



PRE-QUALIFICATION OF TRAVEL AGENCIES FOR 2023-2025

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INTRODUCTION

The Federation of East African Freight Forwarders Associations (FEAFFA) is a private sector apex body of freight forwarders' associations in the Eastern Africa region that was established in 2006. It is registered and domiciled in the United Republic of Tanzania, but its Secretariat is situated in Nairobi, Kenya.

The Federation aims at promoting a professional freight logistics industry for trade facilitation and regional economic growth. FEAFFA strives to address the challenges experienced by its members at the Association and firm levels through the provision of training and other aspects of capacity building. It advocates for the removal of barriers that impede the full implementation of the East African Community (EAC) Customs Union.

Members of the Federation are the National Associations of Customs agents and freight forwarders in Burundi, Kenya, Rwanda, Mainland Tanzania, Uganda, and Zanzibar representing close to 2000 CFA firms and more than 90% of the regional logistics business in the EAC. The Federation has started engaging the industry in South Sudan to join.

Vision: An efficient, professional, and competitive East Africa Freight Logistics Industry

Mission: To promote a professional freight logistics industry for trade facilitation and regional economic growth

FEAFFA's OBJECTIVES

- The mouthpiece of the Freight Forwarding Industry.
- Safeguarding, promoting, and advancing the interests of freight forwarders in the region.
- Promoting professionalism in the sector through training and adoption of professional ethics.
- Enhancing public-private partnerships in the sector at the national and regional levels.
- Facilitating collaboration with relevant national, regional, and international organizations.

FEAFFA works in collaboration with private and public sector stakeholders in the transport and logistics sector in the EAC region including among others the revenue authorities, the EAC and COMESA secretariats, Port authorities, Corridor development authorities, standards and phytosanitary regulators, relevant government ministries and department, transporters,

importers, and exporters. The Federation has been supported by several development partners including among others United States Agency for International Development (USAID), TradeMark Africa (TMA), Japan International Cooperation Agency (JICA), The Commonwealth Secretariat (COMSEC), Africa Economic Research Consortium (AERC), and Family Health International (FHI360).

BACKGROUND

FEAFFA intends to pre-qualify capable firms for Air Ticketing and related services for the years 2023 – 2025.

Interested and eligible firms are invited to apply for pre-qualification. Existing service providers who wish to be retained must also re-apply and submit the information requested in the pre-qualification document.

The prospective service providers must provide mandatory information for pre-qualification.

OBJECTIVE

The main objective of prequalification is to maintain a register of travel agencies for the provision of travel services to FEAFFA when required through quotations for the period 2023 - 2025.

SCOPE OF WORK

The Travel Agent will perform the following travel tasks for FEAFFA.

- a. Provide flight bookings and issuance of air tickets.
- b. Organize airport transfers.
- c. Organize ground transfers.
- d. Procure hotel accommodation and conference facilities for the Federation.
- e. Provide fast and competitive visa services when necessary.
- f. Provide travel information, advisories, etc.

ELIGIBILITY CRITERIA

Interested Bidders must meet the following requirements/criteria.

- a. Evidence of Air Travel and ticketing agency license
- b. Comprehensive company profile detailing organizations served in the past three (3) years with contact details for at least three of the organizations. Bidders may also provide letters of recommendation from at least two of their past/present clients.
- c. Copy of current tax compliance certificate, copy of PIN and VAT certificates.
- d. Evidence of Accreditation with IATA and membership Registration with the national umbrella association.
- e. Demonstrate capacity, capability, and experience required to provide the required travel services, especially in the East African Region where most activities will be held.
- f. Ability to secure charity fares.
- g. Has a competent and experienced travel consultant with at least three years' experience in ticketing and fare computation.
- h. Be willing to provide a credit period of at least 30 days.
- i. Be domiciled in any of the EAC Partner States.

- j. Willingness to observe the highest standard of ethics during the procurement and execution of such contracts.

INVITATION FOR PRE-QUALIFICATION (IFP)

1. FEAFFA intends to invite proposals from eligible firms for the provision of air ticketing and travel consultancy services for the Federation for the period 2023 to 2025.
2. The eligible bidders will be placed on FEAFFA's panel to provide travel services to FEAFFA when required.
3. Applicants will be informed, in due course, of the result of the evaluation of their applications. Only firms prequalified under this process will be regularly invited for submission of financial bids/quotations as and when required.

INDICATIVE INFORMATION

- The estimated value of the travel business for FEAFFA in the next few years is USD Two Hundred Thousand (200,000) per annum. This represents flights, airport transfers 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.

INSTRUCTIONS TO BIDDERS

- a. The documents shall be prepared in the English language.
- b. The Bidders must respond to all questions and provide complete information as advised in this document. Failure or shortcomings to provide required and essential information may result in disqualification.
- c. The prequalification or enlistments of Bidders does not constitute or create a retainership.
- d. The Bidders shall bear all costs associated with the preparation and submission of their respective Proposals. FEAFFA will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the prequalification process.
- e. FEAFFA reserves the right to request for additional information from the bidders.
- f. For clarification, Bidders may send a written request to the FEAFFA through procurement@feaffa.com up to three (03) days before the date of submission.
- g. All clarifications will be responded to the Bidders through e-mail within 24 working hours of receipt.
- h. Bidders shall ensure that the documents/information submitted to FEAFFA is true and correct. Misleading information or any forged document (whenever it is noticed) will lead to the termination of service immediately and strict legal action will be taken against the company which may lead to blacklisting.
- i. Bidders are under obligation to read and understand the complete document. FEAFFA shall not be responsible for any misunderstanding of this bid document by a bidder.
- j. FEAFFA is the originator of a document; any clarification or interpretation communicated by FEAFFA, whether in response to a query or otherwise, shall be deemed final, and conclusive and will remain unquestioned.
- k. Bidders shall not contact FEAFFA on the matter relating to their Pre-Qualification Document from the time of submission until the time the evaluation is finalized and

- l. official communication is sent to them. Any effort by a Bidder to influence FEAFFA shall result in automatic disqualification.
- m. The Bidders must provide their contact details including postal addresses, telephone numbers, email, and website (if applicable) along with contact persons with the proposal.
- n. The Pre-qualified bidders will be expected to commence on receipt of instructions from FEAFFA.

Post-bid submission processes

- i. A panel of travel agencies will be selected after an open and transparent bidding process and Rules, Regulations, and Guidelines made thereunder.
- ii. The Prequalified Sole Proprietors/Firms/Companies will be issued a Letter of Enlistment for a period of two (2) years, renewable.
- iii. The services will be procured based on "AS AND WHEN REQUIRED".

Submission

Complete pre-qualification documents should be enclosed in plain sealed envelopes, addressed to:

The Executive Director

Federation of East African Freight Forwarders Associations (FEAFFA)

P.O. Box 22694-00400, Nairobi, Kenya

or delivered by email to procurement@feaffa.com on or before 3rd May 2023 at 16.00 hours.