



IPPF International
Planned Parenthood
Federation

Africa Regional Office

From choice, a world of possibilities

Request for Bids

**P O BOX 30234-00100 NAIROBI
TELEPHONE: 020 4909000**

Bid No: 01-IPPFAR/2022

Closing date: 07 July 2022 at 11:00 am East Africa Time.

Travel Management Services

*IPPF Africa Region.
Merchant Square, Block C, 5th Floor.
Riverside Drive. PO BOX 30234. Nairobi. Kenya.
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BACKGROUND

The International Planned Parenthood Federation Africa Region (IPPFAR) is the leading sexual and reproductive health (SRH) service delivery organization in Africa, and the leading sexual and reproductive health and rights (SRHR) advocacy voice in the region.

Headquartered in Nairobi, Kenya, the overarching goal of IPPFAR is to increase access to SRHR services to the most vulnerable youth, men, and women in sub-Saharan Africa. Supported by thousands of volunteers, IPPFAR tackles the continent's growing sexual and reproductive health challenges through a network of Member Associations (MAs) in 39 countries.

This information will form part of the eventual bid and must thus be complete as there will not be a chance to do so again later. It is also essential that the information supplied is both correct and true.

The countries IPPFAR staff and guests frequent are as below amongst others:

COUNTRIES:

1. Angola
2. Benin
3. Botswana
4. Burkina Faso
5. Burundi
6. Cameroon
7. Capeverde
8. CAR
9. Chad
10. Comoros
11. Congo Brazza
12. Cote D' Ivoire
13. Democratic Republic of Congo
14. Ethiopia
15. Gabon
16. Ghana
17. G. Bissau
18. G. Conakry
19. Lesotho
20. Liberia
21. Madagascar
22. Malawi
23. Mali
24. Mauritius
25. Mozambique
26. Namibia
27. Niger
28. Nigeria
29. Rwanda
30. Sao Tome and Principe

31. Senegal
32. Seychelles
33. Sierra Leone
34. Swaziland
35. Tanzania
36. Uganda
37. Togo
38. Uganda
39. Zambia
40. Zimbabwe
41. South Africa
42. Australia
43. United Kingdom
44. United States of America
45. Tunisia

The submission of proposals will be in terms of this document. All information requested must be supplied. This information will form part of the eventual bid and must thus be complete as there will not be a chance to do so again later. It is also essential that the information supplied is both correct and true.

OBJECTIVE

The purpose to outsource this function is to set up an advantageous agreement with the most competent travel agent, fully accredited member of International Air Transport Association (IATA) with an access to AMADEUS / Galileo database, resulting in successful provision of Travel Management Services (TMS), negotiation of working discount system and subsequent cost savings.

IPPFAR intends to contract with a suitably qualified Travel Agent for a period of two years.

BRIBERY AND FACILITATION:

Bribery or facilitations of any sort is not acceptable and will attract a permanent ban. Any supplier/service provider that is known to have engaged in corrupt, fraudulent, collusive, or coercive practices will be rejected.

Such supplier/service provider will be blacklisted and any business dealing with such terminated for a period not less than five (5) years.

The resumption of business with a supplier/service provider involved in unethical practices would be subject to a comprehensive scrutiny, showing with documentary evidence that the supplier/service provider has discontinued the unethical practices and put in place reliable systems/procedures to ensure the situation has effectively changed positively.

PARTNERSHIP HISTORY:

IPPF BIDDER 2022	
Have you ever bid on an IPPF tender? Y/N	
If yes, in which Year?	
Have you ever provided services to IPPF Y/N; If yes give us more details	
Are you in direct or indirect contact with IPPF staff? If so, describe the nature of your relationship.	

TAX EXEMPTION:

The Agreement between IPPFAR and the Government of Kenya on the Privileges and Immunities provides inter-alia that IPPFAR is exempt from all direct taxes, except charges for public utility services, and is exempt from customs duties and charges of a similar nature in respect of articles imported or exported for its official use. In the event any governmental authority refuses to recognize the IPPFAR exemption from such taxes, duties or charges, the successful bidder shall immediately consult with IPPFAR to determine a mutually acceptable procedure.

Accordingly, the successful bidder authorizes IPPFAR to deduct from the invoice any amount representing such taxes, duties, or charges, unless the successful bidder has consulted with IPPFAR before the payment thereof and IPPFAR has, in each instance, specifically authorized the successful bidder to pay such taxes, duties or charges under protest. In that event, the successful bidder shall provide IPPFAR with written evidence that payment of such taxes, duties or charges has been made and appropriately authorized

SPECIFIC TASKS

The Travel Agent will undertake the following tasks:

- a) Onward air fare, hotel, and car rental reservations as well as travel insurance; where possible discount rates for car rentals, assistance in visa issuance.
- b) Information on country visa requirements, health, immigration clearance, other government restriction, and assistance in obtaining travel tax exemption certification, passports, and entry visas to the country.
- c) Provide immediate booking confirmation within receipt of request.
- d) Issuance of air tickets within two (2) hours of receipt of IPPFAR request via email.
- e) Delivery of air tickets as may be requested from time to time.

- f) Reconfirmation and revalidation of air tickets, re-issued tickets which are returned as a result of changed routing or fare structures and printed itineraries showing complete information on status of reservations on all carriers and hotels.
- g) Timely notification to travelers of airport closing, cancellations or delays in flights, and obtain any reimbursement which may be due on account of cancelled or reissued reservations and /or tickets.
- h) Possibility of booking confirmation within five days a week from 08h00 – 5h00.
- i) Investigation on any complaints from travelers and follow up the recovery of lost baggage as well as facilitating any insurance claims.
- j) Regular detailed reporting (when required by IPPFAR) made to IPPFAR office on the services provided, discount, mileage benefit received.

TIME FRAME AND APPROACH

The selected Travel Agent will be engaged for 2 years, with the subsequent assessment of the services provided.

IPPFAR reserves the right to terminate the Service Level Agreement (SLA) by giving a one-month termination notice.

REQUIREMENTS

Interested Travel Agents must be fully accredited members of International Air Transport Association (IATA) with an access to AMADEUS / Galileo database, with extensive experience and knowledge of Travel Management Services (TMS) and operational discount systems.

SUBMISSION DATES

The Bid should be delivered or posted to the address specified above in hard copy. All envelopes should be sealed and clearly marked:

“PROVISION OF TRAVEL MANAGEMENT SERVICES”

“Bid No: IPPFAR/003”

FINANCIAL ARRANGEMENTS

Bidders are solely responsible for their own costs in preparing the Bids.

Payments for all services shall be made on receipt of appropriate invoices, the satisfactory completion of work.

The financial proposal shall be submitted in the format below.

PROPOSED FEE STRUCTURE FOR TRAVEL MANAGEMENT SERVICES SERVICES

Unit price KSHs

AIRLINES

- Air Ticket - International/Africa – Economy class tickets.
- Air Ticket - International/Africa - Economy class tickets.

- Business Class air ticket - **when requested**
- Air Ticket - Regional
- Air Ticket - Reissue - International, Regional or Domestic
- Re-issue/Exchange of tickets

OTHER FEES:

Accommodation only Reservation Fee

Hotel Reservation and Conference booking fees for meetings / workshops and conferences

CAR HIRE FEES:

Nakuru

Naivasha

Nyeri

Nairobi and its environs

Nanyuki

TRANSFERS

Airport Transfers Reservation Fee (kindly give quotations of airport transfer one-way rates as per below):

1. Karen
2. Ongata Rongai
3. Ngong Road
4. Kilimani
5. Lavington
6. Valley Arcade
7. Kileleshwa
8. Westlands
9. Runda
10. Mbagathi way (Nyayo Highrise)
11. Langata
12. Nairobi West
13. South C
14. South B
15. Donholm
16. Tena
17. Thika Road
18. Riverside

VISAS

Visas (per passport per visa)

CONFIDENTIALITY

- a) Tenders submitted will not be revealed to any other bidders and will be treated as contractually binding. IPPFAR reserves the right to seek clarification or verification of any information in the Bids.
- b) All information pertaining to the IPPFARO obtained by the bidder as a result of participation in this Bidding process is confidential and must not be disclosed without written authorization from the person in charge of both parties.
- c) The successful bidder will be expected to sign a Non-disclosure Agreement as part of Service Level Agreement.

OWNERSHIP OF BIDS

All Bids, including supporting documents, submitted to IPPFAR become the property of the IPPFAR.

MODIFICATION OF TERMS

IPPFAR reserves the right to add, modify or omit certain portions of the Bids scope at any time at its sole discretion. This includes the right to cancel at any time prior to entering into a contract with the successful bidder.

BIDS FORMAT

Bidders are requested to address the issues and requirements in **Appendix A** in order to ensure that each Bid receives full consideration.

EVALUATION OF TENDERS & AWARD CRITERIA

Eligibility

- a) Only Bids received as specified above will be considered.
- b) Bids will not be evaluated if the bidder's current or past corporate or other interests may, in IPPFAR's opinion, give rise to a conflict of interest.
- c) Stated ability of the bidder to meet all the minimum requirements specified in this document.
- d) Any form of corruption will result in a ban
- e) Any false information given will result in a ban

Award Criteria

The contract will be awarded from the qualifying Bids on the basis of the most economically advantageous proposal applying the following award criteria, listed in order of priority:

- a) Proof of fully accreditation as members of International Air Transport Association (IATA) with an access to **AMADEUS / Galileo** database
- b) Proof of technical knowledge in the area of the required focus.
- c) Proof of at least four (4) years of relevant experience.

- d) Proof of qualifications and skills composition of the Team who will undertake the exercise.
- e) Cost of undertaking exercise.
- f) Support IPPF in its quest for quality service
- g) Be competitive with the financial proposal
- h) Be technically sound in relation to the field of activity
- i) Be a force of proposal and improvement about any request
- j) Be transparent and make all requested information accessible

Schedule :

IPPF TENDER_2022	
08/06/2022	Tender Notice Sharing
07/07/2022	Receipt and opening of offers
14/07/2022	IPPF BID Committee
24/07/2022	Notification of provider selection
01/08/2022	Contract / start of activities

Specific Conditions

Special conditions to be met by the service providers

Companies/firms must submit the following documents/information:

- Detailed Company Profile (Maximum 5 pages) indicating the names of the company directors
- Letter of Interest, stating why you consider your firm suitable for the roster.
- Copies of audited accounts for the previous three years (2019, 2020 and 2021)
- Copy of valid Tax Compliance Certificate
- Copy of current TIN (Tax Identification Number), and/or a TCC (Tax Compliance Certificate) For non-Kenya based firms
- Copy of Certificate of Registration/Incorporation from Registrar of Companies
- Copy of Business permit
- At least 3 past and current references in line to the category being applied for: The reference list should include the following:
 - Name of organization/agency/company for which the services were provided
 - Name, address, mobile contact, and email of primary contact
 - A brief description of service provided.

- At least three samples of similar work deliverables done.
- Demonstrate availability of appropriate skills among staff in sufficient numbers and experience in the region and attach their CVs

General Information

One page letter of introduction identifying the bidder and signed by the person(s) authorized to bind the Organization to statements made in the proposal.

- a) Title Page listing the Bid No.:
- b) Organization Name:
- c) Postal Address:
- d) Physical Address:
- e) Telephone Number:
- f) Fax Number:
- g) Cellular Telephone Number:
- h) Email Address:
- i) Website: If any!
- j) Full Names of two Contact Persons:

Profile of the travel agent.

- a) A record of at least four (4) years of experience in travel management services.
- b) A description and proof of qualifications and experience of key staff that will carry out the assignment, including the team leader.
- c) Full Contact Details of any third parties involved in the proposal.
- d) Description of role or element of proposal to be fulfilled by any third-party.
- e) Certified copies of a Certificate of Registration or Incorporation with relevant national authorities.
- f) Proof of valid good standing certificate of VAT and PIN Nos.

Reference Sites

Bidders must provide a minimum of two customers (names, addresses and telephone numbers) who may be contacted for references in connection with the proposed assignment.

Methodology

Bidders must describe their specific methodology for carrying out the work, the benefits of such methodology and any risks and challenges that may be foreseen.

Schedule of Costs

All costs must be quoted in Kenyan Shillings (Kshs.).

The schedule must take the following format:

- a) A full breakdown of the price as specified in the Financial Arrangements section:
- b) An itemized breakdown of the cost of any options being proposed beyond the specified Terms of Reference.
- c) The applicable rate of VAT in respect of each service being proposed.
- d) Details of any other costs, taxes or duties which may be incurred; and
- e) Confirmation that the proposal remains valid for 90 days after the closing date for receipt of proposals.

Additional Information

Bidders may provide any other information which may be relevant to this proposal.