

**Terms of Reference (TOR)**

**for**

*Provision of Emergency air evacuation cover for national and regional Flight* ***for Danish Refugees Council in******South Sudan, on Purchase Agreement Basis***

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1. Who is the Danish Refugee Council?

Founded in 1956, the Danish Refugee Council (DRC) is a leading international NGO and one of the few with a specific expertise in forced displacement. Active in 40 countries with 9,000 employees and supported by 7,500 volunteers, DRC protects, advocates, and builds sustainable futures for refugees and other displacement affected people and communities. DRC works during displacement at all stages: In the acute crisis, in displacement, when settling and integrating in a new place, or upon return. DRC provides protection and life-saving humanitarian assistance; supports displaced persons in becoming self-reliant and included into hosting societies; and works with civil society and responsible authorities to promote protection of rights and peaceful coexistence.

2. Purpose of the service

The Danish Refugee Council South Sudan is calling Proposals for Emergency air evacuation cover for national and regional Flight from competent and eligible providers for DRC operations in South Sudan.

3. Background

Danish Refugee Council has been operational in South Sudan since 2005, implementing multi-sectoral responses including Protection, Camp Coordination and Camp Management (CCCM), Shelter and Non-Food Items (SNFI), Humanitarian Disarmament and Peacebuilding (HDP). DRC is implementing projects in Upper Nile, Unit, Jonglei, Eastern Equatorial States and country wide through static and mobile response teams. All our efforts are based on our value compass: humanity, respect, independence and neutrality, participation, and honesty and transparency

4. Objective of the service

* Create long term agreement for Emergency Air Evacuation for DRC operation in South Sudan.
* Ensure reliable Emergency Air Evacuation responses mechanism

# 4.1. Scope of Service provision ￼

The DRC South Sudan Country Office hereby invites potentially qualified Providers to:

1. Provide Emergency air evacuation covers for national and regional Flight.
2. Facilitate relocation and evacuation outside Juba, the flight company shall facilitate access and safety to Juba airport for all staff needing evacuation during any type of hazard or crisis. This includes evacuating Mobile Response Team (MRT) staff from remote locations.
3. This process (Clearance immigration and visa) can also be applied upon arrival in other East African neighboring countries, such as Uganda, to facilitate visa processing for all staff.
4. The flight company must have the capacity to cover nationwide evacuation needs for DRC

5. Deliverables

The service provider will submit the following deliverables as mentioned below:

1. Provide Emergency air evacuation covers for national and regional Flight.
2. Facilitate relocation and evacuation outside Juba, the flight company shall facilitate access and safety to Juba airport for all staff needing evacuation during any type of hazard or crisis. This includes evacuating Mobile Response Team (MRT) staff from remote locations.
3. This process (Clearance immigration and visa) can also be applied upon arrival in other East African neighboring countries, such as Uganda, to facilitate visa
4. Countrywide Network in South Sudan (DRC Area of operation); coverage including authorities, and others
5. Facilitate clearance and access with the SSD Authorities if flying outside country
6. Cover all DRC area of Operation and other location in South Sudan

**Other Salient Features**

1. Currently, we have a total of 12 expatriate employees in Juba who must be considered for evacuation. This number is not fixed and may decrease or increase; therefore, the aircraft must have the capacity to cover nationwide evacuation needs for DRC
2. However, DRC will not allow any military personnel carrying weapons to escort or board the same flight.
3. The company has aircraft available and ready to respond on short notice for an evacuation
4. Regarding other areas for MRT concerning airfield access and capabilities, the DRC team on the ground will help provide information on the airfield and whether the status allows the company to cross-check information.

# 5. Pricing

* All prices in USD
* Bidder shall quote price per specified location
* An unspecified location shall be quoted in rate per hour.
* Any other administrative costs.
* All the unit prices shall be inclusive of tax.

N.B

Payments to DRC authorized Bank(s) (e.g. Eco Bank) within South Sudan shall be free of charge. However, transfers/payments to other banks within or overseas shall incur transfer charges estimated at USD 30 and should be inclusive in price offered above

# 7. Eligibility, qualification, and experience required

The Proposal for this contract will be evaluated according to the following criteria:

* A complete bid with three sections; Technical, Financial and Administration as specified in annex B for bidding instructions
* Complete and submit all DRC tender annexes as outlined in annex B. section A
* Legal documents as outlined in annex B. section B
* Provide proof of experience: Submit at least 3 copies of previous contracts or any proof for similar services from different organizations or government institutions

Sharing Standard Service level or Air evacuation policy

# 8. Technical support

1. The vendor must provide the names and telephone numbers of people to contact in case.
2. A flight company shall have ability to response to emergency evacuation in the shortest period of time

9. Location and support

The service provider response to emergency calls in any area within South Sudan.

# 10. Bid submission process

Interested applicants who meet the required criteria are invited to submit their bids to tender.ssd@drc.ngo with the email subject **“SSD-JUB-2025-05 for** Provision of Emergency air evacuation cover for national and regional Flight

Submission date:

If you have questions or facing problems with the online application process, please reach SSD SSDJuba-SC@drc.ngo

# **Evaluation of bids**

The criteria for awarding contracts resulting from this Tender is based on ‘best value for money’. For the purpose of all tenders DRC defines best value for money as:

*The best value for money should not be equated with the lowest initial bid option. It requires an integrated assessment of technical, organizational and pricing factors considering their relative importance (i.e. reliability, quality, experience, and reputation, past performance, cost/fee realism, delivery time, reasonableness, need for standardization, and other criteria depending on the item to be procured).*

For all bids deemed technically compliant as per the specification stipulated in Annex I – Terms of reference-TOR, DRC will give a weighted combined technical and financial score. The weighted score will determine the contract award.

## 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.

***>Refer to the RFP document annex B under section A. for administrative criteria table. <***

## Technical Evaluation

To be technically acceptable, the bid shall meet or exceed the stipulated requirements and specifications in the RFP as listed in Annex B on the technical criteria table below and TOR.

A Bid is deemed to meet the criteria if it confirms that it meets the conditions, procedures, and specifications in the Request for Proposal without substantially departing from or attaching restrictions with them. If a Bid does not technically comply with TOR, it will be rejected.

***>Refer to the RFP document annex B under section B. for technical criteria table. <***