

REQUEST FOR PROPOSAL

RFP-0238-HR&ADMIN-2020 TRAVEL AGENCY

Provision of Travel Agency Services to AGRA for a Three-Year Period

CLIENT: ALLIANCE FOR GREEN REVOLUTION IN AFRICA (AGRA)

AGRA reserves the right to determine the structure of the process, number of short-listed participants, the right to withdraw from the proposal process, the right to change this timetable at any time without notice and reserves the right to withdraw this tender at any time, without prior notice and without liability to compensate and/or reimburse any party.

**Synopsis of the Request for Proposal (Consultant Firm)**

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| Solicitation Reference No. | **RFP-0238-HR&ADMIN-2020 TRAVEL AGENCY** |
| Title of Solicitation | Provision of Travel Agency Services to AGRA for a Three-Year Period |
| Issuing Office & Address | Alliance for a Green Revolution in Africa (AGRA)Website: [www.agra.org](http://www.agra.org) |
| Point of contact for clarifications, questions and ammendments | AGRA General Procurement,Procurement@agra.org  |
| Email Address for submission of Proposals/ Quotes  | AGRA General Procurement,Procurement@agra.org  |
| Solicitation Issue Date | May 19, 2020 Local, East African Time. |
| Deadline for submission questions and clarifications | May 25, 2020 10:00 AM, East African Time. |
| Deadline for Answering questions and clarifications | May 27, 2020 5:00 PM, East African Time. |
| Deadline for Submission of Proposals | June 9, 2020 5:00 PM, East African Time.**Please include the subject line “RFP-0238-HR&ADMIN-2020 TRAVEL AGENCY” of the email** |
| Anticipated Award Type | **FIXED PRICE CONSULTANCY AGREEMENT** |
| Submission and Evaluation Criteria | Bidder Must provide the below listed information**Mandatory Eligibility Requirement**1. Company Core Business Must be provision of travel management services
2. Certificate of Incorporation/Registration
3. Valid TAX Compliance certificates
4. Accredited IATA Travel Agent(s)
5. Audited Financial Statements for the last three years (2017, 2018 & 2019). Highlighting at minimum total sales, total commissions/fees earned for airlines and rail tickets, hotel bookings and car rentals.
6. Share Sample Service Level Agreement (SLA)

**Evaluation Criteria**1. Past Performance of the Firm (20 points)
2. Organization capacity (30 points)
3. Resource Management & Quality Control (30 points)
4. Technical Approach & Methodology (40 points)
5. Proposed Workplan (10 points)
6. Key Personnel (30 points)

**Evaluation Weightage** 1. Technical Proposal will be weighted out of 70%
2. Financial Proposal will be weighted out of 30%

**NB. Only bidders who score above 75% on the technical proposal will be considered for financial review.** |

**Terms of Reference for Travel Agency Services for AGRA**

**Background**

The Alliance for a Green Revolution in Africa (AGRA, [www.agra.org](http://www.agra.org)) is a not-for-profit organization working with African governments, other donors, NGOs, the private sector and African farmers to significantly and sustainably improve the productivity and incomes of resource poor smallholder farmers in Africa. AGRA aims to ensure that smallholder farmers have what they need to succeed: good seeds and healthy soils; access to markets, information, financing, storage and transport; and policies that provide them with comprehensive support. Through developing Africa's high-potential breadbasket areas, while also boosting farm productivity across more challenging environments, AGRA works to transform smallholder agriculture into a highly productive, efficient, sustainable and competitive system, while protecting the environment.

Under its recently refreshed strategy AGRA will make investments in three new components: 1) Catalyze an agricultural transformation in key agro-ecological zones on the continent, 2) Unlock the value of private and public sector investments to sustain agricultural transformation, and 3) Develop capacities and capabilities that will strengthen and sustain the foundation for African agricultural transformation in the future

AGRA’s mission is to catalyze an agricultural transformation in Africa through innovation-driven, sustainable, productivity increases and access to finance that improve the livelihoods of smallholder farmers.

AGRA’s overall vision of success is centered on two headline goals to achieve by 2020 through its efforts to catalyze, convene, and align with an alliance of partners and grantees:

* Double the incomes of at least 30 million farm households through productivity improvements and access to markets and finance.
1. AGRA will hold itself directly accountable for 9 million farm households through the direct activities of grantees and partners in its first program in 6 countries to lay the foundations of an agricultural transformation.
2. Through partnerships with the private and public sector in this second program, AGRA will contribute to the wellbeing and livelihoods of 20 million farm households in countries where an agricultural transformation is already under way but needs to be sustained.
* Ensure all focus countries are on a pathway to attain and sustain an agricultural transformation through sustainable agricultural productivity growth and access to market and finance.

Pursuant to the above highlighted, AGRA would like to engage a qualified Travel Agency for provision of travel management and related services for a period of three years (one-year renewable) hereafter referred to as “Travel Services Provider”.

**Objective**

The purpose of this request for proposal is to identify and engage a specialized Travel Service Provider for AGRA who will be contracted under Framework agreement for a maximum of three years renewable annually. Through the travel service provided AGRA will obtain the most competitive, qualified, responsive and high-quality service, representing the best value for money, for all of AGRA travel service requirements which includes air ticketing, airport transfer, hotel reservation, visa services, travel insurance and related travel services (travel insurance on lost luggage etc.). The service provider should have the most experienced personnel and management to provide AGRA with a travel service that represents cutting-edge technology, processes and systems for the benefit of its travelers.

**Scope of Work**

The contracted travel agency(ies) will provide a wide range of travel services, but not limited to, and should have the capacity to handle commercial accounts, and the evidence to support this statement.

1. The travel agent shall provide travel services from 8:00am to 5:30pm. during working days. In addition, they shall provide a 24-hours emergency service, as well as services during weekends and official holidays where emergency travel service is required. At least two of the travel agent’s employees shall always be reachable by cellphone.
2. The Travel agent shall work alongside AGRA to negotiate for airline discount contracts with major airlines that AGRA frequently uses and ensure that the discount is applied accordingly. Additionally, they shall also assist AGRA to negotiate for special events for bulk discount on airline, hotel and transfers as advised.
3. The travel agent shall, upon request, facilitate the arrangement of conferences, meetings, seminars and training workshops.
4. The travel agent shall make accommodation reservations when requested at either AGRA or agent discounted rates. This service shall include initiating and confirming reservations, and confirming the bed and breakfast rate at which the reservation is made;
5. The travel agent shall assist AGRA in obtaining visas. The assistance rendered shall be end to end. It will include providing and updating a visa information link available for all staff on AGRA frequented countries containing all the relevant visa application information, visa application forms, submission of physical visa application paperwork, visa follow-ups and collection an keeping appropriate records thereon.
6. The travel agent shall provide transportation services for AGRA members and workshop participants from Jomo Kenyatta International Airport and other Nairobi-based airports as necessary, when required.
7. For ease of tickets issuance, the travel agency will be required to have two staff based at the AGRA offices
8. The travel team will be expected to read and understand the AGRA travel policy to ensure it is applied and advise AGRA Management on any difficulties in applying the policy if it happens.
9. A monthly summary (including year to date cumulative figures) of sales, visa, hotel and transfer activity data shall be submitted to AGRA in the form of reports within 10 days of the end of the month. This report will contain detailed analysis of the number of trips, travelers, most frequent city-pairs, carriers used, savings achieved from the carrier’s lowest available fare, costs incurred on ticket changes, savings for early ticketing, lost revenue for late ticketing, agency’s value-add. “Ticket refund” status reports are also required. The report shall also include a hotel, visa and transfers report.
10. The travel agent shall provide invoices on an ongoing weekly basis and promptly provide statements at the end of each month. Credit notes shall be provided on an ongoing monthly basis to ensure the account is up to date month to month.

**Estimated Ticket Sales**

AGRA annual 2019 ticket sales were approximately $2.2 Million

**Travel Policy**

Current travel policy requires the travel agent in all cases to research alternate itineraries (at least three options, if available) in order to provide the lowest appropriate airfares, which satisfy AGRA travel polices and mission requirements. AGRA’s travel policies embody the following basic principles which, at AGRA’s discretion, may be subject to waivers or subsequent revision:

1. Where available, use of the lowest applicable fare (including penalty fees);
2. Full economy fares may be used if no appropriate reduced fares are available;
3. Business class travel or equivalent may be applicable where one leg of the flight is more than 8 hours. However restricted business class should be given preference; and,
4. The travel agent must be knowledgeable of and prepare to offer special fares, restricted fares, discount fares, and bulk fares for use whenever appropriate. The travel agent shall, where appropriate, attempt to obtain free business class and first-class upgrades for AGRA travelers. Any upgrades should be used mainly for cost-saving purposes.

**Facilities to be provided by AGRA**

* AGRA shall provide office space, desktops, stationery, office phone, printing and internet facilities to 2 Implanted Travel Assistants at AGRA office in Nairobi.

**Qualifications of the successful Travel Agent**

1. The travel agency shall have in its current office all the necessary equipment and facilities and shall employ a sufficient number of experienced and professionally trained travel experts and staff to handle AGRA requirements.
2. For purposes of accessibility, ease of coordination and efficient delivery of services, AGRA will require at least two implant staff based in its offices. Office space and necessary support to ensure efficient provision of services will be provided to the said staff.
3. The successful travel agency shall also be required to devote at least three (3) personnel (2 in-house and 1 office based) providing dedicated services to the travel needs of AGRA. Staff must have a minimum of 5 years’ working experience with at least one of the three having 8 years’ experience.
4. All such personnel will be required to read and be well-versed with the travel policies of AGRA and adopt the same knowledge in the conduct of business and delivery of services to AGRA. The personnel who will be assigned to serve AGRA must be competent employees of the travel agency who will be re-assigned to service AGRA’s requirements on a full-time basis.
5. The travel agent shall demonstrate a strong back office system that allows for quick and easy reconciliation of accounts.

**Reservation and Ticketing**For every duly approved AGRA Travel request, the travel agent shall immediately make bookings on at least three (3) main airlines operating the route and prepare appropriate itineraries and formal quotations based on the lowest fare and the most direct and convenient routing.

**Service Standards**The travel agent shall provide polite, responsive and efficient service at all times to fulfill AGRA requirements. As a service objective, telephone calls should be answered promptly. When it is necessary to place calls on hold, they should not be kept on hold for more than a few minutes and call-back, when necessary, should be made within one hour.

**Personnel Requirements**

1. The travel agency shall assign adequate personnel to service satisfactorily the volume of work and to fulfill its obligations under the Contract with AGRA. In general, the Travel Agent shall assign the relevant personnel according to their technical know-how and reliability.

2. The travel agency shall assign a senior representative experienced in providing corporate travel services to oversee the travel management services provided to AGRA and ensure full compliance with all requirements of the Contract and Service Level Agreement with AGRA.

3. The travel agency’s employees shall perform their functions in a highly efficient and professional manner.

**Period of Performance**

The Contract(s) shall commence on 1 August 2020 for a period of three years renewable annually based on performance unless terminated earlier by either of the parties as per agreed upon contract terms.

**Selection/ Evaluation Criteria**

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| **Evaluation Criteria** | **Sub criteria/Description** | **Evaluation Score** |
| Past Performance of the Firm | Detailed and specific experience of the firm in undertaking similar travel agency services: 1. Travel services
2. Supplementary services
3. Management reports
* Bidder must provide at least Five Reference letters from clients for similar assignments conducted in the last three years. The minimum information should have: *Name of Client; Contact Person; Assignment Period and place; Scope of assignment; Estimated Value of Travel*
* Bidder must provide a list of corporate clients for the last 10 years
* The Company should also describe any experience it has had in servicing air travel arrangements for international conferences attended by large numbers of travelers (+100) from different countries.
 | 20 points |
| Organization capacity  | * Bidder shall submit a detailed company profile of the organization, organizational chart with the management structure, and specifically the section/department that will be directly involved in performing the assignment.
* The Firm’s company profile should highlight (period of existence, shareholders, experience, office location and number of full personnel other information you may deem relevant)
* Number of fleets available, and transfer fees (if applicable) to and from the airport to various areas
* The travel agency shall have in its current office all the necessary equipment and facilities and shall employ a sufficient number of experienced and professionally trained travel experts and staff to handle AGRA requirements.
* A good track record in serving international organizations, embassies and multinational corporations for a minimum of at least 10 years.
 | 30 points |
| Resource Management & Quality Control | * The bidder should demonstrate how it uses its network members to obtain better prices for its clients travelling from abroad and within the continent. Should have a proven track record of creating savings with cost management and demonstrate cost avoidance strategies used.
* The company should describe its Computerized Booking Systems and facilities for on-line booking/airline reservations, in -plant domestic and international ticketing and ticket printing facilities/satellite ticketing printer, basic office equipment, and telecommunications equipment and online booking tool with a global lead edge technology travel software for its operations.
* Capability of deploying motorized messenger(s)/documentation clerk(s) and drivers.
 | 30 points |
| Methodology and Technical Approach | A description of the approach and methodology of execution which the firm proposes to perform the assignment. * Understanding of the scope of work for the assignment
* The methodology proposed for the assignment, demonstrating how the firm envisages providing flawless travel assistance to AGRA
* Brief description of bidder’s travel systems including their back-office system
* Brief description of invoicing process and invoicing cycle, payment terms, payment currencies.
* Risk and security travel policies and tools used.
 | 40 points |
| Workplan | Proposed assignment plan that includes clear timelines for the assignment, that demonstrates the understanding of the assignment expectation and high-quality proposal | 10 points |
| Key Personnel | The proposed individual/staff team to be deployed for the assignment, the tasks which are proposed to be assigned to each team member.At a minimum the proposed required Key Personnel are;1. **ACCOUNT MANAGER**
* At least 8 years’ experience in Travel services
1. **SITE BASED TRAVEL ASSISTANTS (3No)**
* Staff must have a minimum of 5 years’ working experience
* Experience in ticketing and fare computations, as evidenced by the track record in the Curriculum Vitae.
* Willing and able to guarantee the delivery of products and services in accordance with the performance standards required by this TOR.
* Ability to think on their feet and provide reasonable solutions to travel needs and emergencies, implements duty of care and understand risk management policies.
* Demonstrate good industry knowledge across all services and demonstrate affiliations to relevant member groups for access and discount sharing
* Offers a proven track record of creating savings with cost management and demonstrate cost avoidance strategies used.

The consultant may propose additional staff deemed necessary for the successful conclusion of the assignment.***Curriculum vitae and academic certificates for proposed key staff must be attached.*** | 30 points |
|  | **Total Points**  | **160 points** |

**Payment term**

Biweekly per approved deliverables:

**FINANCIAL PROPOSAL**

The bidder is required to quote its services based on a handling fee paid by AGRA for each ticket issued. The handling fee shall cover the cost of services, human and technical resources and other necessary services to ensure satisfactory fulfilment of the contract. The handling fee should be expressed as a single fee taking into account the totality of the requested travel processing indicated in the terms of reference, including but not limited to, travel information, travel quotations, booking, ticket issuance, change of reservations, re-routing, ticket refund, and travel management reporting**. Bidders shall provide costing for model 1 and 2 below.**

**Costing Model 1:**

|  |  |  |
| --- | --- | --- |
| **Description**  | **Rate in USD** | **Indicative number of flights/trips per year** |
| Domestic Flight (within Kenya) Transaction/Management fees |  | 300 |
| Regional Flights (Within Africa) Transaction/Management fees |  | 2000 |
| Intercontinental Flight Transaction/Management fees |  | 600 |
| Low-cost carriers (domestic and continental) Transaction/Management fees: |  | 50 |

**Costing Model 2:**

|  |  |
| --- | --- |
| **Description**  | **Rate in USD/Month** |
| Per Month **Management fee** for Travel Agency service (Booking, reservations, transfers)* 2 Implanted Travel Assistant
* 1 Back Office Travel Assistant

AGRA will pay for the actual cost incurred on ticket. |  |
| Total amount in USD  |  |

**NB:**

1. **The costing for model 1 and 2 shall form the basis for comparison of the financial proposals**
2. **In addition to one above, bidders shall provide the following:**
	1. **Frequent Flights**: Indicative fees (all costs inclusive) for the following frequent destinations with hypothetical departure dates August 13th and return August 19th, 2020 indicating booking classes for both economy and business airfares

|  |  |  |
| --- | --- | --- |
| **Description** | **Management/Transaction Fee -Economy Class** | **Management/Transaction Fee Business Class** |
| Nairobi – Dar Es Salaam – Nairobi |  |  |
| Nairobi – Accra – Nairobi |  |  |
| Nairobi – Entebbe – Nairobi |  |  |
| Nairobi – Addis Ababa – Nairobi |  |  |
| Nairobi – Ouagadougou – Nairobi |  |  |
| Nairobi – Maputo – Nairobi |  |  |
| Nairobi – Kigali – Nairobi |  |  |
| Nairobi – Abuja - Nairobi |  |  |
| Nairobi – London – Nairobi |  |  |
| Nairobi – Seattle – Nairobi |  |  |
| Nairobi – New York – Nairobi |  |  |
| Nairobi – Washington - Nairobi |  |  |
| Nairobi – Guangzhou - Nairobi |  |  |

* 1. **Airport Transfers**: indicate base rates for the following destinations:

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| **Airport Transfer from Location to JKIA or JKIA to Location** |
| **Location**  | **Base Rates in USD** |
| Athi River |  |
| South B & C |  |
| Donholm |  |
| Komarock |  |
| CBD |  |
| Westlands |  |
| Loresho |  |
| Lower Kabete |  |
| Mountain View  |  |
| Uthiru |  |
| Kinoo |  |
| Kikuyu |  |
| Zambezi |  |
| Runda |  |
| Thika Rd |  |

**Financial** **Proposal;**

1. Must be submitted using the format provided above.**l**
2. Price must be quoted in US Dollars (USD)
3. All applicable taxes (VAT and withholding taxes) shall be included
4. If the financial proposal is silent on taxes, AGRA shall assume that these are inclusive;
5. Financial proposal shall be valid for a period of 90 days from the date of bid closure
6. Financial proposal shall be sent as a separate attachment and **MUST be password protected**
7. Bidders Must provide complete financial costing for the entire assignment

**Submission**

1. Proposals MUST be submitted via email to AGRA General Procurement: Procurement@agra.org on or before the deadline indicated on the synopsis of the RFP
2. All bidders must use the RFP reference number in the subject line of their email submission.
3. Technical proposal and Financial proposal shall be submitted as separate attachment.
4. Neither technical nor financial proposals should exceed 10MB. The firm’s proposal with any subsequent modifications and counterproposals, if applicable, shall become an integral part of any resulting contract.
5. Proposal must be provided in English Language

**Disclaimer**

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