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| **NATIONAL TENDER NOTICE** |
| **Reference Number:** | **ADD-X-003596** |
| **Office** | **GOAL Ethiopia** |
| **Closing date and time for receipt of Tenders** | **1st of February 2021 04:00 PM GMT +3 East African Time** |
| **Tender Opening Date and time** | **2nd of February 2021 09:00 AM GMT +3 East African Time**  |

**GOAL Ethiopia, an International Humanitarian Organization, invites sealed bids from eligible bidders, Invitation to Tender (ITT) for Initiating a Framework agreement for the provision of Air Ticketing Services Domestic & International for a period of 3 (Three) years.**

1. All suppliers who have valid licenses can obtain a complete set of bidding documents from **Goal Ethiopia Head Office (Addis Ababa)** starting fromthe first day of this invitation in exchange for a non-refundable fee of Birr 100 (One Hundred only) between 8:00AM – 4:30 PM office hours from Monday to Friday, or you can access all documents online at <https://www.goalglobal.org/tenders>
2. Duplicate copies of **Bid Offer** shall be produced in separate envelopes marked as **Original** and **Copy**. All envelopes shall then be put in one together, sealed, stamped, and submitted to **GOAL Ethiopia Head Office before DEADLINE FOR SUBMISSION – 1st of February 2021 04:00 PM GMT +3 East African Time**.
3. **Essential (exclusion) Criteria**
4. Relevant and valid license (VAT registration, TIN number) to operate in Ethiopia.
5. Latest Audited Financial Statement for 2 years
6. Minimum average annual ticket turnover (volume of sales) equivalent to USD 75,000 during the past 5 years
7. Minimum of 5 years of experience in Air Ticketing Services including reputable clients with a minimum of 5 years of agency establishment.
8. Availability of Senior travel expert (to be assigned as focal person for the resulting framework agreement with a minimum of 5 years proven & relevant experience (with air ticket issuance experience) -with Certificate or diploma in travel management services (at least one certificate or diploma in air tickets booking system) /certificate in ticketing and reservation.
9. Availability of a minimum of one booking system; reservation booking systems / computer reservation system/ airline reservation system
10. Being an independent Air Ticket Supplier/ IATA Membership certificate
11. **Award Criteria**

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| **Criteria** | **Score** |
| 1. % of Service Charges on Domestic Air Tickets
2. % of Service Charges on International Air Tickets
 | 35 |
| Technical Capability 1. Geographical Coverage; fully operational offices in Addis Ababa
2. Overall quality of technical offer and operational plan
3. Company experience - years of providing similar services to INGOs/UN/Private Companies in Ethiopia with reference letters
4. Provision of 24/7/365 days services (during and after office working hours)
 | 65 |
| **Total** | **100** |

1. The evaluation criteria will be **Technical Capability** and **Financial**.

ITTs will be opened in the presence of bidders or their legal representatives who choose to attend on **2nd of February 2021 09:00 AM GMT +3 East African Time** at GOAL Ethiopia Premises located below

1. GOAL Ethiopia reserves the right to accept or reject the ITT partially or fully.

**Address: GOAL Ethiopia,**

**Yeka Sub City, Woreda 9, H. No. 508**

**Next compound to Kotebe Health Center**

**P. O. Box 5504, TEL. 011-6-47-81-16/17, FAX 011-6-478118,**

**Addis Ababa, Ethiopia**