



REQUEST FOR PROPOSAL (RFP):

TRAVEL AGENCY SERVICES

FOR

ESAAMLG SECRETARIAT

30 APRIL 2024

A. INTRODUCTION

Organizational Overview

1. The Eastern and Southern Africa Anti-Money Laundering Group (ESAAMLG) Secretariat is soliciting proposals from experienced and qualified travel agencies to provide comprehensive travel agency services. The selected agency will be responsible for coordinating and managing all travel arrangements for the Secretariat staff and any other person whose travel cost is covered by the Secretariat

B. SUBJECT OF THE CONTRACT

2. This request for bids is intended to find a reasonable cost for travel assistance services starting in May 2024, with the possibility of a renewal contingent on performance and cost-effectiveness. Any party may choose to extend the contract by notifying the other in writing no later than two (2) months prior to the end of the contract.

C. TECHNICAL SPECIFICATIONS AND STANDARDS

Scope of the Service

3. The travel agency shall be able to find and present various travel options/routes and connecting flights from different airlines. The agency shall find the most cost-effective options based on instruction made by ESAAMLG (combining the most direct and least expensive routes to achieve cost-effectiveness). The travel agency shall ensure that all levies and taxes are included in the airfare quotation price and shall also provide at least three (3) comparison quotes based on the available route options. Where and when possible, quotes shall be held for at least three (2) working days.
4. The travel agency shall reserve and issue tickets for all approved air, and other requested travel support, upon authorization to do so by ESAAMLG S. Whenever ESAAMLG requests a fare quotation for any route, the travel agency shall be able to present the relevant information by email within 2 working hours from the time that the request was made.

D. SUPPORT SERVICES

Ticket Issue

5. The travel tickets will be delivered electronically or through other means to be agreed upon or advised at immediately after the ESAAMLG secretariat authorizes the issues of the ticket. This service shall attract no additional charge.

Working Hours

6. The travel agency must be able to provide all approved services 24 hours a day and seven days a week. The service provider must have a hotline service for urgent requests falling

outside normal working hours (the name of a dedicated contact person and telephone number must be provided).

Cancellation

7. In the case of cancellation at short notice, the service provider shall endeavour to minimise any penalties applicable to the procured ticket. Penalties attributable to the error of the service provider will not be accepted.

Visas

8. The travel agency shall notify ESAAMLG of all instances where visas must be obtained. If requested to do so, the travel agency shall provide assistance to ESAAMLG travelers to obtain visas where applicable.

Communication to ESAAMLG

9. The travel agent shall inform ESAAMLG immediately of any changes in scheduled flights, that may affect traveling arrangements for ESAAMG's delegation for example industrial action, natural disaster, political instability, or other events or developments.,.
10. To facilitate contacts and information exchange between the parties, the travel agency shall be able to process reservation or booking, and delivery requests received by phone or by email. Any error committed on the part of the travel service provider or its agents or assignees shall be its own liability.

E. CRITERIA CONDITIONS:

11. There are three types of criteria under this call for tenders:
 - (i) exclusion criteria,
 - (ii) selection criteria, and
 - (iii) award criteria.

Exclusion Criteria

12. Tenderers shall be excluded from participation in the procurement procedure if they:
 - i. are bankrupt or being wound up,
 - ii. are having their affairs administered by the courts/receivers,
 - iii. have entered into an arrangement with creditors,
 - iv. have suspended business activities or
 - v. are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
 - vi. they have been convicted of an offence concerning their professional conduct by a judgment that has the force of res judicata;
 - vii. they have not fulfilled obligations relating to statutory payment as in the case of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country of the ESAAMLG representative authority or those of the country where the service is to be rendered; and

- viii. they have been the subject of a judgment that has the force of res judicata for fraud, corruption, involvement in a criminal organization or any other illegal activity detrimental to the financial interests of the resident country of the ESAAMLG representative authority.

Selection and Award Criteria

- 13. Tenderers should have the necessary financial, economic, technical, and professional capacity to perform their obligations under the contract. The interested travel agency must:
 - i. be a company duly established and existing under the laws of the country of its incorporation;
 - ii. be registered with an international, regional, or local society and or association, and in good standing;
 - iii. be able to be reached 24/7 to deal with ESAAMLG's situational needs;
 - iv. provide timely reimbursement of canceled tickets;
 - v. make sure that it does not need any permit, license, or other authorisation (other than those already obtained and would have satisfied all needed requirements) to enter into and comply with the contract and to perform any obligations thereunder;
 - vi. not be engaged in or, to the best of its knowledge, threatened by any litigation, or administrative proceedings, the outcome of which might have a material adverse effect on the performance of all obligations under the contract;
 - vii. to the best of its knowledge and belief after due inquiry, not be in violation of any legislative requirement relevant to the performance of all obligations under the contract;
 - viii. includes a sample invoice with the details identifying the subject, the amounts, and the conditions of the tickets.
 - ix. include also a sample travel report with the details identifying the passengers, routings, timing, the amounts, and other relevant subject matter.
 - x. provide a description of its business, staff levels, history, and highlights;
 - xi. provide to the tender committee copies of the Curriculum Vitae (CV) for the manager and consultants dealing with the ESAAMLG's travel reservations/requests together with a list of current corporate customers they serve;
 - xii. able to present various travel options/routes (at least three) and connecting flights, if any, to the requested destination, when required;
 - xiii. has access to an IATA-approved Global Distribution System (GDS) to enable direct access to airline booking information;
 - xiv. able to provide reminders to ESAAMLG's travel desk, prior to ticketing deadline for purchasing air tickets to avoid automatic cancellation by the airline system;
 - xv. able to issue a single E-Ticket for multiple airlines;
 - xvi. has a clear, transparent, and timely way of invoicing. Invoices must indicate clearly the cost price of the ticket and the fees charged by the travel agency and/or the discounts granted by the service provider as well as costs for additional services rendered;
 - xvii. if the traveler makes changes to the travel itinerary for personal reasons, then the travel agency must be able to apply the concept of "notional travel" to its invoicing. ***Notional travel is defined as the most economical and direct travel route for work only.*** Additional

travel costs incurred from changes made to the notional travel itinerary are to be paid by the traveler directly to the travel agency and not billed to ESAAMLG. Therefore, the travel agency shall issue two invoices for the travel.

- one to ESAAMLG the cost of the notional travel; and then
- one to the traveler for additional travel costs from changes made to the notional travel.

NB: However, should the cost of the actual travel be less than the notional travel, ESAAMLG shall pay the full cost of the actual travel.

xviii. IN SUMMARY,

F. PROPOSAL SUBMISSION DETAILS:

14. Interested agencies are invited to submit their proposals outlining the following:

- Company background and experience in providing travel services
- Detailed descriptions of services offered
- Proposed travel management approach
- Case studies or references from previous clients
- Pricing structure and any additional fees
- Compliance with ESAAMLG travel policies and regulations

Tender Documents must be submitted either by email to 'Erick Sanga' esanga@esaamlg.org and Jane Sailo: jsailo@esaamlg.org or through the postal address below. Proposals should be submitted strictly no later than **14th May 2024** in electronic format. Late submissions will not be considered.

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G. Selection Process:

Shortlisted agencies may be invited for interviews or presentations to further discuss their proposals. The selected agency will be notified by **21st May 2024**.

H. Contact Information:

For inquiries or clarifications regarding this RFP, please contact the abovementioned in paragraph 14.

I. Confidentiality:

All information provided in response to this RFP is confidential and should not be disclosed to any third parties without prior consent from ESAAMLG.

ESAAMLG Secretariat reserves the right to accept or reject any proposal and to cancel the RFP process at any time without liability. Thank you for your interest in providing travel agency services to ESAAMLG. We look forward to receiving your proposals.