Invitation to Bid

PROVISION OF AIR TICKETING AND TRAVEL MANAGEMENT SERVICES

Tender Reference Number: TF-NIG-FWA-2026-009

A Christian non-profit, non- governmental, international relief and development organisation working in over 50 of the world's poorest countries with the vision to see people freed from poverty and injustice, living transformed lives, and reaching their God given potential. We partner with local organisations and churches to respond and bring restoration to those living in poverty**.** Tearfund is an INGO registered as a Charity (No.265464 England & Wales and No.SC037624 Scotland). See more information here.

Tearfund Country office in Nigeria, was registered with the Corporate Affairs Commission (CAC) on 10th October 2018 (RC1530764).

The Nigeria Country Strategy for 2024 to 2027 was developed to focus on four Corporate Priorities and was recently reviewed based on the changing context and priority needs across each region. The Corporate Priorities are:

- Church & Community Transformation (CCT): equipping local churches towards holistic Church and Community Transformation through facilitation, influencing, integrated programming and partnerships with denominations, theological institutions and Church networks.
- Environmental & Economic Sustainability (EES): equipping communities to safeguard, restore and sustain the environment, climate action and create green jobs through local projects and advocacy.
- Reconciled Peace-Filled Societies (RPS): transforming conflict dynamics within fragile communities and support to locally led efforts to reduce violence, foster social cohesion, and promote lasting peace.
- Crisis to Resilience (C2R): strengthen the capacity of local faith-based and humanitarian actors to lead timely, context-specific disaster preparedness and response, contributing to locally-led resilience and align with global commitments to localisation and sustainable humanitarian action.

Our mission is to address the areas of greatest developmental and humanitarian needs among the most vulnerable in Nigeria by upholding the values of gender equality, environmental and economic sustainability, peaceful coexistence and the sanctity of human life through the Church, partners and other stakeholders.
Over two decades, Tearfund and its partners have gained valuable experience and expertise in both humanitarian and development contexts. Tearfund has worked serving beneficiaries across 16 States (namely *Adamawa, Bauchi, Benue, Borno, Gombe, Kaduna, Kwara, Kogi, Niger, Ogun, Oyo, Osun, Nasarawa, Plateau, Taraba, Yobe).* We plan to consolidate on the impact across all locations where we have footprints and focus on where the needs are greatest to align with the funding opportunities while we scale up our work. Influencing change, resourcing partners and large-scale programming would be our key approaches as we continue ensuring efficient utilisation of resources to guarantee value-for-money in all our programmes and funding streams for the best interest of people we serve.

Tearfund is seeking to establish a Framework Agreement (FWA) with one or more qualified and experienced IATA-accredited travel agencies to provide domestic and international air ticketing and travel management services. The framework agreement does not guarantee a minimum volume of business; services will be requested based on operational

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Tearfund is seeking one or more Travel agencies for air ticketing and travel management services.	**Tender Information**
Date of tender launch:	**09-07-2026**
Deadline for submission of tender:	**23-07-2026**
Tender Reference Number:	**TF-NIG-FWA-2026-009**

Duration of the agreement (not including extension)	**Twelve (12) months.** ***Subject to satisfactory supplier performance and mutual agreement, the Framework Agreement may be extended for an additional 12 months.***
Extension period (if applicable)	
Estimated total value of the contract	**209,000,000.00 NGN**
Contact person:	**Mikah Gado, Logistics Manager**
Contact telephone number:	**+2348065563327**
Submission email address	**nigeria.procurement@tearfund.org**

Instructions to Suppliers

If you are interested in competing for this tender, please do the following:

1. Read through all information provided in this document and the contract document first.
2. Ensure that you are able to comply with all requirements prior to starting work on your bid, paying particular attention to the pass/fail criteria.
3. Submit all documents requested as part of your bid.
4. Your pricing submission should be in the currency of Nigerian naira and should be exclusive of all locally applicable taxes.
5. Your whole bid must be completed in the English language.
6. All reference documents should be sent via the above email in a zip folder with the tender reference as the name.
7. Any queries about this tender should be submitted by email to nigeria.procurement@tearfund.org. Queries will be accepted and answered up to 3 days prior to the tender submission deadline.
8. Agencies may submit a tender for some or all of the lots according to their capacity. Tearfund reserves the right to award lots separately, in part or in full, and in any combination.
9. Tearfund is not bound to accept the lowest offer, or any offer.
10. Tearfund is in no way responsible for any costs associated with preparing any supplier's bid.
11. Only eligible Agencies will be contacted for assessment.

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12. Tearfund intends to select the bidder(s) who provides the most economical solution for the organisation. There are two parts in the assessment of this tender:

Part 1: Legal & Institutional (50%)
Part 2: Financial offer (50%)
Part 3: References and other information verification (Pass/Fail)

13. Any bidder must pass the requirements in Part 1 in order to be shortlisted and assessed on the scored part of the tender (Part 2). Tearfund reserves the right to fail a bid if the supplier has not passed one or more of the "eligibility documents.

14. Agencies will be excluded from participation on a procurement if:

a. they are bankrupt of being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are the subject of proceedings concerning those matters, or are in any analogous situation arising from similar procedure provided for in national legislation or regulations
b. they have been convicted for an offence concerning their professional conduct by a judgment which has the force of res judicata.
c. they have been guilty of grave professional misconduct proven by any means which the contracting authority can justify.
d. They have not fulfilled obligations relating to the payment of social security contributions of the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country of the contracting authority or those of the country where the contract is to be performed.
e. They have been the subject of a judgment which has the force of res judicata for fraud, corruption, involvement in a criminal organisation or any illegal activity detrimental to the Communities financial interests.
f. Following another procurement procedure or grant award procedure financed by the donor(s) funding this contract, they have been declared to be in serious breach for failure to comply with their contractual obligations.

15. A contract shall not be awarded to any Agency, who during the procurement procedure for this contract:

a. are subject to a conflict of interest.
b. are guilty of a misrepresentation in supplying the information required by the contracting authority as a condition of participation in the procurement procedure or fail to supply this information.
c. find themselves in one of the situations of exclusion for this procurement procedure as listed above.

16. Prior to award of contract, the winning bidder may be required to provide company and key personnel information to enable anti-terrorism checks to be conducted by Tearfund. Information requested may include any different trading names of the company as well as names, dates of birth and passport/identification numbers for key personnel such as the chief executive, finance director, trustees, majority owner and key staff working on the contract. The winning bidder must pass these anti-terrorism checks before the contract will be awarded.

17. After approval from Tearfund, donors have the right to access all procurement documentation held by both Tearfund and the Supplier to verify that the correct procedures have been followed.

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Specification

This contract is a framework agreement and therefore although a total maximum spend of NGN 209,000,000.00 has been stated for this agreement, this amount is not guaranteed. Tearfund is only obliged to pay the Contractor in accordance with the payment terms once a purchase order has been received by the Contractor, the work on the purchase order has been completed and the Contractor has invoiced Tearfund the amount on the purchase order.

The successful bidder will be expected to provide the following services under a framework agreement.

A. Flight Booking Services.

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S/N	Service Description	Details	Service Level Agreement (SLA)
1	International Ticketing	Economy/Business Class booking	Immediate response
2	Domestic Ticketing	Regular and last-minute bookings	Immediate response
3	Fare Management	Access to lowest logical fares	24 hours turnaround
4	Itinerary Changes	Rescheduling and rerouting	Immediate response

B. Additional Travel Support

S/N	Service Description	Details
1	Visa Facilitation	Assistance with visa processing and protocols
2	Emergency Support	24/7 support for travel disruptions
3	Travel Documentation	Passport renewal assistance and advisory
4	Transfers	Airport pickup and chauffeur coordination

C. Fee/Commission Structure (Financial Offer)

S/N	Service Description	Fee/Rate (NGN)
1	Domestic Ticket Fee (one way)	
2	Domestic Ticket Fee (Return)	
3	International Ticket Fee (one way)	
4	International Ticket Fee (Return)	
5	Cancellation/Refund Fee: Administrative cost per instance	
6	Change/Reissue Fee: Administrative cost per change	

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Tender Response

Eligibility Criteria (Mandatory)

Agency must meet the following requirements:
Legal and Institutional:

- **Legal**: Valid proof of business registration in Nigeria (Attach Photocopy of CAC and Form CAC2a or Article of Association).
- **Certification**: Valid IATA (International Air Transport Association) accreditation.
- **Affiliation**: Membership of the National Association of Nigeria Travel Agencies (NANTA) is an advantage.
- **Tax:** Evidence of Certificate of Tax Clearance (TCC) for 2024 or 2025.
- **Stability**: Letter of Confirmation of 360-day price validity/service fee stability.
- Evidence of similar contracts in related services to verifiable organizations. (3 similar contracts) or reference letters from previous clients

Please fill in this whole section below:

Company name	
Company registration number	
Chief executive name	
Office address	
Contact name	
Telephone number	
Email address	

Supplier Declaration

Please tick the appropriate boxes and complete the necessary sections below as part of your declaration:

COMPANY NAME:		
YES	NO	
		I certify that I am officially authorized to represent the company named above.
		I have enclosed a copy of our Company's legal registration document. (CAC and Form CAC2a or article of association)
		I have attached Evidence of Certificate of Tax Clearance (TCC) for 2024 or 2025

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		I have attached evidence of similar contracts in related services to verifiable organizations. (3 similar contracts) or reference letters from previous clients
		I have completed all required parts of the Tender Response section in this document including pricing.
		I have read and understood all the requirements of Tearfund's tender.
		I agree to abide by all **Tearfund's Terms & Conditions and Specification** as well as all other terms set out in this tender document and the contract document.

Signature	Date	Company Stamp