



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

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REQUEST FOR PROPOSAL

FOR

**THE PROVISION OF TRAVEL MANAGEMENT AND RELATED SERVICES ON A THREE (3) YEAR
AGREEMENT FOR NAMIBIA UNIVERSITY OF SCIENCE AND TECHNOLOGY**



PROCUREMENT NO: SC/RP/NUST- 007/2020

**Namibia University of Science and Technology, 13 Jackson Kaujeua Street, Private Bag 13388,
Windhoek, NAMIBIA**

Telephone: +264 61 207 2020; Fax: +264 61 207 2966; Email address: bidbox@nust.na

REQUEST FOR PROPOSAL

LETTER OF INVITATION

Dear Service Provider

Subject: **Request for Proposal for the provision of Travel Management and Related Services on a three (3) year agreement for Namibia University of Science and Technology**

1. You are hereby invited to submit technical and financial proposals for the provision of Travel Management and Related Services on a three (3) year agreement for Namibia University of Science and Technology (NUST).
2. The purpose of this tender is to recruit competent service provider/s for the provision of Travel Management and Related Services on a three (3) agreement for the University.
3. The following documents are enclosed to enable you to submit your proposal:
 - a) the terms of reference (TOR) **[Annexure 1]**;
 - b) supplementary information for consultants, including a suggested format of curriculum vitae **[Annexure 2]**; and
 - c) a sample format of the Service Contract under which the service will be performed **[Annexure 3]**.
 - d) Evaluation Criteria will be carried out as per layout indicated in **[Annexure 4]**
4. Any request for clarification should be forwarded in writing to: Ms Rosemary Tjombonde;
Tel: +264 61 207 2020; Fax: +264 61 207 2966; email address: procurement@nust.na. Request for clarifications should be received **14 days** prior to the deadline set for submission of proposals.
5. The Government of the Republic of Namibia requires that bidders/suppliers/contractors participating in procurement in Namibia observe the highest standards of ethics during the procurement process and execution of contracts. Consultants are advised to consult the website of the Procurement Policy Office: **www.mof.gov.na/procurement-policy-unit** to acquaint themselves with the legislations related to public procurement in the Republic of Namibia.

6. ELIGIBILITY

- (a) A Service Provider that is under a declaration of ineligibility by the Government of Namibia in accordance with applicable laws at the date of the deadline for bid submission and thereafter shall be disqualified.
- (b) Service Provider should submit a statement on past and present declaration of ineligibility, if any, by any local/international agency or any termination of contract for unsuccessful completion of assignment, giving adequate details to enable a fair assessment.

7. SUBMISSION OF PROPOSALS

- 7.1 The proposals from the prospective service provider shall be submitted in a sealed envelope marked as indicated below:

TECHNICAL PROPOSAL / FINANCIAL PROPOSAL

PROCUREMENT REFERENCE NUMBER: SC/RFP/NUST – 007/2020

**PROVISION OF TRAVEL MANAGEMENT AND RELATED SERVICES TO NAMIBIA UNIVERSITY OF
SCIENCE AND TECHNOLOGY FOR THREE (3) YEARS**

NAME OF THE BIDDING COMPANY AND CONTACT DETAILS

- 7.2 The Service Provider must submit four (4) hard copies of the proposal as one **(1) original** and three **(3) copies**.

- 7.3 The proposal should be delivered to the address indicated below:

Namibia University of Science and Technology

13 Jackson Kaujeua Street

Bid Box

Elizabeth Haus, (Security Foyer)

Windhoek, NAMIBIA

- 7.4 The deadline for the submission of tenders is as indicated below:

Friday, 28 August 2020

12h00 PM

- 7.5 The Financial Proposal should remain valid for **180 days** from the bid closing date.

- 7.6 Electronic submission will not be permitted. Late Bid will be rejected.

8. DECIDING AWARD OF CONTRACT

Qualification and experience of the bidder shall be considered as the paramount requirement. The proposals will be evaluated based on a maximum of 70 marks for Technical Proposals and 30 marks for Financial Proposals. Proposals from the service provider should score at least 70 marks for the Technical Proposals to be retained for further consideration.

Only those Service Providers scoring a total of 70 marks on the overall assessment shall be considered for the assignment. Negotiations will start with the Service Provider scoring the highest marks. If negotiation is not successful, negotiation will move to the next best ranked Service Provider and so on until an agreement is reached. Should you be contacted for negotiations, you must be prepared to furnish the detailed cost break-down and other clarifications to the proposals submitted by you, as may be required to adjudge the reasonableness of your pricing proposals.

9. RIGHTS A PUBLIC ENTITY

- (a) Please note that the Namibia University of Science and Technology is not bound to select any of the Service Provider submitting proposals.
- (b) Please note that the cost of preparing a proposal and of negotiating a contract, including visits to NUST, if any, is not reimbursable as a direct cost of the assignment.

10. DURATION OF ASSIGNMENT

- 10.1 The duration of the agreement shall be for **three (3) years** renewal annually subject to satisfactory performance by the Service Provider.
- 10.2 You should base your financial proposal on these figures, giving an indication of fixed and variable costs considered necessary by you to undertake the assignment. The rates proposed in your submission will be applied in case the duration of the agreement is to be extended.

11. VALIDITY OF PROPOSAL

- 11.1 You are requested to hold your proposal for **180 days** from the deadline for submission of proposals during which period you will maintain without change, your proposed price. The Namibia University of Science and Technology will do its best to finalize the agreement within this period.

12. Eligibility Criteria

- 12.1 To be eligible to participate in this Proposal exercise, you should attach the following mandatory documents:
 - a) A valid certified copy of the Company registration certificate, clearly indicating shareholders' and principals' contact details (***Attached certified copies of Identification Document of all shareholders***).

- b) A valid original or certified copy of the company's good standing Tax Certificate from the Ministry of Finance.
- c) A valid original or certified copy of the company's good standing certificate from the Social Security Commission.
- d) A valid certified copy of the Affirmative Action Compliance Certificate, or proof from the Employment Equity Commissioner that a bidder is not a relevant employer or exemption issued in terms of section 42 of Affirmative Action Act, 1998.
- e) A written undertaking, as contemplated in Section 138(2) of Labour Act, 2007.
- f) Submit signed Bid Submission Form
- g) A valid International Air Transport Association (IATA) license

13. COMMENCEMENT OF OPERATION

13.1 Assuming that the contract can be satisfactorily concluded by **30 days**, you will be expected to commence with the operation in **30 days**.

14. TAX LIABILITY

14.1 Please note that the Service Provider will be responsible for the payment of the relevant tax and VAT liabilities.

The Namibia University of Science and Technology would like to thank you for considering responding to the invitation for submission of proposals.

Yours faithfully,

Mrs. Rosemary Tjombonde- Kakuuai
Secretary to the Procurement Committee

Enclosures:

Annexure 1: Terms of Reference.

Annexure 2: Supplementary Information to Service Provider.

Annexure 3: Draft Contract under which service will be performed.

TERMS OF REFERENCE

1. INTRODUCTION

The Namibia University of Science and Technology (NUST), based in Windhoek, Namibia, with various Regional Centres across the regions, is currently busy reviewing its Travel Management tender and requires proposals from qualified, reputable Travel Management Agencies in Namibia. The selected professionals will be expected to manage the travel requirements, including all related travel services for NUST, cost-effectively.

2. BACKGROUND

NUST employees undertake considerable travel and wish to appoint a professional, capable, and suitably experienced Namibian owned company to provide Travel Management and Related Services for three (3) years.

3. SPECIFIC REQUIREMENTS

- 3.1 Should the bidder choose to participate as one of the potential SUPPLIER (S) to tender in the Invitation To Tender (ITT), the bidder is invited to complete the enclosed ITT, based on which the qualifying Travel Agents for presentation and negotiation will be chosen.
- 3.2 The purpose of this ITT is to gather information about the scope of bidder's service offerings and capabilities and to obtain pricing and cost commitments for the delivery of various services.
- 3.3 NUST is seeking to obtain the bidder's most aggressive pricing, infrastructure support, and insight into the value the bidder can add and the quality of the Services.
- 3.4 The bidder should complete the sections which are pertinent to the bidder's business capabilities and expertise to ensure that NUST will consider the proposal for the final single or combination of SUPPLIER (S), which the University will consider for awarding the tender.

4. REQUIRED SKILLS AND EXPERIENCE

4.1 Prospective bidders must:

- a) Possess at least five (5) years' operating experience in; and
- b) Corporate Travel Management solutions;

- c) Supported by travel consultant(s) with qualified competencies such as International Air Transport Association (IATA) diplomas and computerized reservation systems, etc.;
- d) A valid IATA license.

5. SCOPE OF WORKS

- 5.1 Provide Travel Management and Related Services.
- 5.2 Provide a high-quality 24-hour travel management service at a reasonable fee, with appropriate service levels for activities and transactions.
- 5.3 Demonstrate a proactive, solution-driven approach to reducing travel expenses.
- 5.4 The deliverables below should be offered for three (3) years commencing from the final date of signature by both parties to the agreement.
- 5.5 Provision, scheduling, and presenting of training in travel management for all relevant NUST staff on a bi-annual basis or as required.
- 5.6 Provide bookings and prepayment for conferencing and related services at competitive rates.
- 5.7 Some hotels expect an advance payment for conference venues, car rentals and accommodation, which should be made by the travel agent and billed back to NUST.

6. DELIVERABLES

- 6.1 Booking of air travel, hotel, conference facilities, and car rental prepayments.
- 6.2 Traveler profile management.
- 6.3 24-hour emergency services.
- 6.4 Reconciliation of Travel Lodge Card Billing.
- 6.5 Tracking of unused, refundable, and non-refundable e-tickets.
- 6.6 Key Account Management.
- 6.7 Assistance with visa application.
- 6.8 Quality control.
- 6.9 Compilation of monthly travel management performance monitoring and reports

6.10 Assisting with preferred supplier negotiations and maintaining contracts such as airlines and prime hotels.

6.11 Self-service Booking.

6.12 Travel insurance

SUPPLEMENTARY INFORMATION FOR SERVICE PROVIDERS

Proposals

Proposals should include the following information:

Technical Proposals

- a) **Adequacy and quality of the proposed methodology and work plan in responding to the Terms of Reference (TORs)** - The Service Provider must describe how it will deliver the demands of the RFP; providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology will be appropriate to the key deliverable of NUST.
- b) **Principal Travel Consultants' qualifications and competence for the service** – i) Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.; ii) CVs demonstrating qualifications must be submitted (**Form F-2**); and iii) Written confirmation from each person that they are available for the entire duration of the contract.
- c) **Travel Agency Track Record** - An outline of recent experience on comparable assignments/ projects executed during the last five years, which proof successful experience in executing contract of similar nature. (**Form F-3**) – (**attached three (3) contactable references letter**).
- d) **Expertise of the Travel Agency** – Detailed Company Profile describing the nature of business, field of expertise, licenses, certifications and accreditations. Attaching all **mandatory documents** as required under Clause 12.

Financial Proposals

The financial proposals should be given in the form of a summary of pricing and cost component schedule (**Form F- 4**) (**Form may be amended as appropriate**).

Submission of Proposals

- a) The proposals shall be submitted in **one (1) original** and **three (3) copies**.
- b) **Technical** and **Financial** proposals must be submitted in one sealed envelope.

Contract Negotiations

1. The aim of the negotiations is to reach an agreement on all points with the contractor and initial a draft contract by the conclusion of negotiations. Negotiations commence with a discussion of a contractor's proposal, the proposed work plan, and any suggestions you may have made to

improve the Terms of Reference. The agreement will then be reached on the final Terms of Reference and the bar chart, which will indicate periods in [weeks/months] and reporting schedule.

2. Once these matters have been agreed, financial negotiations will take place and will begin with a discussion of your proposed rental agreement.

BID SUBMISSION FORM

From: _____

To: _____

Request for Proposal for the provision of Travel Management and Related Services on a three (3) year agreement for Namibia University of Science and Technology

I/We -----herewith enclose Technical and Financial Proposals for selection as Service Provider for the Namibia University of Science and Technology.

I/we undertake that, in competing for (and, if the award is made to me/us, in executing) the above contract, I/we will observe the highest level of ethical conduct.

Yours faithfully

Signature: _____

Full name: _____

Address: _____

FORMAT OF CURRICULUM VITAE (CV) FOR SERVICE PROVIDER

Name of Service Provider: _____

Profession: _____

Date of Birth: _____

Nationality: _____

Membership in Professional bodies: _____

Key Qualifications:

[Give an outline of experience and training most pertinent to tasks on assignment. Describe degree of responsibility held on relevant previous assignments and give dates and locations. Use about half a page.]

Education:

[Summarize college/university and other specialized education, giving names of institutions, dates attended, and degrees obtained. Use about one quarter of a page.]

Employment Record:

[Starting with present position, list in reverse order every employment held. List all positions held since graduation, giving dates, names of employing organizations, titles of positions held, and locations of assignments. For experience in last ten years, also give types of activities performed and employers references, where appropriate. Use about two pages.]

Languages:

[For each language indicate proficiency: excellent, good, fair, or poor; in speaking, reading, and writing]

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe me, my qualifications, and experience.

Date: *Day/Month/Year*

[Signature of Consultant]

Full name of Consultant: _____

ASSIGNMENTS OF SIMILAR NATURE SUCCESSFULLY COMPLETED DURING LAST 5 YEARS

1. Outline of recent experience on assignments of similar nature:

Sl.No	Name of assignment	Name of Project	Owner or Sponsoring agency	Cost of Project	Date of Commencement	Date of Completion	Was assignment satisfactorily completed

Note: Please attach certificates from the employer by way of documentary proof. (Issued by the Officer of rank not below that of Divisional Manager or equivalent.)

PRICING AND COST COMPONENT SCHEDULE

Proposed Traditional Transaction Fee Structure

SERVICES	TOTAL EXCL VAT	VAT	COST INCL VAT
Air Tickets International			
Fee			
Re-issue			
Change of Reservation			
Bill Back Fee			
Air Tickets Regional (SADC)			
Fee			
Re-issue			
Change of Reservation			
Bill Back Fee			
Air Tickets Rest of Africa			
Fee			
Re-issue			
Change of Reservation			
Bill Back Fee			
Air Tickets Domestic			
Fee			
Re-issue			
Change of Reservation			
Bill Back Fee			
Conferences			
Conference booking fee			
Bill Back fee			
Accommodation			
Accommodation reservation fee			
Accommodation bill back fee			
Car Hire			
Car hire reservation fee			
Car bill back fee			
Transfers			
Transfers reservation fee			
Transfers bill back fee			
Other Services			
Emergency after-hours assistance			
Copy invoice			
Travel lodge card reconciliation			
Visas applications and management			
Key account management			
Standard monthly report			
Preferred supplier negotiations			

Ad-hoc reports			
Performance Management Reports			
Tracking of unused, refundable tickets			
Self-service booking			
Supplier Commissions (%)			
Service fee			
Increases			
discounts			

Note: All products and services supplied and invoiced from outside the borders of Namibia must be VAT exclusive and zero-rated.

CONTRACT No. _____

CONSULTANCY SERVICE CONTRACT

BETWEEN

[INSERT PUBLIC ENTITY NAME]

AND

[INSERT CONSULTANT NAME]

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THIS SERVICE CONTRACT entered into this *[date]*, between the *[insert public entity name]* [hereinafter called the "Public Entity"] and *[insert consultants name]* (hereinafter called the "Consultant").

WITNESS THAT:

WHEREAS the Public Entity has determined the need to procure the services described, implied or referred to in this contract, subject to the terms and conditions hereinafter set forth;

WHEREAS the consultant represents and affirms that he/she possesses the requisite experience, qualifications, capability, and skill to perform the said services;

NOW THEREFORE the parties hereto have agreed as follows:

ARTICLE I

SCOPE OF SERVICES

- 1.1 The services to be performed by the consultant under this contract (hereinafter called the Services) are those described in the Terms of Reference attached hereto as **Annexure I** to the present contract. The Terms of Reference shall form an integral part of this contract.

ARTICLE II

COMMENCEMENT OF SERVICES AND DURATION OF CONTRACT

- 2.1 The Consultant shall commence the Services on *[date]* upon signature of the present contract, and shall carry out the Services in a manner most suited to the requirements of the contract and in accordance with the schedules and time limits established under the Terms of Reference (**Annexure I**) or indicated by the Public Entity.
- 2.2 The Services shall be for *[insert no of days/months/years]*, beginning on the date of commencement of the Services, and ending not later than *[insert completion date]*.

ARTICLE III
DUTIES OF THE CONSULTANT

- 3.1 The Consultant shall perform the services with all due care, diligence and efficiency, in accordance with the highest standards of professional competence, organization and responsibility, and in a manner acceptable to the Public Entity
- 3.2 The Consultant shall:
- (a) regularly report to, and obtain direction and guidance from the Public Entity on all matters arising from or relating to the present contract;
 - (b) promptly comply with such instructions as may be issued from time to time by the Public Entity in connection with the performance of the services.
- 3.3 The consultant shall perform the services to the satisfaction of the Public Entity in accordance with the Terms of Reference and at such intervals as the Public Entity may require.
- 3.4 The Consultant shall keep and maintain accurate and complete accounts in respect of expenditure incurred under the present contract in such form and detail as shall be satisfactory to the Public Entity for the purposes of making payment or settlement under the contract, where applicable.
- 3.5 The Consultant shall meet the cost of any insurance and/or medical examination or treatment required by him/her in the course of performing the services.
- 3.6 The Consultant shall seek and obtain any visas or residence permits that he/she may require to carry out the services and perform his/her obligations under the present contract. The Public Entity shall, as necessary, assist the consultant in obtaining such visas and/or permits.

ARTICLE IV
PAYMENT FOR THE SERVICES

- 4.1 The Public Entity shall pay to the consultant, in respect of the services, the various amounts specified in Annex II to this contract (hereinafter referred to as the "Contract Amount").
- 4.2 The Contract Amounts shall be paid to the consultant in accordance with the modalities specified in Annex II to the present contract, which forms an integral part hereof.

ARTICLE V
CONFIDENTIALITY AND OWNERSHIP OF DOCUMENTS

- 5.1 All documents, statistics, reports, data and other information provided, created, obtained or made available to the consultant in connection with or by virtue of the present contract, shall be treated as confidential by the consultant, and the consultant shall not be entitled to use or make copies of them for any purpose that is not related to the present contract.
- 5.2 The documents, statistics, reports and data under the preceding paragraph shall, upon the completion of Services or termination of this contract, be promptly returned to the Public Entity.
- 5.3 Any study, report or other material, graphic, software or otherwise, prepared by the Consultant for Public Entity under the contract shall belong to and remain the property of the Public Entity. The consultant may retain a copy of such documents and software.

ARTICLE VI
ASSIGNMENT AND SUB-CONTRACTING

- 6.1 Except with the prior written consent of the Public Entity, the consultant shall not:
- (a) in whole or in part, assign, transfer or otherwise dispose of, his/her rights or obligations under the present contract;
 - (b) sub-contract, or otherwise transfer responsibility for, the whole or any part of the Services.

ARTICLE VII

LIABILITY OF THE CONSULTANT

- 7.1.1 The consultant shall abide by, and take all measures necessary to enable him/her comply with all laws and regulations in force in any place where the Services are to be wholly or partially performed.
- 7.2 The Consultant shall be fully liable for the consequences of any error or omission on his/her part or for any damage caused by negligence on his/her part in carrying out the Services or performing his/her obligations under the present contract.

ARTICLE VIII

FORCE MAJEURE

- 8.1 Neither Party to the present contract shall be responsible for any delay or failure to perform the obligations under the contract if the delay or failure is attributable to force majeure.
- 8.2 In the event of *force majeure* which delays performance of the whole or any part of the present contract for more than sixty (60) days, either Party shall have the right, by notice in writing to the other party, to terminate the contract.
- 8.3 For purposes of this Article, an event of force majeure shall mean an unforeseen and unavoidable event beyond the reasonable control and contemplation of the party invoking the existence of such event, and which impacts directly on the discharge of the obligation under the contract.

ARTICLE IX
TERMINATION OF CONTRACT

- 9.1 The Public Entity may, upon giving not less than *[30]* days' notice in writing to the consultant, terminate the present contract for cause if the consultant has failed to perform the Services or to comply with his/her other obligations under the contract.
- 9.2 The Public Entity may, at its option, terminate this contract when it is in the interest of or for the convenience of the Public Entity to do so, provided that the consultant shall in that event be given a notice of not less than *[30 days]* days of such termination.
- 9.3 The Consultant may terminate the present contract if the Public Entity has, within a period of forty five (45) days after the due date, failed to pay any amount due to him/her in respect of which no dispute has arisen.
- 9.4 The Parties hereto may by mutual agreement terminate this contract.
- 9.5 If the present contract is terminated under this Article, the Public Entity shall be liable only for payment, in accordance with the payment provisions of the contract, for the Services actually rendered prior to the effective date of termination, together with such other amounts incidental to the termination as may be reasonable in the circumstances.

ARTICLE X
DISPUTE SETTLEMENT

- 10.1 Any dispute arising out of or in connection with the present contract shall, unless it is amicably settled, be decided upon by the Accounting Officer of the Public Entity who shall transmit his decision in writing to both Parties.
- 10.2 Any dispute between the Parties as to matters arising pursuant to this contract which cannot be settled amicably within sixty (60) days after receipt by one Party of the other Party's request for such amicable settlement may be submitted by either Party for arbitration under the applicable law.

ARTICLE XI
MODIFICATION OR AMENDMENT

- 11.1 Except by mutual agreement in writing between the Parties, no change, modification or amendment shall be made to the present contract.
- 11.2 Notwithstanding the preceding paragraph, the Public Entity may at any time order or require changes in the scope of the Services. If such changes add to or reduce the cost of the Services, the Contract Amount shall be adjusted accordingly.

ARTICLE XII
EFFECTIVE DATE

- 12.1 The present Contract shall enter into force on the date of its signature by both parties.
- 12.2 Unless terminated under Article VIII or IX above, the present contract shall expire upon completion of the Services and the discharge of all obligations arising out of or under the contract.

ARTICLE XIII
CHANNEL OF COMMUNICATIONS AND NOTICE

- 13.1 For the purposes of the present contract, the authorized representative of the Public Entity shall be the Accounting Officer of the Public Entity.
- 13.2 Any communication, notification, submission, notice, demand or request under the present contract shall be deemed to have been duly transmitted if it shall have been delivered by hand, mail, or facsimile by either party to the other at the appropriate address indicated below, or at such other address as that other party may have indicated:

FOR THE PUBLIC ENTITY

Postal Address : _____
Physical Address : _____
Facsimile : _____

FOR THE CONSULTANT

Postal Address : _____
Physical Address : _____
Facsimile : _____

ARTICLE XIV

Governing Law

14.1 This Contract shall be governed by, and construed in all respects in accordance with, the Laws of the Republic of Namibia.

IN WITNESS WHEREOF the Parties hereto have caused the present contract to be signed in their respective names in two original counterparts in English on the date first above written.

Date: _____

FOR NUST

Date: _____

FOR THE CONSULTANT

Annex 1 - Terms of Reference

Annex 2 - Contract Amount and method of payment

The following evaluation criteria shall be applied notwithstanding any other requirement in the bidding documents.

The bidder must meet the following mandatory requirements.

MANDATORY REQUIREMENTS DOCUMENT EVALUATION CRITERIA

Mandatory Documents Requirements	
Mandatory Requirements	Responsive or Not Responsive
A certified copy of the Company registration, clearly indicating shareholders and principals contact details (<i>Ministry of Trade</i>) Attached certified copies of all shareholders Identification documents or passport.	
A valid original or certified copy of the company's good standing certificate Tax Certificate (<i>Ministry of Finance Inland Revenue</i>)	
A valid original or certified copy of the company's good Standing Social Security Certificate (<i>Social Security Commissioner</i>)	
A valid original or certified copy of Affirmative Action Compliance Certificate, or proof from Employment Equity Commissioner that bidder is not a relevant employer or exemption issued in terms of Section 42 of the Affirmative Action Act, 1998;	
A Written undertaking in compliance with Section 138 (2) of the Labour Act, 2007	
Submit signed Bid Submission Form	
A valid International Air Transport Association (IATA) license	

NB: Only a valid original or certified copy of an original document as certified by the Namibian Police will be accepted.

At this stage, the bidder's submission will either be responsive or none responsive. None responsive submissions will be eliminated from the entire evaluation process and will not be considered further.

EVALUATION CRITERIA FOR TECHNICAL PROPOSALS

Evaluation Criteria	Points
1. Adequacy and quality of the proposed methodology, and work plan in responding to the Terms of Reference (TOR)	40
<p><i>The number of points to be assigned for this criterion shall be determined considering following sub-criteria and relevant percentage weights:</i></p> <ul style="list-style-type: none"> <i>a) The methodology is clear and complete: all key deliverables, resources mobilised, list of activities, risks, and assumptions are included. - 38%</i> <i>b) The methodology is relevant: it brings an added value to the TORs and contains innovations - 30%</i> <i>c) The work plan is detailed, realistic and in line with the TORs and proposed methodology - 20%</i> <i>d) The number of consultants and the expected number of working days for each consultant are adequate to perform each activity satisfactorily - 13%</i> 	
2. Principal Travel Consultants' qualifications and competence for the service	30
<p><i>The number of points to be assigned for this criterion shall be determined considering following sub-criteria and relevant percentage weights:</i></p> <ul style="list-style-type: none"> 1. Position: Principal Travel Consultant <ul style="list-style-type: none"> <i>a) General qualifications (such as a Bachelor Degree or Diploma in Travel Planning, hospitality, tourism or related fields) - 30%</i> <i>b) License accreditation such as IATA diplomas and computerized reservations systems - 50%</i> <i>c) Relevant experience in Corporate Travel Management Consultancy with emphasizes on working with SOEs - 10%</i> <i>d) Number of years of experience of a Principal Consultant with the Travel Agency - 10%</i> 2. Position: Supporting Consultants <ul style="list-style-type: none"> <i>a) General qualifications (such as Diploma in Travel Planning, hospitality, tourism or related fields - 20%</i> <i>b) License accreditation such as IATA diplomas and computerized reservations systems – 40%</i> <i>c) Relevant experience in corporate travel management consultant with emphasizes on working with SOEs – 20%</i> 	

<p>d) <i>Number of years of experience of the Supporting Consultants with the Travel Agency – 20%</i></p>	
<p>3. Travel Agency Track Record</p>	<p>10</p>
<p>An outline of recent experience on comparable assignments/ projects executed during the last five years, which prove successful experience in executing contract of similar nature. – (attach three (3) contactable reference letter).– (Reference verification will be done) These reference letters should include the name of the entity, nature of the contract, duration of contract, contact person and office telephone number and email address.</p>	
<p>4. Expertise of the Travel Agency</p>	<p>20</p>
<p><i>The number of points to be assigned for this criterion shall be determined considering following sub-criteria and relevant percentage weights:</i></p> <ul style="list-style-type: none"> a) <i>Detailed company profile provides a portfolio describing the nature of business, field of expertise, licenses, certifications and accreditations. Any relevant and related work and assignment delivered by the Travel Agency – 50%</i> b) <i>Business addresses (trading, telephones numbers, contact persons and email, as well demographics information such as employees and physical facilities such as offices – 25%</i> c) <i>A minimum of five (5) years extensive experience and expertise in Travel Management Services for State-Owned Enterprises as well as the public and private sector – 25%</i> 	
<p>Total</p>	<p>100</p>

a) Only Travel Agencies scoring 70% and more will be considered for the financial evaluation.