

COMPLETE TENDER DOSSIER

FOR

**EIGHTEEN MONTHS FRAMEWORK AGREEMENT FOR THE
PROVISION OF AIRLINE TICKETING, CARGO DELIVERY
AND CLEARANCE AND FORWARDS SERVICES FOR CONCERN
SOMALIA PROGRAMME**

OCTOBER 2026

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Section 1:**Letter of Invitation to Tender****Tender Reference:****FWA/CONCERN/SOM/001/Oct/2026/AIRLINES****SUBJECT: INVITATION TO TENDER FOR EIGHTEEN MONTHS FRAMEWORK AGREEMENT.**

- 1.1. Concern Worldwide invites interested eligible service providers to bid for FRAMEWORK AGREEMENT For Provision of Airline Ticketing, Cargo Delivery & Clearance & Forwarding Services for Concern Somalia.
- 1.2. Electronic bids should be submitted to the email address: tenders.somalia@concern.net the email subject should state the tender reference number: **FWA/CONCERN/SOM/001/Oct/2026/AIRLINES**

If the email subject is not stated as instructed here, Concern will assume no responsibility for any misplacement.

- 1.3. Your bid must include the following documentations so please use the list below as a 'Checklist' before submitting your bid to Concern, failure to which the bid will be disqualified.

Description	Checklist
1. Submission of a comprehensive company profile	☐
2. Valid business registration certificate - Ministry of commerce and industry - Relevant local authority	☐
3. Valid travel agency licence IATA (International Air Transport Association) and SATTA (Somali Association of Travel and Tourism Agents)	☐
4. Tax compliance certificate	☐
5. Original bank statement signed and stamped by the relevant bank authority which includes transactions for the past 6 months.	☐
6. Evidence of annual turnover for the previous 1–2 financial years, preferably through financial statements, or financial records	☐
7. Duly completed Financial Offer,	☐
8. Tenderers Relevant Experience completed, signed and stamped	☐
9. Tender Declaration Form completed, signed and stamped	☐

- 1.4 Bids shall be made valid for a period of **Ninety (90)** days after the deadline for bid submission. The deadline for receipt of bids is on **20th October 2026 by 11:59 PM (midnight)**. Any bid submitted after the deadline, will not be accepted. Bids will be opened on **21st October 2026 by 10:30AM**.

We look forward to receiving your tender on or before **20th October 2026 by 11:59 PM (midnight)** to the address specified in the instruction to tender document.

Yours sincerely,

Tender Management Committee
Concern Worldwide, Somalia Program

Section 2:**Instructions To Tenderer****Tender
Reference:****FWA/CONCERN/SOM/001/Oct/2026/AIRLINES****2.1. Introduction**

Concern Worldwide is an International Non-Governmental Organization dedicated to the reduction of suffering and working towards the ultimate elimination of extreme poverty in the world's poorest countries. Our mission is to help people living in extreme poverty achieve major improvements in their lives which last and spread without ongoing support from Concern. To achieve this mission, we engage in long-term development work, build resilience, respond to emergencies, and seek to address the root causes of poverty through our development, education and advocacy work.

2.2. Services to be provided

Concern Worldwide Somalia is inviting interested and qualified bidders to submit their offers for the Provision of Air Ticketing, Cargo Delivery, and Clearance and Forwarding Service to Concern Somalia Programme. The overall scope of the service is the provision of ticketing, airline transfers for domestic and international flights to Concern Somalia programme staff. It also entails the provision of cargo clearance and forwarding services. The aim is to get a timely, reliable, convenient and cost-effective service for Concern Worldwide Somalia. The required services are as following:-

- a. Provision of air tickets to various destinations (domestic & international).
- b. Provide the aforementioned services at any time requested.
- c. Efficient and effective services that are in line with market price.
- d. Cargo clearance services within the airport.
- e. Any extra services that you can provide is an added advantage.

Specific conditions for the award

1. Duration of the agreement would be a period of eighteen months.
2. The selected travel Agency shall provide services for Concern at any time requested.
3. The agency shall have a minimum of 3 years of experience in similar service to private and public institutions.
4. The selected travel Agency shall provide tickets from best airlines, on economic class by default. In the event of unavailability of economic class, Concern shall approve business class.
5. The Travel Agency shall deliver tickets through email to Concern as requested.
6. Interested travel Agents must be fully accredited members of International Air Transport Association (IATA) or any accredited institution.
7. The selected company shall provide at least two alternatives flight options for every request if possible.
8. Provide information on cancellation fees, flight changes and number of stopovers on time.
9. The Travel agency shall assist travellers on route options giving priority to the most direct route.
10. It shall provide alternate bookings when bookings are on the waiting list or unable status.
11. The agency shall be ready to issue tickets on short notices.
12. The selected company should provide a list of phone numbers that can be reached and answered at any time of the day in case of unexpected issues arise during the course of a journey (flights cancellations / missed flights etc.)
13. The agency should assist passengers that may require transfer from one flight to another, when needed.
14. The agent service should also be flexible when it necessary.

2.3. Tendering Process:

A tender advert will appear on the following website <https://somalijobs.net>, IAPG and Concern website from 6th October 2026. The tender documents can be downloaded from the links provided on this website (<https://somalijobs.net>)

2.4. Site Visit:

The Tender Evaluation Committee will make **site visits** to the bidder's physical location during the tender evaluation process if deemed necessary to ascertain the bidders' capacity to provide the services required.

2.5. Submission of Bids

The tender dossier will only be accepted in the format requested. Any incomplete response or response not in the format of the template provided shall be treated as null and void.

Electronic bids should be submitted to the email addresses provided here: tenders.somalia@concern.net; the email subject should state the tender reference number as stated below:

Tender Reference:	FWA/CONCERN/SOM/001/Oct/2026/AIRLINES
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If the email subject is not stated as instructed above, Concern will assume no responsibility for any misplacement.

2.6. Timetable for provision

Line	Item	Date
1	Tender Advert	6 th October 2026
2	Closing date for clarifications	13 th October 2026
3	Closing date & time for receipt of tenders	20 th October 2026 midnight
4	Tender Opening Location	Concern Worldwide, Mogadishu office
5	Tender Opening Date and time	21 st October 2026, 10:30 am

2.7. Language of offers

All correspondence and documents related to this Bids should be submitted in English.

2.8. Period of validity of offers

All bids must be valid for a minimum of **90 days** from the tender submission date.

2.9. Currency

All bids should be submitted in **American Dollars (USD)**. No other currencies are acceptable.

2.10. Type of Contract

Eighteen Months framework Agreement, with a possible 6-month extension depending on performance and funding availability.

"A Framework Agreement is an agreement for the repeat purchase of supplies or provision of services. The agreement does not necessarily mean a commitment to purchase and is not normally exclusive to one supplier i.e. Framework Agreement can be signed with 2 or a number of different suppliers for the same goods/services."

2.11. Clarification/Amendment to the bid Document

If a prospective bidder wishes clarification on a certain aspect of the tender, they can contact the following email address which will then be shared with the tender evaluation committee.

logistics.mogadishu@concern.net

2.12. Cancellation of the tender procedure

The tender evaluation committee has the right to cancel the tender process at any stage without having to explain the situation. Reasons for doing so might include; non-receipt of a minimum number of bids, a dramatic change in specification of the Services or the costs exceeding budgetary limits.

2.13. Appeals Process

If you wish to appeal or raise any concern, please contact the following email and quote the tender reference number. richard.nunn@concern.net or call the toll-free number **311** for **Mogadishu** and **3311** for **Baidoa**.

2.14. Tender Committee Decision

The recommendations of the tender committee shall not be limited to the overall score (Financial and Technical scores combined) however, the outcome shall consider other factors including value for money. If there is a significant monetary value difference between the bidder scoring the highest score and the second or the third bidder with a lower financial bid, then value for money shall take precedence and the one who quoted the lowest (among the companies selected as finalists) shall be considered.

2.15. Data protection

Concern guarantees that all procurement activities are fully and transparently documented for internal or donor audit purposes. Concern guarantees confidentiality of the procurement process.

Please note that Concern Worldwide strictly prohibits any commission and/or favour to its staff and implementing partners. If it is revealed that this submission has been interfered with by any member of Concern staff and/or partner staff, it will be void.

We seek to guarantee the transparency and accountability of this tender process. All cases of commission and/or favours requested in relation to submission should be immediately reported to the Country Direct

2.16. Donor

Our donors and/or their agents mentioned above have the right to access documentation held by Concern for audit purposes. Submission of a tender assumes service provider or contractor acceptance of this condition for all documentation and communications submitted.

2.17. Complaints Mechanism and feedback to Concern Worldwide

- i. As part of our global Accountability Commitments, Concern Somalia has a Complaints and Feedback Response Mechanism (CRM). All stakeholders, including vendors, suppliers, consultants, beneficiaries, intermediaries, etc. are invited to complain, give feedback, and/or raise concerns about any component of our work, non-compliance with our policies (Code of Conduct and Associated policies) as well as staff behavior. We take appropriate action and provide a response to the complainant or feedback provider.
- ii. Similarly, all stakeholders also have the right to raise concerns about our vendors, suppliers, consultants, breach of confidentiality, etc. (which are signed off by them) if any of the Concern policies are not followed or complied with.
- iii. To report any complaints and provide feedback or suggestions, contact Concern CRM through phone call, text message (SMS), in-person visits to Concern Offices. Complainants may request to keep their names confidential. All complaints are handled with utmost care and confidentiality depending on the type of matter and request of the feedback giver or complainant. The contact details are: **Toll-free: 311 or 3311**
- iv. Anonymous complaints are accepted; however, sufficient information is necessary for taking further action.

Section 3: Evaluation of Bids



All valid bids received will be evaluated by Concern's Tender Evaluation Committee who will assess the bids based on administrative compliance, technical and financial evaluation grids set in line with the information provided in the bid application. Concern reserves the right to request ***proof of bidders' past work experience*** and subsequently visit the premises if this is deemed necessary to complete the evaluation process.

3.1. Administrative Compliance Check

Substantially responsive bids will then be evaluated to ensure that all ***requested documentation is present, genuine, authentic, and valid.*** Concern reserves the right to contact and request missing documents from bidders by giving extra time.

Only Bidders who pass the Administrative Stage will progress to the Technical Evaluation Stage.

- 1) Submission of a comprehensive company profile
- 2) Valid business registration certificate
- 3) Valid travel agency licence IATA (International Air Transport Association) and SATTA (Somali Association of Travel and Tourism Agents)
- 4) Tax compliance certificate
- 5) Original bank statement signed and stamped by the relevant bank authority which includes transactions for the past 6 months.
- 6) Evidence of annual turnover for the previous 1–2 financial years, preferably through financial statements, or financial records.
- 7) Duly completed Financial Offer,
- 8) Tenderers Relevant Experience completed, signed and stamped
- 9) Tender Declaration Form completed, signed and stamped

3.2. Technical Evaluation Criteria (weighted at 70%)

Technical Competence (these include based on previous relevant experience, sample quality, financial capacity, Delivery time and other competence). To be technically acceptable, the proposal shall meet or exceed the stipulated requirement and specifications in the Tender Bids. The Technical Evaluation Criteria is weighted at **70%**. Tenderer's who obtain a score of **50%** and above will qualify to the next round of the evaluation process (financial evaluation). The following will be assessed in the technical evaluation process.

- **Payment Terms – 18 points**
 - 5 points for What are your payment terms?
 - 3 points for Preferred payment method
 - 5 points for company's credit period upon submitting an invoice to Concern?
 - 5 points for What maximum monetary value of services/tickets will the company provide to Concern before requiring payment.
- **Service delivery – 27 points**
 - 5 Points for number of working hours per day
 - 2 points of your minimum response time to issue a ticket.
 - 3 points of how long you need to be notified before issuing a ticket.
 - 3 points for having dedicated staff to support travellers.
 - 5 points for what mechanism do you use to issue tickets.
 - 5 points for Has the company been audited in the past 1-2 years?
 - 2 points of what is your acceptable cancellation period.
 - 2 Points for Do you provide 24/7 emergency travel support outside normal working hours, including weekends and public holidays? Please provide the dedicated emergency contact details and describe the support arrangements.

- **Relevant Experience for Airline services– 25 points**

- 15 points for relevant experience in **Ticketing and Cargo** with INGOs or UN agencies (5 points each).
- 10 points for relevant experience in **customs clearance** with INGOs or UN agencies (5 points each).

11.1 Financial Evaluation (weighted at 30%)

Financial evaluation (Financial Evaluation will be weighted at **30%**). The financial score will be calculated using the formula below.

$$\text{Financial score} = \left\{ \frac{\text{Cheapest bid}}{\text{Tenderers own bid}} \right\} \times 30\%$$

The financial evaluation will be carried out based solely on the competitiveness of the verified financial offers of the tenderers. It is Concern's standard policy not to negotiate on financial offers with tenderers. **Therefore, all financial offers should reflect the best and final offer tenderers are willing to offer.** Lowest price will not be the sole criterion for award.

Concern does not bind itself to accept the lowest offer or any offer in whole or in part thereof. Should any error of omission or commission be made to the Form or Tender, or should any particulars not be completed in every respect, the Tender may be considered invalid. Concern reserves the right to cancel the tendering process and reject all bids at any time prior to award of the contract.

Section 4: Technical Evaluation Form



To be completed by tenderer:

1. Payment Terms:

What are your payment terms?	
Preferred payment method:	
How long is your credit period upon submitting an invoice to Concern? (starting from the date of submission)	
What maximum monetary value of services/tickets will the company provide to Concern before requiring payment.	

2. Service Delivery

What are your working hours?	
What is your minimum response time to issue a ticket?	
How long do you need to be notified before issuing a ticket?	
Do you have dedicated staff to support travellers What is their role?	
What mechanism do you use to issue tickets?	
Has the company been audited in the past 1-2 years? Attached the document.	
What is your acceptable cancellation period?	
Do you provide 24/7 emergency travel support outside normal working hours, including weekends and public holidays? Please provide the dedicated emergency contact details and describe the support arrangements.	

3. Relevant Experience for Airline services for the past 3 years

Relevant experience in Ticketing and Cargo with INGOs or UN agencies.	
Relevant experience in customs clearance with INGOs or UN agencies.	

CONCERN
worldwide

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Section 6:

Tenderer's Financial Bid



A) International Flight

From	To	Flight Name	Ticket cost – (USD)	Agency Fee (USD)	Cancellation fee (USD)
Mogadishu	Nairobi				
Nairobi	Mogadishu				
Hargeisa	Nairobi				
Nairobi	Hargeisa				
Entebbe	Mogadishu				
Mogadishu	Entebbe				
Mogadishu	Addis Ababa				
Addis Ababa	Mogadishu				

B) Local Flights

From	To	Flight Name	Ticket cost – one way (USD)	Agency Fee (USD)	Cancellation fee (USD)
Mogadishu	Hargeisa				
Mogadishu	Baidoa				
Mogadishu	Kismayo				
Mogadishu	Garowe				
Mogadishu	Dollow				
Mogadishu	Bardhere				
Mogadishu	Elberde				
Mogadishu	Hudur				

C) Air Cargo Delivery

From	To	Unit	Rate (USD)	Handling Fee (USD)	Other Charges (USD)
Nairobi	Mogadishu	Per KG			
Mogadishu	Nairobi	Per KG			
Mogadishu	Baidoa	Per KG			
Mogadishu	Kismayo	Per KG			
Mogadishu	Dollow	Per KG			
Mogadishu	Bardhere	Per KG			
Mogadishu	Hudur	Per KG			
Mogadishu	Other Somalia destinations	Per KG			

D) Customs Clearance and Freight Forwarding Services

Service	Unit	Rate (USD)	Remarks
Customs clearance – Airport	Per shipment		
Air freight forwarding	Per KG		
Door to Door Delivery after customs clearance	Per KG		
Other clearance charges	Specify		

You are strictly advised to use the above table – additional copies can be used if needed.

Note: All bidders shall clearly identify all applicable fees and charges. No additional charges shall be applied without prior approval from Concern Worldwide. Government taxes, statutory charges, airline charges, customs duties and other third-party charges, where applicable, shall be clearly identified separately.

Section 7:**Tenderer's Declaration****Tender Reference:****FWA/CONCERN/SOM/001/Oct/2026/AIRLINES**

In response to your letter of invitation to tender for the above contract, we, the undersigned, hereby declare that:

- 1** We have examined and accept in full the content of the dossier for invitation to tender including Concern's Code of Conduct and Associated Policies. We hereby accept its provisions in their entirety, without reservation or restriction.
- 2** We offer to deliver, in accordance with the terms of the tender dossier and the conditions and time limits laid down, without reserve or restriction:
- 3** This tender is valid for a period of 90 days from the final date for submission of tenders.
- 4** If our tender is accepted, we undertake to provide a performance guarantee as required by the instructions to tenderers. (If required)
- 5** We will inform Concern immediately if there is any change in the above circumstances at any stage during the implementation of the contract. We also fully recognise and accept that any inaccurate or incomplete information deliberately provided in this application may result in our exclusion from this and other contracts of the contracting authority.
- 6** We note that Concern is not bound to proceed with this invitation to tender and that it reserves the right to award only part of the contract.
- 7** We agree to adhere to all of the terms and conditions of the contracting authority as provided in the tender dossier.
- 8** We confirm that we are not engaged in any corrupt, fraudulent, collusive or coercive practices and acknowledge that if evidence contrary to this exists, Concern reserves the right to terminate the contract with immediate effect.
- 9** The Code of Conduct to which Concern expects all of its suppliers to respect is as per the points listed below and we confirm that we adhere to this code.
 - Employment is freely chosen
 - The rights of staff to freedom of association and to collective bargaining are respected
 - Working conditions are safe and hygienic
 - No exploitation of children is tolerated
 - Wages paid are adequate to cover the cost of a reasonable living
 - Working hours are not excessive
 - No discrimination is practiced
 - Regular employment is provided
 - No harsh or inhumane treatment of staff is tolerated

Environmental Standards

Suppliers should as a minimum, comply with all statutory and other legal requirements relating to environmental impacts of their business. Areas which should be considered are:

- Waste Management
- Packaging and Paper
- Conservation
- Energy Use
- Sustainability

Yours Faithfully,

Name and first name: <[.....]>

Title: <.....>

Duly authorised to sign this tender on behalf of:

<.....>

Place and date: <.....>]

Stamp of the firm/company: