



## Invitation to Bid

(Provision of Travel Management Service to the PAP Secretariat)

Date: 25<sup>th</sup> FEBRUARY 2010

REF No.: PAP/ADMIN/RFP/01.2010

### A. INTRODUCTION

1. The Pan-African Parliament (hereafter referred as the PAP or the Parliament) was established in March, 2004, by Article 17 of the Constitutive Act of the African Union of July, 2001.
2. The establishment of the PAP is informed by a vision to provide a common platform for African peoples and their grass-roots organizations to be more involved in discussions and decision-making on the problems and challenges facing the continent.

### B. PURPOSE

3. The PAP is seeking sealed bids from licensed travel agents for the provision of travel management services.
4. The travel management service will be for all official journeys sponsored by the PAP for parliamentarians, staff and other persons within and outside Africa. The official travels include, but not limited to, the following:
  - (i) official missions, meetings, seminars and events organized by the PAP and partners;
  - (ii) interview, appointment and repatriation of staff and their families;
  - (iii) home leaves and other forms of travel, including emergencies.

### C. ELIGIBILITY CRITERIA

5. Bidders must provide their company profile and meet the following conditions for eligibility:

- (i) the agent should have IATA Accreditation and membership for at least three (3) years (please submit copy of valid Membership/Accreditation Certificate);
- (ii) the agent should have a minimum of three (3) years of experience in providing similar service to other organizations, preferably of an international standing;
- (iii) the agent should have a valid registration by the government of the Republic of South Africa (please submit copy of the Registration Certificate);
- (iv) the agent, preferably, should have branch office in the Johannesburg area;
- (v) the agent, preferably, should have tie-up with major hotels and car operators, within and outside the Africa continent;
- (vi) satisfactory financial performance over the last two years.

6. Bidders not submitting the above information or not meeting the above conditions will be disqualified.

#### **D. EVALUATION CRITERIA**

7. PAP is looking for a Travel Agency that can demonstrate the ability to provide the full range of Travel Agency Services.

The following points are important and guide the content of the submissions:

- Above Average levels of customer service excellence.
- Utilization of advanced information technology to ensure efficient and expeditious service delivery.
- Proven ability to handle queries or deal with problems at all times (24 hours a day).
- The Travel Agency that is committed to ethical business practice and empowerment.
- Accessibility of top-level management to sort out issues as per PAP requirement.
- Should give correct advice regarding the most economical routes, fares, etc.
- Describe in detail your ability to secure the lowest available published / or negotiated airfares.
- Considering the international scope of PAP, describe in detail what your agency has in place to obtain and control cost-effective international faring.

- What type of training do you provide for your personnel such as how efficient and polite your personnel are in their work with clients? How quick they are in responding to the needs of client?
- Demonstration of fast turn-around times is essential.
- Indicate any special features, programmes or services that would be beneficial to PAP and its travelers (e.g. lost baggage follow-up, insurance etc).
- Demonstration of internal quality control.
- Provide tailor-made options and solutions.
- Provide cost effective travel services.
- Please supply a list of major clients, with contact details so that we can reference check the above criteria.
- Proven financial stability.

## **E. REPORTS**

8. The following reports / information should on a regular basis be submitted by Travel Agency to PAP Finance Division (copy Protocol Division)

- Monthly Management Report
- Detailed Air Travel Reports
- Any other reports that PAP may deem necessarily.

## **F. DURATION OF CONTRACT**

9. The duration of contract shall be one (1) year from the date of signing a contractual agreement with the PAP and renewable annually based on satisfactory performance.

## **G. TERMS AND CONDITIONS TO BIDDERS**

10. This invitation for bid is open to all eligible travel agents with at least three (3) years experience in providing travel management services in the Republic of South Africa.

11. The selected agent must keep confidential all dealings with the PAP and its partners, including but not limited to travel routes, schedules and reservations of its travelers. The agent shall by no means, disclose any travel or financial details of the PAP and its partners to anybody unless officially authorized by the Clerk of the Parliament or as required by standard air travel regulations.

12. As part of the evaluation process, the PAP may request short-listed bidders to do brief presentation to the PAP.
13. Bids shall be prepared and submitted in two separate sealed envelopes for the financial and technical proposals.
14. The technical document must contain at least:
  - (i) copy of deed of formation of the firm, IATA Accreditation and Government Registration;
  - (ii) details of the firm, its various value adding services and products related to travel management;
  - (iii) the firm's experience with similar assignment (proof to be submitted);
  - (iv) other documents as stipulated under C -Eligibility Criteria, in this invitation to bid.
15. Bids must be delivered to the PAP on or before 05:00 p.m local time, on **April 01, 2010**. Bid documents to this RFP must be in a common sealed package marked.

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THE PAP SECRETARIAT**

16. Bid documents must be delivered to the following address:

**Acting Clerk  
Pan-African Parliament  
Gallagher Estate, Private Bag X16, Midrand 1685  
Johannesburg,  
Republic of South Africa**

**Note: Bid responses by fax or e-mail are NOT acceptable**

17. All bid documents received after the closing date will not be considered.
18. Bids will be opened in the presence of the representatives of the bidders who choose to attend, on **April 02, 2010** at 10.00 a.m local time, at the Pan-African Parliament, Midrand.
19. Questions or clarifications concerning this RFP should be directed to:

**E-Mail:** [tender@panafricanparliament.org](mailto:tender@panafricanparliament.org)

**Ref:** TRAVEL-MGMT

20. Successful bidders shall not assign, transfer or subcontract any portion of the contract without the express written consent of the Clerk of Parliament.

21. PAP reserves the right to make any subsequent modifications to the invitation to tender or to reject part of the bid or all the bids.

