

Project: “Gender mainstreaming in local service delivery across SEE through NALAS”

Terms of Reference

Procurement of Airline Tickets

1. Background

The Network of Associations of Local Authorities of South-East Europe – NALAS unites 13 local government associations across South-East Europe. Its mission is to enhance local governance and public service delivery by fostering knowledge exchange, building capacity, and advocating for policy improvements. NALAS promotes collaboration among its members, disseminates best practices and aids local authorities in pursuing sustainable development and effective decentralisation.

NALAS is seeking for a qualified service provider to supply airline tickets for official travel needs. The objective is to ensure efficient, reliable, and cost-effective travel arrangements for international routes.

2. Scope of Work

- Company will be required to issue airline tickets as per -Annex 2 (a detailed table with dates of departure/arrival, list of participants and travel destinations for which airline tickets will be required).
- Company will be required to deliver tickets promptly (electronically or physically, as required).
- Company will be required to provide assistance with rebooking, cancellations, or urgent travel changes.
- Offered ticket should be only for economy class and to include checked baggage (minimum 20kg). Flights from Low-Cost-Carriers (LCCs) will not be accepted.
- Direct flights are preferred for the requested airline tickets where no information for “Notes / Special Requirements” is given in the Annex 2.

3. Eligibility Requirements

- The Company must be an accredited and valid member of IATA /ASATA and documentary proof must accompany the tender.
- Ensure 24/7 availability of support for urgent travel needs.

4. Evaluation and Selection Criteria

- Each ticket request will be evaluated **separately**.
- The **bidder offering the best (lowest) price per individual ticket** will be selected for that particular ticket.
In case more flight options are offered for one destination, the most cost-effective option will be selected.
In the event that two or more companies submit offers at the same price for a particular airline ticket, the offer submitted first shall prevail, on a first come, first served basis.
- No consolidated or package evaluation will be conducted; each travel request will be awarded independently.

5. Financial Offer

- The financial offer should be submitted in the format given as Annex 2.
- All offered prices **must include** all applicable taxes and fees (gross amount). The currency (Macedonian Denars or EUR) should be clearly stated in the Annex 2. The Companies from North Macedonia should give the prices only in Macedonian Denars.
- The price of the tickets must include checked baggage.

6. Submission of Offers

Interested bidders should submit:

- Legal registration documents.
- Documentary proof that the Company is accredited and valid member of IATA /ASATA
- Statement that the Company will ensure 24/7 availability of support for urgent travel needs (Annex 3).
- A clear financial offer submitted in the format given as Annex 2.
- Please state the validity period of your offer

Offers must be submitted via email to: boeva@nalas.eu by **16 September 2025, 3:00 PM CET**. Late submissions will not be accepted.

Subject of the e-mail: Offer for airline tickets

7. Contract Duration

NALAS will finalize the evaluation of the offers and will inform each company only about the airline tickets that will be purchased from it, no later than 16 September 2025, 6:00 PM CET.

The payment of the airline ticket will be done based on the issued invoices, one invoice per ticket, no later than 10 days after issuing the invoice.

8. Contact for Clarifications

All communication and questions related to this call should be addressed to:

Elena Boeva
Finance officer
boeva@nalas.eu
071310763

9. Guidelines Aimed at Preventing Sexual Exploitation and Sexual Abuse

The assignment and all related activities must be implemented in accordance with the relevant policies and guidelines designed to prevent sexual exploitation and sexual abuse (Annex 1).

Annex 1 - Guidelines Aimed at Preventing Sexual Exploitation and Sexual Abuse

In relation to Sexual Exploitation and Sexual Abuse:

i. Undertaking that the Expert accepts the standards of conduct set out in section 3 of ST/SGB/2003/13 including, inter alia:

1. Acknowledging that Sexual Exploitation and Sexual Abuse are strictly prohibited. Expert engaged to perform the Services shall not engage in Sexual Exploitation or Sexual Abuse.

2. Acknowledging the following specific standards:

a. Sexual activity with any person less than eighteen years of age ("child"), regardless of any laws relating to the age of majority or to consent, shall constitute the Sexual Exploitation and Sexual Abuse of such person.

Mistaken belief in the age of a child shall not constitute a defence under this Contract.

b. The exchange or promise of exchange of any money, employment, goods, services, or other thing of value, for sex, including sexual favours or sexual activities, shall constitute Sexual Exploitation and Sexual Abuse.

Sexual relationships between the Expert engaged to perform the Services and beneficiaries of assistance, since they are based on inherently unequal power dynamics, undermine the credibility and integrity of the work of UN Women and NALAS and are strongly discouraged.

ii. The Expert must take all appropriate measures to prevent Sexual Exploitation and Sexual Abuse by anyone including any of its employees, personnel, subcontractors and others engaged to perform the Services.

iii. Acknowledging that NALAS and UN Women will apply a policy of "zero tolerance" with regard to Sexual Exploitation and Sexual Abuse including in respect to the Expert engaged to perform the Services.

iv. Reporting to NALAS and UN Women and investigating any allegation of Sexual Exploitation and Sexual Abuse as such allegations arise in the context of the Services.

v. Ensuring that Expert engaged to perform the Services have undertaken training on prevention and response to Sexual Exploitation and Sexual Abuse, including information on the definition and prohibition of Sexual Exploitation and Sexual Abuse, the requirements for prompt reporting of Sexual Exploitation and Sexual Abuse allegations to NALAS and UN Women and referral of victims to immediate assistance.

Training options include the UN Sexual Exploitation and Sexual Abuse online training available at: <https://agora.unicef.org/course/info.php?id=7380>.

United Nations

ST/SGB/2003/13



Secretariat

9 October 2003

Secretary-General's Bulletin

Special measures for protection from sexual exploitation and sexual abuse

The Secretary-General, for the purpose of preventing and addressing cases of sexual exploitation and sexual abuse, and taking into consideration General Assembly resolution 57/306 of 15 April 2003, "Investigation into sexual exploitation of refugees by aid workers in West Africa", promulgates the following in consultation with Executive Heads of separately administered organs and programmes of the United Nations:

Section 1

Definitions

For the purposes of the present bulletin, the term "sexual exploitation" means any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another. Similarly, the term "sexual abuse" means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.

Section 2

Scope of application

2.1 The present bulletin shall apply to all staff of the United Nations, including staff of separately administered organs and programmes of the United Nations.

2.2 United Nations forces conducting operations under United Nations command and control are prohibited from committing acts of sexual exploitation and sexual abuse, and have a particular duty of care towards women and children, pursuant to section 7 of Secretary-General's bulletin ST/SGB/1999/13, entitled "Observance by United Nations forces of international humanitarian law".

2.3 Secretary-General's bulletin ST/SGB/253, entitled "Promotion of equal treatment of men and women in the Secretariat and prevention of sexual harassment", and the related administrative instruction¹ set forth policies and procedures for handling cases of sexual harassment in the Secretariat of the United Nations. Separately administered organs and programmes of the United Nations have promulgated similar policies and procedures.

¹ Currently ST/AI/379, entitled "Procedures for dealing with sexual harassment".



ST/SGB/2003/13

Section 3

Prohibition of sexual exploitation and sexual abuse

3.1 Sexual exploitation and sexual abuse violate universally recognized international legal norms and standards and have always been unacceptable behaviour and prohibited conduct for United Nations staff. Such conduct is prohibited by the United Nations Staff Regulations and Rules.

3.2 In order to further protect the most vulnerable populations, especially women and children, the following specific standards which reiterate existing general obligations under the United Nations Staff Regulations and Rules, are promulgated:

(a) Sexual exploitation and sexual abuse constitute acts of serious misconduct and are therefore grounds for disciplinary measures, including summary dismissal;

(b) Sexual activity with children (persons under the age of 18) is prohibited regardless of the age of majority or age of consent locally. Mistaken belief in the age of a child is not a defence;

(c) Exchange of money, employment, goods or services for sex, including sexual favours or other forms of humiliating, degrading or exploitative behaviour, is prohibited. This includes any exchange of assistance that is due to beneficiaries of assistance;

(d) Sexual relationships between United Nations staff and beneficiaries of assistance, since they are based on inherently unequal power dynamics, undermine the credibility and integrity of the work of the United Nations and are strongly discouraged;

(e) Where a United Nations staff member develops concerns or suspicions regarding sexual exploitation or sexual abuse by a fellow worker, whether in the same agency or not and whether or not within the United Nations system, he or she must report such concerns via established reporting mechanisms;

(f) United Nations staff are obliged to create and maintain an environment that prevents sexual exploitation and sexual abuse. Managers at all levels have a particular responsibility to support and develop systems that maintain this environment.

3.3 The standards set out above are not intended to be an exhaustive list. Other types of sexually exploitive or sexually abusive behaviour may be grounds for administrative action or disciplinary measures, including summary dismissal, pursuant to the United Nations Staff Regulations and Rules.

Section 4

Duties of Heads of Departments, Offices and Missions

4.1 The Head of Department, Office or Mission, as appropriate, shall be responsible for creating and maintaining an environment that prevents sexual exploitation and sexual abuse, and shall take appropriate measures for this purpose. In particular, the Head of Department, Office or Mission shall inform his or her staff of the contents of the present bulletin and ascertain that each staff member receives a copy thereof.

4.2 The Head of Department, Office or Mission shall be responsible for taking appropriate action in cases where there is reason to believe that any of the standards listed in section 3.2 above have been violated or any behaviour referred to in section

3.3 above has occurred. This action shall be taken in accordance with established rules and procedures for dealing with cases of staff misconduct.

4.3 The Head of Department, Office or Mission shall appoint an official, at a sufficiently high level, to serve as a focal point for receiving reports on cases of sexual exploitation and sexual abuse. With respect to Missions, the staff of the Mission and the local population shall be properly informed of the existence and role of the focal point and of how to contact him or her. All reports of sexual exploitation and sexual abuse shall be handled in a confidential manner in order to protect the rights of all involved. However, such reports may be used, where necessary, for action taken pursuant to section 4.2 above.

4.4 The Head of Department, Office or Mission shall not apply the standard prescribed in section 3.2 (b), where a staff member is legally married to someone under the age of 18 but over the age of majority or consent in their country of citizenship.

4.5 The Head of Department, Office or Mission may use his or her discretion in applying the standard prescribed in section 3.2 (d), where beneficiaries of assistance are over the age of 18 and the circumstances of the case justify an exception.

4.6 The Head of Department, Office or Mission shall promptly inform the Department of Management of its investigations into cases of sexual exploitation and sexual abuse, and the actions it has taken as a result of such investigations.

Section 5

Referral to national authorities

If, after proper investigation, there is evidence to support allegations of sexual exploitation or sexual abuse, these cases may, upon consultation with the Office of Legal Affairs, be referred to national authorities for criminal prosecution.

Section 6

Cooperative arrangements with non-United Nations entities or individuals

6.1 When entering into cooperative arrangements with non-United Nations entities or individuals, relevant United Nations officials shall inform those entities or individuals of the standards of conduct listed in section 3, and shall receive a written undertaking from those entities or individuals that they accept these standards.

6.2 The failure of those entities or individuals to take preventive measures against sexual exploitation or sexual abuse, to investigate allegations thereof, or to take corrective action when sexual exploitation or sexual abuse has occurred, shall constitute grounds for termination of any cooperative arrangement with the United Nations.

Section 7

Entry into force

The present bulletin shall enter into force on 15 October 2003.

(Signed) Kofi A. Annan
Secretary-General