



**REGISTRATION OF SUPPLIERS FOR THE PROVISION OF
AIR TICKETING SERVICES FOR KENYA AIRPORTS
AUTHORITY**

TENDER NO; KAA/OT/HRD/0028/2019-2020

OCTOBER 2019

**GENERAL MANAGER – HRD
KENYA AIRPORTS AUTHORITY
P. O. BOX 19001
NAIROBI**

**MANAGING DIRECTOR
KENYA AIRPORTS AUTHORITY
P. O BOX 19001
NAIROBI**

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SECTION A – INVITATION TO BID.

TENDER NO; KAA/OT/HRD/0028/2019-2020

8TH OCTOBER 2019

REGISTRATION OF SUPPLIERS FOR THE PROVISION OF AIR TICKETING SERVICES FOR KENYA AIRPORTS AUTHORITY

- 1.1 The Kenya Airports Authority invites sealed bids to IATA/KATA Registered Firms for the Registration of Suppliers for the Provision of Air Ticketing Services for Kenya Airports Authority who are duly registered in Kenya and have the capacity to provide Air ticketing (Provision of Travel/ Air ticketing Service-).
- 1.2 Interested eligible firms may obtain further information and inspect the tender documents at the Kenya Airports Authority Headquarters at JKIA, 2nd Floor, office of the GM (Procurement & Logistics) from **8.00 am to 5.00 pm** local time, Monday to Friday except lunch time between **1.00 pm and 2.00 pm** and on public holidays.
- 1.3 A complete set of tender documents in English language may be obtained by interested candidates upon payment of non-refundable fees of Kenya Shillings One Thousand Only (Kshs. 1,000/-) or an equivalent amount in freely convertible currency in cash or Bankers cheque payable to the Managing Director, Kenya Airports Authority. However, the tender document can also be downloaded from Kenya Airports Authority website (www.kaa.go.ke) or Public Procurement Information Portal (ppip.go.ke) and thereafter bidders can forward their company's details to tenders@kaa.go.ke so that any addendum/clarifications can be send to their email address.
- 1.4 Prices quoted should be net and must be in Kenya shillings and shall remain valid for **120** days from the closing date of Tender.
- 1.5 Completed tender documents must be serialized from the first to last page including any attachments shall be submitted in plain sealed envelopes clearly marked with the Tender number and name and marked **"DO NOT OPEN BEFORE 23rd October 2019 at 11.00 a.m."** and addressed to:

**Managing Director
Kenya Airports Authority
P. O. Box 19001- 00501
NAIROBI, KENYA**

and deposited in the Tender Box situated on 2nd Floor, Kenya Airports Authority Headquarters.

- I.6 Tenders will be opened immediately thereafter in the presence of the candidates or their representatives who choose to attend at the Conference Room, 1th Floor, Kenya Airports Authority Headquarters complex building.
- I.7 No tender security is required for this tender but the tender must be for **120 days** from the date of tender opening.
- I.8 A Site Visit & Pre-bid meeting will be held at KAA Headquarters on **15th October 2019 at 10.00 a.m.** Bidders to Congregate at the Conference room at KAA Head Office Procurement Conference Room.
- I.9 **Any additional information, addendums or clarifications in respect to this tender will be available in our KAA website <https://kaa.go.ke/corporate/procurement/> portal All bidders are advised to regularly check the website during the bidding period.**
- I.10 Canvassing for the tender by the tenderer or by proxy shall lead to automatic disqualification of their tender.

GM (PROCUREMENT & LOGISTICS)
For: MANAGING DIRECTOR/CEO

SECTION B - INSTRUCTIONS TO TENDERERS

2.1 Scope of Tender

2.1.1 The Kenya Airport Authority hereinafter referred to as the procuring entity intends prequalify suppliers for the provision of air ticketing services as provided in this document for the years 2019-2020 & 2020-2021.

2.1.2 Registration is open to eligible and registered firms.

2.2 Submission of Application

2.2.1 All the information requested for registration shall be provided in the English language. Where information is provided in any other language, it shall be accompanied by a translation of its pertinent parts into English language. The translation will govern and will be used for interpreting the information.

2.2.2 Failure to provide information that is essential for effective evaluation of the applicant's qualifications or to provide timely clarification may result in the applicant's disqualification.

2.3 Eligible Candidates

2.3.1 This invitation for registration is open to all candidates who are eligible as defined in Kenya's Public Procurement and Asset Disposal Act 2015 section 94.

2.3.2 The procuring entity's employees, a member of a committee and board members and their relatives (spouse and children) are not eligible to participate in Pre-qualification under section 59 of the Act.

2.3.3 All terms found capable of performing the contract satisfactorily in accordance to the set prequalification criteria shall be prequalified.

2.4 Qualification Criteria

2.4.1 Registration will be based on meeting the minimum requirements to pass in the evaluation criteria set in this document. The declaration will be either pass or fail regarding the applicant's general and particular experience, personnel and equipment capabilities and financial position as demonstrated by the applicant's response in the forms provided in **Section C** and submitted with the application.

2.4.2 The applicant shall have all the relevant forms provided in this document fully completed and failure to do so may lead to disqualifications.

2.5 Joint Venture

- 2.5.1 The registration of a joint venture does not necessarily register any of its members individually as a member in any other joint venture or association. In case of dissolution of a joint venture, each one of the constituent firms may pre-qualify if it meets all the registration requirements, subject to a written approval of the procuring entity.

2.6 Public Sector companies

- 2.6.1 Any public owned enterprise may be eligible to qualify if, in addition to meeting all the above requirements, it is also legally and financially autonomous, it operates under commercial law, and it is not a dependent agency of another public entity.

2.7. Conflict of Interest

- 2.7.1 The applicant (including all members of a joint venture) shall not be associated, nor have been associated in the past, with the consultant or any other entity that has prepared the design, specifications, and other registration and bidding documents for the project, or with an entity that was proposed as engineer for the contract. Any such association must be disclosed and may result in the dis-qualification of the applicant.

2.8. Updating Registration Information

- 2.8.1 Registered candidates shall be required to update the technical and financial information used for registration at the time of submitting their bids and to confirm their continued compliance with the qualification criteria. A bid shall be rejected if the applicant's qualification thresholds are no longer meeting at the time of bidding.

SECTION C - LETTER OF APPLICATION AND OTHER FORMS

Notes on letter of application

1. The letter of application will be prepared by the applicant and will follow the instructions stated in the form presented herein.
2. The letter of application will be prepared on the letter head paper of the applicant or partner responsible and will include **name, full postal address, telephone numbers, and Email address.**
3. The letter of application will be signed by duly authorized representatives of the applicant.
4. Any clause which does not apply to the applicant in the letter of application herein shall be deleted by the applicant.
5. All forms must be completed in full by the applicant and relevant attachments must be provided

LETTER OF APPLICATION

Date

To

 (Name and address of the procuring entity)

Ladies and/or Gentlemen

1. Being duly authorized to represent and act on behalf of _____ (name of firm) (hereinafter referred to as “the Applicant”), and having reviewed and fully understood all the registration information provided, the undersigned hereby apply to be registered as a bidder for the following Product category under Tender No. KAA/OT/HRD/0028/2019-2020 – Registration of Service providers for Provision of Travel/Air ticketing Service-IATA/KATA Registered Firms)

2. Attached to this letter are copies of original documents defining;

- (a) the Applicant’s legal status
- (b) the principal place of business and
- (c) the place of incorporation (for applicants who are incorporated),
- (d) the place of registration and the nationality of the owners (for applicants who are partnerships or individually-owned firms).

3. This letter of Application will also serve as authorization to any individual or authorized representative of any institution referred to in the supporting information, to provide such information deemed necessary and as requested by KAA (Kenya Airports Authority) to verify statements and information provided in this application, such as the resources, experience, and competence of the Applicant.

4. KAA and its authorized representatives may contact the following persons for further information.

General and managerial inquiries		
Contact 1.....	Telephone 1 -----	Email -----
Contact 2.....	Telephone 2 -----	Email -----

Personnel inquiries		
Contact 1.....	Telephone 1 -----	Email -----
Contact 2.....	Telephone 2 -----	Email -----

Technical inquiries		
Contact 1.....	Telephone 1 -----	Email -----
Contact 2.....	Telephone 2 -----	Email -----

Financial inquiries		
Contact 1.....	Telephone 1 -----	Email -----
Contact 2.....	Telephone 2 -----	Email -----

5. This application is made with the full understanding that:

- (a) Bids by all applicants will be subjected to verification of all information submitted for registration at the time of evaluating the bids.
- (b) KAA reserves the right to:
 - call bids from registered bidders who met all the requirements; and
 - reject or accept any applications depending on the evaluation criteria set out below.

The undersigned declare that the statement made and the information provided in the duly completed application are complete, true, and correct in every detail.

Signed	Signed
Name	Name
For and on behalf of (name partner)	For and on behalf of (name of partner)

Signed	Signed
Name	Name
For and on behalf (name of Partner)	For and on behalf of (name of partner)

APPLICATION DETAILS FORM

(To be completed in full by Services Providers)

Name of applicant (firm).....

Authorized representative.....
(Name and Title)

Year registered.....

Postal Address.....Code.....

Tel.....

Mobile No.....

Email Address.....

Website WWW//.....

Name of your Bank.....Bank Code

Bank A/C. No.....

Branch

ACTUAL LOCATION

Town.....

Name of Building.....

Road/Street.....

Room/Office No.....Floor No.....

Full Name of Applicant.....

BUSINESS DETAILS

Note: Applicants are advised to provide all information required, failure to which may lead to automatic disqualification. Each firm will be considered for registration under the respective category applied for.

STATUS OF APPLICANT

- i) Public Limited Company.....
- ii) Private Limited Company.....Partnership.....

- iii) Sole Proprietorship.....
- iv) State Corporation/Government Agent.....

LIST OF DIRECTORS AS PER CR 12

Name	Nationality	Shares
.....
.....
.....
.....
.....

- iii) Specify the maximum value of business you can handle at any one time.
Ksh.....
- iv) Specify your credit terms.....
- v) State number of years in operation/designated.....
- vi) State your major line of business.....
- vii) State number of employees:
 - i) Permanent.....
 - ii) Casuals.....

EVALUATION CRITERIA

(Mandatory requirements and General Experience)

Mandatory Requirements

1. Valid Certificate of Tax compliance or Renewal evidence..... (Attach copy)
2. Certificate of registration/Incorporation No.....(Attach copy)
3. Current CR12. Where one or more of the shareholders is a company (beneficial ownership), the CR12 of such a company shall be provided. For sole proprietor are exempted provided their names appear on the registration certificate from the registrar of companies..... (Attach copy)
4. Valid Business Permit ID / NO.....(Attach copy)
5. Full Completion of all forms provided e.g. Letter of application, application detail form, list of directors, business details)
6. Dully filled confidential business questionnaire
7. Dully filled Self-declaration forms
8. Valid IATA Certificate
9. Serialization of the tender document from the first to the last page including any attachments.

N/B Failure to meet any of the above requirements will lead to automatic disqualification and the bidder shall not be evaluated further

Table 1. Technical Requirement Criteria

No	Criteria	Requirement
1	A proof that you have served 2 years in Air Travel and Ticketing Industry Provide a list of clients and references Table 4 Below to which the company has offered similar Services in the last 2 years attach LPO or award letters with an average value of Kshs.6 Million. (3Million each Years)	provide

No	Criteria	Requirement
2	<p>Key personnel</p> <p>1. Provide names of one (1) Technical Personnel and one (1) Management Personnel with Air travel and Ticketing qualifications or any relevant qualification and experience of not less than two (2) years.</p> <p>(1) Qualification- Technical Personnel Certificate in Tourism, Travel Management, Ticketing or any other relevant Diploma with 2 year Experience in the same field Attach Certificates and a certified CV for Proof).</p> <p>(1) Qualification- Management Personnel Diploma in Tourism, Travel Management, Ticketing or any other relevant Diploma with 3 year Experience in the same field Attach Certificates and a certified CV for Proof).</p>	<p>Yes/ No</p> <p>Provide</p> <p>Provide</p>
4	Tenderers' capacity to have access to line of credit/liquid assets of not less than Kshs.3 Million from a reputable bank. Proof of access to line of credit/liquid assets may be in form of letter of credit specific to this tender or bank overdraft facilities or current bank statements for the last Six Months 5million.	Yes/ No
5	Compliance to technical specifications as per the table provided below	

TECHNICAL SPECIFICATIONS

Table 2. Compliance Technical Specification table

No	MINIMUM REQUIREMENT/ SPECIFICATION	BIDDER'S RESPONSE YES/NO
1	Service Provider to Focus on KAA's requirements and will be available at all times for bookings/cancellation of air tickets	
2	Provide cost effective and efficient Air Ticketing services to KAA by providing air tickets to KAA's at the best discounted price	
3	Tailor-make requests to suit all Air Ticketing and related needs of KAA's	
4	Use the most cost effective routes in Air Ticketing plans, and to prepare several Air Ticketing options	
5	Ensure maximum price savings as well as most minimal Air Ticketing time in all Air Ticketing plans	
6	To indicate in all Air Ticketing plans, the most competitive fare quote for arrival	
7	Issue air tickets using the approved Air Ticketing plan and the fare as Quoted	

No	MINIMUM REQUIREMENT/ SPECIFICATION	BIDDER'S RESPONSE YES/NO
8	To provide guaranteed ticket delivery on email to KAA's Air ticketing email address	
9	To provide information on flight availability and time on requests	
10	To keep KAA's updated on current market fares, special air fare deals and any other special tours and Air Ticketing packages	
11	To re-confirm flight bookings for staff	
12	To make changes on booking as per request as and when requested	
13	To be an all-round source for Air Ticketing information for KAA's	
14	To process refunds and credit notes for unused/partly used air tickets returned for a refund, and such refunds remitted within 2 days	
15	To re issue air tickets to KAA's staff at no extra cost except Cancellation costs charged by airlines.	
16	The Air Ticketing Agents pass to KAA's all concessions/ facilities extended by the airlines to the passengers on all air journeys booked by KAA's	
17	The invoiced amounts MUST be presented in separate columns indicating various charges among other details as below:	
	a) Ticket No	
	b) Names of the passenger	
	c) Destination	
	c) Cost of the ticket as per the airline market rate at the time of Issuing the tickets.	
	e) Service charge of the ticket	
	f) Taxes (vat)	
	g) Total cost	

a) PRICE SCHEDULE OF SERVICES (FINANCIAL EVALUATION)

- (i) The supplier should indicate the unit cost that is necessary to meet the requirements of KAA as indicated in the table below**
- (ii) The price quotation shall include all applicable taxes**
- (iii) The services will be rendered on need basis**

Table 3. Financial Evaluation – Price Schedule of indicative rates

No	Item	Transaction fee (Per Pax) (Kshs)	All applicable taxes (Kshs)	Total Fees (Kshs)
1	Domestic Travel			
2	East African Region			
3	Rest of Africa			
4	Rest of the World			

5	Ticket reaffirmation			
6	Cancellation of Ticket (International)			
7	Cancellation of Ticket (Local)			
8	Change of Ticket (International)			
9	Change of Ticket (Local)			
	Total			

NB. Dealing with non-refundable amount of cancelled tickets

Table 4. Proof of Service works

	Name of Client	Nature of work done	Volume Kshs.	Duration of Contract	Contact Person
1					
2					
3					
4					
5					

N/B :

- 1. Failure to meet any of the above requirements will lead to automatic disqualification and the bidder shall not be evaluated further.**
- 2. A maximum of twenty (20) firms shall be shortlisted based on the above indicative rates and will be invited to quote on a rotational basis from time to time on need basis.**

Standard Forms

1. Confidential business Questionnaire
2. Self-declaration forms

CONFIDENTIAL BUSINESS QUESTIONNAIRE FORM

You are requested to give the particulars indicated in Part 1 and either Part 2(a), 2(b) or 2 (c) whichever applied to your type of business

You are advised that it is a serious offence to give false information on this form

Part 1 – General:				
Business Name				
Location of business premises				
Plot No		Street/Road		
Postal Address		Tel No.	Fax	
e mail				
Nature of Business				
Registration Certificate No.				
Maximum value of business which you can handle at any one time – Kshs.				
Name of your bankers		Branch		
Part 2 (a) – Sole Proprietor:				
Your name in full				Age
Nationality		Country of origin		
Citizenship details				
Part 2 (b) Partnership				
Given details of partners as follows:				
	Name	Nationality	Citizenship Details	Shares
1.			
2.			
3.			
4.			
Part 2 (c) – Registered Company:				
Private or Public				
State the nominal and issued capital of company-				
Nominal Kshs.		
Issued Kshs.		
Given details of all directors as follows				
	Name	Nationality	Citizenship Details	Shares
1.			
2.			
3.			
4.			

Note: If a Kenya Citizen, indicate under “Citizenship Details” whether by Birth, Naturalization or registration.

SELF-DECLARATION FORM

ANTI-CORRUPTION DECLARATION

We (**insert the name of the company/supplier**)..... declare and guarantees that no offer, gift or payment consideration or benefit of any kind, which constitutes an illegal or corrupt practice, has been or will be made to anyone by our organization or agent, either directly or indirectly, as an inducement or reward for the award or execution of this procurement.

In the event the above is contravened we accept that the following to apply-

- a) The person shall be disqualified from entering into a contract for the procurement; or
- b) If a contract has already been entered into with the person, the contract shall be voidable at the option of KAA
- c) The voiding of a contract by the procuring entity under subsection (b) does not limit any other legal remedy that KAA may have

Name.....Signature.....Date.....
Company Seal/Business Stamp

ANTI-FRAUDULENT PRACTICE DECLARATION

We (**insert the name of the company/supplier**)..... declares and guarantees that no person in our organization has or will be involved in a fraudulent practice in any procurement proceeding.

Name..... Signature..... Date.....
Company Seal/Business Stamp

NON-DEBARMENT DECLARATION

We (**insert the name of the company/ supplier**)..... declares and guarantees that no director or any person who has any controlling interest in our organization has been debarred from participating in a procurement proceeding.

Name.....Signature.....Date.....
Company Seal/Business Stamp