



TERMS OF REFERENCE

INVITATION FOR BIDS: TRAVEL AGENCY TO PROVIDE AIR TRAVEL AGENT AND MANAGEMENT SERVICES

1.0 Background:

Amref Health Africa was founded in 1957 and has since grown to become the largest African based international health development organization, currently implementing more than 150 programs which directly reach more than 20 million people across 35 countries in Africa. Headquartered in Nairobi, Kenya, Amref has fully-fledged offices in Ethiopia, Guinea, Ivory Coast, Kenya, Malawi, Tanzania, Uganda, Senegal, South Sudan, and Zambia; eleven advocacy and fundraising offices in Europe and North America; and a staff complement of over 1,500. Our vision is to bring about 'Lasting health change in Africa', and our mission is 'To increase sustainable health access to communities in Africa through solutions in human resources for health, health service delivery, and investments in health'. We believe that the power to transform Africa's health lies within its communities, and therefore strive to ensure that health systems are not only functional but that communities are empowered to hold these systems accountable for the delivery of quality and affordable health care.

Amref Health Africa in South Sudan head office is located at tong Ping, Juba Central Equatoria State with field offices in;

- Maridi County
- Wau County
- Yambio County
- Ibba County
- Yei County

Apart from having offices in the above counties, the organization has operations which require travels to regions all over the 10 states of South Sudan.

1.1 Statement of Purpose & Objectives





The purpose of this Call for Proposals is to source for a suitable travel agency to provide Travel agent management services (Air travel and ticketing) for travels within South Sudan.

The travel agency shall be well established and performed in the most cost-effective manner considering the organization's interest as well as its staff's welfare.

Other Objectives will include;

- To provide a professional service, understand our travel regulations and take them into consideration when providing quotes.
- To have experienced travel agents who possess adequate skills and competencies to support the official requests of the organization's staff.
- To portray high level and quality services shall be assured at all times with a back-up system.
- To be competent, proactive, diligent and always on stand-by mode.
- To advise Amref Health Africa on best practices and can draw attention to further cost saving opportunities.

2.0 Specific tasks/ Procedures to be performed

The travel agency would be responsible for:

- Obtaining tickets for official travels through commercial modes of Air transport for Amref Health Africa staffs to any destination within South Sudan
- Negotiating and concluding – on behalf and for the benefit of Amref Health Africa – discount agreements with major air carriers

2.1 Description of official travel

- The official travels include, but are not limited to the following:
- Official missions of Amref Health Africa staff, implementing partners (NGOs or Government) or other entities,
- Appointment, deployment and repatriation of staff
- R&R leaves and other travel defined as "entitlement travel" The agency shall not favour any particular carrier when making reservations unless otherwise specifically agreed in writing.

2.2 Core requirements





The Travel Agency shall:

- Make reservations, issue and deliver tickets for domestic flights
- Make and prepare appropriate itineraries and formal quotes within a reasonable timeframe based on the fares and convenient routing. In the event that required travel arrangement cannot be confirmed, notify the requestor of the problem and present alternative routings/quotations for consideration;
- Provide at least three options for European and intercontinental destinations. These offers should be free of charge;
- Pre-book the suggested seats mentioned in the formal quotation for a specified duration. This will allow passengers to review the offer, and ensure the seat is still available upon confirmation of preferred route.
- Accurately advise the requestor of ticketing deadlines and other relevant information every time reservations are made in order to avoid cancellations of bookings;
- Promptly issue and forward all tickets in electronic format with detailed itineraries including carrier(s), flight numbers, departure and arrival times for each segment of the trip;
- Inform travelers, upon booking confirmation, of flight/ticket restrictions, involuntary stop-over, hidden stops, and other inconveniences of the itinerary and provide required documentation for travels;
- Handle complaints in a timely manner on behalf of Amref Health Africa on flight problems, cancellations, delays etc;
- Reconfirm and revalidate airline tickets, re-issue tickets which are returned as a result of changed routing or fare structures and printed itineraries;
- Process duly authorized travel changes or cancellations as required;
- Process immediately and report on refunds for unused tickets for fares, and credit them to Amref Health Africa
- Provide regular travel services on each working day from 09:00am to 18:00pm.

2.3 Other complementary services required

The travel agent shall:

- promptly notify travellers of airport closures, strikes, delayed or cancelled flights, or any other changes that might affect the travellers;





- All tickets shall be issued in electronic format. When an electronic format is not available, any paper version shall be delivered to Amref Health Africa office free of charge;

3.0 Responsibilities of Amref Health Africa

Amref Health Africa to provide:

- Clear, comprehensive request for flight quotation in order to allow the agency to provide the best fare quotes
- One focal point will be appointed to liaise with the travel agent
- Amref Health Africa, in accordance with the standard terms of payment, undertakes to pay the travel agency any authorized charge within thirty days of receipt of original invoices.
- It is understood that Amref Health Africa will decline their responsibilities in the event of a trip undertaken without authorization and / or that does not comply with the regulations.

4.0 Billing and Invoice

The travel agency shall send an official invoice to Amref Health Africa for the purchase of each ticket. The invoice will include the name of the passenger, dates of travel and destination.

The travel agency will be required to send original invoices to Amref Health Africa within 30 business days after services have been rendered.

The travel agency shall be requested, if necessary, to provide monthly statements of paid and unpaid invoices for reconciliation and monitoring purposes.

The travel agency must ensure that the tickets issued and the bill are in accordance with the request from the Amref Health Africa travel focal points.

4.0 Duration of the contract: 1 year from the date of issuance of contract. The contract will be supervised by Admin Officer/ Assistant with quarterly performance monitoring meetings

5.0 Evaluation Criteria:

- Understanding of scope, objectives and completeness of response

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- The company should have 5 years of working experience in a similar field.
- The contractor should also provide at least 3 referees details.
- The contractor shall submit its company profile which should have company registration, and tax clearance documents.
- The contractor should submit the proposal of work plan/implementation plan and schedule of activities based on daily, weekly, monthly, quarterly and yearly including plan for monitoring and quality assurance (Contractor may visit the Amref Health Africa in South Sudan office if feels necessary).
- The standby staff must have 3-5 years of working experience in the aviation industry (to be proven).
- The contractor shall provide the Curriculum Vitae of its technical employees
- Weightage for Technical proposal will be 70%. Only the technical qualified contractor that score 70% of the marks (49 out of 70 points) will be considered for the next stage of financial evaluation.
- Weightage for Financial proposal will be 30%.

Deadline:

Submit soft copies of proposals to tender.ss@amref.org before **Friday 11th November, 2022 at 12 Noon C.A.T**

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