



**STANDARD BIDDING DOCUMENT FOR THE PROCUREMENT OF: CARGO  
GENERAL SALES AND SERVICES AGENTS AT LONDON GATWICK (UNITED KINGDOM)**

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**Reference Number: AIRZIM/IRFP/LONDON/GSALC/0012/2023**

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# **GOVERNMENT OF ZIMBABWE**

## **STANDARD BIDDING DOCUMENT**

**For the**

**SELECTION OF CARGO GENERAL SALES AND**

**SERVICES AGENT**

**AT LONDON GATWICK**

**(UNITED KINGDOM)**

Date of issue: 18 AUGUST 2023

Closing Date: 28 SEPTEMBER 2023



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<b>Standard Bidding Document for the Procurement of:-</b>	<b>CARGO GENERAL SALES AND SERVICES AGENCY AT LONDON GATWICK (UNITED KINGDOM)</b>
<b>Procurement Reference No</b>	<b>AIRZIM/IRFP/LONDON/GSALC/0012/2023</b>
<b>Procuring Entity</b>	<b>AIR ZIMBABWE</b>
<b>Date of Issue</b>	<b>18 AUGUST 2023</b>



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### **PART 1: BIDDING PROCEDURES**

#### **References**

References to the Act are to the Public Procurement and Disposal of Public Assets Act [Chapter 22:23] and references to the Regulations are to the Public Procurement and Disposal of Public Assets (General) Regulations (Statutory Instrument No. 5 of 2018). The terms and requirements in the Act and Regulations govern the submission of Bids and should be read by all Bidders.

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#### **Preparation of Bids**

You are requested to bid for the items described in the Statement of Requirements below, by completing and returning the following documentation:

1. the Bid Submission in this Part;
2. a copy of documentation necessary to demonstrate your eligibility in terms of section 28 (1) of the Regulations – SI 5 of 2018.
3. Supplier Registration number showing that you are registered with the Procurement Regulatory Authority of Zimbabwe;
4. A copy of the company's documents which should include:-
  - a) Certificate of Incorporation
  - b) Company Directorship/CR6 & CR14 certificates
  - c) Current Tax Clearance Certificate/Business License (United Kingdom)
  - d) Company Profile
5. Staffing & Qualifications
  - i. Cargo General Sales Agent Company must have adequate, skilled and experienced personnel with more than 2 years airline/ground operations and marketing activities.



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- ii. Must be in possession of Cargo General Sales and Services Agent qualifications/certifications in line with Air Zimbabwe, IATA and Local Authorities requirements.
  - iii. Knowledge of industry Practices, Processes, Procedures and related Regulations.
6. Three (3) traceable Trade reference letters from reputable companies/airlines where similar services were or are being provided.
  7. External Audited Financial Statements for the past 3 years.
  8. A certified copy of your certificate of registration demonstrating that you are a registered Cargo General sales and Services Agent provider.
  9. A brief methodology for performing the General Sales and Services Agency. **Note:** Using equipment B767-300 with a proposed schedule of four (4) flights per week effective January 2024.
  10. You will be required to provide a Bank Guarantee and your projected Cargo Sales Revenue for the year.

You are also required to register with Procurement Regulatory Authority of Zimbabwe (PRAZ) for the Tender participation. The amount for the registration fee is USD 850.00 below are the bank details:

Bank: CBZ

Currency: United States Dollar (USD)

Account Number: 10721064850108

Branch Sort Code: 6101

Swift Code: COBZZWHAXXX

You are advised to carefully read and complete the Bidding Document before preparing your Bid. The standard forms in this document may be retyped for completion but the Bidder is responsible for their accurate reproduction. All pages of the Bid must be clearly marked with the Procurement Reference Number above.

**Number of bids allowed**

No Bidder may submit more than one Bid, either individually or as a joint venture partner in another Bid, except as a subcontractor. Where the requirements are divided into lots and

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packages, only one Bid can be submitted. A conflict of interest will be deemed to arise if Bids are received from more than one Bidder owned, directly or indirectly, by the same person.

**Clarification**

Clarification of the bidding document may be requested in writing by any Bidder up to 29/09/2023 and should be sent to [tenderqueries@airzimbabwe.aero](mailto:tenderqueries@airzimbabwe.aero).

**Validity of Bids**

The minimum period for which the Bidder's bid must remain valid must be ninety days (90) from the deadline for the submission of bids.

**Submission of Bids**

Proposals should be submitted to the Email: [purchasing@airzimbabwe.aero](mailto:purchasing@airzimbabwe.aero) , no later than the date and time of the deadline below.

**Date for Submission: 28 SEPTEMBER 2023**

**Time of Submission 10 00 Am Local time**

**N/B. Late Proposals will be rejected.**

Air Zimbabwe (PVT) LTD reserves the right to extend the proposal submission deadline but will notify all Cargo General Sales and Service Providers invited to submit proposals of the amended proposal submission deadline

**Bid opening**

Representatives may witness the opening of bids which will take place immediately following the deadline.

**Withdrawal, amendment or modification of Bids**

A Bidder may withdraw, substitute, or modify its Bid after it has been submitted by sending a written notice, duly signed by an authorized representative. However, no Bid may be withdrawn, substituted, or modified in the interval between the deadline for submission of Bids

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and the expiration of the period of Bid validity specified by the Bidder or any extension of that period.

**Bid Prices and Discounts**

The prices and discounts quoted by the Bidder in the Bid Submission Form and in the Price Schedules must conform to the requirements specified in the Price Schedule included in Part 2: Statement of Requirements.

**Evaluation of Bids**

Bids will be evaluated using the following methodology:

1. Preliminary examination (A/C) to confirm that all documents required have been provided, to confirm the eligibility of Bidders in terms of section 28 (1) of the Regulations and to confirm that the Bid is administratively compliant in terms of section 28 (2) of the Regulations.
2. Technical evaluation (T/C) to determine substantial responsiveness to the specifications in the Statement of Requirements;
3. Financial evaluation (F/C) and comparison to determine the evaluated price of bids and to determine the lowest evaluated bid.

Bids failing any stage will be eliminated and not considered in subsequent stages.

- (a) **Delivery schedule:** The specified Services are required to be delivered by the date indicated in the Delivery Schedule in Part 2. Bids offering delivery after the date shall be treated as nonresponsive.
- (b) **Deviation in payment schedule:** The payment schedule is stated in the Special Conditions of Contract (SCC) in Part 3.

A Bidder may propose a deviation from the schedule and if the deviation is considered acceptable to the Procuring Entity, the Bid will be evaluated by calculating interest earned for any earlier payments involved in the terms outlined in the Bid as compared with those stipulated in the SCC, at the rate of interest indicated by the Reserve Bank of Zimbabwe on the closing date for submission of bids.

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(c) **Bid Security-** N/A

**Specific Additional Evaluation Criteria**

**Scoring Index**

<b>1<sup>st</sup> Stage-A/C</b>	<b>C (%)</b>	<b>NC (%)</b>	<b>2<sup>nd</sup> Stage-T/C</b>	<b>C (%)</b>	<b>NC (%)</b>	<b>3<sup>rd</sup> Stage-F/C</b>	<b>C (%)</b>	<b>NC (%)</b>
Company Profile	5	0	Availability of equipment;	15	0	Bank Guarantee amount	10	0
Current Tax Clearance Certificate (TCC)	5	0	Brief methodology for performing cargo general sales service.	10	0	Cargo Sales Projection for 1 (one) year	10	
Staffing & Qualifications in airline/ground operations and marketing activities.	5	0	Location of the Cargo general sales Company	10	0	Three year external audited Financial statements (Year 2020-2022)	15	0
Three (3) traceable reference letters from reputable companies/airlines where similar services is or has been provided	5	0	Proposed Cargo GSA Commission	5	0			
Current business licences CR6 and CR14	5	0						
<b>TOTAL</b>	<b>25</b>	<b>0</b>		<b>40</b>	<b>0</b>		<b>35</b>	<b>0</b>



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**\*Administrative Compliance (A/C) - 25%**

**\*Technical Compliance (T/C) - 40%**

**\*Financial Compliance (F/C) - 35%**

**Bid shall be regarded as compliant if its 80% and above.**

**Eligibility and Qualification Criteria**

Bidders are required to meet the criteria in section 28 of the Act to be eligible to participate in public procurement and to be qualified for the proposed contract. They must therefore provide any available documentation and certify their eligibility in the Bid Submission Sheet. To be eligible, Bidders must provide the following documentation to meet the criteria for eligibility below, valid tax clearance certificate, any litigation history documents and outcome, declare any conflict of interests, Company Documents showing the nationality of directors.

1. Have the legal capacity to enter into a contract;
2. Not be insolvent, in receivership, bankrupt or being wound up, not have had business activities suspended and not be the subject of legal proceedings for any of these circumstances;
3. Have fulfilled their obligations to pay taxes and social security contributions (Valid Tax Clearance);
4. Not have a conflict of interest in relation to this procurement requirement;
5. Not be debarred from participation in public procurement under section 72 (6) of the Act and section 74 (1) (c), (d) or (e) of the Regulations or declared ineligible under section 99 of the Act;
6. Have the nationality of an eligible country as specified in the Special Conditions of Contract; and
7. Have attestation to register with the Authority as a Supplier and have paid the applicable Supplier Registration Fee set out in Part III of the Fifth Schedule to the Regulations.

Participation in this bidding procedure is open to Tanzania suppliers only and their company registration documents should reflect the same.



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### **Origin of Services**

All services and related services must have as their country of origin an eligible country, as specified in the Special Conditions of Contract.

### **Technical Criteria**

The Technical Specifications Sheet details the minimum specification of the services required. The services offered must meet this specification, but no credit will be given for exceeding the specification. Alternatives to the specifications provided will also be allowed provided that the substitutes being offered are compatible with the existing infrastructure.

### **Currency**

Bids are to be priced in **United States dollars** and should be inclusive of VAT.

### **Award of Contract**

The lowest evaluated bid, after application of any additional evaluation criteria, including any margin of preference, which is substantially responsive to the requirements of this bidding document will be recommended for award of contract. The proposed award of contract will be by issue of a Notification of Contract Award in terms of section 55 of the Act which will be effective until signature of the contract documents in accordance with Part 3: Contract. Unsuccessful Bidders will receive the Notification of Contract Award and, if they consider they have suffered prejudice from the process, they may within 14 days of receiving this Notification, submit to the Procuring Entity a Challenge in terms of section 73 of the Act, subject to payment of the applicable fee set out in section 44 of and the Third Schedule to the Regulations.

### **Right to Reject**

The Procuring Entity reserves the right to accept or reject any Bids or to cancel the procurement process and reject all Bids at any time prior to contract award.

### **Corrupt Practices**

The Government of Zimbabwe requires that Procuring Entities, as well as Bidders and Contractors, observe the highest standard of ethics during the procurement and execution of contracts. In pursuit of this policy:

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1. The Procuring Entity will reject a recommendation for award if it determines that the Bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the Contract or has been declared ineligible to be awarded a procurement contract under section 99 of the Act;
2. The Authority may under section 72 (6) of the Act impose debarment and other sanctions under section 74 (1) of the Regulations; and
3. Any conflict of interest on the part of the Bidder must be declared.

**Bid Submission Sheet**

*{Note to Bidders: Complete this form with all the requested details and submit it as the first page of your Bid. Attach the Price Schedule and Statement of Methodology, Work Plan and Schedule together with any other documents requested in Part 1. Any variation from the Statement of Requirements should be indicated in the Statement of Methodology, Work Plan and Schedule, otherwise you commit to complying fully with these Requirements.*

*Ensure that your Bid is authorised in the signature block below. A signature and authorisation on this form will confirm that the terms and conditions of this Bid prevail over any attachments. If your Bid is not authorised, it may be rejected. If the Bidder is a Joint Venture (JV), the Bid must be signed by an authorized representative of the JV on behalf of the JV, and so as to be legally binding on all the members as evidenced by a power of attorney signed by their legally authorized representatives.*

*Bidders should mark as “CONFIDENTIAL” information in their Bids which is confidential to their business. This may include proprietary information, trade secrets, or commercial or financially sensitive information}.*

Procurement Reference Number:

Subject of Procurement:



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Name of Bidder:

Bidder's Reference Number:

Date of Bid:

We offer to perform the services listed in the Statement of Requirements to the indicated specifications and standards, at the prices indicated on the attached Price Schedule and in accordance with the terms and conditions stated in your Bidding Document referenced above.

We confirm that we meet the eligibility criteria specified in Part 1: Procedures of Bidding.

We declare that we are not debarred from bidding and that the documents we submit are true and correct.

The validity period of our bid is: 90 {days} from the date of submission.

We confirm that the prices quoted in the attached Price Schedule are fixed and firm for the duration of the validity period and will not be subject to revision, variation or adjustment.

**Bid Authorised By:**

<b>Signature</b>	<b>Name:</b>
.....	.....
<b>Position:</b>	<b>Date:</b>
.....	.....(DD/MM/YY)
<b>Authorised for and on behalf of:</b>	



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<p><b>Company</b> .....</p> <p><b>Address:</b> ..... .....</p>
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**Part 2: Statement of Requirements**

DESCRIPTION OF CARGO GENERAL SALES AND SERVICES AGENTS SERVICES REQUIRED

**Appointment of Cargo (GSSA) at London Gatwick -United Kingdom**

**(a) Background:**

Air Zimbabwe, one of Africa’s leading Airlines hereby invites applications from reputable General Sales and Services Agents (GSSAs) to carry out vital cargo functions in the United Kingdom (UK). Flight operations will be based at London Gatwick Airport. Applicants wishing to be considered for this role should meet the following selection criteria:

**(b) Objectives:**

**GSA DUTIES ACTIVITIES**

The GSA shall represent the best interests of the Airline to a standard which at all times meets the service levels that will be agreed upon during contract drafting and ratification.

- a) Management functions: The employment of sufficient trustworthy and competent Staff to undertake the services stipulated in this bidding document and the Subsequent requirements enunciated in the IATA Ground Handling Standard Contract.
- b) The provision and maintenance of suitable offices to be used for the transaction of the Services provided for this agreement. The office will be suitably located, clearly identified premises to the satisfaction of the Airline.



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- c) The Information and Telecommunication (ICT) hardware and software must be provided by the GSA.
- d) The provision and maintenance of suitable ground handling equipment/vehicles is the responsibility of the GSA.
- (s) A monthly report with all services and activities, as well as any actions of importance taken by GSA shall be distributed to the respective levels of the airline management.

**List of Services and Price Schedule**

Procurement Reference Number: \_\_\_\_\_

Bidder's Name: \_\_\_\_\_

Bidder's Reference Number: \_\_\_\_\_

*Note to Bidders: Complete the currency of your quotation and the unit and total rates for each item listed below.*

Currency of Quotation/Contract: \_\_\_\_\_

Item No <sup>1</sup>	Description of Services	Unit Rate	Total Price <sup>2</sup>
1.	<p>Air Zimbabwe, one of Africa's leading Airlines hereby invites applications from reputable General Sales and Services Agents (GSSAs) to carry out vital cargo functions in Tanzania territory. Applicants wishing to be considered for this role should meet the following selection criteria:</p> <p><b>Business Development</b></p> <p>a) To market and expand cargo business in the assigned area through sales and promotional activities.</p>	<b>TBA</b>	<b>TBA</b>



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	<ul style="list-style-type: none"> <li>b) To expand existing or current customer base by recognizing and involving top cargo agents within the area.</li> <li>c) To create awareness of all the products and services in the area in order to generate future sales.</li> <li>d) To develop a sales network and liaise with management at headquarters on cargo rates/tariff structure to attain set monthly targets and increase revenues.</li> <li>e) Ability to source for high yield/value cargo and consolidation of bulk cargo on scheduled, adhoc and charter aircraft operated by the Airline.</li> <li>f) Co-ordinate with Airline’s online and offline Cargo GSSAs for transportation of transit shipments and create synergies with Ground Handling Agents (GHA) and consolidators.</li> <li>g) Implement customer service procedures to ensure customer satisfaction and repeat business.</li> <li>h) On-time processing and submission of monthly Cargo Sales Reports (CSR).</li> <li>i) Supervision of Cargo Agents/Freight Forwarders to whom accountable documents/Airwaybills will have been issued and ensure correct revenues are remitted.</li> <li>j) To attend exhibitions and other trade functions in order to increase visibility in liaison with the Regional Office.</li> <li>k) Strict adherence to Company policies and guidelines in order to ensure safety and security of Airline documents, cargo, passengers and equipment.</li> <li>l) Negotiate a favourable Cargo GSSA contract and a subsequent Bank Guarantee with the Airline based on revenues to be generated.</li> <li>m) To represent the Airline and conduct other operational and administrative tasks that may be required by the Airline.</li> </ul>		
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<b>2</b>	<b>Financial Status</b> a) Should be financially stable with supporting external audited financial records of the past /three years.	<b>TBA</b>	<b>TBA</b>
<b>3.</b>	<b>Location</b> a) Strategically positioned for easy access by all customers and other service providers.	<b>TBA</b>	<b>TBA</b>
	<b>Staffing</b> a) Should have adequate and skilled personnel with more than 2 years airline/ground handling experience and be in possession of cargo and airline qualifications in line with IATA/FIATA and Local Authorities requirements. b) Knowledge of industry practices, processes, procedures and related regulations.	<b>TBA</b>	<b>TBA</b>
	<b>Trade References</b> a) Provide three (3) traceable trade reference letters from reputable companies/airlines where similar services were/are being provided.	<b>TBA</b>	<b>TBA</b>





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Note 1: Include the proposed percentage of GSA commission or mark up to be charged.

I declare that the procurement is based on neutral and fair technical requirements and bidder qualifications.

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**EDMUND MAKONA**

A/CHIEF EXECUTIVE OFFICER