



# PAN-AFRICAN PARLIAMENT

## REQUEST FOR PROPOSALS (RFP)

**Procurement No: PAP/PROC/026/23**

**PROCUREMENT OF SERVICES FOR THE PROVISION OF THE TRAVEL AGENCY SERVICES  
FOR THE PAN-AFRICAN PARLIAMENT ON A TWO-YEAR FRAMEWORK AGREEMENT**

.....  
**Pan-African Parliament**

**Procurement & Travel Unit  
19 Richards drive  
Midrand  
South Africa**

**September 2023**

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Letter of Invitation (LOI)

The **Pan-African Parliament (PAP)** has reserved some funds from the Annual Budget for the provision of travel services and intends to apply a portion of these funds towards eligible payments under this Contract, reference and **Procurement No: PAP/PROC/026/23 Procurement of Services for the Provision of the Travel Agency Services for the Pan African (PAP) on a two-year Framework Agreement.**

PAP now invites proposals to provide the following consulting services Procurement of Consultancy Services for the Provision of Customized Travel Services Support for the Pan African Parliament (PAP) on two years Framework Agreement. **More details on the services are provided in the attached Terms of Reference.**

**PAP shall sign a framework agreement for TWO year with a successful bidder with a possibility of extension subject to satisfactory performance.**

Bidders are required to provide, but not limited to the following:

- **Valid registration documents,**
- **Audited financial statements (To be enclosed in the technical proposal)**
- **Latest Tax Clearance Certificate.**
- **Submission of a technical and financial proposal in the format provided in the bid document. (Technical and financial offers must be in two separate sealed envelopes)**
- **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.**

Bids shall be valid for a period of 90 days.

The financial and technical offers must be delivered in two separate inner envelopes on or before 16<sup>th</sup> October 2023 at 11:00 hours local time. Envelopes should be clearly marked with the Title of the procurement and procurement number.

This is a two-envelope bidding. Technical and financial proposals should be sealed in separate envelopes.

***The deadline for submission is Monday 16<sup>th</sup> October 2023 at 11.00 hours local time at the address stated in the bid data sheet (section 3).*** Late bids will be rejected and returned unopened to bidders.

**Bids shall be opened on Monday 16<sup>th</sup> October 2023 at 11.30 hours local time. Bidders or representatives may attend the bid opening.**

A firm will be selected under Quality and cost Based Selection Method and procedures described in this RFP. The RFP includes the following documents:

- Section 1 - Letter of Invitation
- Section 2 - Information to Service Providers
- Section 3- Data sheet
- Section 4 - Technical Proposal - Standard Forms
- Section 5- Financial Proposal - Standard Forms
- Section 6 - Terms of Reference
- Section 7 - Standard Forms of Contract.

Yours sincerely,

Chairperson,

The Internal Procurement

**PAN-AFRICAN PARLIAMENT**

## Bid submission check list for Bidders

N°	Description	Tick
1	Duly filled Technical Proposal standard form in section 4 in accordance with the Terms of Reference in section 6	
2	Duly filled Financial Proposal in format under section 5 and guidelines in section 6 on Terms of reference	
3	Read and understood the Terms of Reference (section6) and Bid data under Section 3	
4	Bid validity (90 days)	
5	Attached relevant document	
	➤ Valid trading licence	
	➤ Valid Tax clearance certificate	
	➤ Audited financial statement (last three years) ( <i>To be enclosed in the technical offer</i> )	
	➤ IATA Certification	
	➤ Any other documents deemed fit	
6	Submit <b>ONE original</b> and <b>THREE copies</b> of each Offer in separate envelopes, ( <b>please Note that the technical and Financial Proposal MUST be in separate envelopes</b> )	

## Section 2: Information to Service Provider

- 1. Introduction**
- 1.1 The Client named in the Data Sheet will select a firm from those listed in the Letter of Invitation, in accordance with the method of selection specified in the Data Sheet.
  - 1.2 The Service Providers are invited to submit a Technical Proposal and a financial proposal, or a Technical Proposal only, as specified in the Data Sheet for consulting services required for the assignment named in the Data Sheet. The proposal will be the basis for contract negotiations and ultimately for a signed contract with the selected firm.
  - 1.3 Note that: (i) the costs of preparing the proposal and of negotiating the contract, including a visit to the Client, are not reimbursable as a direct cost of the assignment; and (ii) the Client is not bound to accept any of the proposals submitted.
  - 1.4 Service Providers 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 assignments or their own corporate interests. Service Providers shall not be hired for any assignment 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 assignment in the best interests of the Client.
  - 1.5 The African Union requires that Officers of the AU, as well as Bidders are expected to observe the highest standard of ethics during the procurement and execution of such contracts.<sup>1</sup> In pursuance of this policy the AU:
    - (a) defines, for the purposes of this provision, the terms set forth below as follows:
      - (i) "corrupt practice"<sup>2</sup> 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"<sup>3</sup> 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"<sup>4</sup> 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"<sup>5</sup> is impairing or harming or threatening to impair or harm, directly or indirectly, any party or the property of the 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.
- 1.6 Service Providers shall not be under a declaration of ineligibility for corrupt, fraudulent, collusive, coercive or obstructive practices issued by the PAP in accordance with the above sub-paragraph 1.8.
- 1.7 Service Providers shall furnish information as described in the Financial Proposal submission form (Section 4A) on commissions and gratuities, if any, paid or to be paid to agents relating to this proposal, and to execute the work if the firm is awarded the contract.
- 1.8 Service Providers shall be aware of the provisions on fraud and corruption stated in the Standard Contract under the clauses indicated in the Data Sheet.
- 2. Clarification and Amendment of RFP Documents**
- 2.1 Service Providers may request a clarification of any of the RFP documents up to the number of days indicated in the Data Sheet before the proposal 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 and will send written copies of the response (including an explanation of the query but without identifying the source of inquiry) to all invited Service Providers who intend to submit proposals.
- 2.2 At any time before the submission of proposals, 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

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<sup>1</sup> In this context, any action taken by a bidder, supplier, contractor, sub-contractor or Service Provider to influence the procurement process or contract execution for undue advantage is improper.

<sup>2</sup> “another party” refers to an officer of the AU acting in relation to the procurement process or contract execution. In this context, “officer of the AU” includes staff and employees of other organisations taking or reviewing procurement decisions.

<sup>3</sup> a “party” refers to any officer of the AU; 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.

<sup>4</sup> “parties” refers to any participants in the procurement process (including officers of the AU) attempting to establish bid prices at artificial, non competitive levels.

<sup>5</sup> a “party” refers to any participant in the procurement process or contract execution.

addenda. Addenda shall be sent by mail, facsimile, or electronic mail to all invited Service Providers and will be binding on them. The Client may at its discretion extend the deadline for the submission of proposals.

- 3. Preparation of Proposal**
- Technical Proposal**
- 3.1 Service Providers are requested to submit a proposal (paragraph 1.2) written in the language(s) specified in the Data Sheet.
- 3.2 In preparing the Technical Proposal, Service Providers are expected to examine the documents constituting this RFP in detail. Material deficiencies in providing the information requested may result in rejection of a proposal.
- 3.3 While preparing the Technical Proposal, Service Providers must give particular attention to the following:
- (i) If a Service Provider considers that it does not have all the expertise for the assignment, it may obtain a full range of expertise by associating with individual Service Provider(s) and/or other Service Providers or entities in a joint venture or sub-consultancy, as appropriate. Service Providers may associate with the other Service Providers invited for this assignment only with approval of the Client as indicated in the Data Sheet. Service Providers must obtain the approval of the Client to enter into a joint venture with Service Providers not invited for this assignment. The Service Providers are encouraged to seek the participation of local Service Providers by entering into a joint venture with, or subcontracting part of the assignment to Service Providers who are Nationals of African Union Member States.
  - (ii) For assignments on a staff-time basis, the estimated number of professional staff-months is given in the Data Sheet. The proposal shall, however, be based on the number of professional staff-months estimated by the firm. For fixed-budget-based assignments, the available budget is given in the Data Sheet, and the Financial Proposal shall not exceed this budget.
  - (iii) It is desirable that the majority of the key professional staff proposed be permanent employees of the firm or have an extended and stable working relationship with it.
  - (iv) Proposed professional staff must, at a minimum, have the experience indicated in the Data Sheet, preferably working under conditions similar to those prevailing in the Country specified for Performance of the Services.
  - (v) Alternative professional staff shall not be proposed, and only one curriculum vitae (CV) may be submitted for each position.
  - (vi) Reports to be issued by the Service Providers as part of this assignment must be in the language(s) specified in the Data Sheet.
- 3.4 The Technical Proposal shall provide the following information using the Standard Forms attached in Section 4:

- (i) A brief description of the firm's organisation and an outline of recent experience on assignments (Section 4B) of a similar nature. For each assignment, the outline should indicate, inter-alia, the profiles of the staff proposed, duration of the assignment, 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 assignment (Section 4D).
- (iv) The list of the proposed staff team by specialty, the tasks that would be assigned to each staff team member, and their timing (Section 4E).
- (v) CVs recently of the proposed professional staff and the authorized representative submitting the proposal (Section 4F). Key information should include number of years working for the firm/entity and degree of responsibility held in various assignments during the last ten (10) years.
- (vi) Estimates of the total staff input (professional and support staff; staff time) needed to carry out the assignment, supported by bar-chart diagrams showing the time proposed for each professional staff team member (Sections 4E and 4G).
- (vii) A detailed description of the proposed methodology, staffing, and monitoring of training, if the Data Sheet specifies training as a major component of the assignment.
- (viii) Any additional information requested in the Data Sheet.

3.5 The Technical Proposal shall not include any financial information.

**Financial Proposal**

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

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

3.8 Service Providers may express the price of their services in any freely convertible currency. The Service Providers may not use more than three foreign currencies. The Client may require Service Providers to state the portion of their price representing local costs in the Currency of the Country specified for performance of the Services if so indicated in the Data Sheet.

3.9 Commissions and gratuities, if any, paid or to be paid by Service Providers and related to the assignment will be listed in the Financial Proposal submission form (Section 5A).



- 3.10 The Data Sheet indicates how long the proposals must remain valid after the submission date. During this period, the Service Provider is expected to keep available the professional staff proposed for the assignment. The Client will make its best effort to complete negotiations within this period. If the Client wishes to extend the validity period of the proposals, the Service Providers who do not agree have the right not to extend the validity of their proposals.
- 4. Submission, Receipt, and Opening of Proposals**
- 4.1 The original proposal (Technical Proposal and, if required, Financial Proposal; 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 proposal.
- 4.2 For each proposal, the Service Providers shall prepare the number of copies indicated in the Data Sheet. Each Technical Proposal and Financial Proposal shall be marked “Original” or “Copy” as appropriate. If there are any discrepancies between the original and the copies of the proposal, the original will govern.
- 4.3 The original and all copies of the Technical Proposal shall be placed in a sealed envelope clearly marked “Technical Proposal,” and the original and all copies of the Financial Proposal in a sealed envelope clearly marked “Financial Proposal” and warning: “Do Not Open with the Technical Proposal.” 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.”
- 4.4 The completed Technical and Financial Proposals must be delivered at the submission address on or before the time and date stated in the Data Sheet. Any proposal received after the closing time for submission of proposals shall be returned unopened.
- 4.5 After the deadline for submission of proposals, the Technical Proposal shall be opened immediately by the Bid Opening Committee. The Financial Proposal shall remain sealed and retained securely until all submitted proposals are opened publicly.
- 4.6 The Firm may withdraw its Proposal after the Proposal’s submission, provided that the written notice of the withdrawal is received by the Client prior to the deadline prescribed for submission of Proposals. The Firms’ withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of clause Deadline for Submission of Proposals. The withdrawal notice may also be sent by telex or fax but followed by a signed confirmation copy. No Proposal may be modified subsequent to the deadline for submission of proposals. No Proposal may be withdrawn in the Interval between the deadline for submission of proposals and the expiration of the period of proposal validity specified by the firm on the Proposal Submission Form.

**5. Proposal Evaluation**

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

5.2 Evaluators of Technical Proposals shall have no access to the Financial Proposals until the technical evaluation is completed.

**Evaluation of Technical Proposals** 5.3 The Evaluation Committee appointed by the Client, as a whole, and each of its members individually, will evaluate the proposals 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 proposal will be given a technical score (*St*). A proposal shall be rejected if it does not respond to important aspects of the Terms of Reference or if it fails to achieve the minimum technical score indicated in the Data Sheet.

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

**Public Opening and Evaluation of Financial Proposals: Ranking (QCBS, Fixed-Budget, and Least-Cost Selection Methods Only)** 5.5 The Evaluation Committee will determine whether the Financial Proposals are complete (i.e., whether they have costed all items of the corresponding Technical Proposals; if not, the Client will cost them and add their cost to the initial price), 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, and estimated as per paragraph 3.7.

5.6 In case of QCBS, the lowest priced Financial Proposal (*Fm*) will be given a financial score (*Sf*) of 100 points. The financial scores (*Sf*) of the other Financial Proposals will be computed as indicated in the Data Sheet. Proposals will be ranked according to their combined technical (*St*) and financial (*Sf*) scores using the weights (T = the weighting for the Technical Proposal; P = the weighting for the Financial Proposal 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 at the address indicated in the Data Sheet. The aim is to reach agreement on all points and sign a contract.

6.2 Negotiations will include a discussion of the Technical Proposal, 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 final Terms

of Reference, staffing, and bar charts indicating activities, staff, periods in the field and in the home office, staff-months, logistics, 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 available budget and to clearly defining the inputs required from the Client to ensure satisfactory implementation of the assignment.

- 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, Fixed-Budget Selection, or the Least-Cost Selection methods. For other methods of selection, an Appendix will be provided for the firm to explain the required information on remuneration rates.
- 6.4 Having selected the firm on the basis including an evaluation of proposed key professional staff, the Client expects to negotiate a contract on the basis of the experts named in the proposal. Before contract negotiations, the Client will require assurances that the proposed experts will be actually available. The Client will not consider substitutions during contract negotiations unless both parties agree that undue delay in the selection process makes such substitution unavoidable or that such changes are critical to meet the objectives of the assignment. If this is not the case and if it is established that key staff were offered in the proposal without confirming their availability, the firm may be disqualified.
- 6.5 The negotiations will conclude with a review of the draft form of the contract. On completion of negotiations, the Client and the firm will initial the agreed contract. If negotiations fail, the Client will invite the firm whose proposal 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 Service Providers on the shortlist that they were unsuccessful and return the unopened Financial Proposals of those Service Providers who did not pass the technical evaluation (paragraph 5.3).
- 7.2 The firm is expected to commence the assignment on the date and at the location specified in the Data Sheet.

**8. Confidentiality**

- 8.1 Information relating to the evaluation of proposals and recommendations concerning awards shall not be disclosed to the Service Providers who submitted the proposals 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

### ITC Clause Reference

- ITC Clause 1.1 The name of the Client is: **Pan-African Parliament (PAP)**.  
The method of selection is: **Quality Cost Based Selection Method (QCBS)**.
- ITC Clause 1.2 **Technical and Financial Proposals are requested.**  
The name and Procurement Number of the assignment are: **Procurement No: PAP/PROC/026/23 - Procurement of Services for the Provision of the Travel Agency Services for the Pan African (PAP) on a two-year Framework Agreement.**
- ITC Clause 1.5 The Client will provide the following inputs:
- I) **The PAP will provide all the relevant documents and other required support and;**
  - II) **Any other services approved and deemed necessary by the Client**
- ITC Clause 2.1 Clarifications may be requested up to seven **(7) days before** the submission date.  
The address for requesting clarifications is:  
[tender@panafricanparliament.org](mailto:tender@panafricanparliament.org); and  
[rodin.mayengo@panafricanparliament.org](mailto:rodin.mayengo@panafricanparliament.org);
- ITC Clause 3.1 Proposals should be submitted in the **English Language**.
- ITC Clause 3.3(ii) The estimated number of professional staff-months required for the assignment is: **A minimum approximation of two (2) consultants with Travel and Hospitality background.**
- ITC Clause 3.3(iv) The minimum required experience of proposed professional: **staff are generally required to demonstrate a degree of experience as stipulated in the Terms of Reference (TOR) requirements.**
- ITC Clause 3.3(vi) Reports that are required under the assignment shall be submitted in the **English language**.

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- ITC Clause 3.4(viii) Additional information required in the Technical Proposal is:
- a) **Comments and suggestions to the provided Terms of Reference.**
  - b) **Any other relevant information.**
- ITC Clause 3.10 Proposals must remain valid for **90 days** after the submission date.
- ITC Clause 3.8 The currency for Bidding shall be: **South Africa Rand (ZAR).**
- ITC Clause 4.3 Service Providers must submit an **original and three (3) copies** of each proposal.
- ITC Clause 4.4 The address for submission of proposals is: **The Technical and Financial Proposals shall be submitted in the Tender Box, addressed to the**
- Chairperson of the Internal Procurement Committee,  
Pan-African Parliament,  
Gallagher Convention Centre  
19, Richards Drive  
MIDRAND, REPUBLIC OF SOUTH AFRICA**
- The outer envelope must be titled: **“Procurement No: PAP/PROC/026/23 Procurement of Services for the Provision of the Travel Agency Services for the Pan African (PAP) on a two-year Framework Agreement**
- Procurement Number: PAP/PROC/026/23**
- For the attention of: Senior Procurement Officer.**
- ITC Clause 4.5 Proposals must be submitted no later than: **16<sup>th</sup> October 2023 at 11.00 hours.**
- ITC Clause 5.1 The address for communications to the Client is:
- Pan-African Parliament,  
Gallagher Convention Centre  
19, Richards Drive  
MIDRAND, REPUBLIC OF SOUTH AFRICA**
- E-mail: [tender@panafricanparliament.org](mailto:tender@panafricanparliament.org)
- ITC Clause 5.3 The number of points to be given under each of the technical evaluation criteria are:
- The proposal will be evaluated using the following criteria:

Ref.	Technical Evaluation Criteria - TMC	Maximum Points
1.	<b>Company Profile with Relevant Required Certified copies of Registration/ Accreditation</b>	15 [marks]
	<ul style="list-style-type: none"> <li>➤ Valid Registration &amp; trading license [3 marks]</li> <li>➤ IATA registration Certificate [4 marks]</li> <li>➤ Valid Tax clearance certificate [3 marks]</li> <li>➤ Financial statement (last three years) (To be enclosed in the technical proposal [5 marks]</li> </ul>	
2.	<b>Methodology</b>	27 [marks]
	<ul style="list-style-type: none"> <li>➤ Methodology &amp; Innovative Mechanisms [7 marks]</li> <li>➤ Comprehensiveness &amp; Rigor [7 marks],</li> <li>➤ TOR response &amp; Clarity [3 marks]</li> <li>➤ Presentation of the submitted Proposals [10 marks]</li> </ul>	
	<b>Specific Experience of the firm</b>	20 [marks]
	<ul style="list-style-type: none"> <li>➤ Track record of the firm in the Provision of a degree of Travel Services with reputable firms [10 marks]</li> <li>➤ Past/Current record in providing the same service to Multinational or International Organizations [5 marks]</li> <li>➤ 10 years' experience and Competence in Travel and hospitality Industry [5 marks]</li> </ul>	
	<b>GDS System Application</b>	10 [marks]
	<ul style="list-style-type: none"> <li>➤ The evaluation of the GDS in the use of Amadeus or Galileo Software package [5 marks]</li> <li>➤ The evaluation of the GDS in the use of MIS Reporting system [5 marks]</li> </ul>	
	<b>Adequacy of the proposed work plan</b>	3 [marks]
	<ul style="list-style-type: none"> <li>➤ Adequacy of the proposed work plan according to the Terms of Reference to reflect accrued benefits [3 marks]</li> </ul>	
3.	<b>Key Staff Experience and technical skills</b>	25 [marks]
	<p><b>Team Leader with at least a minimum Degree in a related field and a minimum of Eight (8) Years' Experience at the level of a Manager (10 Pts)</b></p> <ul style="list-style-type: none"> <li>➤ General qualifications [5 marks]</li> <li>➤ Minimum of Eight (8) Years' Experience at the level of a Manager [5 marks]</li> </ul> <p><b>Minimum of 3 Senior Travel Consultants with a minimum Diploma in relevant discipline. A minimum of Eight (8) Years' Experience working in Air travel Agencies. Key Experts with IATA Certification will be an added advantage (15 Pts)</b></p> <ul style="list-style-type: none"> <li>➤ General qualifications [5 marks]</li> <li>➤ A minimum of Eight (8) Years' Experience working in Air travel Agencies. Key Experts with IATA Certification will be an added advantage</li> </ul>	
<b>Total points</b>		<b>100</b>

**The minimum technical score required to pass is: 80 points.**

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ITC Clause 5.8 The formula for determining the financial scores is:  $Sf = 100 \times Fm/F$   
Where Sf is the financial score, Fm is the lowest price and F the price of the proposal under consideration.

The weights given to the technical and Financial Proposals are:  
Technical = 80% and  
Financial = 20%

ITC Clause 6.1 Negotiations will be held at: **the Pan-African Parliament**

ITC Clause 7.2 The assignment is expected to commence on: **As soon as the PAP has approved this Assignment, sometimes in January 2024.**

## **Section 4. Technical Proposal - Standard Forms**

- 4A. Technical Proposal submission form.
- 4B. Firm's references.
- 4C. Comments and suggestions of Service Providers 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 consulting services for {*Title of consulting 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 Financial<sup>6</sup> 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 Service Providers 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:

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<sup>6</sup> 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 TMCs Qualifications & Experience**

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 Service Providers, If Any:		No. of Months of Professional Staff Provided by associated Service Providers:
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 SERVICE PROVIDERS 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.
- 5.

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

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**4E. TEAM COMPOSITION AND TASK ASSIGNMENTS**

<b>1. Technical/Senior Service Providers</b>		
Name	Position	Task

<b>2. Support Staff</b>		
Name	Position	Task

**4E. FORMAT OF CURRICULUM VITAE (CV) FOR PROPOSED PROFESSIONAL STAFF**

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. }*

\_\_\_\_\_

Section 4. Technical Proposal - Standard Forms

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**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. }*

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**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. Financial Proposal - Standard Forms**

- 5A. Financial Proposal submission form.
- 5C. Breakdown of price per activity.

**5A. FINANCIAL PROPOSAL SUBMISSION FORM**

{Date}

To: {Name and address of Client}

Sir / Madam:

We, the undersigned, offer to provide the consulting services for {Title of consulting services and Procurement Number} in accordance with your Request for Proposals dated {Date} and our Proposal (Technical and Financial Proposals). Our attached Financial Proposal is for the sum of {Amount in words and figures}. This amount is exclusive of the local taxes which shall be identified during negotiations and shall be added to the above amount.

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

Commissions and gratuities, if any, paid or to be paid by us to agents relating to this Proposal 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 Proposal you receive.

Yours sincerely,

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



## 5B. SUMMARY OF COSTS

### BREAKDOWN OF PRICE PER ACTIVITY

<b>FEE PER TRANSACTION</b>	Cost Excl Vat (ZAR)	Vat (ZAR)	Total (ZAR)
Air Ticket – All sectors International			
Air Ticket – All sectors Domestic			
Accommodation Reservation fee			
Changes on ticket after ticketing	FREE	FREE	FREE
Changes on accommodation reservation	FREE	FREE	FREE
Account Management, analysis and Reporting	FREE	FREE	FREE
Insurance Policy issuance			
After hour service (Per Call)			

## **SECTION 6: TERMS OF REFERENCE**

### **TERMS OF REFERENCE FOR THE PROVISION OF TRAVEL MANAGEMENT COMPANY (TMC) SERVICES FOR THE PAN AFRICAN PARLIAMENT (PAP)**

#### **INTRODUCTION**

The African Union (AU) established as a unique Pan-African continental body, is charged with spearhead Africa's rapid integration and sustainable development by promoting unity, solidarity, cohesion and cooperation among the peoples of Africa and African States as well as developing a new partnership worldwide.

#### **1.0 BACKGROUND**

The Pan-African Parliament (PAP) was established as an organ of the African Union to ensure full participation of the peoples of Africa in governance and economic integration of the continent. PAP currently exercises advisory and consultative powers though the ultimate aim is to evolve into a fully-fledged legislative organ whose members would be elected by universal adult suffrage.

The **main functions** of the PAP include:

- Facilitate the effective implementation of the policies and objectives of the OAU and, ultimately, of the African Union;
- Promote the principles of human rights and democracy in Africa;
- Encourage good governance, transparency and accountability in Member States;
- Familiarize the peoples of Africa with the objectives and policies aimed at integrating the African continent within the framework of the establishment of the African Union;
- Promote peace, security and stability;
- Contribute to a more prosperous future for the people of Africa by promoting collective self-reliance and economic recovery;
- Facilitate cooperation and development in Africa
- Strengthen Continental solidarity and build a sense of common destiny among the peoples of Africa;
- Facilitate cooperation among Regional Economic Communities and their Parliamentary fora.

In the execution of its duties the PAP's Member and staff are regularly required to travel within and outside their duty station, hence the requirement for a Travel Management Companies (TMCS) to provide the ticketing and all travel related services.

The PAP is involved in hosting of several meetings throughout the year and the mobility of staff on transfer or recruitment. All this requires movement of participants, staff and new recruits on a regular basis.

The PAP organizes approximately RAND 15,000,000 and above worth of travel services in a year. This figure is an estimate and is no way a commitment by the PAP to any annual volume of purchases.

This information is provided for information purposes and should NOT be construed as a commitment by the PAP to purchase any specified quantities.

## **2.0 OBJECTIVES**

- A. The PAP seeks to streamline its local and international travel services arrangements in order to provide a more robust customized travel services and take advantage of the state of the art technological processes in the field of Global Travel Services. The Goals and targets of the PAP is to reduce the Costs by optimizing on value for money, Provide competitive travel Options, Access to most direct and economic routes.
- B. The successful TMC will be offered two years Framework Contract Renewable subject to satisfactory performance, cost effectiveness and Efficiency of the TMC based on the annual performance evaluation in the dimensions of Value for Money (VFM), Competitive travel options and economical routing.
- C. The TMC will work closely with the Travel Unit of the PAP and may extend its services to other AU offices.

## **3. SCOPE OF SERVICES REQUIRED**

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

### **3.1. Air Travel**

The PAP requires the TMC 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 TMC 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 (including APEX fares) shall be the preference.
- b) Business Class travel or equivalent may be applicable only in situations as per the instruction of the travel officer;
- c) The TMC must be able to administer corporate deals negotiated with operating airlines on behalf of the PAP.

### **RESERVATIONS AND TICKETING**

- a) 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 specific PAP. If fare changes require additional funding, the TMC must receive a corrected travel authorization prior to issuing a changed ticket.
- b) For every duly approved Travel request, the Agency shall immediately make bookings on the airlines operating the route and prepare appropriate itineraries and the TMC shall also provide alternative

quotations in order to secure further cost reductions based on the most economic and value route, on the appropriate designated travel class.

- c) The TMC shall obtain the lowest applicable fare available on the most direct routes in compliance with the relevant AU Travel Policy 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 Travel Unit of PAP.
- d) In the event that required itinerary cannot be confirmed, the Agency shall notify the PAP 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 unless otherwise instructed by the PAP.
- f) The Agency shall promptly issue and sent to PAP 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 TMC shall accurately advise the PAP on the Reservation validity 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 PAP. However, exceptions should be considered in markets where only regional airlines are operating.
- i) The Agency shall ensure that all travelers 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 and PAP 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 PAP are abused or misused, or applied to any other traveller than those sponsored by the PAP
  - The PAP 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 them . PAP also reserves the right to audit the TMC travel transactions at any given time to ascertain the principles of accountability and transparency and value for money (vfm).
- k) TMC shall only act on travel requests for official travel submitted by the responsible staff of the PAP. The Administrative hierarchy for decision making will be advised to the TMC in writing prior to the effective date of this contract.
- l) TMC shall provide information service to notify the PAP and the traveler of such events as airport closures, canceled or delayed flights, strikes as well as local political or safety conditions which may affect travel to any particular destination;

- m) TMC shall indicate any special features, programs, or services that would be beneficial to the PAP and its travelers (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 packages and accommodation in a timely and accurate manner within the parameters of the travel guidelines of the PAP as requested. The TMC 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 PAP upon request, at all times and within short notice.
- o) The TMC shall inform the Travel Unit of all the conditions of purchase of tickets/airfares, ticket issuance time limits, terms of cancellations, refund and exchange 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 PAP's official travel.
- q) The TMC shall only charge PAP 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 TMC shall provide travel services during working hours in line with the PAP business hours. In addition TMC shall provide afterhours services as well as during weekends and official holidays where emergency travel service is required.
- s) The TMC shall provide at least **2 (two) Senior Consultants** to service the PAP during the term of service. The Senior Consultants should demonstrate good knowledge and experience in travel within Africa.
- t) The TMC 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 TMC shall inform all Travellers, as well as the appropriate 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 Agency shall be given complete copies of the PAP's travel policies and procedures and shall be fully familiar and in compliance with these policies and procedures for all official Travel;

**3.2. Accommodation:** The TMC may be requested to make reservation for lodging accommodations services when necessary. This service shall include initiating and confirming reservations and confirming the all-inclusive rate at which the reservation is made.

- This involves planning, booking, amending reservations and (paying when applicable) accommodation through agreed mode with any hotel group, private hotel etc where such arrangement is necessary and approved by PAP.
- Negotiate discounts on standard tariffs or reduced tariffs with all available hotel groups, private hotels etc.
- The TMC will negotiate to the maximum possible, discount rates, including net rates, for hotel accommodations applicable specifically to reservations by the PAP official travel and to arrange such services when requested to do so.

**3.3. Other Services**

- ✓ The TMC may assist the travellers in obtaining visas upon request. This assistance shall consist of providing the forms and applications for visa requests, providing visa information to the travellers, conducting visa assistance follow ups, keeping appropriate records thereon, using and making arrangements for issuance of visas.
- ✓ TMC may 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.
- ✓ TMC will assist with recovery of lost baggage.
- ✓ The TMC shall provide information service to notify the travellers of such events as airport closings, cancelled or delayed flight and strike situations as well as local political or safety conditions, which may affect Travellers to travel those particular destinations.

**Travel Plans:** The TMC may assist in the preparation and arrangement of travel plans for conferences and meetings, as and when requested by PAP.

**Quality Control:** The TMC 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 TMC shall also provide to the PAP the results and action plans that will address any issues or concerns that resulted from the surveyor questionnaire for further improvement.

**3.4. Reporting**

➤ **Travel Management & Expenditure Reports**

- ✓ The TMC must submit reports on detailed expenses per completed month for all transactions processed per account, 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 TMC 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 PAP as and when requested.

### **3.5. Tariff/Discount Adjustments**

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

3. The TMC shall provide information on Commission and discount Rates as and when requested that is granted by all vendors.
4. The TMC shall demonstrate the level of transparency that meets the systems in place which will ensure easier implementation of cost savings measures for the procurement of travel services.
5. The TMC shall make every reasonable effort to maximize the use of any preferred carrier/vendor negotiations in place in order to obtain cost savings for PAP
6. Ensure continuous negotiations to lower tariffs or higher discounts

### **3.6. Refunds**

- ✓ Ensure that PAP is reimbursed for partly or fully unused tickets, subject to applicable regulations;
- ✓ Assist with travel advances reconciliation;
- ✓ The TMC shall arrange, at no additional charge, the refund of unused refundable tickets within 30 to 60 days of submission. The TMC shall provide a monthly report of status of refunds and claims. The TMC shall also submit a weekly report of unused tickets to be submitted for refund.

## **4. FIRM'S COMPETENCES AND KEY EXPERTS REQUIREMENTS**

- a) Provide a Company Profile which describes your TMC 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 a Manager and Senior Consultants with Minimum of Eight (8) Years' Experience working in Air travel Agencies and at least with a minimum Degree for the Team Leader (Manager) and Diploma for Senior Consultants with relevant qualification.
- d) Key Experts with IATA Trainings will be an added advantage.
- e) The TMC 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 ASATA, IATA and ICAWA will be major advantage

- g) Provide a list of any proposed service that adds value and uniqueness to the firm, including franchise agreements, and any applicable discounts or rebates.

## **5. FINANCIAL PROPOSALS**

### **To be submitted in the format indicated in Section 5 of the Bid document**

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

## **6. SUBMISSION**

Financial and technical bids should be submitted in separate envelopes (refer to section 4 of the bid document)

## **7. PRESENTATION/DEMONSTRATION**

The PAP may request for formal presentation of its proposal for Bidders that qualify the Technical Evaluation.

### **TRIPARTITE RELATIONSHIP (TMC, PAP & AIRLINES)**

1. PAP expects the TMC not favor any particular carrier when making reservations.
2. PAP expects the TMC to maintain excellent relations with all carriers for the benefit of the Client.
3. PAP expects the TMC to undertake to provide good corporate agreements and good contacts between the Client and hotels, car rental companies, and other service provider



