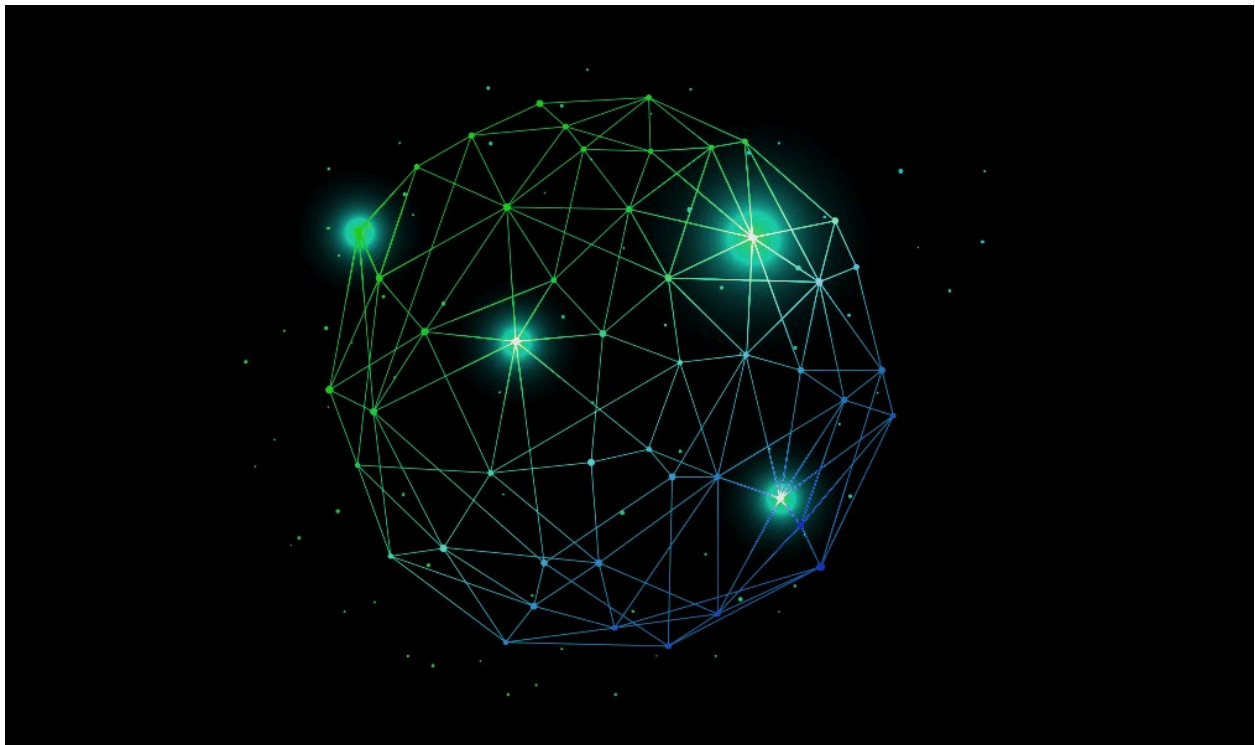




“Deloitte Consulting Limited.”

Request For Prequalification (RFPQ)



Tender NO.DCL / RFPQ /10/Procurement of Air Ticketing Services for/2025 to
Deloitte consulting Limited (Flight Agent services)

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Section 1: Introduction

- 1.1 Deloitte Consulting would like to invite interested company/individuals who must qualify by meeting the set criteria as provided by the Project to be amongst list of preferred suppliers for the **Procurement of Air Ticketing Services**. See Section 3

1.2 General Instructions

- Carefully read the instructions before submission. Note that submission of false information will lead to automatic disqualification and/or blacklisting.
- Responses to the pre-qualification questionnaire must be presented in accordance with the requirements for information document.
- Participants should clearly indicate the goods, services or works you would want to be considered for listing.
- All answers should be relevant to the goods, services or works applied for and should be as clear and concise as possible.
- Submission of tenders: The application for prequalification should be submitted in sealed envelope properly labeled with the item description as applied for.
- In selection of suppliers, Deloitte Consulting Limited will short-list only those bids from firms that are able to demonstrate their competence to supply the listed products or undertake listed works and services. Registered service providers, contractors, manufactures, as well as retailers and dealers are encouraged to apply within the lines of their registered business.
- The application document should be signed by the authorized representative of the organization under Company Seal / Stamp and submitted with relevant supporting documents such as relevant licenses, references, certificates, and any other information that applicants may wish to be considered.
- Applicants to kindly note that this does not amount to any contractual obligation.
- Applicants will meet all cost associated with preparation and submission of their applications.
- Canvassing of any kind will lead to automatic disqualification of the applicant.
- Late submission will not be acceptable. Any applications received after the date of closure will be considered as late and disqualified.

1.3 Mandatory Data Instructions

- All the required documents must be completed and attached by prospective suppliers / contractors who wish to be pre-qualified for the specific supply tender.
- It is understood and agreed that the mandatory data on prospective bidders is to be used by Deloitte Consulting Limited in determining, according to its sole judgment and discretion, the qualifications of prospective bidders to perform in respect to supply category as described by the Project.
- Prospective bidders will not be considered qualified unless in the judgment of the Project they possess capability, experience, capacity, qualified personnel available and suitability of equipment and net current assets or working capital sufficient to satisfactorily execute the supply for goods/services.
- Experience: Prospective bidders shall have at least 3 years' experience in the supply of goods or services and allied items and in case of potential supplier should show competence, willingness and capacity to service the contract.

- The candidate's financial condition will be determined by latest financial statement submitted with the prequalification documents as well as letters of reference from their bankers regarding supplier / contractors' credit position. Potential suppliers / contractors will be selected to the next stage on the satisfactory information given.
- Past performance will be given consideration in selecting bidders for the next stage. Letter of reference from past customers should be included in the form.
- Applicants must include a sworn statement form by the bidder ensuring the accuracy of the information given.
- Should a condition arise between the time the firm submitting a bid for pre-qualification and the bid opening date which in the opinion of the bank could substantially change performance and qualification of the bidder or his ability to perform such as but not limited to bankruptcy, change in ownership or new commitments, Deloitte Consulting will reserves the right to reject the tender from such a bidder even though he was initially pre-qualified.
- The firm must have fixed Business Premises and must be registered in Tanzania, with certificate of Registration, Incorporation / Memorandum and Articles of Association, copies of which must be attached. **Mandatory**- copy of current business license, and registration. The firm must show proof that it has paid all its statutory obligations and have current Tax Clearance Certificate.

Section 2: Instructions to Bidders

2.1 Clarification of Documents

- 2.1.1 A bidder requiring any clarification may send an inquiry in writing via email to the Procurement Committee; procurements@deloitte.co.tz who will respond in writing to any request for clarification, which is received not later than **12 noon of 04th December 2024**.
- 2.1.2 Written copies of the response (including an explanation of the query but without identifying the source of inquiry) will be sent to all bidders who have been invited to bid.
- 2.1.3 The Procurement Committee shall reply to any clarifications sought by the bidder/consultant within 3 working days of receiving the request to enable the bidder to make timely submission of its bid/proposal.

2.2 Amendment of Documents

- 2.2.1 At any time prior to the deadline for bid submission, the Firm may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify this RFPQ by amendment. Amendments could include modification of project scope or requirements, project timeline expectations or extension of the closing date for submission.
- 2.2.2 All prospective bidders/consultants that have received this RFQ will be notified of the amendment in writing by e-mail and this amendment will be binding on them.

2.3 Language of the RFQ

- 2.3.1 All correspondence and documents relating to this RFPQ exchanged by the bidder and the Firm shall be written in English language.

2.4 Bid Prices

- 2.4.1 The bidder shall indicate under the financial proposal, the unit price / rate / premium percentage applicable, amounts / Premiums payable (and excess limits) that will be continuously applied throughout the contract period.
- 2.4.2 Government levies indicated in the financial proposal shall be shown separately.
- 2.4.3 The bidder should hold prices / rates / premiums payable constant for a period of 12 months if they are awarded the contract.
- 2.4.4 Amounts / premiums payable shall be quoted in **Tanzania Shillings** unless otherwise specified.

2.5 Bid Submission

- 2.5.1 For hard copy deliveries, the bidder shall put both the original & copy bid in a plain envelope, properly closed and mark;" **TENDER DCL / RFPQ /10/Procurement of Air Ticketing Services /2025 For Prequalification of Air Ticketing Services** on top of the envelope and address to: -

*The Procurement Function,
Deloitte Consulting Limited,
3rd Floor, Aris House, Plot 152, Haile Selassie Road,
P.O. Box 1559, Oyster Bay,
Dar es Salaam, Tanzania*

Then deliver to Deloitte Consulting Limited office at 3rd Floor, Aris House, Plot 152, Haile Selassie Road, P.O. Box 1559, Oyster Bay, Dar es Salaam, Tanzania **12 noon, 11th December 2024**. Please sign our delivery book/tender register at the reception as you deliver your bid.

- 2.5.2 Soft copy of bid submissions can be made on or before **12 noon, 11th December 2024** via e-mail to procurements@deloitte.co.tz with subject "**TENDER DCL / RFPQ /10/Procurement of Air Ticketing Services /2025 For Prequalification of Air Ticketing Services**". Soft copy bid submissions must be scanned copies of duly filled, signed, and stamped bids and vendor due diligence form. (Electronic submission is mandatory on top of physical submission)

2.6 Modification, Substitution and Withdrawal of Bids

- 2.6.1 The bidder may modify or withdraw its bid provided that written notice and the modification, including substitution or withdrawal of the bids is received by the Firm prior to the bid submission deadline.
- 2.6.2 No tender may be modified or withdrawn after the deadline for submission of tenders.
- 2.6.3 Modification after the bid submission deadline shall only be acceptable where Deloitte's technical committee requires alterations in writing.

2.7 Bid Opening

- 2.7.1 All bids, whether submitted by email or hard copy, must be opened at the same time in the presence of the firm's procurement and user teams, where they will be registered, countersigned, and serialized.
- 2.7.2 Bids submitted after the submission deadline shall be classified as time barred.

2.8 Clarification of Bids

- 2.8.1 The Firm may at its discretion, ask the bidder for a clarification of its bid. The request for clarification and the response shall be in writing.

2.9 Preliminary Examination of Bids

- 2.9.1 The Firm will examine the bids to determine whether they are complete, whether any computational errors have been made, whether the documents have been properly signed and in order.
- 2.9.2 Arithmetical errors will be rectified on the following basis; if there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected. If the bidder does not accept the correction of the errors, its bid will be rejected, if there is a discrepancy between words and figures the amount in words will prevail.

2.10 Evaluation and Comparison of Bids

- 2.10.1 The Firm will evaluate and compare the bids which have been determined to be responsive.
- 2.10.2 The evaluation of bids will be based on the following criteria: Preliminary criteria, technical criteria and financial criteria.

2.10.2.1 Preliminary Criteria,

Note: Bidders must meet the preliminary criteria before being considered for technical and financial evaluation. All mandatory criteria must be met, no exception. To be eligible the candidate must prove that they qualify to participate in public procurement by providing the mandatory requirements as provided below **(all the below documents must be certified)**.

	Mandatory requirements:
1	Certified Certificate of Incorporation / Partnership deed / Business registration.
2	Certified Current Trade License / Business Permit.
3	Certified Current Tax Clearance Certificate
4	Certified TIN and VAT certificates.
5	Detail of establishment (office location);
6	Details of capacity (number of staff, equipment and other relevant resources);
7	Reference from other organizations that have received services from supplier in the past, preferably in the last 3 years.

2.10.2.2. Technical Proposal

Bidder should provide technical requirement/specification to meet the requirements as highlighted in the schedule of requirements. Sample of the items quoted for should be provided together with the country of origin.

SN	Technical Requirement
1	Details of relevant experience in similar services; (3 years and above) (Minimum number of years in the ticketing industry.)

2	Reference from other organizations that have received services from supplier in the past, preferably in the last 3 years.
3	Track record of successfully providing ticketing services, including client references or case studies.
4	Certifications and Accreditations: Relevant accreditations like IATA (International Air Transport Association) certification.
5	Ability to User-friendly booking system that provides real-time availability and pricing.
6	Adherence to Travel Policies: Ability to enforce the project's travel policies and maintain compliance with specific restrictions
7	Global Network: Access to an extensive network of airlines and other travel providers to accommodate a wide range of routes.
8	Local Knowledge: Knowledge of destination-specific travel requirements, including visa and quarantine guidelines
9	Coverage: Ability to book tickets to/from all relevant destinations for the project.
10	A minimum of 5 years in the air ticketing industry or providing air travel management services.
11	Successful completion of at least 3 similar contracts with USAID projects in the past 5 years, specifically in managing travel for corporate or project teams.
12	Must be a registered travel agency or have IATA (International Air Transport Association) certification or equivalent local certification.
13	Provide proof of valid operating licenses and tax registration.
14	Ability to offer a wide range of domestic and international flight options with flexible booking policies.

2.10.2.3. Financial Proposal

A description on the currency, exclusion of government levies, presentation of unit prices rates/ premiums percentages, other expenses, payment terms, warranties, lead times etc. (SHOULD BE QUOTED IN TZS

	Financial Requirement
1	Creditworthiness: Assessment of the financial stability to ensure reliability over the project's term.
2	Transparent Pricing Model: Breakdown of fees and any additional charges (booking fees, cancellation fees, etc.).
3	Discounted Rates: Access to corporate rates, bulk discounts, or flexible fare structures.
4	Dedicated Account Management: Access to a dedicated account manager for seamless communication and quick resolution of issues.

Technical and financial evaluation will be determined and used equally to all bidders.

- 2.10.3 A bidder/consultant who gives false information in the proposal about its qualification or who refuses to enter a contract after notification of contract award shall be considered for debarment from participating in future tenders of The Company.

2.11 Negotiation

- 2.11.1 The Firm may at its own discretion negotiate prices/premiums/deliverables with any of the bidders who have not been eliminated at the Preliminary and Technical evaluation stage, if it determines the prices/rates/premium percentages given are much higher than those available in the market. The finally agreed price/rate/premium percentage shall be confirmed in writing by the supplier/service provider. Such confirming document shall be considered as part of the tender document.

2.12 Contract Award

- 2.12.1 The Firm will award the contract to the successful bidder/consultant whose proposal has been determined to be substantially responsive and has been determined to be the most competitive bid, provided further that the bidder is determined to be qualified to perform the contract satisfactorily.
- 2.12.2 The Firm reserves the right at the time of contract award to increase or decrease quantities originally specified in the specification sheet without any change in unit prices or other terms and conditions.
- 2.12.3 The Firm will notify the successful bidder in writing that its proposal has been accepted.
- 2.12.4 In the absence of the contract documents, the signed tender award notification letter together with the conditions stipulated in the tender documents shall be construed to be the signed contract.

2.13 Payment

- 2.13.1 The Firm will pay all invoices within 30 days from invoicing date or as per the agreed terms of payment stipulated in the contract / tender award notification letter. The successful bidder will deliver signed delivery notes, invoices, and a copy of the signed LPO / contract / tender award notification letter to the Firm's Finance department for payment processing.
- 2.13.2 The Invoice(s) and Delivery Note(s) should match details specified within the LPO / Updated schedules / Contracts.
- 2.13.3 Supplementary LPO should be attached to invoices if there are new additions and a credit note issued in case of subtraction.

2.14 Subcontracts

- 2.14.1 Subcontracting of part or all the contract during the agreed contractual period shall not be accepted by The Firm.

2.15 Indemnification

- 2.15.1 The bidder agrees to indemnify, defend and hold the Firm and its personnel and Partners harmless from and against all manner of suits, actions, claims, causes of action, judgements, costs and damages arising from any suit or claim of breach of this contract or infringement of any intellectual property right related to service provided.

2.16 The Company's Right to Accept or Reject Any or All tenders.

- 2.16.1 The Firm reserves the right to accept or reject any bid, and to annul the tendering process and reject all bids at any time prior to contract award, without thereby incurring any liability to the affected tenderer or tenderers or any obligation to inform the affected tenderer or tenderers of the grounds for The Firm's action.

2.17 Governing Law.

- 2.17.1 Any contract arising out of this bidding process shall be governed by and construed in all aspects in accordance with the Laws of the **United Republic of Tanzania**.

2.18 Corrupt or Fraudulent Practices

- 2.18.1 The Firm requires that bidders observe the highest standard of ethics during the procurement process and execution of contracts when used in the present regulations; the following terms are defined as follows.
- 2.18.2 **"Corrupt practice"** means the offering, giving, receiving, or soliciting of anything of value to influence the action of The Firm's official(s) in the procurement process or in contract execution;'
- 2.18.3 **"Fraudulent practice"** means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of The Firm and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive The Firm of the benefits of free and open competition.
- 2.18.4 The Firm will reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.
- 2.18.5 Further a bidder who is found to have indulged in corrupt or fraudulent practices risks being debarred from participating in future bids of The Firms.
- 2.19 Responding to this RFPQ automatically implies agreement to all terms set out within this RFPQ.

Section 3: Schedule of Requirements

3.1 Deloitte Consulting Limited is seeking to procure Air Ticketing Services for the HQ offices and field offices.

3.1.1 The below specifications / terms of reference form our “Schedule of Requirements”. Please read all specifications / terms of reference prior submitting both your technical and financial proposals.

3.1.2 Schedule of Requirement for Air Ticketing Services to support the Deloitte Consulting Limited are outlined below:

Schedule of requirement/Scope of Work for prequalification for Air Ticketing Services.

- Booking and issuing domestic and international flight tickets for project staff and stakeholders
- Coordination with airlines to ensure best fares and travel schedules.
- Providing itinerary and ticketing support, including changes, cancellations, and rebooking's as needed
- Offering support for visa processing and travel-related documentation
- Managing and tracking travel bookings and associated expenses
- Reporting and invoicing for services rendered

3.1.3 Additional information needed when applicable shall include.

- a) Authorization from Manufacturer
- b) Detailed specifications of the equipment
- c) Ability to deliver equipment to the specified health facility(ies) in the regions.
- d) Provision for a Warranty
- e) Equipment Installation
- f) Lead Time for Delivery
- g) Services required to maintain the machine.
- h) Instruction book clearly written with adequate information for servicing and fault finding.