



**AFRICAN UNION COMMISSION(AUC)
REQUEST FOR PROPOSALS (RFP) FOR
THE PROVISION OF TRAVEL
MANAGEMENT SERVICES (TMS) TO
THE AFRICAN UNION FOR A PERIOD
OF THREE (3) YEARS.**

**Issued in February ,2025
Procurement No.: AUC/OSSD/NC/001**

**African Union Commission,
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REQUEST FOR PROPOSALS

The African Union (AU) is a continental body consisting of the 55 Member States that make up the countries of the African Continent. It was officially launched in 2002 as a successor to the Organization of African Unity (OAU, 1963-1999). The African Union Commission (AUC) is the AU's secretariat and undertakes the day-to-day activities of the Union with a yearly Travel Expense of approximately USD 12 million. It is based in Addis Ababa, Ethiopia.

The African Union Commission (AUC) invites proposals for the **PROVISION OF TRAVEL MANAGEMENT SERVICES (TMS) FOR A PERIOD OF THREE (3) YEARS** with a possibility of extension for a period of Two (2) years subject to satisfactory performance.

This Request for Proposals (RFP) is open to all eligible bidders from African Union Member states who can demonstrate their competency to perform the travel management services.

The selection process will be made on *Quality and Cost Based Selection Method* as prescribed in this RFP. The weight for technical and financial scores shall be 70% and 30% respectively.

The **TECHNICAL** and **FINANCIAL** offers must be delivered as **TWO SEPARATE documents** to the email address below. To ensure the integrity of the bidding process, Financial proposals **must be password-protected**. Bidders who meet the minimum technical pass mark shall officially be requested to provide password for their financial proposal.

Bidders shall ensure that their electronic submissions are fully functional. **The Commission will not accept any claim of password malfunctioning or corrupted file as a basis for the replacement of the financial proposal with a new submission.** The submission should be clearly marked with the Title of the procurement and procurement number.

The deadline for submission of proposals is **7th March 2025 by 15:00 hours Addis Ababa Time**. Late bids will be rejected. The subject of the e-mail shall be the title of the procurement and the procurement number and should be clearly marked as **'REQUEST FOR PROPOSALS (RFP) FOR THE PROVISION OF TRAVEL MANAGEMENT SERVICES (TMS) TO THE AFRICAN UNION FOR A PERIOD OF THREE (3) YEARS. Procurement No.: AUC/OSSD/NC/001.**

Technical and Financial Proposals: tender@africa-union.org

Bidders may request for additional clarifications, no less than 7 days prior to the deadline for submission, from **The Chairperson, Internal Procurement Committee, African Union Commission**, Email tender@africa-union.org.

Complaints by bidders regarding bidding process shall be addressed to: InvestigationOIO@africa-union.org

Bidders must submit the following **mandatory documents**:

- Certified copy of Certificate of incorporation (Company Registration);
- Audited financial statements
- Current Tax Clearance Certificate.
- Submission of a technical and financial proposal in the format provided in the bid document for which the Bid Submission Forms must be duly signed.

- Where bidders are bidding as a joint venture, a joint venture agreement or Memorandum of Understanding is required. It should be clearly indicated who the lead bidder is.

The above documents must be part of the Technical Proposal.

Bids shall be valid for a period of ninety (90) days from the closure date of bid submissions. Bid opening will be on **7th March 2025 at 1600hrs (Addis Ababa Time)**. Late bids will be rejected.

The RFP includes the following documents:

Section 1 – Letter of Invitation

Section 2 - Information to Bidders

Section 3 – Data Sheet

Section 4 - Technical Proposal - Standard Forms

Section 5 - Financial Proposal – Standard Forms

Section 6- Terms of Reference, Deliverables and Time Frame

Bid submission check list for Bidders

No	Description	tick
1	Duly filled and signed Technical Proposal and forms in format under section 4 and guidelines in section 6 on Terms of Reference	
2	Duly filled and signed Financial Proposal and forms in format under section 5 and guidelines in section 6 on Terms of reference	
3	Read and understood the Terms of Reference (section 6) and Bid data under Section 3	
4	Bid validity (90 days)	
5	Attached relevant documents to the Technical Proposal	
	I. Certified Copy of Certificate of incorporation	
	II. Valid Trading license	
	III. VAT Registration certificate	
	IV. Audited Financial Statements (last three years)	
	V. IATA Certification	
	VI. To ensure the integrity of the bidding process, financial proposals must be password-protected. Bidders who meet the minimum technical pass mark shall officially be requested to provide password for their financial proposal. The Commission will not accept any claim of password malfunctioning or corrupted file as a basis for the replacement of the financial proposal with a new financial submission.	
	VII. Correct Procurement Number and Title	

SECTION 2 Information to Bidders

1. Introduction

- 1.1 The Client named in the Data Sheet will select a firm in accordance with the method of selection specified in the Data Sheet.
- 1.2 The bidders are invited to submit a Technical and a financial proposal for the services listed in the Data Sheet. The bids will be the basis for contract negotiations and ultimately for a signed contract with the selected firm.
- 1.4 The bidders must familiarize themselves with local conditions and take them into account in preparing their bid. To obtain firsthand information about the service and on the local conditions, bidders are encouraged to visit the Client before submitting a bid and to attend a pre-bid conference if one is specified in the Data Sheet. Attending any specified pre-bid conference is optional. The bidders' representative should contact the officials named in the Data Sheet to arrange for their visit or to obtain additional information on any pre-bid conference. Bidders should ensure that these officials are advised of the visit in adequate time to allow them to make appropriate arrangements.
- 1.5 Note that: (i) the costs of preparing the bid and of negotiating the contract, including a visit to the Client, are not reimbursable as a direct cost of the service; and (ii) the Client is not bound to accept any of the bids submitted.
- 1.6 Bidders are required to provide professional, objective, and impartial advice, and at all times hold the Client's interests paramount, without any consideration for future work, and strictly avoid conflicts with other services or their own corporate interests. Bidders shall not compete for any service that would be in conflict with their prior or current obligations to other clients, or that may place them in a position of not being able to carry out the service in the best interests of the Client.

1.7 The African Union requires that Officers of the AU, as well as Bidders/ Suppliers/ Contractors/ Consultants observe the highest standard of ethics during the procurement and execution of such contracts.¹ In pursuance of this policy, The African Union Commission (AUC)-

- (a) defines, for the purposes of this provision, the terms set forth below as follows:
 - (i) “corrupt practice”² is the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
 - (ii) “fraudulent practice”³ is any act or omission including a misrepresentation that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;
 - (iii) “collusive practice”⁴ is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;
 - (iv) “coercive practice”⁵ is impairing or harming or threatening to impair or harm, directly or indirectly, any party or the property of the

¹ *In this context, any action taken by a bidder, supplier, contractor, sub-contractor or consultant to influence the procurement process or contract execution for undue advantage is improper.*

² *“Another party” refers to an officer of the client acting in relation to the procurement process or contract execution. In this context, “officer of the client” includes staff and employees of other organizations taking or reviewing procurement decisions.*

³ *a “party” refers to any officer of the client; the terms “benefit” and “obligation” relate to the procurement process or contract execution; and the “act or omission” is intended to influence the procurement process or contract execution.*

⁴ *“Parties” refers to any participants in the procurement process (including officers of the client) attempting to establish bid prices at artificial, noncompetitive levels.*

⁵ *a “party” refers to any participant in the procurement process or contract execution.*

party to influence improperly the actions of a party;

(v) “obstructive practice” is deliberately destroying, falsifying, altering or concealing of evidence material to any investigation or making false statements to investigators in order to materially impede any investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation;

(b) will reject a recommendation for award of contract if it determines that the bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive, coercive or obstructive practices in competing for the contract in question;

(c) will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded an African Union financed contract if it at any time determines that the firm has, directly or through an agent, engaged in corrupt, fraudulent, collusive, coercive or obstructive practices in competing for, or in executing, an African Union financed contract.

1.8 Bidders shall not be under a declaration of ineligibility for corrupt, fraudulent, collusive, coercive or obstructive practices issued by the client in accordance with the above sub-paragraph 1.7

1.9 Bidders shall furnish information as described in the Financial Bid submission form (Section 5A) on commissions and gratuities, if any, paid or to be paid to agents relating to this bid, and to execute the work if the firm is awarded the contract.

- 2. Clarification and Amendment of RFP Documents**
- 2.1 Bidders may request a clarification of any of the RFP documents up to the number of days indicated in the Data Sheet before the bid submission date. Any request for clarification must be sent in writing by mail, facsimile, or electronic mail to the Client's address indicated in the Data Sheet. The Client will respond by facsimile, courier or electronic mail to such requests.
- 2.2 At any time before the submission of bids, the Client may, for any reason, whether at its own initiative or in response to a clarification requested by an invited firm, amend the RFP. Any amendment shall be issued in writing through addenda. Addenda shall be sent by mail, facsimile, or electronic mail to all invited bidders and will be binding. The Client may at its discretion extend the deadline for the submission of bids.
- 3. Preparation of Bid**
- 3.1 Bidders are requested to submit a bid (paragraph 1.2) written in the language(s) specified in the Data Sheet.
- Technical Bid**
- 3.2 In preparing the Technical Bid, bidders are expected to examine the documents constituting this RFP in detail. Material deficiencies in providing the information requested may result in rejection of a bid.
- 3.3 While preparing the Technical Bid, bidders must give particular attention to the following:
- (i) If a bidder considers that it does not have all the expertise for the service, it may obtain a full range of expertise by associating with individual bidder(s) and/or other bidders or entities in a joint venture, as appropriate. Bidders may associate with the other bidders invited for this service only with approval of the Client as indicated in the Data Sheet. Bidders must obtain the approval of the Client to enter into a joint venture with bidders not invited for this service. The bidders are encouraged to seek the participation of local bidders by entering into a joint venture with, or subcontracting part of the service to bidders who are Nationals of African Union Member States.

3.4 The Technical Bid shall provide the following information using the Standard Forms attached in Section 4:

- (i) A brief description of the firm's organization and an outline of recent experience on services (Section 4B) of a similar nature. For each service, the outline should indicate, inter-alia, the, duration of the service, contract amount, and the firm's involvement.
- (ii) Any comments or suggestions on the Terms of Reference and on the data, a list of services, and facilities to be provided by the Client (Section 4C).
- (iii) A description of the methodology and work plan for performing the service (Section 4D).
- (iv) A detailed description of the proposed methodology, staffing, and monitoring of performance.
- (v) Any additional information requested in the Data Sheet.

3.5 The Technical Bid shall not include any financial information.

Financial Bid 3.6 In preparing the Financial Bid, bidders are expected to take into account the requirements and conditions outlined in the RFP documents. The Financial Bid should follow the Standard Forms in Section 5.

3.7 The Financial Bid shall include all the costs the bidder incurs to provide the services but shall exclude all local taxes levied within African Union Member States on the invoice issued by the bidder (such as local sales tax, services tax or withholding tax).

3.8 Bidders are to express the price of their services in United States Dollar (USD).

- 3.9 Commissions and gratuities, if any, paid or to be paid by bidders and related to the service will be listed in the Financial Bid submission form (Section 5A).
- 3.10 The Data Sheet indicates how long the bids must remain valid after the submission date. During this period, the bidder is expected to keep available the professional staff proposed for the service. The Client will make its best effort to complete negotiations within this period. If the Client wishes to extend the validity period of the bids, the bidders who do not agree have the right not to extend the validity of their bids.

4. Submission, Receipt, and Opening of Bids

- 4.1 The original bid (Technical Bid and Financial Bid; see paragraph 1.2) shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the firm itself. Any such corrections must be initialed by the persons or person signing the bid.
- 4.2 An authorized representative of the firm should put initials on all pages of the bid. The representative's authorization must be confirmed by a written power of attorney accompanying the bid.
- 4.3 For each bid, the bidders shall prepare the number of copies indicated in the Data Sheet. Each Technical Bid and Financial Bid shall be marked "Original" or "Copy" as appropriate. If there are any discrepancies between the original and the copies of the bid, the original will govern.
- 4.4 The original and all copies of the Technical Bid shall be placed in a sealed envelope clearly marked "Technical Bid," and the original and all copies of the Financial Bid in a sealed envelope clearly marked "Financial Bid." Both envelopes shall be placed into an outer envelope and sealed. This outer envelope shall bear the submission address and other information indicated in the Data Sheet and be clearly marked, "Do Not Open, Except in Presence of the Tender Opening Committee."
- 4.5 The completed Technical and Financial Bids must be delivered at the submission address on or before the time

and date stated in the Data Sheet. Any bid received after the closing time for submission of bids shall be returned unopened.

- 4.6 After the deadline for submission of bids, the Technical Bid shall be opened on indicated date by the Bid Opening Committee.
- 4.7 The Firm may withdraw its Bid after the Bid's submission, provided that the written notice of the withdrawal is received by the Client prior to the deadline prescribed for submission of Bids. The Firms' withdrawal notice shall be prepared, sealed, marked, and dispatched, or may also be sent by telex or fax but followed by a signed confirmation copy. No Bid may be modified after the deadline for submission of bids. No Bid may be withdrawn in the Interval between the deadline for submission of bids and the expiration of the period of bid validity specified by the firm on the Bid Submission Form.

5. Bid Evaluation

General

- 5.1 From the time the bids are opened to the time the contract is awarded, if any bidder wishes to contact the Client on any matter related to its bid, it should do so in writing at the address indicated on the Data Sheet. Any effort by the firm to influence the Client in bid evaluation, bid comparison or contract award decisions may result in the rejection of the bidder's proposals.

Evaluation of Technical Bids

- 5.2 The evaluation committee appointed by the Client, as a whole, and each of its members individually, will evaluate the bids on the basis of their responsiveness to the Terms of Reference, applying the evaluation criteria, sub-criteria (typically not more than three per criteria), and point system specified in the Data Sheet. Each responsive bid will be given a Technical Score (St). A bid shall be rejected if it does not respond to mandatory aspects of the Terms of Reference or if it fails to achieve the minimum technical score indicated in the Data Sheet.

**Evaluation of
Financial
Bids:
Ranking
(QCBS
Method Only)**

5.3 In the case of Quality-Based Selection, Selection Based on Bidder’s Qualifications, and Single-Source Selection, the highest ranked firm, or the firm selected on a single-source basis, may be invited to negotiate a contract on the basis of the Technical Bid and the Financial Bid submitted in accordance with the instructions given in paragraph 1.2 and the Data Sheet.

5.4 The evaluation committee will determine whether the Financial Bids are complete (i.e., whether they have provided prices for all services on the corresponding Technical Bids; if not, the Client will add their cost to the initial price) and correct any computational errors. The evaluation shall exclude those taxes, duties, fees, levies, and other charges imposed that are subject to the African Union exemption on the payment of taxes and duties as per paragraph 3.7.

5.5 In case of **QCBS**, the lowest priced Financial Bid (Fm) will be given a financial score (Sf) out of 100 points. The financial scores (Sf) of the other Financial Bids will be computed as indicated in the Data Sheet. Bids will be ranked according to their combined technical (*St*) and financial (*Sf*) scores using the weights (T = the weighting for the Technical Bid; P = the weighting for the Financial Bid as indicated in the Data Sheet. T + P = 1); The firm achieving the highest combined technical and financial score using the formula: `

$$S = St \times T\% + Sf \times P\%$$

will be invited for negotiations.

6. Negotiations

6.1 Negotiations will be held virtually. The aim is to reach agreement on all points and sign a contract.

6.2 Negotiations will include a discussion of the Technical Bid, the proposed methodology (work-plan), staffing, and any suggestions made by the firm to improve the Terms of Reference. The Client and firm will then agree on the final Terms of Reference, staffing, and bar charts indicating activities, staff, , and reporting. The agreed work plan and final Terms of Reference will then be incorporated in the “Description of Services” and form part of the contract. Special attention will be paid to

getting the most the firm can offer within the agreed prices and to clearly defining the inputs required from the Client to ensure satisfactory implementation of the service.

- 6.3 Financial negotiations will reflect agreed technical modifications in the cost of the services, and will include a clarification of the firm's tax liability (if any) in the Country specified for performance of the Services, and the manner in which it will be reflected in the contract. The financial negotiations will not normally involve either the remuneration rates for staff (no breakdown of fees), or other proposed unit rates under QCBS.
- 6.4 The negotiations will conclude with a review of the draft form of the contract. On completion of negotiations, the Client and the firm will sign the agreed contract. If negotiations fail, the Client will invite the firm whose bid received the second highest score to negotiate a Contract.

7. Award of Contract

- 7.1 The contract will be awarded following negotiations. After negotiations are completed, the Client will promptly notify other bidders on the shortlist that they were unsuccessful and return the unopened Financial Bids of those bidders who did not pass the technical evaluation (paragraph 5.3).
- 7.2 The firm is expected to commence the service on the date and at the location specified on the Data Sheet.

8. Confidentiality

- 8.1 Information relating to the evaluation of bids and recommendations concerning awards shall not be disclosed to the bidders who submitted the bids or to other persons not officially concerned with the process, until the winning firm has been notified that it has been awarded the contract.

Section 3 - Data Sheet

ITB Clause Reference

- ITB Clause 1.1 The name of the Client is **African Union Commission (AUC)**.
The method of selection is **Quality and Cost Based Selection Method. The weights shall be 70% on quality of technical proposal and 30% on financial proposal.**
- ITB Clause 1.2 Technical and Financial Bids are requested.
The name, and Procurement Number of the service are **Request for proposals (RFP) for the provision of Travel Management Services (TMS) for a period of three (3) years, AUC/OSSD/NC/001.**
- ITC Clause 1.5 The Client will provide the following inputs:
Terms of Reference attached with this bidding document
- ITB Clause 2.1 Clarifications may be requested up to **7** days before the submission deadline – **07 March 2025**.
The address for requesting clarifications is:
tender@africa-union.org
- ITB Clause 3.1 Bids should be submitted in the English language.
- ITB Clause 3.3(ii) All reports that are required under the service shall be submitted in the English language.
- ITB Clause 3.4(v) Additional information required in the Technical Bid is: Refer to Terms of Reference under Section 6.
- ITB Clause 3.10 Bids must remain valid for 90 days after the submission date.
- ITB Clause 4.4 The address for submission of bids is: **tender@africa-union.org**
- ITB Clause 4.5 Electronic Bids must be submitted not later than **07th March 2025 at 1500hrs (Addis Ababa Time). Late bids will be rejected.**
- ITB Clause 5 The address for communications to the Client is:
**Supply Chain Management Division,
African Union Commission,
Building C, 3rd Floor,
Addis Ababa, Ethiopia. E-mail: tender@africa-union.org**

Section 3. Information to Consultants – Data Sheet

- ITC Clause 5.2 Preliminary Technical and Financial evaluation shall be based on the following **mandatory documents submitted**:
- (i) Certified copy of Certificate of incorporation (Company Registration);
 - (ii) Audited financial statements
 - (iii) Latest tax Clearance Certificate.
 - (iv) Submission of a technical and financial proposal in the format provided in the bid document for which the Bid Submission Forms must be duly signed.
 - (v) Where bidders are bidding as a joint venture, a joint venture agreement or Memorandum of Understanding is required. It should be clearly indicated who the lead bidder is.
 - (vi) Duly signed Mandatory Technical and Financial Proposal Standard Forms [(Section 5: 5A to 5F) and (Section 6: 6A to 6E)].

The above documents must be part of the Technical Proposal.

- ITB Clause 5.3 The number of points to be given under each of the technical evaluation criteria are:

TECHNICAL EVALUATION SCORE SHEET		
(i) Specific firm Travel Management experience in related to the assignment [35]		
• Relevant experience in Travel Management Services for more than 5 Years [10]		10%
• Is the bidder a member of IATA (Attach the current IATA Certificate). [05]		5%
• Servicing at least 5 or more international organization and attaching the letters of reference from the international organizations which should not be more than 5 years old). [10]		10%
• Global Distribution System (GDS) Systems in use and Attach confirmation letter from GDS company confirming utilization of indicated GDS. [10]		
o Amadeus [03]		3%
o Galileo [03]		3%
o Attach sample reports of each applicable GDS. [04]		4%
(ii) Submission content/Proposed approach or methodology [35]		
• Presentation of submitted documents [05]		5%
• Adequacy of the proposed work plan and methodology in responding to the Terms of Reference [20]		
o Alignment with Objectives [03]		3%
o Detail and Clarity [05]		5%
o Feasibility [03]		3%
o Innovation and Appropriateness [03]		3%
o Compliance with TOR [03]		3%
o Capacity and Expertise [03]		3%
• Compliance with prescribed instruction as per RFP i.e. Format, Structure and Content Requirements. [10]		10%
(iii) Qualifications and competence of the key staff for the Assignment [30]		
• One Qualified Team Leader / Accounts Manager [14]		
o Attach signed curriculum vitae and copy of valid national passport [01]		1%
o Have more than 8 years of experience in Corporate Travel Management at Managerial/Supervisory Level [05]		5%
o Holds a minimum academic Bachelor's degree in either travel, tourism, business management or business administration. [05]		5%
o Attach copy of either an academic Bachelor's degree in either travel, tourism, business management or business administration. [03]		3%

Section 3. Information to Consultants – Data Sheet

• Three Qualified Senior Travel Consultants [16]	
○ Attach 3 signed curriculum vitae (One for each Senior Travel Consultant) and copies of valid national passports [03]	3%
○ Have more than 5 years of Corporate Travel Management experience [05]	5%
○ Holds a minimum academic Bachelor's degree in either Tourism , Travel Management or IATA Diploma Certification [05]	5%
○ Attach copy of either a bachelor's degree or IATA Diploma Certification for each Senior Travel Consultant. [03]	3%
Total Points: 100 MARKS	100%
The minimum technical score (St) required to pass is 70 points (70%)	
Note: Failure to provide mandatory documents as stated above will result in disqualification of the bid at the preliminary evaluation stage.	

ITB Clause 5.4 The single currency for price submission is **United States Dollars**

The date of exchange rates is the applicable rate at the time of the service delivery, accessible through the respective Airline Reservation System in use.

ITB Clause 5.8 The combine technical and financial evaluation in accordance with the Quality and Cost Based Selection Method shall be computed as: 70% for technical proposal and 30% for financial proposal

ITB Clause 6.1 Negotiations will be held virtually.

ITB Clause 7.2 The service is expected to commence: *TBA*

SECTION 4.

Mandatory Technical Proposal - Standard Forms

- 4A. Technical Proposal submission form.
- 4B. Firm's references.
- 4C. Comments and suggestions of bidders on the Terms of Reference and on data, services, and facilities to be provided by the Client.
- 4D. Description of the methodology and work plan for performing the assignment.
- 4E. Team composition and task assignments.
- 4F. Format of curriculum vitae (CV) for proposed professional staff.

4A. TECHNICAL PROPOSAL SUBMISSION FORM

{*Location, Date*}

To: {*Name and address of Client*}

Sir / Madam:

We, the undersigned, offer to provide the services for {*Title of services and Procurement Number*} in accordance with your Request for Proposals dated {*Date*} and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal, and a Financial⁶ Proposal sealed under a separate envelope.

We declare that we have no conflict of interest as defined by Section 1.7 of the Information to Consultants in relationship to performance of this assignment.

If negotiations are held during the period of validity of the Proposal, i.e., before {*Date*} we undertake to negotiate on the basis of the proposed staff. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorised Signature:
Name and Title of Signatory:
Name of Firm:
Address:

⁶ In Quality-Based Selection, the proposal may include only a Technical Proposal. If this is the case, delete “and a Financial Proposal sealed under a separate envelope.”

4B. FIRM'S REFERENCES

Relevant Services Carried Out in the Last Five Years That Best Illustrate Qualifications

Using the format below, provide information on each assignment for which your firm/entity, either individually as a corporate entity or as one of the major companies within an association, was legally contracted.

Assignment Name:		Country:
Location within Country:		Professional Staff Provided by Your Firm/Entity(profiles):
Name of Client:		No. of Staff:
Address:		No. of Staff-Months; Duration of Assignment:
Start Date (Month/Year):	Completion Date (Month/Year):	Approx. Value of Services (in Current US\$):
Name of Associated Consultants, If Any:		No. of Months of Professional Staff Provided by associated Consultants:
Name of Senior Staff (Project Director/Coordinator, Team Leader) Involved and Functions Performed:		
Narrative Description of Project:		
Description of Actual Services Provided by Your Staff:		

Firm's Name: _____

4C. COMMENTS AND SUGGESTIONS OF CONSULTANTS ON THE TERMS OF REFERENCE AND ON DATA, SERVICES, AND FACILITIES TO BE PROVIDED BY THE CLIENT

On the Terms of Reference:

- 1.
- 2.
- 3.
- 4.
- 5.

On the data, services, and facilities to be provided by the Client:

- 1.
- 2.
- 3.
- 4.

**4D. DESCRIPTION OF THE METHODOLOGY AND WORK PLAN FOR
PERFORMING THE ASSIGNMENT**

(REFER TO TERMS OF REFERENCE UNDER SECTION 6 FOR GUIDANCE)

4E. TEAM COMPOSITION AND TASK ASSIGNMENTS

1. Technical/Managerial Staff		
Name	Position	Task

2. Support Staff		
Name	Position	Task

4F. FORMAT OF CURRICULUM VITAE (CV) WITH COPIES OF ACADEMIC QUALIFICATION AND PROFESSIONAL CERTIFICATION

Proposed Position: _____

Name of Firm: _____

Name of Staff: _____

Profession: _____

Date of Birth: _____

Years with Firm/Entity: _____ Nationality: _____

Membership in Professional Societies: _____

Detailed Tasks Assigned: _____

Key Qualifications:

{ Give an outline of staff member's experience and training most pertinent to tasks on assignment. Describe degree of responsibility held by staff member on relevant previous assignments and give dates and locations. Use about half a page. }

Education:

{ Summarize college/university and other specialized education of staff member, giving names of schools, dates attended, and degrees obtained. Use about one quarter of a page. }

Languages:

{ For each language indicate proficiency: excellent, good, fair, or poor in speaking, reading, and writing. }

Employment Record:

{Starting with present position, list in reverse order every employment held. List all positions held by staff member since graduation, giving dates, names of employing organizations, titles of positions held, and locations of assignments. For experience in last ten years, also give types of activities performed and client references, where appropriate. Use about two pages.}

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe me, my qualifications, and my experience.

_____ Date: _____
{Signature of staff member and authorized representative of the firm} *Day/Month/Year*

Full name of staff member: _____

Full name of authorised representative: _____

SECTION 5.

Mandatory Financial Bid - Standard Forms

5A. Financial Bid submission form.

5B. Breakdown of price per activity.

5A. FINANCIAL BID SUBMISSION FORM.

{Date}

To: {Name and address of Client}

Sir / Madam:

We, the undersigned, offer to provide the services for {Title of services and Procurement Number} in accordance with your Request for Bids dated {Date} and our Bid (Technical and Financial Bid). Our attached Financial Bid is for {Amounts in words and figures}. These amounts are exclusive of the local taxes which shall be identified during negotiations and shall be added to the above amount if applicable.

Our Financial Bid shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Bid, i.e., {Date}.

Commissions and gratuities, if any, paid or to be paid by us to agents relating to this Bid and Contract execution, if we are awarded the Contract, are listed below:

Name and Address of Agents	Amount and Currency	Purpose of Commission or Gratuity
_____	_____	_____
_____	_____	_____

We understand you are not bound to accept any Bid you receive.

Yours sincerely

Authorised Signature:
Name and Title of Signatory:
Name of Firm:
Address:

5B. BREAKDOWN OF PRICE PER ACTIVITY

SERVICE FEE PER TRANSACTION	Cost Excl Vat (USD)
Air Ticket – All sectors International & Domestic tickets	
Air Ticket - Rerouting/re issue (All sectors) International & Domestic Tickets	
Air Ticket issuance using online booking tool in the GDS (Amadeus)	
Air Ticket Rerouting / re issue using online booking tool in the GDS (Amadeus)	
Refund Admin Fee (excluding Airline Charges)	
Changes/revalidation on ticket after ticketing	FREE
Account Management, analysis and Reporting	FREE
After hour service (Per Call)	FREE

SECTION 6

Terms of Reference

Terms of Reference for provision of Travel Services to the African Union Commission (AUC).

1. INTRODUCTION

The African Union Commission (AUC) would like to invite interested travel agencies who meet the set criteria as provided to perform the contract for provision of travel agency services.

1.1 Qualification Document

This RFP document includes questionnaire forms and documents required from prospective travel agencies. To qualify, prospective agencies must submit all the information and documents requested herein.

1.2 Additional Information

The client reserves the right to request submission of additional information from prospective bidders. Documents that are not submitted in the prescribed manner shall not be considered. All the documents that form part of the proposal must be written in English.

2. THE OBJECTIVES OF THE ASSIGNMENT

The objective of this assignment is to engage a qualified Travel Agent(s) to cover the provision of travel management and related services hereafter referred to as “Travel Management Services” (TMS):

- a) The AUC seeks to streamline its local and international travel services to provide more customized travel services taking advantage of the state-of-the-art technological processes in air travel. The overall objective is to reduce travel costs by optimizing on value for money, providing competitive travel options and accessibly to most direct and economic routes.
- b) The successful bidder will be offered a 3 (Three) years Framework Agreement renewable subject to satisfactory performance, proven cost effectiveness and efficiency of the Travel Agency. This will be informed by the annual performance evaluation on the dimensions agreed in the service level agreement and in the dimensions of Value for Money(VFM), Competitive travel options and economical routing.
- c) The Travel Agency will work closely with the AUC Travel Unit and may be extended to other AU offices located in other regions of the Continent.

3. SCOPE OF SERVICES REQUIRED

The following are the scope of services and requirements for the AUC:

3.1 Air Travel

This requires the Travel Agency in all cases to book the most direct and cost-effective route and to research alternate itineraries (at least three options, if available) and provide the competitive fares on routings that minimize inconvenience to passengers.

The Travel Agency must have some negotiated rates with airlines and hotels for incentive and rewards to loyalty customers. While a copy of the Travel Policy will be provided to the Travel Agent, it is to be understood that the travel policies embody the following basic principles which, however, are subject to subsequent revision:

- a) Where available, use of the lowest applicable fare shall be the preference and book the most direct, convenient and cost-effective route. This should be done through a proper exploration/review of alternative itineraries (at least three options, if available) and provide the most economical and competitive fare on routing that minimize inconvenience to passengers.
- b) Business Class travel is applicable only as per AUC Travel Policy Guidelines or in some situations as per the instruction of the Administration Officer or Travel officer.
- c) The Travel Agency must be able to administer corporate deals negotiated with operating airlines on behalf of the AUC.
- d) Provide travel advisories from time to time covering the whole world.
- e) Provide monthly, and quarterly travel reports, which will provide details on the number of tickets, issued, tickets cancelled, total refunds, claims, and claims reimbursed, etc.

3.2 Reservations and Ticketing

- a) Upon approval from Travel Unit /Administrator the Travel Agency shall immediately make bookings on the airlines operating the route, prepare appropriate itineraries provide alternative quotations to secure further cost reductions based on the value for money, most direct and cost-effective routing, and on the appropriate designated travel class.
- b) Provide tickets for domestic and international air travel destinations. Authorizations to purchase such tickets shall be in form of approved purchase orders. All charges will be made directly to AUC. If fare changes require additional funding, the Travel Agency must receive a corrected travel authorization prior to issuing a changed ticket.
- c) The Travel Agency shall obtain the lowest applicable fare available on the most direct route in compliance with the relevant AU Travel guidelines/ Travel at the time of booking. In no event shall the Agency procure travel Tickets in excess of the amount stated in the Travel Authorization without the written approval of the AUC Travel Unit.
- d) In the event that required itinerary cannot be confirmed, the Agency shall notify the AUC Travel Unit of the problem and present alternative routings/quotations for consideration.
- e) For wait-listed bookings, the Agency shall provide regular feedback on status of flight; however, tickets must never be issued with waitlisted sectors.
- f) The Agency shall promptly issue and send to AUC Travel Unit by email an e-ticket and detailed itineraries, showing the accurate status of the airline on all segments of the journey; and shall keep abreast of carrier schedule changes, as well as all other alterations and new conditions affecting travel and make appropriate adjustments for any changes in flight schedules prior to or during the traveler's official trip. When necessary, tickets and billings shall be modified or reissued to reflect these changes.

- g) The Agency shall accurately advise the AUC Travel Unit Reservation validity(Ticketing time limit), and other relevant information every time reservations are made, in order to avoid cancellations of bookings.
- h) Air tickets shall be issued only on approved ticket stock of the International Air Transportation Association (IATA) or ticket stock of recognized, reputable airlines as approved by the AUC Travel Unit. However, exceptions should be considered in markets where only regional airlines are operating.
- i) The Agency shall ensure that all travellers are aware of document requirements including visa, health and vaccination for their respective itineraries before departure;
- j) The Agency will also be responsible for administering Corporate Deals that AUC Travel Unit may negotiate with airlines directly. In administering such corporate deals, The agency:
- Shall ensure that all terms of the corporate deals are adhered to, with no exceptions;
 - Shall ensure that the terms of said deals are kept confidential;
 - Shall ensure that none of the benefits accorded to the AUC are abused or misused or applied to any other traveler than those sponsored by the AUC.
 - The AUC reserves the right to hold the Agency accountable for any legal or financial consequences that may arise due to misuse of corporate deals entrusted to the Agency. AUC also reserves the right to audit the AUC Transactions at any given time to ascertain the principles of accountability and transparency and Value For Money (VFM).
- k) The Travel Agency shall only act on travel requests for official travel submitted by the AUC Travel Unit. The Administrative hierarchy for decision making will be advised to the Agency in writing prior to the effective date of this contract.
- l) The Travel Agency shall provide an information service to notify the AUC Travel Unit and the traveler of such events as airport closures, cancelled or delayed flights, strikes as well as local political or safety conditions which may affect travel to any destination;
- m) The Travel Agency shall indicate any special features, programs, or services that would be beneficial to the AUC and its travellers (e.g. visa processing, "Meet and greet", Lost baggage follow-up, insurance, preferred seating arrangements, Etc.).
- n) Render expert advice on itineraries, reserve, and issue ticket documents for all modes of transportation including air, rail, road, sea, tours and in a timely and accurate manner within the parameters of the travel Policy/guidelines as requested. The Travel Agency shall retain proper records of all tickets issued and related services provided under the contract for a period to be agreed upon at the signing of the contract. Such records shall be made available for inspection by AUC upon request, always and within short notice.
- o) The Travel Agency shall inform the AUC Travel Unit of all the conditions of purchase of tickets/airfares, ticket issuance time limits, terms of cancellations, refund and exchange fees and any other relevant information prior to the issuance of any tickets/airfares.
- p) The official travel requirements shall be accorded the highest priority and, therefore, the Agency shall ensure that servicing private travel does not delay, impede or frustrate the Agency's timely and effective processing of the AUC's official travel.
- q) The Travel Agency shall only charge AUC for the official cost of the trip as per the established travel entitlement in accordance with the relevant travel guidelines of the organization. Any additional cost resulting from any deviation from the official cost of the trip for the purposes of private travel shall be collected directly from the traveler.

- r) The Travel Agency shall provide travel services during working hours in line with AUC business hours. In addition The Travel Agency shall provide afterhours services as well as during weekends and official holidays where emergency travel service is required.
- s) The Travel Agency shall provide at least **3 (Three) Senior Travel Consultants and 1 (One) Team Leader / Accounts Manager** to service the AUC during the term of service. The consultant should demonstrate good knowledge and experience in travel within Africa and beyond.
- t) The Travel Agency shall provide complimentary automatic travel insurance coverage in a sufficient amount, with a zero deductible and in line with the IATA requirements, for all travelers and agree to render assistance, as and when required, to any traveler in the case of illness or injury, as well as in the case of loss of or damage to luggage.
- u) The Travel Agency shall inform AUC Travel Unit, on a regular basis, as well as upon request, of any special offers, discounts, benefits or advantages from airlines or other travel suppliers such as:
 - i. Special or group fares
 - ii. Corporate incentive agreements
 - iii. Preferred supplier bonus agreements
 - iv. Destination Promotion Programs.
 - v. Company promotion programs
 - vi. Creative ticketing.
 - vii. Tourism packages
- v) The Travel Agency shall be given complete copies of the African Union travel policy to ensure compliance with these policies and procedures for all official Travel.

3.3 Billing and Invoice

- a) Invoice for all travel requests shall be submitted and delivered to AUC on a weekly basis by attaching copies of the Purchase Orders. The Invoices shall indicate the Itinerary, traveller, Air fare calculations and ticket number. The statement of account shall show for each transaction, the country, Purchase Order Number, Invoice Number and Total currency amount, in which all costs were incurred, the date, the invoice number and the name of the concerned AUC Traveler.

3.4 Availability of additional services that may be requested

- a) The Travel Agency will assist the AUC staff in obtaining visas upon request. This assistance shall consist of providing the forms and applications for visa requests, providing visa information to staff, conducting visa assistance follow ups, keeping appropriate records thereon, using and deciding for issuance of visas.
- b) The Travel Agency will provide information on health, immigration clearance, foreign exchange control regulation and other government restrictions and assistance in obtaining travel tax exemption certifications and entry visas to countries.
- c) The Travel Agency will assist with Issuance of Travel Insurance, recovery of lost baggage/ Excess Baggage, Preferred Seating Arrangements, Privileged Check- in Services, VIP Services and Emergency Services e.g. Sickness, Injury etc.
- d) The Travel Agency shall assist in the preparation and arrangement of travel plans for conferences and meetings, as and when requested by AUC.

- e) The Travel Agency shall provide information service to notify AUC Travel Unit of such events as airport closings, cancelled or delayed flights and strike situations as well as local political or safety conditions, which may affect staff to travel those destinations.
- f) **Personal Travel:** Upon request by a staff member, the Travel Agent may assist the AUC Staff and their dependents in arranging personal travel at the lowest applicable fares and rates or as otherwise requested, consistent with each traveler’s requirements. The AUC is not to be officially involved in any way in personal travel arrangements. Collection of amounts due and any refunds for these personal travel segments are to be arranged directly between Travel Agent and the AUC Staff and collected prior to releasing the ticket. In the event personal travel is undertaken in conjunction with official travel, the Travel Agent will clearly document the cost and routings of personal portions of combined trips on all itinerary/invoices, and provide report/ information on such trips as requested by the AUC . The Travel Agent will ensure that arranging personal travel does not interfere with arranging official travel.
- **Payment for Personal Travel Portions:** All charges associated with personal travel portions of official trips shall be billed directly to travellers and excluded from invoices presented to the AUC. The AUC will not be liable for expenses related to personal travel portions.
- g) **Quality Control:** The Travel Agency shall arrange for a proper system of quality control for the services being provided and shall furnish all details and results of an on-going customer satisfaction surveyor questionnaire that shall be administered and reviewed annually. The Travel Agency shall also provide to the AUC the results and action plans that will address any issues or concerns that resulted from the surveyor questionnaire for further improvement.

4 **EXPECTED RESULTS AND DELIVERABLES**

4.1 Reporting - Travel Management & Expenditure Reports

- The Travel Agency shall submit reports on detailed expenses per completed month for all transactions processed, the number of changes made, all savings achieved and credits due as well as exception reports must be submitted on time for Management Report. The report will reflect detail per sector and unit,
- The Travel Agency shall provide reports on travel patterns including information such as routing and destination reports, ticket and invoice reports, cost savings reports, monthly refund status reports, airline usage and validation reports and any additional reports that may be deemed necessary by AUC and when requested.
- The following reports shall be submitted:

Item	Report	Timeframe
1	Inception Report	One month upon signing of the Contract
2	Monthly reports on the status of ticket refunds	Every month
3	Quarterly Production Statistics (consolidated format). This report shall contain as a minimum airline used, destinations travelled during the reporting period, Frequency of travellers, Lost discounts, used and unused tickets.	Every Quarter

The reports shall be submitted to the AUC Travel Unit as stipulated in the table above. Approval of the reports shall be within two weeks of receipt of the reports, by the Director Operations Support Services.

4.2 Tariff/Discount Adjustments

Notices of immediate tariff adjustments, especially in respect of air travels must be made available and distributed within the AUC Travel Unit via email.

- a) The Travel Agency shall provide information on Commission and discount Rates as and when requested that is granted by all vendors.
- b) The Travel Agency shall demonstrate the level of transparency that meets the systems in place which will ensure easy implementation of cost savings measures for the procurement of travel services.
- c) The Travel Agency shall make every reasonable effort to maximize the use of any preferred carrier/vendor negotiations in place to obtain cost savings for AUC.
- d) Ensure continuous negotiations to lower tariffs or higher discounts.

4.3 Refunds and unused tickets reports

Travel agency shall prepare and submit report(s) on all authorized flight changes /cancellations when and as required:

- a) Report on status of airline refunds on all cancellations and the Travel Agency shall also submit a weekly report of unused tickets to be submitted for refund.
- b) Ensure that AUC is reimbursed for partly or fully unused tickets, subject to applicable regulations.
- c) Assist in Travel Report on travel advance reconciliation
- d) The Travel Agency will provide the AUC with a report showing all unused non-refundable tickets.
- e) The Travel Agency shall arrange, at no additional charge, the refund of unused refundable tickets within 30 to 60 days of submission.
- f) The Travel Agency shall provide a monthly report of status of refunds and claims.

5. FIRM'S COMPETENCES AND KEY EXPERTS' REQUIREMENTS

- a) Provide a Company Profile which describes your Travel Agency and its experience in travel Industry (air travel, accommodation arrangements, and car hire services).
- b) References of client profiles is required with other organizations preferably major NGOs, or international bodies and Government entities.
- c) Key Experts/Consultants Qualification and experience at the level of Account Manager/Team Leader and Senior Consultants with Minimum of Eight (8) Years' and 5 Years respectively Experience working in Air travel Agencies and at least with a minimum Degree for the Team Leader (Manager) and IATA Diploma for Senior Consultants in a relevant qualification.
- d) Key Experts with IATA Trainings will be an added advantage.
- e) The Travel Agency must provide its Internal Structure with clear management responsibilities and a chain of command to ascertain their efficiency effectiveness.
- f) List affiliations/accreditation with professional Travel Associations such as IATA and ICAWA will be major advantage
- g) The Travel Agency must provide areas of coverage by country, regional or continental geographical operations.

- h) Provide a list of any proposed service that adds value and uniqueness to the firm, including franchise agreements, and any applicable discounts or rebates.
- i) The Agency shall commit to replace or rotate personnel to satisfactorily service the volume of work whenever called upon.

6. ADMINISTRATIVE/TECHNICAL CAPACITY REQUIREMENTS

- a) The Global Distribution Systems (GDS) in use should be International Air Transport Association (IATA) approved system preferably Amadeus, Galileo or both. Any other additional up to date Management Information System (MIS) that will give AUC as much details as possible on expenditure and cost savings dash boards will be appreciated.
- b) Valid International Air Transport Association (IATA) accreditation Licenses and possess appropriate licenses and software/ Global Distribution System (GDS) i.e., Amadeus or Galileo required for processing travel reservations and ticket issuance.
- c) Any other role under this option may be considered depending on the added value for the smooth transaction and outcome.
- d) Travel Agent should have physical registered office within Africa.

7. SUBMISSION OF PROPOSAL:

7.1 TECHNICAL PROPOSAL:

- a) Company Profile with experience of the Firm as well as reference of clients as stated above under Experience of the Firm.
- b) Qualification and work experience required for Key Travel Management Consultants.
- c) Administrative/Technical capacity requirements

7.2 FINANCIAL PROPOSAL

- a) The service fees provided shall **ONLY be** on a transaction basis per activity.
- b) No other service fees should be provided/requested apart from the ones stipulated on the transaction fees

8. GOVERNANCE, SUPPORT AND FACILITIES TO BE PROVIDED BY AUC.

The Travel Agency shall be supported by the AUC Travel Unit, which shall operate from their own offices.

9. PROPOSED PAYMENT SCHEDULE

Payment to be received by the Travel Agency within forty-five (45) calendar days after receipt of invoice by the AUC Travel Unit.