



PEACE, PROSPERITY AND
REGIONAL INTEGRATION

**INTERGOVERNMENTAL AUTHORITY ON
DEVELOPMENT (IGAD)**

REQUEST FOR PROPOSAL (RFP)

For

**Provision of Travel Management Services for IGAD for
the year 2022**

Tender No.: IGAD/RFP/04/2021

October 2021

Djibouti

Request for proposals IGAD/RFP/04/2021

Provision of Travel Management Services for the year 2022

1. Background

- 1.1 The Intergovernmental Authority on Development (IGAD) intends to carry out a procurement exercise to solicit proposals from experienced and professional travel agencies in Djibouti, Republic of Djibouti, for travel management services, offering the best value for money services in the interests of the IGAD Secretariat.
- 1.2 The IGAD does not guarantee exclusive procurement from the travel agent or any minimum order quantity of services. The Travel Agent is expected to win over market share through the quality and competitive service accordingly IGAD will go into multiple framework agreements with not minimum of three travel agencies in Djibouti for the provision of travel service for the year 2022 with possibility of Extension.

2. Objective

- 2.1 The proposed contract with the Travel Agent will cover airline ticketing and incidental services such as air ticket issuance, re-routing, reissuance, reconfirmation and cancellations, and preparation of suitable itineraries (including alternative routings, departures and arrivals) at most direct and lowest cost for IGAD personnel (for purpose of official and non-official travels) and consultants, government officials and participants attending meetings or on official business for the IGAD.
- 2.2 The successful Proposer ("the Travel Agent") will be required to sign a contract with the IGAD to perform travel management services specified under this Terms of Reference and agreeing to clearly identified service levels. The contract will be an initial two year contract, with the option to extend the contract for a further one year. The collective total annual volume of tickets procured during the year 2021 by the IGAD Secretariat in Djibouti was in excess of USD2,304,273.00 and is expected to remain at comparatively similar levels in the years to come.

3. IGAD Travel Policy

- 3.1 The Travel Agent shall be given copies of the IGAD travel policies and procedures and shall be fully familiar and comply with these policies and procedures for all official travel.
- 3.2 The Travel Agent is required to book the most direct routing and least costly fares and to research alternate itineraries (at least three options, if available) in order to provide the lowest appropriate fares. Full economy fares may be used if no appropriate reduced fares are available and business class are applicable in limited situations. The Travel Agent must be knowledgeable of and prepared to offer special fares, discount fares, and bulk fares for use whenever appropriate.
- 3.3 The Travel Agent shall not favor any particular carrier when making reservations and shall maintain excellent relations with all carriers for the benefit of the IGAD

3. Invitation

3.1 Through this request for proposals (“RFP”), the IGAD is seeking to contract a minimum of three qualified travel agencies based in Djibouti, reputable and experienced Travel Agencies to provide travel Management Services for IGAD. The terms of reference included in Annex 1 provides the details of the assignment and expected deliverables.

3.2 Proposals must be submitted to IGAD no later than Sunday 21st November 2021 at 12 pm.

3.3 The RFP includes the following annexes:

Annex 1	Terms of Reference
Annex 2	Requirement for Firm’s Proposals
Annex 3	Evaluation Criteria
Annex 4	Company Profile Form
Annex 5	Acknowledgement Letter
Annex 6	Model Contract
Annex 7	Declaration of Exclusion from IGAD Fund

3.4 The terms set forth in this RFP, including all the annexes listed above, will form part of any contract, should the IGADIGAD accept your proposal. Any such contract will require compliance with all factual statements and representations made in the proposal, subject to any modifications agreed to by the IGADIGAD in the context of any negotiations entered into it.

3.5 The IGADIGAD may, at its discretion, cancel the requirement in part or in whole. It also reserves the right to accept or reject any proposal and to annul the selection process and reject all proposals at any time prior to selection, without thereby incurring any liability to proposers/Travel Agency.

- 3.6 Proposers may withdraw their proposal after submission provided that written notice of withdrawal is received by IGAD prior to the deadline prescribed for submission of proposals. 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.
- 3.7 All proposals shall remain valid and open for acceptance for a period of 90 calendar days after the deadline for submission of proposals. A proposal valid for a shorter period may be rejected. In exceptional circumstances, IGAD may solicit the proposer's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing.
- 3.8 Effective with the release of this solicitation, all communications relating to this RFP must be directed only to Director of Administration & Finance by email at procurement@igad.int. Proposers must not communicate with any other personnel of IGAD regarding this RFP.

4. Request for Clarification of RFP Documents

- 4.1 A prospective proposer requiring any clarification of the solicitation documents may notify IGAD in writing to the email address procurement@igad.int by the specified date and time mentioned in Annex 6. The subject line of the email **MUST** have the reference number and title of the RFP i.e. **RFP IGAD/RFP/04/2021 – Provision of Travel Management Services for IGAD for the Year 2022**. IGAD will respond in writing to any request for clarification of the solicitation documents that it receives 7 days prior the deadline of the proposals submission.

5. Amendments to RFP Documents

- 5.1 At any time prior to the deadline for submission of proposals, IGAD may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective proposer, modify the RFP documents by amendment. The amendments will also be posted on IGAD website and/or communicated via email.
- 5.2 In order to allow prospective proposers reasonable time in which to take the amendment into account in preparing their proposals, IGAD may, at its sole discretion, extend the deadline for the submission of proposal.

6. Language of Proposals

- 6.1 The proposals prepared by the proposer and all correspondence and documents relating to the proposal exchanged by the proposer and IGAD, shall be written in English. Supporting documents and printed literature furnished by the proposer may be in another language provided they are accompanied by an appropriate translation of all relevant passages in English. In any such case, for interpretation of the proposal, the translation shall prevail. The sole responsibility for translation and the accuracy thereof shall be the responsibility of the proposer

*i) **Submission via email IS NOT PERMITTED***

The Technical file should contain the technical proposal and be named as follows:

IGAD/RFP/04/2021 – TECHNICAL PROPOSAL - (name of proposer)

Please **DO NOT** include any financial information in the technical proposal as this may result in disqualification.

The financial file should contain the financial proposal and be named as follows:
IGAD/RFP/04/2021 – FINANCIAL PROPOSAL - (name of proposer)

The subject line of the email should be as follows:

- 6.2 All prospective proposers are kindly requested to return the completed Acknowledgement Letter of RFP receipt (Appendix 5) by the date indicated in Appendix 6, duly signed by an authorized representative, via email, advising whether they intend to submit a proposal by the designated closing date/time. Please also notify the Procurement Specialist immediately if any part of this RFP is missing and/or illegible.

7. Late proposals

- 7.1 Any proposals received by IGAD after the deadline for submission of proposals prescribed in Annex 6 of this document shall normally be rejected.

8. Opening of Technical Proposals

- 8.1 Technical Proposals will be opened on the date indicated in Annex 6. The purpose of this public opening is to record the names of proposers having submitted proposals by the due date and time. Only technical proposals will be opened at the public opening. The financial proposals will not be opened. Proposers submitting proposals are welcome to send one (1) representative, with proper authorization from their company, to observe the opening and recording of proposals received.

9. Opening of Financial Proposals

IGAD shall notify in writing those Proposers that have achieved the minimum qualifying technical score and inform them of the date, time and location for the opening of the Financial Proposals. The Consultants whose Proposals were considered nonresponsive to the RFP and TOR or did not meet the minimum qualifying technical score will be notified that their Financial Proposals will be returned unopened after completing the selection process and Contract signing.

10. Corrupt, Fraudulent, Coercive, Collusive and other Prohibited Practices.

- 10.1 IGAD requires that all IGAD staff, proposers/bidders, suppliers, service providers and any other person or entity involved in IGAD-related activities observe the highest standard of ethics during the procurement and execution of all contracts. IGAD may reject any proposal put forward by proposers, or where applicable, terminate their contract, if it is determined that they have engaged in corrupt, fraudulent, coercive, collusive or other prohibited practices.

11. Conflict of Interest

- 11.1 In their proposal, proposers must (i) confirm that, based on their current best knowledge, there are no real or potential conflicts of interest involved in rendering Services for IGAD, and (ii) set out their policy on dealing with conflicts of interest should these arise.

12. Confidentiality

- 12.1 Information relating to the evaluation of proposals and recommendations concerning selection of Travel Agency will not be disclosed to Travel Agency that submitted proposals.

ANNEX 1: TERMS OF REFERENCE

TERMS OF REFERENCE **FOR THE PROVISION OF TRAVEL MANAGEMENT SERVICES** **FOR THE INTERGOVERNMENTAL AUTHORITY ON** **DEVELOPMENT**

1. Introduction

- 1.1 The Intergovernmental Authority on Development (IGAD) intends to carry out a procurement exercise to solicit proposals from experienced and professional travel agencies in Djibouti, Republic of Djibouti for travel management services, offering the best value for money services in the interests of the IGAD Secretariat.
- 1.2 The IGAD does not guarantee exclusive procurement from the travel agent nor any minimum order quantity of services. The Travel Agent is expected to win over market share through the quality and competitive service.

2. Objective

- 2.1 The proposed contract with the Travel Agent will cover airline ticketing and incidental services such as air ticket issuance, re-routing, reissuance, reconfirmation and cancellations, and preparation of suitable itineraries (including alternative routings, departures and arrivals) at most direct and lowest cost for IGAD personnel (for purpose of official and non-official travels) and consultants, government officials and participants attending meetings or on official business for the IGAD.
- 2.2 The successful Proposer (“the Travel Agent”) will be required to sign a contract with the IGAD to perform travel management services specified under this Terms of Reference and agreeing to clearly identified service levels. The contract will be an initial two year contract, with the option to extend the contract for a further one year. The collective total annual volume of tickets procured during the year 2019 by the IGAD Secretariat in Djibouti was in excess of and is expected to remain at comparatively similar levels in the years to come.

3. IGAD Travel Policy

- 3.1 The Travel Agent shall be given copies of the IGAD travel policies and procedures and shall be fully familiar and comply with these policies and procedures for all official travel.
- 3.2 The Travel Agent is required to book the most direct routing and least costly fares and to research alternate itineraries (at least three options, if available) in order to provide the lowest appropriate fares. Full economy fares may be used if no appropriate reduced fares are available and business class are applicable in limited situations. The Travel Agent must be knowledgeable of and prepared to offer special fares, discount fares, and bulk fares for use whenever appropriate.
- 3.3 The Travel Agent shall not favor any particular carrier when making reservations and shall maintain excellent relations with all carriers for the benefit of the IGAD;

4. Scope of Services

The following are the scope of services requirement for the IGAD:

4.1 General

- a) The Travel Agent should provide travel services **from 7.30 am to 6.00 p.m.** during working days. In addition the Travel Agent shall provide for 24 hours, and will name a focal point and contact information whereas will remain available as emergency service, services on weekends and official holidays where required.
- b) The official travel requirements shall be accorded the highest priority and, therefore, the Travel Agent shall ensure that servicing private travel does not delay, impede or frustrate the Travel Agent timely and effective processing of the official travel.
- c) Furthermore, in carrying out its diverse worldwide operations, the IGAD need not only to arrange for travel of its IGAD Secretariat and Member States based staff, but also for the travel for staff to and from other parts of the world.

1. OBJECTIVES

The IGAD seeks to streamline its local and international travel services arrangements to provide 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 IGAD are to reduce the costs by optimizing on value for money, provide competitive travel options, access to direct and economic routes in accordance with the relevant travel rules, and have services on a 24/7 basis with the option of a Travel Management Contract implant at IGAD.

The successful Travel Agency will be offered a Framework Contract Renewable subject to satisfactory performance, cost effectiveness and efficiency of the Travel Agency based on the annual performance evaluation in the dimensions of Value for Money (VFM), competitive travel options and economical routing as well as other pertinent key performance indicators which might be defined in the contract. The Travel Agency will work closely with IGAD Travel team.

IGAD seeks to engage with the Travel Agency that has a wide international network, well automated with capability to connect with IGAD travel system in the long run for efficient travel management services.

2. SCOPE OF SERVICES

The scope of services includes the following:

2.1 Air Travel

IGAD requires the Travel Agency in all cases to book the most direct and cost-effective route in accordance with IGAD's travel policy and provides the competitive fares on routings that minimize inconvenience to passengers in order to make informed decisions. While a copy of the Travel Policy will be provided to the Travel Agency, it is to be understood that the travel policies embody the following basic principles:

- a) where available, use of the lowest applicable fare shall be the preference;
- b) First Class, Business Class travel or equivalent may be applicable only in situations as per the travel policy or as IGAD designated officer suggests; and
- c) Provide tickets for domestic and international air travel destinations. Authorizations to purchase such tickets shall be in form of approved travel requests in Concur. If a travel date changes, the Travel Agency must receive a corrected travel authorization prior to issuing a ticket with the changed itinerary. As a general policy, the Travel Agency shall immediately make bookings of the most direct and convenient routing and the most economical fare and provide them to the travelers within one business day (9 business hours) upon receipt of the approved travel requests;
- d) The Travel Agency shall provide the following information for each suggested itinerary:
 - Airfare and ticketing deadline;
 - Accurate status of the airline on all segments of the journey;
 - Fare restrictions including validity, penalties for changes and cancellations;
 - Required visa information for transit and/or entry
 - Health related information.

- e) Tickets shall be issued immediately upon receipt of the traveler's confirmation;
- f) In the event that the required travel arrangements cannot be confirmed, the Travel Agency shall notify the Travel Team and the traveler of any such problem and present alternative routings/quotations for the traveler's consideration;
- g) For wait-listed bookings, the Travel Agency shall provide regular feedback on status of flight and continuously endeavor to secure confirmation;
- h) The Travel Agency shall also provide alternative quotations in order to secure further cost reductions based on the most direct and cost-effective routing, on the appropriate designated travel class;
- i) The Travel Agency shall obtain the lowest applicable fare available on the most direct routes in compliance with the relevant IGAD Travel policy at the time of booking. In no event shall the Travel Agency procure travel tickets in excess of the amount in accordance with IGAD travel policy without the written approval of the Travel Team;
- j) The Travel Agency 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;
- k) 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 IGAD. However, exceptions should be considered in markets where only regional airlines are operating upon Travel Team's confirmation;
- l) The Travel Agency shall provide an information service to notify IGAD 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 as soon as available, including outside of the regular working hours. The Travel Agency shall also check and advise about risks of close connections of flights and trains, especially information about mandatory check-in and check-out procedures taking into account the time needed to pick up luggage and any need of transit-visas. This information shall be included in the planning process;
- m) The Travel Agency shall render expert advice on itineraries, reserve and issue ticket documents in a timely and accurate manner within the parameters of the travel policy of IGAD as requested. The Travel Agency 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 IGAD upon request at all times and within short notice;
- n) The Travel Agency shall inform the travelers of all the conditions of tickets/airfares including check-in baggage allowance and any other relevant

information prior to the departure. For tickets/segments with no check-in baggage allowance, the Travel Agency shall try to add the service and notify the travelers on the arrangement/non-arrangement;

- o) In case of lost, delayed, or damaged baggage by the airlines, the Travel Agency shall provide supports to the traveler for recovery and claims for compensations;
- p) The Travel Agency shall only charge IGAD for the official cost of the trip as per the established travel entitlement in accordance with the relevant travel policy. 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;
- q) The Travel Agency shall provide at least two consultants dedicated to service IGAD during the term of service. The consultants should demonstrate good knowledge and experience in travel globally;
- r) The Travel Agency shall be given complete copies of IGAD's travel policies and procedures and shall be fully familiar and in compliance with these policies and procedures for all official Travel;
- s) The Travel Agency shall immediately process airline refunds for all cancelled travels.

2.2 Reporting:

- a. The Travel Agency shall provide a monthly report to IGAD in formats that the IGAD requests, including:
 - Traveler's name, purpose the trip, travel dates, and routing from the origin to the destination;
 - Ticket number, carrier, low fare basis, booking class, and the ticketing date;
 - Penalties and additional or refund amount for changed/cancelled tickets;
 - Travel Agency service charge for each transaction; and
 - Calculation of carbon footprint.
 - Allow and IGAD ticketing team to check the travel agency tickets system.

3. COMPETENCIES AND REQUIREMENTS

3.1 Mandatory Competencies

- a. The Travel Agency shall be accredited with IATA. IATA ID number and a copy of guarantee paper proving that the warranty for IATA has been paid must be presented;
- b. The Travel Agency 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 the minimum requirements of IGAD.
- c. Regional coverage of travel will add advantage.
- d. The Travel Agency must have at least 5 years of proven experience in providing corporate travel management services with references of client profiles preferably major NGOs, or International bodies and Government entities;
- e. The Travel Agency must be able to operate during IGAD's normal working hours which are currently 09:00 hrs. - 18:00 hrs. And working days, which may include nationally-declared non-working holidays. In addition, high-quality and prompt 24/7 services in

English must be ensured;

- f. The Experts dedicated to handle IGAD travels must have at least 5 years of work experience in ticketing and fare computations in a global setting and proven proficiency in English.

Annex 2

Requirements for Travel Agency' Proposals Technical Proposal

The technical proposal will be submitted in a separate file and will address all aspects of the Terms of Reference. **NO details of a financial nature whatsoever should be included in this Technical proposal. Failure to comply with this requirement will result in disqualification.**

The Technical Proposal shall have all the necessary details in response to the Terms of Reference and the proposer shall submit the technical proposal in the structure detailed below.

STRUCTURE OF TECHNICAL PROPOSAL

The proposer shall structure the technical part of its proposal as follows:

Section 1: Bidder's qualification, capacity and expertise.

- 1.1 **TECH1:** Technical Proposal Submission Form
- 1.2 **TECH 2** – Company profile
- 1.3 **Business Registration and Membership Documents:** A certified copy of certificate of business registration, certificate of incorporation, business license or similar document, Information on ownership structure, name of directors of the company / owner, Provide copies of IATA accreditation certificate, IATA ID number and copy of guarantee paper proving that the warranty for IATA has been paid and other certificates of professional membership in travel management associations, etc.
- 1.4 **Organization profile**– Provide a brief description of the organization submitting the proposal, its legal mandates / authorized to include year of incorporation and a brief description of the bidder's present activities, the year and country of incorporation, types of activities undertaken and approximate annual budget main office location, location of branches, number of company employees, list of airlines that the agent is selling tickets on behalf of, etc. Include reference to reputation or any history of litigation and arbitration in which the organization has been involved in that could adversely affect or impact the performance of services, indicating the status of such litigation / arbitration.
- 1.5 **Organization Experience** – Provide details of previous relevant experience successfully completed in the last 5 years (FORM TECH 3)

Section 2: Proposed Methodology, Approach and Implementation Plan

- 2.1 **Methodology:** Provide a detailed description of the proposed services and processes. In complying with this, it is recommended to present the services offered in accordance with the sequence the IGAD has listed as a requirement and what your company would be able to provide.
- 2.2 **Implementation mechanisms and management arrangements:** This should contain a brief description of how your IGAD foresees the flow of transactions involved, the billing / invoices and payment procedures as well as other expected roles and responsibilities involved.

- 2.3 Booking System:** Provide information about the quantity and type of booking systems the company operates. Provide information about availability of online booking tool.
- 2.4 Resource plan:** This should explain the bidder's resources in terms of personnel and facilities necessary for the performance of this requirement. It should describe the bidder's current capabilities / facilities and any plan for their expansion.
- 2.5 Other concessions offered:** - This should consist of value-added products and services that may have not been mentioned / required in the Terms of Reference but the bidder is offering to the Fund and will add value to its services. This is optional but will be given credit if proven to indeed add value to the Fund's activities.
- 2.6 Bidder's Comments and Suggestions on the Terms of Reference:** Present and justify any modifications or improvement to the Terms of Reference you are proposing to improve performance in carrying out the assignment (such as deleting some activity you consider unnecessary, or adding another, or proposing a different phasing of the activities). Such suggestions should be concise and to the point, and incorporated in your Proposal

Section 3: Management Structure and Key personnel

- 3.1** Describe overall management approach toward planning and implementing the assignment. Include an organization chart for the management of the project describing the relationship of key positions and designations
- 3.2 Competence of existing and proposed personnel:** Provide CVs of designated staff members who will be assigned to serve the IGAD, showing the experience as required in the TOR (Template provided in FORM TECH 4). The CV's should only highlight the travel-related work experiences, travel-related training and skills and educational background.

Section 4:

- 4.1 References and letters of recommendations:** Provide minimum 3 letters of recommendation from clients to whom services were provided within the last 3 years.

TECH Forms

Form TECH-1: Technical Proposal Submission Form

[Location, Date]

To: [Name and address of Client]

To whom it may concern:

We, the undersigned, offer to provide the Travel Management Services for IGAD for [Insert title of assignment] in accordance with your Request for Proposal dated [Insert Date] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal, and a Financial.

We are submitting our Proposal in association with: [Insert a list with full name and address of each associated Travel Agent if submitting as an association]

We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

If negotiations are held during the period of validity of the Proposal, i.e., before the date indicated in Paragraph Reference 2.7 of the RFP, we undertake to negotiate on the basis of the proposed ~~of~~ methodology and approach. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

We undertake, if our Proposal is accepted, to initiate the consulting services related to the assignment.

We understand you are not bound to accept any Proposal

you receive. We remain,

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory: __

Name of

Firm:

Address: ____

**Form TECH 2
Company Profile
Form**

Please respond to all questions.

Company details - Travel Agent's name

Name:

General Information

Primary contact for sales/client services		
Address		
	Postal Code:	Country:
Telephone:	Fax:	
E-mail:	Web site:	
Parent company, if any		
Subsidiaries, Associates, and/or Overseas Rep(s), if any		
Year established		
Registration Number		
Type of organization	Public enterprise	()
	Private company	()
	Organization sponsored (assisted by Government) Other (please specify):	()
Type of Business	Manufacturer	()
	Retailer	()
	Authorized Agent	()
	Consulting Company	()
	Other (please specify):	()
Summary of main business activities		
No. of employees (by location)		
Staff turnover rate		
In-house working language (s)		
Bank Name: Bank Address: Account Holder: Account Number: IBAN: SWIFT:		

Prior experience with international organizations

List contracts with international organizations in the last three years BRIEFLY list recent contracts that used relevant tools, technologies, and techniques: Attach additional sheets if necessary.
1
2
3

Environmental Policy

Does your company have a written statement of its environmental policy? YES () Please attach copy NO ()

Contract disputes

List any disputes your company has been involved in over the last three years

References

List suitable reference projects and contacts. What options would there be for a site visit to a reference project and/or the vendor's site?
1
2
3

Partners

If this is a part bid, list relevant recent experience of working with partners. Are there already formal or informal preferred partnership agreements in place?
1
2
3

Conflict of interest

Are there any likely circumstances or contracts in place that may introduce a conflict of interest with the parties to this contract? If so, explain how this will be mitigated
1
2

Certification

I, the undersigned, confirm that the information provided in this annex is correct.
In the event of changes, details will be provided.

Name: _____ Title: _____

Signature: _____ Date: _____

Form TECH 3

Previous Relevant Experience

Please list only previous similar assignments successfully completed in the last 3 years.

Project name & Country of Assignment	Client & Reference Contact Details	Contract Value	Period of activity and status	Types of activities undertaken

Bidders may also attach their own Project Data Sheets with more details for assignments above.

FORM TECH 4: Format for CV of Proposed Key Personnel

1. **Proposed Position** [only one candidate shall be nominated for each position]: ____

2. **Name of Firm** [Insert name of firm proposing the staff]: _____

3. **Name of Staff** [Insert full name]: _____

4. **Date of Birth:**_____ **Nationality:** _____

5. **Education** [Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment]:

6. **Membership of Professional Associations:** _____

7. **Other Training** [Indicate significant training since degrees under 5 - Education were obtained]:

8. **Countries of Work Experience:** [List countries where staff has worked in the last ten years]: _____

9. **Languages** [For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing]: _____

10. **Employment Record** [Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment (see format here below): dates of employment, name of employing organization, positions held.]:

From [Year]:_____ To [Year]: _____

Employer: _____

Positions held: _____

11. Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any wilful misstatement described herein may lead to my disqualification or dismissal, if engaged.

_____ Date: _____
[Signature of staff member or authorized representative of the staff]
Day/Month/Year

Full name of authorized representative: _____

Financial Proposal

The Travel Agency is required to prepare and submit the Financial Proposal in a separate file from the Technical Proposal.

The Financial Proposal should be inclusive of the taxes where applicable³, and the applicable taxes should be clearly specified.

Financial Proposal Standard Forms (FIN Forms) shall be used for the presentation of the Financial Proposal.

Form FIN-1: Financial Proposal Submission Form

[Location, Date]

To: [Name and address of Client]

Dear Sirs:

We, the undersigned, provide in the Financial Proposal the relevant prices of various categories of services in accordance with your Request for Proposal dated [Insert Date] and our Technical Proposal.

Our Financial Proposal shall be binding upon us until the expiration of the validity period of the Proposal, in the event of an award of the framework agreement, all the unit prices shall be valid for the duration of framework agreement.

We understand you are not bound to accept any

Proposal you receive. We remain,

Yours sincerely,

Authorized Signature [In full and initials]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

Form FIN-2: Summary of Costs

A. Unit rates for Service Fees

Description	Travel Agent Service Fee (USD)
Air ticket – International	
Air ticket – Regional	
Air ticket – Domestic	
Change fee	
Cancellation fee	
Other such as airport Transfer	

Annex 3 Evaluation Criteria

A. Evaluation and Comparison of the Proposals

1. The proposals will be evaluated in a three-stage procedure, starting with administrative compliance to ensure that the proposals includes all necessary required documents and is duly signed by the authorized representative. Evaluation of the technical proposal will follow and will be completed prior to any financial proposal being opened and evaluated. The financial proposal will be considered only if the submissions fulfil the minimum technical scores requirements.

B. Acceptance of Submissions

2. All proposers are expected to adhere to the requirements for submitting a proposal. Any proposals that fail to comply will normally be disqualified from further consideration as part of this evaluation. In particular:
 - Full compliance with the formal requirements for submitting a proposal
 - Submission of all requested documentation
 - Acceptance of the IGAD Model contract – Where the proposer notes issues, these must be raised as part of the technical proposal for consideration during evaluation

C. Evaluation of Technical Proposal

3. Evaluation committee shall be established to evaluate each technical proposal. The technical proposal is evaluated individually on the basis of its responsiveness to the technical requirements and will be assessed and scored according to the evaluation criteria below and as per scores in the table.

Evaluation Criteria

		Sub-score	Score
1	Experiences of the Travel Agency		45
1.1	At least 5 years of relevant experience.	20	
1.2	Previous clientele including INGOs, IGOs, Govts, or Diplomatic missions.	15	
1.3	References of previous customers	15	
2	Technical approach and methodology		25
2.1	Implementation mechanisms, management arrangements and Technical capability to provide required services through Concur modules	15	
2.2	Resource Plan and ability to provide 24/7 Service in English	5	
2.3	Reporting mechanism and tool	5	
3	Staffing: An overall description of the travel agency (company profile) including: statutory requirements, a brief history; CVs of the manager and staff who will be working in the agent.		20

4	Regional Coverage: The Travel agency to state the number of countries they are operating in with registered working office.		10
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Technical proposals that score at least 80 points out of 100 will be considered as qualified for the review of financial proposal. Any proposal less than that will be disqualified from proceeding to the next step and its financial proposal shall be returned unopened following the award of the contract.

D. Evaluation of Financial Proposal

The method applied for the selection of the travel agencies will be the **Least Cost Selection (LCS)** select financial proposal of all agencies which have attained the minimum score in the technical evaluation will be evaluated subsequently. The lowest evaluated proposals in terms of the services fees, cancellation & change and the discount offer will be considered for the framework agreements, accordingly IGAD will select minimum of three framework agreements for the year 2022 renewable based on the performance of the Travel agencies selected

E. Award

The Award will be made to the responsive proposer who achieves the highest combined technical and financial score, following negotiation of an acceptable contract. IGAD reserves the right to conduct negotiations with the Proposer regarding the contents of their offer. The award will be in effect only after acceptance by the selected proposer of the terms and conditions and the technical requirements

Annex

.Acknowledgment Letter

To whom it may concern,

We, the undersigned, acknowledge receipt of your Request for Proposal (RFP) No. RFP/2021/001 dated and hereby confirm that we:

INTEND DO NOT INTEND

To submit a proposal to the secretariat of the Intergovernmental Authority on Development () by the deadline date of at 2pm, and that we:

INTEND DO NOT INTEND

To send one (1) authorized representative to observe the public opening procedure on 25/11/2021 at 2pm DD/MM/YYYY. (Note: attendance to the public opening procedure is optional.)

We acknowledge that this RFP is confidential and proprietary to IGAD, and contains privileged information.

Name of Authorized Representative: _____

Signature:

Name and Address of Vendor: _____

Telephone: Facsimile: _____

If you do not intend to submit a proposal to IGAD, please indicate the reason: we do not have the capacity to submit a proposal at this time.
 We cannot meet the requirements for this RFP.
 We do not think we can make a competitive offer at this time.
 Other (please specify): _____

Kindly return this acknowledgement letter immediately via e-mail to procurement@igad.int

NOTE: Due to current security arrangements, your authorized representative must present a completed copy of this letter in order to observe the public opening procedure.

Annex

IGAD Model Contract (Attached as a separate document)

By submitting a proposal to this RFP, Bidders are considered to have carefully reviewed the IGAD Model Contract and be in agreement with all its terms and conditions. Where the bidder has specific issues of concern, those must be raised and indicated in the Technical proposal clearly for consideration during evaluation. Any request of amendments to IGAD Model Contract and terms and conditions must be accompanied by detailed and compelling justification for review and consideration by IGAD. It should be noted that request of amendments to IGAD Model Contract and terms and conditions may negatively affect evaluation of the proposal and, in some cases, where such amendments are incompatible with IGAD's binding policies and rules, may prejudice the final award.

IGAD

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DECLARATION OF NOT BEING IN THE GROUNDS FOR EXCLUSION

(Declaration to be filled up by all the bidders)

Identification of the company

(Address, name, contact person)

Identification of the project: name, reference, publication

Dear Sir/Madame:

I hereby confirm that I am not under any of the conditions stated in art. 2.3.2. of the IGAD Procurement Manual, namely:

- a) They have been declared in bankruptcy or insolvent under their national law, are under court administration, have entered into an arrangement with creditors, have suspended voluntarily or not their business activities or are under any similar situation under their national regulation
- b) They have been convicted by a competent court on a criminal offence related to its professional activity, or related to fraud, corruption or involvement in a criminal or terrorist organization. The court ruling must not be subject of appeal.
- c) They are being prosecuted for not currently fulfilling their obligations related to the payment of social security contributions or other taxes in accordance with the legal provisions of the country where they are established or any of the IGAD countries.
- d) IGAD can prove that they are guilty of grave misconduct in previous tendering procedures or unethical behaviour has been discovered at any stage of the tendering procedure.

I will be providing the proof when IGAD will make the request in case the contract is awarded.

Yours faithfully,

Name

Date

Signature

2-DRAFT CONTRACT AGREEMENT AND SPECIAL CONDITIONS WITH ANNEXES

A/ SERVICE CONTRACT N° (*Contract number*)

The Inter-Governmental Authority on Development, IGAD, represented by (*name of the person signing on behalf of IGAD, registration number of the institution, address and all the identification data*),
of the one part,

And

Identification data of the company/person: name, address, identification number and account number
of the other part,

Have agreed as follows:

SPECIAL CONDITIONS

Subject

Identification of the contract: name, IGAD identification number and location.

Structure of the contract

The Consultant will carry out the services on the terms and conditions specified in this contract, which comprises, in order of precedence, these special conditions ("Special Conditions") and the following annexes:

Annex I: General Conditions Contract

Annex II: Terms of reference (ToR)

In case of any contradiction between the above documents, their provisions shall be applied according to the above order of precedence.

Contract value/ Service fees agreed:

Description	Travel Agent Service Fee (USD)
Air ticket – International	
Air ticket – Regional	
Air ticket – Domestic	
Change fee	
Cancellation fee	

Annex-5

Other such as airport Transfer	
--------------------------------	--

Starting date

The starting date will be.....

Performance Security N/A

The performance security will be 10% of the contract price.

Period of implementation

The period of implementation will be of.....*years/months/days* since the starting date

Reporting

The Consultant shall submit progress reports as specified in the Terms of reference.

Payments

7.1 Payments will be made in USD in the bank account above mentioned.

7.2 The payments will be made according to the following schedule:

Include here the payment conditions

Contact addresses

Set contact address of both parties

Language of the contract

The language of the contract is in English, and all the communications between parties must be done in this language.

Law of the contract, court competent and arbitration

10.1 Any disputes arising out of or relating to this contract which cannot be settled amicably shall be referred to the exclusive jurisdiction of the courts of Djibouti.

10.2 Any disputes arising out of or relating to this contract which cannot be settled otherwise shall be referred for arbitration to <specify the arbitration body> applying the rules of arbitration of [the International Chamber of Commerce / the United Nations Commission on International Trade Law / < other internationally recognised procedure to be specified >

10.3 The law governing the contract is that of Djibouti.

For the Service Provider

For IGAD

Name:

Name:

Position:

Position:

Annex-5

Signature:

Signature:

Date:

Date:

2.2 General Condition of Contract

1. **Definitions**

1.1 In this Contract, the following terms shall be interpreted as indicated.

- a. **"The Contract"** means the agreement entered in to between the purchaser and the supplier as recorded in the contract form signed by the parties, including all attachments and appendices there-to and all documents incorporated by reference therein.
- b. **"The Contract Price"** means the price payable to the supplier under the Contract for the full and proper performance of its contractual obligations.
- d. **"Services"** means services ancillary to the supply of goods, such as transportation and insurance and any other incidental services and other such obligations of the supplier covered under the contract.

2. **Application**

2.1 These General Conditions shall apply to the extent that they are not superseded by provisions in other parts of the contract.

3. **Standard**

3.1 The Goods and services supplied under this contract shall conform to be standards mentioned in the schedule of the technical specification of the bid document.

4. **Use of Contract Documents and Information**

4.1 Contract documents and information shall not be disclosed by the supplier to any person without the prior written consent of the purchaser other than to a person employed by a supplier for purpose of performing the contract.

5. **Performance Security**

5.1 Not applicable

6. **Delivery of medical Insurance services**

8.1. Delivery of the medical services shall be made by the Insurer in accordance with the terms and conditions specified by the purchaser (contract) in its schedule of requirements and the special conditions of the contract.

8. **Incidental Services**

8.1. The Supplier may be required to provide any or all of the following services.

- a. Performance and supervision of on-site (clinics & hospitals) that work with the Insurance Company & advise to give good assistance to IGAD staff.
- b. Asses, advise and recommend good health Centres in each member state Where IGAD staff can get assistance.

9. **Payment**

9.1 The Insurer's request for payment shall be made to the purchaser in writing accompanied by an invoice.

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9.2 Payments shall be made promptly by the purchaser within 30 days of submission of written request accompanied by relevant documents.

1. Prices

10.1 Prices charged by the Insurance Company shall not vary from the price quoted by the Insurance Company in its bid.

11. Change of Orders

11.1 The purchaser may change order by a written notice within the general scope of the contract in any or more of the following:-

- a. New joining staff
- b. Those departing/leaving for good.

An equitable adjustment shall be made for additional premium to those new staff joining IGAD and reimbursement for the remaining period will be paid to IGAD for those leaving, and the contract shall accordingly be amended.

12. Assignment

15.1 The Supplier shall not assign, in whole or in part, its obligations to perform under the Contract, except with the purchaser's prior written consent.

13. Delays in the Supplier's Performance

16.1 Not applicable

14. Liquidated Damages

17.1 Not applicable.

15. Termination by Default

15.1 The purchaser may, without prejudice to any other remedy for breach of contract, By written notice of default sent to the supplier terminate the contract in whole
And in part:

- a. If the supplier fails to deliver any or all of the services within the time period specified in the contract, the purchaser may procure, service similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar service. However, the supplier shall continue the performance of the contract to the extent not terminated.
- b. If the supplier fails perform any other obligation under the contract.

16. Force Majeure

16.1 Notwithstanding provisions of clauses 15,16 and 17 The supplier shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the contract is the result of an event of force majeure.

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- 16.2 "Force Majeure" means an event beyond the control of the supplier and not involving the supplier's fault or negligence and not foreseeable, and as per the definitions given under Djibouti law.

17. Termination for Insolvency

- 17.1 If the supplier becomes bankrupt or otherwise insolvent, the purchaser may at any time terminate the contract by giving written notice to the supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.

18. Termination of Convenience

- 18.1 The Purchaser, at any time for its convenience may terminate the contract, by a written notice to the supplier explaining the extent to which performance of work under the contract terminated, and the date upon which such termination becomes effective.
- 18.2. The Goods that are complete and ready for delivery within 15 days after receipt of notice of termination shall be purchased by the purchaser at the contract terms and prices.

19. Resolution of Disputes

- 19.1 Disputes arising between the purchaser and the supplier in connection with the contract shall be resolved amicably by direct informal negotiations. If, after 30 days from the commencement of such negotiations, they have been unable to resolve it, either party may require that the dispute be referred for resolution to the formal mechanisms specified in the special conditions of the contract. They may include conciliation mediated by a third party or adjudication/arbitration in accordance with International Arbitration.

20. Governing Language

- 20.1 The contract shall be written in the language specified in the special condition of contract.

21. Applicable law

- 21.1 The contract shall be interpreted in accordance with and governed by the Standard Commercial Law of Djibouti.

22. Notices

- 22.1 Any notice given by one party to the other pursuant to the contract shall be sent in writing or by telegram or telex/fax and it shall be effective when delivered or on the notice's effective date whichever is later.

23. Taxes and duties

- 26.1 The service provider shall be entirely responsible for all taxes, duties, license fees, etc. Incurred until completion of the contracted services.