



SELECTION OF A TRAVEL AGENCY

REQUEST FOR PROPOSALS (RFP)

TITLE: A TRAVEL AGENT

ISSUE DATE: WEDNESDAY, 6TH NOVEMBER 2019

DUE DATE: 18TH NOVEMBER 2019

ADVERTISEMENT

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TENDER TITLE: SELECTION OF A TRAVEL AGENCY

TENDER NUMBER: RFP-TA-11-2019

The Federation of East African Freight Forwarders Associations (FEAFFA) is an apex body of national associations of clearing and forwarding agents in the EAC. FEAFFA is registered and domiciled in the United Republic of Tanzania in 2006 but its Secretariat is situated in Nairobi, Kenya. Current member associations are Association Burundaise des Agences en Douane et Transitaires (ABADT), Kenya International Freight & Warehousing Association (KIFWA), Rwanda Freight Forwarders Association (RWAFFA), Tanzania Freight Forwarders Association (TAFFA), Uganda Freight Forwarders Association (UFFA) and Zanzibar Freight Forwarders Bureau (ZFB). It represents over 2500 clearing and forwarding firms in the EAC region.

FEAFFA was formed to become a regional mouthpiece of the freight logistics service providers in East Africa. It intends to enhance professionalism in the freight logistics industry, engage with trade facilitation agencies for a better operating environment and be a one stop source of freight logistics information to the members and stakeholders.

FEAFFA's specific objectives include

- To be the mouthpiece and promote the image of the national associations and the Freight Forwarding Industry throughout the East African Region;
- To safeguard, promote and advance the common interest of members and freight forwarders of the Region;
- To promote professionalism in the sector through training and adoption of professional ethics;
- To enhance public private partnership in the sector at national and regional level,
- To encourage and facilitate collaboration with relevant national, regional and international organizations.

The Federation key areas of focus are professionalization, advocacy, providing business intelligence and membership development services for the customs and freight forwarding industry in the EAC region. The secretariat and its programs are largely supported by members and development partners

TENDER INSTRUCTIONS

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1. General

This Request for Proposals (RFP) and in particular the Instructions for Compiling and Submitting Your Tender are designed to help you produce a tender that is acceptable to FEAFFA as well as ensuring that tenders are given equal consideration. FEAFFA will select the most economically advantageous tender. It is essential, therefore, that you provide the information requested in the specific format and no other.

2. Acceptance of Tenders

FEAFFA is not bound to accept the lowest, or any, tender. We also reserve the right to request any, or all, to clarify the bids submitted.

Instructions for Compiling and Submitting your Tender

3. Format of Your Tender

Your tender should be submitted in English and be set out in four (4) main parts:

- Part A – Preliminary requirement;
- Part B - Executive Summary;
- Part C - General and Technical; and,
- Part D – Financial.

3. Part A - Preliminary requirements

Bidders are required to submit scanned copies of statutory requirements

4. Part B – Executive Summary

This should be a brief overview of your tender covering how you intend to achieve the outputs and your assessment of the resources required.

5. General and Technical Tender

Your Technical submission should contain the following;

Any Qualification to Terms of Reference including scanned copies of relevant reference letters.
Technical Response (including method of implementation and your proposed quality assurance mechanisms).

CV of the expert with information relevant to this project.

Personnel Inputs – include person days without any reference to fees.

Previous relevant Experience.

7. Part D – Financial Tender

All prices must be for the duration of the contract.

8. Government Tax

Bidders are responsible for establishing the status of the Services for the purpose of any government tax in any East African country. All fee rates proposed by the tenderer shall be deemed to be inclusive of all taxes applicable. The contract shall be domiciled in Kenya and Government of Kenya tax laws shall apply.

9. TERMS OF REFERENCE

TERMS OF REFERENCE FOR PROVISION OF TRAVEL RELATED SERVICES

1. Background

The Federation's travel needs across the EAC region are steadily growing in the recent past resulting into increased costs as well as consuming a lot of staff time. To achieve time and cost efficiency from economies of scale as well as ensuring outstanding quality of service, FEAFFA wishes to enter into an Agreement with a competent Travel Agency to handle all its travel management services including among others Air ticketing, Taxi services, Accommodation and Conferencing.

2. Objective

To procure a travel agency to provide travel management services for FEAFFA.

3. Scope of work

The Travel Agent will perform the following tasks;

- A. Provide flight bookings and issuance of air tickets.
- B. Organize airport transfers
- C. Organize for ground transfers
- D. Procure hotel accommodation on behalf of the Association.
- E. Procure conference facilities on for the Association.
- F. Provide fast and competitive visa services when necessary. Provide travel information, advisories, etc. to FEAFFA

4. Duration of contract

5.

The travel agency will be contracted for one (1) year renewable based on performance.

6. Indicative information

The estimated value of the travel business for FEAFFA in the next few years is estimated to be USD Five Hundred Thousand (500,000) per annum. This represents flights and hotel bookings.

FEAFFA is not setting a minimum guarantee on volume sales, nor will the Travel Agency impose such a guarantee of volume any time before or during the contract period.

7. FEAFFA TRAVEL POLICY

FEAFFA's travel policy embodies the following basic principles which at FEAFFA's discretion, may be subject to waivers or subsequent revision:

- Regardless of where the travel occurs, the lowest available airfare in economy class for the most direct routing is authorized.
- The Travel Agency will be required to give information on the cheapest flight available to the traveler among a minimum of three options (whenever feasible).
- If circumstances are such that very heavily restricted tickets risk having to be changed with costly penalties or are inflexible to the point of not being suitable, an exception for a higher grade of travel (still in economy class) may be requested.
- The particular circumstances of each type of ticket are expected to be presented by the Travel Agency but the traveler should also ensure that s/he fully understands the available options and their consequences.
- Travelers may personally pay the cost of an upgrade to business class or use airline frequent flier points to do so. Travelers may also pay the additional cost for an economy class fare that is upgradeable to business class with frequent flier points. The Travel Agency arranges upgrading for travelers on official FEAFFA business.

8. Availability of Travel Agency

FEAFFA expects its Travel Agency to be available and on-call on a 24x7 basis.

9. Payment terms

The Travel Agency will be paid on a monthly basis upon provision of detailed monthly invoices.

10. Requirements

- Evidence of Air Travel and ticketing agency license issued by a Professional Body
- Comprehensive profile detailing organizations served in the past three (3) years with contact details for each of the organizations.
- Copy of current tax compliance certificate, copy of PIN and VAT certificates
- At least three years accreditation with IATA and KATA Registration.
- Copies of the last three years audited accounts to verify financial ability to serve FEAFFA
- Should demonstrate that it has the capacity, capability and experience required to undertake the assignments especially in the East African Region where most meetings will be held.
- Ability to secure charity fares.
- Has in its employee's competent and experienced travel consultants, especially in ticketing and fare computations.
- A list of at least 5 selected hotels per Major City in the East African countries and the standard charges (accommodation - BB and conference charges).

CITY	PREFERABLE HOTELS
NAIROBI	Panari Southern Sun Radisson
MOMBASA	Whitesands Pride-Inn Serena Hotel
KAMPALA	Sheraton Hotel Serena Mestil
ENTEBBE	Proteahotel Laico Imperial Botanical
DARESALAAM	Serena Sheraton Southern-Sun
ARUSHA	Mt.Meru Gran Melia FourPoints
ZANZIBAR	Hotel Verde Serena Madnat Al Bahr
BUJUMBURA	Roca Golf Kiriri Garden Club du Lac
KIGALI	Serena Mariott Lemigo

- Duration of credit facility
- Transfer means from airport to accommodation facilities

11.Procedures and timetable for the submission of tender documents

Activity	Timing
Submission of proposals	November 2019
Signing of contract	November 2019
Starting of the Work	December 2019

Note: Actual dates will be agreed upon at the start.

12.Coordination

The auditor will work close with the Federation’s Administrative Assistant with close supervision of the Executive Director.

13.Submission of proposals

Interested firms should submit their expression of interest together with all required documents to the Federation's office on 9th The Crescent, Westlands Nairobi or via email through procurement@feaffa.com by 15 00hrs Monday 18th November 2019.