



<b>Terms of Reference</b>	Provision of Travel Management Services for SACREEE
<b>Type of Contract</b>	Firm / Travel Agency
<b>Duration of Assignment</b>	Initially One (1) Year
<b>Deadline</b>	15 June 2023
<b>Expected Starting Date</b>	1 July 2023
<b>Location</b>	Windhoek, Namibia

## 1. INTRODUCTION

The Southern African Development Community (SADC) Centre for Renewable Energy and Energy Efficiency (SACREEE) was established as a subsidiary organization of the SADC, by the Ministers responsible for the Energy sector in 2015. SACREEE Secretariat is hosted by the Government of Namibia in Windhoek through its Ministry of Mines and Energy. SACREEE executes its mandate by supporting the region's sustainable development objectives through resource mobilisation, policy, quality assurance, capacity building and knowledge management, communication, promoting investments in renewable energy, energy efficiency projects and programs. In fulfilment of its mandate SACREEE is implementing numerous capacity building projects, supporting the governments of the SADC region with the development and implementation of technical standards and policies to facilitate the increased uptake of energy efficient and renewable energy technologies in the region.

Additional information on SACREEE is available on its website; <https://www.sacrenee.org/>

## 2. BACKGROUND

In line with its mandate, SACREEE regularly undertakes domestic, regional and international travel missions. SACREEE is seeking the services of a competent Travel Agency to manage, facilitate and coordinate its official business travel needs and logistics in a timely and cost-effective manner for an initial period of one (1) year from the date to start services with two-year options to renew.

This is a Call for Proposals for Namibian based Travel Agencies to provide travel advisory, coordination and management of travel logistics for SACREEE travel services through written submissions. Proposals should at the minimum contain a detailed description of the services to be provided and the proposed travel advisory team personnel, the scope of services to be provided and the estimated administrative cost of provision of the services in response to the Terms of Reference (ToR) below. Any deviations from the ToR should be clearly indicated in the proposal.

The estimated initial duration of the assignment is **one (1) year** starting from the date of contract award with two-year options to renew.

Under the general guidance and reporting to the Executive Director at SACREEE, the successful Travel Agency will carry out the following specific tasks:

<b>Concrete Deliverables/Measurable Outputs to be achieved</b>
<p><b>A. Reservations and Ticketing</b></p> <ul style="list-style-type: none"> <li>i. Make bookings and prepare appropriate itineraries and formal quotations based on the most cost-effective and direct route of travel from the place of origin to the official destination and return for every duly approved and authorized SACREEE Travel.</li> <li>ii. Provide 24-hour emergency services to SACREEE.</li> <li>iii. Regularly provide feedback to SACREEE and update on the status of flights for wait-listed bookings.</li> <li>iv. Provide travel management advice to SACREEE staff.</li> </ul>
<p><b>B. Reporting</b></p> <ul style="list-style-type: none"> <li>i. Track the allocated travel budget and advise on the timing for replenishment.</li> <li>ii. Undertake monthly, quarterly and annual travel reconciliations. Generate relevant reports.</li> </ul>

### 3. PROFILE OF TRAVEL AGENCY AND TEAM

The successful Travel Agency must be a legal entity in Namibia and be in good standing with all relevant authorities with the financial capacity to undertake the assignment.

It is expected to present a team of qualified personnel with a team leader possessing at the minimum, the experiences detailed below:

- Relevant Travel Management qualification or related field.
- At least two (5) years of relevant experience of service in providing travel management solutions for international and/or regional organisations.
- A valid International Air Transport Association (IATA) license.
- Must have worldwide recognition and acceptance by major airlines, hotels, car/bus rental companies, restaurants and other travel related industries.

The Travel Agency core team should have relevant qualifications, key competencies and demonstration of experience in similar assignments. Any additional team members should be presented, and their curriculum vitae (CVs) should be attached.

The following main criteria will be used.

### 4. EVALUATION CRITERIA

The evaluation of the proposal will be based on the criteria below:

- Registered company in Namibia is mandatory.
- Compliance with the requirements of the terms of reference.
- Innovativeness of the proposed concept and tools.
- Team leader experience having at least five (5) years of experience in travel management advisory and solutions.
- Demonstration of ability to handle large group bookings.
- Payment terms offered for the services offered.

- Estimated Annual Air Ticket Sales Value: NAD 2,000 000.00
- Estimated Annual number of Official Travellers: 200

## Evaluation

All proposals will be screened for technical and financial capacity. The evaluation of the proposals will be based on the core requirements of the services using the following criteria:

### Criteria

Requirement		Points
1	Qualification of Team and specific experience related to the services	20
2	Competency of the Team and previous experience or similar services (Please list and submit three (3) trade references during the last two (2) years)	20
3	Adequacy and quality of the proposed methodology and work plan	30
4	Proof of annual air ticket sales	30
<b>Total</b>		<b>100</b>

*\*SACREEE is not bound to accept any proposal.*

#### 4.1. PAYMENT SCHEDULE

The Travel Agency will issue and deliver the statement of the account once a month to SACREEE and the corresponding payment will be paid within ten (10) working days of receipt.

#### 5. INTELLECTUAL PROPERTY

All information generated from this assignment (travellers' profile, passports, footage audio, digital, cyber, project documents, etc.) belonging to SACREEE, which the Travel Agency, may come into contact within the performance of their duties under this assignment, shall remain the property of SACREEE that shall have exclusive rights over their use. Except for purposes of this assignment the information shall not be disclosed to 3<sup>rd</sup> parties without written permission of the Executive Director of SACREEE.

#### 6. FORMAL AND LEGAL REQUIREMENTS

- a. Certificate of Incorporation: The Travel Agency should be registered as a legal entity in Namibia authorized to enter into contracts for provision of services and goods. As proof, the Travel Agency should provide a certified copy of Certificate of Incorporation or other documents setting forth the legal basis of the company.
- b. Most recent Tax Clearance Certificate.
- c. Licenses/Authorizations/Quality-Standards: The Travel Agency should provide a copy of relevant licenses and/or authorizations including IATA, where applicable, enabling the company to perform the required services/work required; include quality standards if applied.



## 7. SUBMISSION OF BIDS

Electronic proposals in PDF format not exceeding twenty (20) pages (excluding annexes) should be addressed to:

**The Executive Director: SACREEE**

Email: [procurement@sacreee.org](mailto:procurement@sacreee.org)

**The deadline for submission is 15 June 2023 no later than 23:59 Windhoek time.**

### **PROPOSAL SUBMITTED AFTER THE DEADLINE WILL NOT BE CONSIDERED**

Any request for clarification must be sent in writing, through standard electronic communication to: [procurement@sacreee.org](mailto:procurement@sacreee.org).

SACREEE will respond by standard electronic mail to the queries of all Travel Agencies without identifying the source of inquiry. No requests for clarification should be sent to individual SACREEE staff.