REQUEST FOR TENDERS

TRAVEL MANAGEMENT SERVICES (TMS)
RFT Number
DCS/01/2010

Closing Date
03rd June 2010, Thursday at 15h00

Delivery Address
Attn: Secretary, Tender Committee
Southern African Customs Union (SACU) - Secretariat
Private Bag 13285
Corner Robert Mugabe & Sam Nujoma Avenue
Windhoek, Namibia

Technical Enquiries
Mr. Martin Antonio
Manager: Administration & Procurement
Tel: (264) 61 295-8000/37
Fax: (264) 61 245 611
Email: Martin.Antonio@sacu.int
TABLE OF CONTENTS

1. BACKGROUND........................................................................................................... 3
2. OBJECTIVE.................................................................................................................. 3
3. SPECIFIC TASKS............................................................................................................. 3
4. TIME FRAME AND APPROACH.................................................................................. 4
5. REQUIREMENTS............................................................................................................. 4
6. SUBMISSION DATES..................................................................................................... 4
7. FINANCIAL ARRANGEMENTS...................................................................................... 4
8. CONFIDENTIALITY......................................................................................................... 5
9. OWNERSHIP OF TENDERS......................................................................................... 5
10. MODIFICATION OF TERMS......................................................................................... 6
11. TENDER FORMAT.......................................................................................................... 6
12. EVALUATION OF TENDERS & AWARD CRITERIA.................................................. 6
1. BACKGROUND

1.1 In 2004 a Secretariat was established to administer and coordinate the activities of the Southern African Customs Union (SACU) institutions. The Southern African Customs Union (SACU) was established as an international legal entity under the 2002 Agreement, by the Governments of Botswana, Lesotho, Namibia, South Africa, and Swaziland. More information is available on the SACU Secretariat website: http://www.sacu.int

1.2 The Secretariat seeks to appoint a professional travel agent to provide travel management services.

2. OBJECTIVE

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

2.2 The Secretariat intends to contract with a suitably qualified Travel Agent for a period of twelve (12) months.

3. SPECIFIC TASKS

3.1 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 booking confirmation within six (5) hours of receipt of request;

d. Issuance of air tickets within two (2) hours of receipt of SACU Secretariat purchase order;

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 travellers 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 travellers and follow up the recovery of lost baggage as well as facilitating any insurance claims;

j. Regular detailed reporting (when required by Secretariat) made to SACU Secretariat office on the services provided, discount, mileage benefit received.

4. TIME FRAME AND APPROACH

4.1 The selected Travel Agent will be engaged for twelve (12) months, with the subsequent assessment of the services provided.

4.2 The Secretariat reserve right to terminate the Service Level Agreement (SLA) by giving a one month termination notice.

5. REQUIREMENTS

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

6. SUBMISSION DATES

6.1 The Tender should be delivered or posted to the address specified above in six (6) hard copies, suitable for redistribution. All envelopes should be sealed clearly marked:

“PROVISION OF TRAVEL MANAGEMENT SERVICES”
“DCS/01/2010”

The deadline for submission of the Tender is 15h00 on Thursday, 03rd June 2010.

7. FINANCIAL ARRANGEMENTS

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

7.2 Payments for all services covered by this RFT shall be made on receipt of appropriate invoices, the satisfactory completion of work.

7.3 The financial proposal shall be submitted in the format below;

<table>
<thead>
<tr>
<th>SERVICES</th>
<th>Unit price</th>
</tr>
</thead>
</table>

PROPOSED FEE STRUCTURE FOR TRAVEL MANAGEMENT SERVICES
<table>
<thead>
<tr>
<th>AIRLINES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Air Ticket - International/Africa / 7 + sector ticket- <strong>must be conjunction tickets</strong></td>
</tr>
<tr>
<td>Air Ticket - International/Africa / up to 4 sectors- <strong>must be conjunction tickets</strong></td>
</tr>
<tr>
<td>Business Class air ticket</td>
</tr>
<tr>
<td>Air Ticket - Regional/SADC per four sector ticket</td>
</tr>
<tr>
<td>Air Ticket - South Africa per four sector ticket (including low cost carriers)</td>
</tr>
<tr>
<td>Air Ticket - Domestic Namibia including Bay Air and West Air</td>
</tr>
<tr>
<td>Air Ticket - Reissue - International, Regional or Domestic (VAT to be charged only on Domestic)</td>
</tr>
<tr>
<td>Re-issue/Exchange of tickets - in Namibia</td>
</tr>
<tr>
<td>Frequent flyer free redemption ticket</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ACCOMMODATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accommodation Reservation Fee</td>
</tr>
<tr>
<td>Conference booking</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CAR HIRE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Car Reservation Fee</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TRANSFERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airport Transfers Reservation Fee</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>OTHER SERVICES</th>
</tr>
</thead>
<tbody>
<tr>
<td>International Driver's License</td>
</tr>
<tr>
<td>Delivery of ticket</td>
</tr>
<tr>
<td>Travel Insurance</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>VISAS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visas (per passport per visa)</td>
</tr>
<tr>
<td>4 or more per passport per visa</td>
</tr>
<tr>
<td>Visa - ticket not purchased from that agent</td>
</tr>
</tbody>
</table>

8. CONFIDENTIALITY

8.1 Tenders submitted will not be revealed to any other bidders and will be treated as contractually binding. The Secretariat reserves the right to seek clarification or verification of any information in the Tenders.

8.2 All information pertaining to the SACU Secretariat obtained by the bidder as a result of participation in this RFT is confidential and must not be disclosed without written authorisation from the Executive Secretary of the Secretariat.

8.3 The successful bidder will be expected to sign a Non-disclosure Agreement as part of Service Level Agreement.

9. OWNERSHIP OF TENDERS

9.1 All Tenders, including supporting documents, submitted to the Secretariat become the property of the Secretariat.
10. **MODIFICATION OF TERMS**

10.1 The SACU Secretariat reserves the right to add, modify or omit certain portions of the Tenders’ scope at any time at its sole discretion. This includes the right to cancel this RFT at any time prior to entering into a contract with the successful bidder.

11. **TENDER FORMAT**

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

12. **EVALUATION OF TENDERS & AWARD CRITERIA**

**Eligibility**

12.1.1 Only Tenders received as specified in section 7.3 and 11 above will be considered.

12.1.2 Tenders will not be evaluated if the bidder’s current or past corporate or other interests may, in the Secretariat’s opinion, give rise to a conflict of interest in connection with this RFT.

**Qualification Criteria**

12.1.3 Tenders not so excluded will be initially evaluated by reference to the following qualification criteria:

a) Completeness of tender documentation as specified in Appendix A of this document; and

b) Stated ability of the bidder to meet all the minimum requirements specified in Section 12.3 of this document.

**Award Criteria**

12.1.4 The contract will be awarded from the qualifying Tenders 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 a members of International Air Transport Association (IATA) with an access to AMADEUS 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.
Appendix A - Format of Proposal

Bidders should address all the issues and requirements in the sequence in which they appear in this Appendix.

General Information
12.1.5 One page letter of introduction identifying the bidder and signed by the person(s) authorised to bind the Organisation to statements made in the proposal.
12.1.6 Title Page listing the RFT Number, Organisation Name, Postal Address, Physical Address, Telephone Number, Fax Number, Cellular Telephone Number, Email Address, Website and Full Names of two Contact Persons.
12.1.7 Profile of the travel agent.
12.1.8 A record of at least four (4) years of experience in travel management services.
12.1.9 A description and proof of qualifications and experience of key staff that will carry out the assignment, including the team leader.
12.1.10 Full Contact Details of any third-parties involved in the proposal.
12.1.11 Description of role or element of proposal to be fulfilled by any third-party.
12.1.12 Certified copies of a Certificate of Registration or Incorporation with relevant national authorities.
12.1.13 Proof of valid goodstanding certificate of VAT and Social Security Commission.

Reference Sites
12.1.14 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
12.1.15 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
12.1.16 All costs must be quoted in Namibian Dollar (NAD). The schedule must take the following format:
   a) A full breakdown of the price as specified in Section 7.3 of financial arrangements;
b) An itemised 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 product and 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

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