**REQUEST FOR EXPRESSION OF INTEREST (EOI)**

**PROVISION OF TRAVEL MANAGEMENT SYSTEM & SERVICES**

**CLIENT: AGRA**

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**Disclaimer**: 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 Expression of Interest (Firms)**

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| Title of Solicitation | **Request for Expression of Interest (EOI) for Provision of Travel Management System & Services to AGRA** |
| Issuing Office & Address | **AGRA**  **Website:** [**www.agra.org**](http://www.agra.org/) |
| Location of our HQ office | **Nairobi - Kenya** |
| Point of contact for clarifications & questions | **AGRA General Procurement,**  [**Procurement@agra.org**](mailto:Procurement@agra.org) |
| Email Address for submission of expression of interest | **AGRA General Procurement,**  [**Procurement@agra.org**](mailto:Procurement@agra.org) |
| Solicitation Issue Date | **November 20th, 2023** |
| Deadline for submission of questions and clarifications | **November 28th, 2023, 1700 hours, East African Time** |
| Deadline for Answering questions and clarifications | **December 1st, 2023, 1700 hours, East African Time** |
| Deadline for Submission of Proposals | **December 6th, 2023, 1700 hours, East African Time**  **Please include the subject line “TRAVEL EOI” on the email.** |
| Submission and Evaluation Criteria | **Mandatory Eligibility Requirements:**   1. Company profile including a description of management/organization structure. 2. Certificate of Registration/Incorporation. 3. An expression of interest of maximum 15 pages 4. List and description of similar assignments carried out including the list of clients. 5. Proof of IATA accreditation. 6. ISO certification. 7. Ownership of an accredited end-to-end Travel Management System with provision for customization and integrates with Oracle Cloud procurement and finance systems. 8. CVs of key personnel that will be assigned to the work for AGRA   **Evaluation Criteria:**   1. Company profile including a description of management/organization structure: **20%** 2. List and description of similar assignments carried out including the list of clients: **20%** 3. Appropriateness and suitability of the proposed system: **60%** |

1. **Background**

AGRA is a farmer-centered, African-led institution committed to transforming Africa’s smallholder farming into thriving businesses through partnerships. Headquartered in Nairobi, Kenya, AGRA has regional offices in Ethiopia, Ghana, Mali, Nigeria, Rwanda, Tanzania, Uganda, Burkina Faso, Malawi, and Mozambique. For more information about AGRA, visit [www.agra.org](https://chat.openai.com/c/www.agra.org).

1. **Objective of the Assignment**

AGRA seeks a qualified travel management system and services provider company/firm through a competitive Request for Expression of Interest (EOI) and subsequently Request for Proposal (RFP) for qualifying bidders to provide a travel management system and services that align with AGRA's evolving needs.

1. **What We Are Looking For**

AGRA is looking for a firm to deliver a travel management system and services that meet the following requirements:

1. User-friendly system integrating with AGRA’s ERP Oracle Cloud system.
2. Highly stable system with efficient trip management, customizable electronic approval workflows, alerting system, online check-ins, and reliable Oracle Cloud Fusion integrations.
3. Revolutionary travel application for desktop and mobile devices.
4. Easy authorization from finance or budget holder.
5. Support for multiple payment methods.
6. Transparent electronic reconciliation process.
7. Accommodation and transfer rate integration.
8. User-friendly and easy to train.
9. Facilitates transparency through dashboards.
10. Covers all AGRA countries.
11. Provides 24/7 remote support.
12. The travel system proposed should not significantly alter the existing cost provision.
13. The proposed travel system should provide price options with timed price blocks. The travel system provided must enable each registered traveler to instantly access best travel rates and offer itineraries that enable selection of travel itineraries that are most competitive and align with & enforce AGRA’s travel policies.
14. Transparent electronic reconciliation process.
15. Robust travel expense management customizable to AGRA’s policy.
16. Enforces AGRA’s travel policy compliance for cost savings.
17. Allows incorporation of a travel plan into the platform.
18. Provides robust reporting and analytics capabilities. This should allow on-demand generation of any required travel reports including and not limited to:
    1. Monthly summary (including year to date cumulative figures) of travels, visa, hotel and transfer activity data to be readily downloadable by AGRA on demand.
    2. A report containing 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.
    3. “Ticket refund” status report, hotels bookings, visas, and transfers reports.
    4. **Additional Requirements**

Additional requirements must include the following:

1. Description of the costing model for the system.
2. Description of cost-saving models applied by the system.
3. How the system addresses accommodation booking and airport transfers.
4. **Eligibility Criteria and Requirements**

AGRA invites eligible travel management systems and services providers to indicate interest by submitting a maximum 15-page proposal in Word or PDF format, including company profile, similar assignments, client list, key personnel qualifications, and links to an online demo where available.

1. **Shortlisting**

Three to six qualified firms will be shortlisted for detailed technical and financial proposals.

1. **Documents to be submitted**

Interested firms must provide:

1. Company profile and management/organization structure.
2. Certificate of Registration/Incorporation.
3. Expression of interest (15 pages maximum) responding to the eligibility criteria and requirements outlined above.
4. List and description of similar assignments and clients.
5. IATA accreditation
6. Travel Management solution.
7. ISO certification proof.
8. Joint venture agreement or letter of intent if bidding jointly.

**NB: Firms appearing in more than one joint venture will be eliminated.**

1. **Evaluation Criteria**

Only those companies, that will meet the eligibility criteria and threshold required will be shortlisted to proceed to request for proposal (RFP) stage.

* 1. **Mandatory Documents**

The travel firm shall submit the documents listed under chapter 6 above. A preliminary examination shall be carried out to assess compliance with the requirements.

* 1. **Technical Evaluation Criteria**

The travel firm that passes the preliminary examination stage, shall be assessed using the following evaluation criteria.

The best six (6) firms that will attain a score of 75% or above shall be shortlisted to provide a detailed technical and financial proposal. Below is the evaluation criteria that shall be used:

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| --- | --- | --- |
| **No** | **Requirement- CRITERIA** | **Score (%)** |
|  | Company profile including a description of management/organization structure | 20% |
|  | List and description of similar assignments carried out including the list of clients | 20% |
|  | Appropriateness and suitability of the proposed system | 60% |
|  | **Total Score** | **100%** |

1. **Clarification of Expression of Interest**

Interested parties may request for clarifications on this request for expression of interest up to seven (7) days before the EOI submission deadline. Any request for clarification must be sent in writing by electronic mail to [procurement@agra.org](mailto:procurement@agra.org).

1. **Submission of Expression of Interest (EOI)**

All interested eligible companies are requested to submit their expression of interest by the deadline indicated in the synopsis above.