



**Call for proposals for provision of travel agency services
September 2023**

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1. INTRODUCTION

1.1. Organizational Overview

Afrobarometer (AB) is a pan-African, nonpartisan, nonprofit research organization that measures the political, economic, and social atmosphere in African countries. Guided by the vision of a world in which Africa's development is anchored in the realities and aspirations of its people, AB provides high-quality data and analysis on citizens' evaluations and experiences of democratic governance and quality of life. These outputs are provided as a public benefit and are freely available to policymakers, policy advocates, civil society organizations, academics, news media, donors and investors, and ordinary Africans.

Launched in 1999 in 12 countries, Afrobarometer has now completed more than 300,000 interviews in survey rounds in up to 42 countries. Round 9 surveys, which commenced in October 2021 and concluded in July 2023, will cover 39 countries. AB conducts face-to-face interviews in the language of the respondent's choice with nationally representative samples. Effective analysis and communication of survey findings, as well as capacity building for survey research, analysis, and communications skills, are integral parts of Afrobarometer's work.

Among Afrobarometer's key achievements are proving that public attitudes research can be conducted even in fragile, post-conflict, and closed political environments in Africa; legitimating public opinion as a pillar of African democracy, governance and development decision-making; and building a network of researchers that has earned the reputation as the go-to source for reliable data on what Africans are thinking.

Afrobarometer's institutional values are *independence, excellence, collaboration, and commitment*. Afrobarometer individual values are *integrity, respect, responsiveness, cooperation, and fairness*. Funders and other stakeholders are treated as partners in the advancement of Afrobarometer's mission. *Relationships, non-partisanship, trust, and accountability* are at the core of our work. Afrobarometer staff and network members appreciate benefiting from colleagues' *creativity, diligence, and enterprise*, and value *the ability to work individually and as part of a team*. The qualities of *leadership, initiative, and excellence* are nurtured

and rewarded. In pursuance of these values, all staff are required to abide by the Afrobarometer Statement of Personal and Professional Standards of Conduct.

2. SUBJECT OF THE CONTRACT

The purpose of this call for bid is to seek a competitive price for travel support services commencing January 2024, with an option to renew based on performance and value for money. Intention to renew the contract must be indicated by either party in writing no later than two (2) months before the anniversary of the date on which the contract was signed.

3. TECHNICAL SPECIFICATIONS AND STANDARDS

3.1. Scope of the Service

The travel support service provider shall be able to find and present various travel options/routes and connecting flights to a requested destination. The agency shall find the cheapest options based on Economy Class rates unless otherwise instructed by Afrobarometer (combining the most direct and least expensive routes to achieve cost effectiveness). As a rule, the successful travel agency shall find the most economic travel option to minimize transit/connection times and stopovers, if applicable. The travel agency shall ensure that all levies and taxes are included in the airfare quotation price and shall also provide at least three comparison quotes based on the available route options. Where and when possible, quotes shall be held for at least three (3) working days.

The travel agency shall reserve and issue tickets for all approved air, and other requested travel support, upon authorization to do so by Afrobarometer. Whenever Afrobarometer requests a fare quotation for any route, the service provider shall be able to present the relevant information by email within 24 hours of the request.

4. SUPPORT SERVICES

4.1. Ticket Issue

The travel tickets will be delivered electronically or through other means to be agreed upon or advised at least 72 hours before the time of departure. This service shall attract no additional charge.

4.2. Working Hours

The service provider must be able to provide all approved services during normal working hours to Afrobarometer – 08h30 GMT to 17h00 GMT from Monday to Friday. Flexibility during weekends and holidays will be favourably viewed and discussed. The service provider must have a hotline service for urgent requests falling outside normal working hours (the name of a dedicated contact person and telephone number must be provided).

4.3. Cancellation

In the case of cancellation at short notice, the service provider shall endeavour to minimise any penalties applicable to the procured ticket. Penalties attributable to the error of the service provider will not be accepted.

4.4. Visas

The travel agency shall notify Afrobarometer of all instances where visas must be obtained. If requested to do so, the travel agency shall provide assistance to Afrobarometer travelers to obtain visas where applicable.

4.5. Communication to Afrobarometer

The travel agent will inform Afrobarometer immediately of any changes in scheduled flights, including industrial action, natural disaster, political instability or other event or developments, which may affect travelling arrangements for Afrobarometer's delegation.

To facilitate contacts and information exchange between the parties, the travel agency shall be able to process reservation, booking and delivery requests received by phone or by email. Any error committed on the part of the travel service provider or its agents or assignees shall be its own liability.

5. CRITERIA

There are three types of criteria under this call for tenders:

- (i) exclusion criteria,
- (ii) selection criteria, and
- (iii) award criteria.

5.1. Exclusion Criteria

Tenderers shall be excluded from participation in the procurement procedure if they:

- are bankrupt or being wound up,
- are having their affairs administered by the courts/receivers,
- have entered into an arrangement with creditors,
- have suspended business activities or
- are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
- they have been convicted of an offence concerning their professional conduct by a judgment which has the force of **res judicata**;
- they have not fulfilled obligations relating to statutory payment as in the case of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country of the AB representative authority or those of the country where the service is to be rendered; and
- they have been the subject of a judgment which has the force of res judicata for fraud, corruption, involvement in a criminal organization or any other illegal activity detrimental to the financial interests of the resident country of the AB representative authority.

5.2. Selection and Award Criteria

Tenderers should have the necessary financial, economic, technical and professional capacity to perform their obligations under the contract. The interested service provider must:

- be a company duly established and existing under the laws of the country of its incorporation;
- be registered with IATA and in good standing;
- be able to be reached 24/7 to deal with Afrobarometer's situational needs;
- provide timely reimbursement of cancelled tickets;
- make sure that it does not need any permit, licence or other authorisation (other than those already obtained and would have satisfied all needed requirements) to enter into and comply with the contract and to perform any obligations thereunder;
- not be engaged in or, to the best of its knowledge, threatened by any litigation, or administrative proceedings, the outcome of which might have a material adverse effect on the performance of all obligations under the contract;

- to the best of its knowledge and belief after due enquiry, not be in violation of any legislative requirement relevant for the performance of all obligations under the contract;
- include a sample invoice with the details identifying the subject, the amounts and the conditions of the tickets.
- include also a sample travel report with the details identifying the passengers, routings, timing, the amounts and other relevant subject matter.
- provide a description of its business, staff levels, history and highlights;
- provide to the tender committee copies of the CVs for the manager and consultants dealing with the Afrobarometer's travel reservations/requests together with a list of current corporate customers they serve;
- able to present various travel options/routes (at least three) and connecting flights, if any, to the requested destination, when required;
- has access to an IATA approved Global Distribution System (GDS) to enable direct access to airline booking information;
- able to provide reminders to Afrobarometer's travel desk, prior to ticketing deadline for purchasing of air tickets to avoid automatic cancellation by the airline system;
- able to issue a single E-Ticket for multiple airlines;
- has a clear, transparent and timely way of invoicing. Invoices must indicate clearly the cost price of the ticket and the fees charged by the travel agency and/or the discounts granted by the service provider as well as costs for additional services rendered;
- if the traveller makes changes to the travel itinerary for personal reasons, then the travel agency must be able to apply the concept of "notional travel" to its invoicing. **Notional travel is defined as the most economic and direct travel route for work only.** Additional travel costs incurred from changes made to the notional travel itinerary are to be paid by the traveller directly to the travel agency and not billed to Afrobarometer. Therefore, the travel agency shall issue two invoices for the travel.
 - ✓ one to Afrobarometer for the cost of the notional travel; and then
 - ✓ one to the traveller for additional travel costs from changes made to the notional travel.

NB: However, should the cost of the actual travel be less than the notional travel, Afrobarometer shall pay the full cost of the actual travel.

6. Proposal Submission Details:

Tender Documents must be submitted either by email to contact@afrobarometer.org

or by hand to:

**The HR and Admin Team
Afrobarometer
95 North Airport Residential Area
Accra.**

Strictly Not later than 3.00pm GMT on Friday, 20 October 2023.