



**REQUEST FOR EXPRESSIONS OF INTEREST
(CONSULTING SERVICES – INDIVIDUAL CONSULTANT)**

Country: Ethiopia

Name of Project: The Building Institutions and Systems to Harness and Realize Agenda (BIASHARA) 2063 Project

Grant No: P180117

Assignment Title: Consulting Services as a Travel Consultant- (Operations)

Reference No. ET-AUC-427589-CS-INDV

The African Union Commission has received financing from the World Bank toward the cost of *The Building Institutions and Systems to Harness and Realize Agenda (BIASHARA) 2063 Project*, and intends to apply part of the proceeds for consulting services.

The consulting services (“the Services”) include Consulting Service to deliver an improved travel management service to business units at the Africa Union Commission. The consultant is required to support the travel requirements of personnel travelling effectively and efficiently on official mission, travels related to staff benefits and official visitors travelling on behalf of Africa Union Commission (AUC). Specific tasks include:

- a. Process travel booking and purchase orders for transmission to Travel Services Supplier for issuance of air tickets to staff on official mission, initial recruitment, medical evacuation, and transfer using the Amadeus reservation system.
- b. Process travel booking, purchase orders and ticketing for meeting participants, delegates, and invitees to the commission.
- c. Provide support to finance officers serving missions handle travel related issues, particularly eligibility of tickets submitted for refund.
- d. Effectively use SAP system to process Purchase orders, create travel requests, process staff entitlement, and get monthly travel report for use in travel claims clearance.
- e. Ensure that the quotations provided for airline tickets are at the most competitive market prices.
- f. Compile and analyze AUC client mission travel related reports.
- g. Coordinate with AUC client missions to discuss details of complex travel requests and provide support on issuances of travel related broadcasts.
- h. Advocating for compliance as per the travel policy,
- i. Liaise with all relevant actors to forecast and establish service requirements for all official travel, identify priorities, and schedule work and appropriate workflows between divisions and the Travel team.
- j. Oversee complex travel arrangements; analyze complex itineraries and quotations for most advantageous rates, advice on most effective travel arrangements.
- k. Ensure that outstanding travel obligations are closed in a timely manner.
- l. Draft a variety of reports, correspondence and documents on travel-related issues.

The detailed Terms of Reference (TOR) for the assignment are attached to this Request for Expression of Interest.



The African Union Commission now invites eligible individuals (“Consultants”) to indicate their interest in providing the Services. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services. The shortlisting criteria are:

The ideal candidate should have:

Education

1. Bachelor’s degree in Travel Management, Tourism Management, Business Administration Logistics or Transport Management.
2. IATA Diploma is required.
3. Certificate in Global Distribution System (GDS) e.g. as Amadeus or Sabre

Work Experience

1. At least Seven (7) years of professional experience working with complex travel operations is required.
2. Relevant work experience in Travel Administration and Management.
3. Experience in using Enterprise Resource Planning system (ERP) SAP.
4. Working experience with Global Distribution System (GDS) such as Amadeus or Sabre.
5. Working Experience with an airline or travel agency is required.
6. Proven expertise in travel related processing requirements and overall understanding of corporate travel management.
7. Experience working with Staff Regulations and Rules, Financial Regulations and Rules, and procedures of large international organization is desirable.
8. Familiarity with African Union or international organizations’ procedures and systems is desirable.

Required Skills

1. High level of accuracy, attention to detail and thoroughness.
2. Ability to work under minimal supervision, be proactive, initiative and with sound judgment.
3. Ability to leverage limited resources for maximum impact.
4. Ability to perform multiple tasks and work under pressure with a wide range of individuals and institutions
5. Creative thinking, problem solving, communication and interpersonal skills.
6. Proficient computer skills and use of relevant software (word processing, excel, Amadeus, SAP ERP)
7. Excellent writing, negotiating, analytical and communication skills
8. Excellent interpersonal skills.

Languages:

Proficiency in one of the AU working languages (Arabic, English, French, Kiswahili, Portuguese, and Spanish) is mandatory and fluency in another AU language is an added advantage.

The attention of interested Consultants is drawn to Section III, paragraphs, 3.14, 3.16, and 3.17 of the World Bank’s “Procurement Regulations for IPF Borrowers” July 2016, revised November 2020 (“Procurement Regulations”), setting forth the World Bank’s policy on conflict of interest.

A Consultant will be selected in accordance with the Individual Consultant selection method set out in the Procurement Regulations.

Further information can be obtained at the address below during office hours *i.e. 0900 to 1700 hours*.



Expressions of interest must be delivered in a written form to the address below (in person, or by mail, or by e-mail) by **14 June 2024**

African Union Commission,
Attn: Head of Supply Chain Management Division
Building C, 3rd Floor,
P.O Box 3243, Roosevelt Street
Addis Ababa, Ethiopia
Tel: +251 (0) 11 551 7700 – Ext 4305
Fax: +251 (0) 11 551 0442; +251 11-551-0430
E-mails: tender@africa-union.org



TERMS OF REFERENCE

CONSULTING SERVICES A TRAVEL CONSULTANT- (OPERATIONS)

ET-AUC-427589-CS-INDV

1. Background

The Department of Operational Support Services provides services to the Administration and Facilities Management and the Supply Chain Management in order to achieve the AU Strategic objectives and goals aiming to ensure sustainable quality and timely service delivery and value-for-money towards customers/stakeholder satisfaction and trust.

2. Objectives of the Assignment

To deliver an improved travel management service to business units at the Africa Union Commission. Thus, the incumbent is required to support the travel requirements of personnel travelling effectively and efficiently on official mission, travels related to staff benefits and official visitors travelling on behalf of Africa Union Commission (AUC).

3. Scope of the Assignment

The consultant shall be responsible for the following:

1. Process travel booking and purchase orders for transmission to Travel Services Supplier for issuance of air tickets to staff on official mission, initial recruitment, medical evacuation, and transfer using the Amadeus reservation system.
2. Process travel booking, purchase orders and ticketing for meeting participants, delegates, and invitees to the commission.
3. Provide support to finance officers serving missions handle travel related issues, particularly eligibility of tickets submitted for refund.
4. Effectively use SAP system to process Purchase orders, create travel requests, process staff entitlement, and get monthly travel report for use in travel claims clearance.
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6. Compile and analyze AUC client mission travel related reports.
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8. Advocating for compliance as per the travel policy,
9. Liaise with all relevant actors to forecast and establish service requirements for all official travel, identify priorities, and schedule work and appropriate workflows between divisions and the Travel team.
10. Oversee complex travel arrangements; analyze complex itineraries and quotations for most advantageous rates, advice on most effective travel arrangements.
11. Ensure that outstanding travel obligations are closed in a timely manner.
12. Draft a variety of reports, correspondence and documents on travel-related issues;

4. Qualifications and Experience Requirements for the Consultant

The ideal candidate should have:

Education



4. Bachelor's degree in Travel Management, Tourism Management, Business Administration Logistics or Transport Management.
5. IATA Diploma is required.
6. Certificate in Global Distribution System (GDS) e.g. as Amadeus or Sabre

Work Experience

9. At least Seven (7) years of professional experience working with complex travel operations is required.
10. Relevant work experience in Travel Administration and Management.
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Required Skills

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10. Ability to work under minimal supervision, be proactive, initiative and with sound judgment.
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Languages:

Proficiency in one of the AU working languages (Arabic, English, French, Kiswahili, Portuguese, and Spanish) is mandatory and fluency in another AU language is an added advantage.

5. Duration of the Assignment

The expected duration of the assignments will be 9 months, Non-Renewable.

6. Duty Station

The consultant will be based in the AU Headquarters, Addis Ababa, Ethiopia.

7. Institutional Arrangement

The Travel Consultant will work under the direct supervision of the Officer in Charge / Travel Officer, Operations Support Services Directorate (OSSD).

8. Services and Facilities to be provided by AUC



The AU shall make the following available for the consultant:

- Office Accommodation;
- Computer, Photocopying, Stationary;
- Facilitation of Visa and
- Internet Access