certification held by your company:	
List of local and national quality assurance certification held by your company	
International trade / professional organisations of which your company is a member:	
Local trade / professional organisations of which your company is a member:	

After having read your letter of Invitation to Tender no. FCA/SSUCO006/2025 for provision of Air Ticketing Services dated 02/05/2025 on behalf of my company/business, we hereby;

- Accept, without restrictions, all the provisions in the Invitation to Tender including General terms and Conditions for Service contracts with annexes.
- We hereby certify and attest that we meet the eligibility criteria of article stated in the Instructions to Tenderers.
- We further certify and attest that we, and/or our affiliates,
  - comply with the UN *Convention on the Rights of the Child* - UNGA Doc A/RES/44/25 (12 December 1989) with Annex
  - have not made or will not make use of forced or compulsory labor as described in the *Forced Labor Convention* and in the *Abolition of Forced Labor Convention 105* of the International Labor Organization.
  - respect and uphold basic social rights and working conditions for our employees.
  - are not engaged in any development, sale or manufacture of anti-personnel mines and/or cluster bombs or components utilized in the manufacture of anti-personnel mines and/or cluster bombs.
  - Agree to apply the highest reasonable standard of diligence to prevent Money Laundering and Terrorist financing. Compliance with this obligation will be ensured by implementing FCA AML /CFT policy.

The above declarations will become an integrated part of the contract and misrepresentation will be regarded as grounds for termination.

- Our company/business has the following **nationality** [ insert ], as evidenced in the enclosed Company Registration Certificate.
- In the event the contract is awarded to us, we request that payments under the contract be made to the following **account**: [provide bank account information].

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Signature & stamp:

Signed by:

<b>The Tenderer</b>	:	
Name of the company	:	
Address	:	
Telephone no.	:	
Fax no.	:	
E-mail:	:	
Name of contact person	:	
Date:	:	

**Note:**

- *FCA has zero tolerance concerning aid diversion and illegal actions and may screen potential applicants, contractors, suppliers, consultants, etc. against international lists to ensure due diligence and compliance with Anti-money laundering and Combating the Financing of Terrorism requirements*

**Disclaimer:** *FCA South Sudan reserves the right to either amend or cancel this call without notice and shall accept no liability whatsoever as a result. The decision of the FCA South Sudan Procurement Review Committee shall be final.*

**NB. Attachments – Please check carefully before submitting your tender that you have prepared all the documents required in the instructions to Tenders article “Documents comprising the tender”.**