

INVITATION TO TENDER

ASRO & SCT

20 January 2025

ITT-ASRO-2025-001

Provision of Domestic Air Ticket Service on Framework Agreement

SUBMISSION DEADLINE: 05:00 PM. on 9th February 2025

PRE-SUBMISSION CLARIFICATION MEETING: 10:00 AM. on 24th January 2025

QUESTIONS / CLARIFICATIONS: pariyaporn.lertvanichsutha@savethechildren.org

FORMAT FOR SUBMISSION: BIDDER RESPONSE DOCUMENT

PART 1: INVITATION TO TENDER

- Introduction to SCI
- Project Overview and Requirements
 - Award Criteria
- Instructions & Key Information

PART 2: CORE REQUIREMENTS AND SPECIFICATION

Detailed description of SCI's specific requirements (e.g. volumes, delivery dates / locations, product specifications etc).

PART 3: BIDDER RESPONSE DOCUMENT

Template to be used to submit response to this Invitation to Tender.

PART 1 – INVITATION TO TENDER

1. INTRODUCTION TO SAVE THE CHILDREN

Save the Children is the world’s leading independent organisation for children. We save children’s lives; we fight for their rights; we help them fulfil their potential. We work together, with our partners, to inspire breakthroughs in the way the world treats children and to achieve immediate and lasting change in their lives.

Our Vision – a world in which every child attains the right to survival, protection, development and participation.

Our Mission – to inspire breakthroughs in the way the world treats children and to achieve immediate and lasting change in their lives.

We do this through a range of initiatives and programmes, to:

- Provide lifesaving supplies & emotional support for children caught up in disasters (e.g. floods, famine & wars).
- Campaign for long term change to improve children’s lives.
- Improve children’s access to the food and healthcare they need to survive.
- Secure a good quality education for the children who need it most.
- Protect the world’s most vulnerable children, including those separated from their families because of war, natural disasters, extreme poverty or exploitation.
- Work with families to help them out of the poverty cycle so they can feed and support their children.

For more information on the work we undertake and recent achievements, visit our [website](#).

2. PROJECT OVERVIEW

Item	Description
Description of Goods / Services	Provision of Domestic Air Ticket Service to Save the Children International-Aisa Sub Regional Office (ASRO) and Save the Children (Thailand) Foundation for 3 years (April 2025-March 2028)
Outcome of Tender	Provision of Domestic Air Ticket Service Framework Agreement (Fixed Price or Non-Fixed Price) – the successful supplier(s) will be awarded a ‘Framework Agreement’. Within the Framework Agreement the terms of service & supply (e.g. indemnities, liabilities, warranties etc.) shall be agreed, as will the conditions of service & supply (e.g. specifications, lead times etc.). The Framework Agreement does not commit Save the Children to any purchases or specific volumes. Any future purchases will be executed upon official confirmation, as requested, and will be governed by and aligned with the terms of the original Framework Agreement.
Duration of Award	Three (3) years, with a possible extension of a further Two (2) years.

Further detail on the specific requirements of the project (e.g. volumes, dates, specifications etc.) can be found in [Part 2 \(Core Requirements & Specifications\)](#) of this Tender Pack.

3. AWARD CRITERIA

Save the Children is committed to running a fair and transparent tender process and ensuring that all bidders are treated and assessed equally during this tender process. Bidder responses will be evaluated against four weighted categories of criteria: Essential Criteria, Sustainability Criteria, Capability Criteria, and Commercial Criteria.

3.1 ESSENTIAL CRITERIA

Criteria which bidders **must** meet in order to progress to the next round of evaluation. If a bidder does not meet any of the Essential Criteria, they will be excluded from the tender process immediately. These criteria are scored as 'Pass' / 'Fail'.

- Supplier has legitimate business/official premises or is registered for trading and tax as appropriate.

Evidence: copy of business registration certificate & Agency agreement with local airways

- Comply to SC's mandatory policies.

Evidence: The suppliers confirm their compliance with Save the Children's mandatory policies in their quotation.

- Supplier is not on any government blacklisting, Save the Children suspended list or prohibited parties.

Evidence: supplier is cleared through SC's vetting procedure

- The suppliers agree fixed ticketing fee (**service fee**) for 3 years with a possible extension of a further 2 years

Evidence: The suppliers confirm this in their quotation.

3.2 SUSTAINABILITY CRITERIA (10%)

Criteria used to evaluate the impact a supplier has on the environment, local economy and community. Bids will be evaluated against the same pre-agreed Criteria.

3.2.1 Supplier is actively involved in the support and development of the local community through outreach programs or similar: 5%

- Financial contributions for community development works or donation of goods / services (e.g., construction of schools, WASH facilities, education items etc.) or upskilling/ training sessions to the local population

Evidence: Suppliers provide the donation letter or same document (photo, certificate, etc.).

3.2.2 Supplier has policy for green office (save electricity, plastic less, saving papers etc.): 5%

Evidence: company policy/ manual or photos as evidence

3.3 CAPABILITY CRITERIA (40%)

Criteria used to evaluate the bidder's ability, skill, innovation capacity and experience in relation to the requirements. Bids will be evaluated against the same pre-agreed Criteria.

3.3.1 Financial Capacity: 5%

- Highest revenue in 2022 and 2023 in ticket booking. Other to calculate follow pro-rata.

Evidence: Financial report

3.3.2 Supply capacity in ticket booking: 20%

- Support lead time for urgent request such as: refund, cancel, change the ticket
- Within 2 working hours
- During holidays/ weekends/ out of working hours
- Response lead time from the ordered date

Evidence: Response plan from Bidders

- Number of Agency certificate with local airways: Highest number: 5%

***Evidence:** Agency certificate/ contract*

- Airline agency certificate/contract: 5%
 - Thai Airways
 - Bangkok Airways
 - Thai AirAsia (Low-cost airline)
 - Nok Air (Low-cost airline)
 - Thai VietJet Air (Low-cost airline)
 - Thai Lion Air (Low-cost airline)

***Evidence:** Agency certificate/ contract*

- Similar Framework Agreement (FWA) or Long-Term Agreement in the last 2 years: 5%
***Evidence:** Names of Clients and/or sample of FWA*

3.4 COMMERCIAL CRITERIA (50%)

Criteria used to evaluate the commercial competitiveness of a bid. Bids will be evaluated against the same pre-agreed Criteria.

- Price: 50%
 -Bidder with the most competitive ticketing fee (service fee) will get 50%; other bidders' points to calculate following pro-rata

***Evidence:** Details Quotation.*

Note: Payment term: Payment period upon receipt of appropriate monthly supporting documents: 30 days

4. VETTING

Successful bidders must be successfully vetted. This involves checking bidders and key personnel against Global Watch Lists, Enhanced Due Diligence Lists and Politically Exposed Persons Lists.

The vetting of bidders will be completed after the award decision and prior to any contract being signed, or orders placed. If any information provided by the Bidder throughout the tender process is proved to be incorrect during the vetting process (or at any other point), Save the Children may withdraw their award decision.

5. BIDDER INSTRUCTIONS

5.1 TIMESCALES

Activity	Date
Issue Invitation to Tender	20 th January 2025
Pre-Submission Clarification Meeting	24 th January 2025
Deadline for questions from Bidders	29 th January 2025
Deadline for Bid Submission	9 th February 2025
Bid Clarifications	20 th February 2025
Award Contact	1 st April 2025

The above dates are for indicative purposes only and are subject to change.

5.2 SUBMISSION FORMAT & BIDDER RESPONSE DOCUMENT

Bidders wishing to submit a bid **must use the Bidder Response Document template in Part 3** of this Tender Pack. Any bids received using different formats, or incomplete bids, will not be accepted.

This document allows bidders to submit all the required information and be evaluated fairly and equally against the Essential, Capability and Commercial Criteria. Bidders may also be required to submit supporting documentation. Further instructions can be found within the document in Part 3 of this pack.

Bids can be submitted by either:

Electronic Submission via Email

- Email should be addressed to **Supply Chain Team** at ASRO-Procurement@savethechildren.org
- Note – this is a sealed email tender box which will not be opened until the tender has closed. Therefore, do not send tender related questions to this email address as they will not be answered.
- The subject of the email should be **“ITT-ASRO-2025-001-Bidder Response – ‘Bidder Name’, ‘Date’**”. For example, **“ITT-ASRO-2025-001-WeGo Agency,30 January 2025”**.
- All attached documents should be clearly labelled so it is clear to understand what each file relates to.
- Emails should not exceed 15mb – if the file sizes are large, please split the submission into two emails.
- Do not copy other Save the Children email addresses into the email when you submit it as this will invalidate your bid.

Paper Submission

- Two paper copies submitted on headed paper to
ASRO-Supply Chain Team
Save the Children International
Asia Sub-Regional Office
518/5 Maneeya Centre Building, 14th Floor, Ploenchit Rd., Lumpini, Pathumwan, Bangkok 10330, Thailand.
- Bids should be submitted in a single sealed envelope addressed to **ASRO-Supply Chain Team**
- The envelope should clearly indicate the Invitation to tender reference number (**ITT-ASRO-2025-001**) but contain no other details relating to the bid or the bidder’s name.
- All supporting documentation should be labelled and grouped together (individual envelopes, stapled etc), and then included in a single sealed envelope as per the above.

5.3 CLOSING DATE FOR BID SUBMISSION

Your bid must be received, no later than **05:00 PM. on 9th February 2025**.

Bids must remain valid and open for consideration for a period of no less than 60 days.

5.4 KEY CONTACTS

All questions relating to the tender should be sent via email to:

Name	Email Address
Pariyaporn Lertvanichsutha	pariyaporn.lertvanichsutha@savethechildren.org

Please be advised local working hours are **08:30 am – 05:30 pm**. Please allow up to **3 working days** for a response.

Where the enquiry may have an impact on other bidders within the process, Save the Children will notify all other Bidders to maintain a fair and transparent process.

PART 2 – CORE REQUIREMENTS & SPECIFICATIONS

1. SPECIFIC REQUIREMENTS

Save the Children is committed to enhancing education systems and fostering a supportive environment in the areas of Child Protection, Health and Nutrition, and WASH (Water, Sanitation, and Hygiene) to improve the quality of life for children in need along the Thailand-Myanmar border. Air travel is a key mode of transportation for our operations, with regular routes including **Bangkok, Chiang Rai, Chiang Mai, Mae Hong Son, Mae Sot, Khon Kaen, Phuket, and Hat Yai.**

Objective:

To prioritize the safety and security of our staff, Save the Children is seeking qualified air ticketing service agencies or brokers to support our project needs through a Framework Agreement (fixed or non-fixed price). The selected supplier(s) will be awarded a **Framework Agreement** for a duration of **three (3) years**, with the possibility of an extension for an additional **two (2) years.**

The Framework Agreement will define the terms of service and supply (e.g., indemnities, liabilities, warranties) as well as the conditions of service and supply (e.g., specifications, lead times). It does not obligate Save the Children to any purchases or specific volumes. Any future purchases will be executed upon official confirmation, as requested, and will be governed by and aligned with the terms of the original Framework Agreement.

In 2024, Save the Children International Asia Sub Regional Office (ASRO) and Save the Children (Thailand) Foundation incurred approximately **4.66 million THB** in domestic travel expenses for the routes mentioned above. The estimated cost of domestic air ticket services over the next three years is projected to be **16 million THB.**

We would like to appoint the air ticketing agencies to manage all travel requirements, ensuring:

- Cost-efficiency
- Compliance with travel policies
- Reliable and timely booking services

2. SPECIFICATIONS

Scope of Services:

The successful bidders will be requested to maintain their quoted price model for the duration of the Framework Agreement and will be responsible to provide the following services:

- **Ticket Booking and Issuance**
 - Provision of domestic air tickets.
 - Reservations on the most cost-effective and direct routes.
 - Flexibility to accommodate last-minute changes and cancellations.
- **Travel Management**
 - Offering multiple options for flights that align with the organization's budget and schedule.
 - Assistance with changes, cancellations, and refunds.
 - Maintaining traveller profiles, including preferences and frequent flyer memberships.
 - Availability of services 24/7 for emergency assistance.
- **Cost Optimization**
 - Advising on promotional fares and discounts.
 - Proposing cost-saving travel solutions.
 -
- **Reporting**
 - Providing monthly/quarterly reports detailing ticket purchases, savings achieved, and travel trends.

Eligibility Criteria

The bidders must:

- Be registered and legally authorised to provide air ticketing services.
- Have a minimum of **five (5) years** of experience in the travel and ticketing industry.
- Demonstrate the ability to provide services across diverse destinations.
- Have access to a robust online booking platform.
- Provide references from at least **two (2)** current clients.

Service Level Agreement (SLA)

The bidders shall:

- Respond to booking requests within **three (3) hours** for standard booking requests.
- Ensure 100% compliance with travel policies.
- Timely notification of schedule changes, disruptions, or cancellations.
- Keep follow up the refunds for cancelled tickets with the airlines
- Offer dedicated account management services.
- Deliver Domestic Air tickets for all requested travel.
- Regular updates on travel arrangements.
- Monthly invoices and travel reports

PART 3 – BIDDER RESPONSE DOCUMENT

1. INTRODUCTION

This document **MUST BE USED** by Bidders wishing to submit a bid. It is linked into 5 sections detailed below:

- [Section 1 – Essential Criteria](#)
- [Section 2 – Capability, Sustainability & Innovation Questions](#)
- [Section 3 – Commercial Questions](#)
- [Section 4 – Bidder Submission Checklist](#)

The Bidder is required to sign a copy of the Check list in Section 4 as part of their submission.

2. INSTRUCTIONS

Within each section there are instructions providing guidance to the bidder on what information is required. This guidance details the **MINIMUM** requirements expected by Save the Children.

If a Bidder wishes to add further information, this is acceptable, but the additional information should be limited to only items that are relevant to the tender.

- For the avoidance of doubt, bidders are required to complete all items within the Bidder Response Document unless clear instruction is provided otherwise.
- If a Bidder does not complete the entire Bidder Response document, their submission may be declared void.
- If a Bidder is unable to complete any element of the Bidder Response Document, they should contact Save the Children through the using the contact details provided for guidance.

By submitting a response, the bidder confirms that all information provided can be relied upon for validity and accuracy.

SECTION 1 - ESSENTIAL CRITERIA

INSTRUCTIONS – Bidders are required to complete all sections of the below table.

Item	Question	Bidder Response	
1	Bidder accepts Save the Children’s ‘Terms and Conditions of Purchase’ and that any business awarded to the bidder will be completed under the Terms and Conditions included in Section 5 of this pack.	Yes / No	Comments / Attachments
2	The Bidder and its staff (and any sub-contractors used) agree to comply with: i) Save the Children’s Supplier Sustainability Policy [set out under Section 4 of this document] throughout this process and during the term of any future contract awarded.	Yes / No	Comments
3	The Bidder confirms they are not a prohibited party under applicable sanctions laws or anti-terrorism laws or provide goods under sanction by the United States of America or the European Union and accepts that SCI will undertake independent checks to validate this.	Yes / No	Comments
4	<p>The Bidder confirms it is fully qualified, licenses and registered to trade with Save the Children (including compliance with all relevant local Country legislation).</p> <p>This includes the Bidder submitting the following requirements (where applicable):</p> <ul style="list-style-type: none"> - Legitimate business address - Tax registration number & certificate - Business registration certificate - Trading license - Copy of ID card of an authorized person to the company 	Yes / No	Comments
		Requirement	Bidder Response / Attachments
		<i>Legitimate Business Address</i>	
		<i>Tax Registration Number & Certificate</i>	
		<i>Business Registration Certificate</i>	
		<i>Trading License</i>	
		Copy of ID card of an authorized person to the company	
5	The bidder confirms it is not linked directly or indirectly to any terrorism related activity and does not sell any Dual-Purpose goods / services that may be used in a terror related activity.	Yes / No	Comments
6	The bidder agrees to SCI conducting a visit to the facilities prior to the award of any contract.	Yes / No	Comments / Attachments
7	The bidder agrees fixed ticketing service fee for 3 years	Yes / No	Comments / Attachments

SECTION 2 – CAPABILITY, SUSTAINABILITY, & INNOVATION QUESTIONS

Instructions – Bidders are required to complete all sections of the below table.


Item	Question	Bidder Response		
1	<p>REFERENCES Bidder shares two (2) examples of their experience in providing services similar to those included within the scope of this tender. Examples provided must be for similar projects within a similar environment / context to that in which Save the Children operates, and within the last two (2) years.</p> <p><i>(Note – the Bidder must ensure that for any client references shared, the nominated client is happy to be contacted / visit by Save the Children)</i></p>	Client Name	Contact Details (Name & Email)	Project Description
		1)		
		2)		
2	Bidder has demonstrated previous experience in offering and implementing innovative solutions which delivered new value to clients Bidder to attach/provide evidence or reference to validate this capability and experience.	Bidder Response		Attachment(s)
3	Financial capacity: Financial report in 2023 and up to September 2024.	Bidder Response		Attachment(s)
4	Sustainability capacity: Supplier has policy for green office (save electricity, plastic less, saving papers etc.)	Bidder Response		Comments
5	Supply capacity in ticket booking: - Support lead time for urgent request such as: refund, cancel, change the ticket....	Bidder Response		Comments
6	- Response lead time from the ordered date	Bidder Response		Attachment(s)
7	- Number of Agency certificate with local airways	Bidder Response		Attachment(s)
8	- First tier agency certificate	Bidder Response		Attachment(s)



SECTION 3 – COMMERCIAL QUESTIONS

Please provide a **quotation of your booking services fee** include but not limited to air fare, tax, charges, service fee, and other charges (if applicable)

Payment term: Payment period upon receipt of appropriate monthly supporting documents: 30 days

SECTION 4 – BIDDER SUBMISSION CHECKLIST

We, the Bidder, hereby confirm we have completed all sections of the Bidder Response Document:		
No	Section	Please Tick
1.	Section 1 – Essential Criteria	
2.	Section 2 – Capability, Sustainability & Innovation Questions	
3.	Section 3 – Commercial Questions	
We, the Bidder, confirm we have uploaded all of the required information and supporting evidence:		
Section	Required Document / Evidence	Please Tick
Essential Criteria Evidence	Proof of legitimate business address	
	Copy of tax registration number & certificate	
	Copy of business registration certificate	
	Copy of ID card of an authorized person to the company	
	Agency agreement with local airways	
Sustainability Evidence	Suppliers provide the donation letter or same document (photo, certificate, etc.).	
Capability Criteria Evidence	Completed Bidder Response Document	
	Supporting Financial Documents: Financial reports in 2023 and up to September 2024	
	Response plan from Suppliers	
	Agency certificate/ contract	
	Sample of FWA for domestic air ticket	
Commercial Criteria Evidence	Bidder's Quotation	
We, the Bidder, hereby confirm we compliance with the following policies and requirements:		
Policy	Policy / Document	Signature
Terms & Conditions of Bidding	 1. Terms & Conditions of Biddi	

Terms & Conditions of Purchase	 App 2 Terms and Conditions of Purchas	
Child Safeguarding Policy		
Supplier Sustainability Policy and the included mandatory policies	Click Here to Access	

We confirm that Save the Children may in its consideration of our offer, and subsequently, rely on the statements made herein.

Signature:

Name:

Title:

Company:

Date: