



REQUEST FOR PROPOSALS (RFP)

TENDER TITLE: PROVISION OF TRAVEL AGENCY SERVICES TO TRADEMARK AFRICA (TMA) AND TRADE CATALYST AFRICA (TCA)

TENDER NUMBER: PRQ20240999

ISSUE DATE: 28TH MARCH 2025

DUE DATE: 21ST APRIL 2025 No Later Than 1600HRS KENYA TIME

FINANCED BY: TRADEMARK AFRICA (TMA)

TENDER INSTRUCTIONS

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General

1. This Request for Proposal (RfP) and the instructions for compiling and submitting your Proposal are designed to help you produce a Proposal that is acceptable to TMA as well as ensuring that Proposals are given equal consideration. TMA will select the most economically advantageous tender. It is essential, therefore, that you provide the information requested in the specific format and no other.
2. **TRADEMARK AFRICA (TMA) is not bound to accept the lowest price, or any, proposal. We also reserve the right to request any, or all, Consultants to clarify the proposals submitted.**

Instructions to Consultants

3. Pre-submission meeting and/or site visit

A pre-bid meeting will be held virtually via Microsoft teams on **Tuesday, 8th April 2025** at 1200hrs, Kenya Time. Bidders to confirm participation by sending their email addresses together with any queries prior to the pre bid meeting. Pre bid confirmation emails should be received by **Monday, 7th April 2025** on or before 1400hrs Kenya Time through procurement@trademarkafrica.com. The email must have a reference number and the title of the tender.

4. Costs and Charges

The Consultant shall bear all costs associated with the preparation and submission of its proposal, and TMA shall not be responsible or liable for those costs, regardless of the conduct or outcome of the selection process. TMA is not bound to accept any proposal and reserves the right to annul the selection process at any time prior to contract award, without thereby incurring any liability to the Consultant.

5. Language of Proposal

The proposal, as well as all correspondence and documents relating to the proposal exchanged between the consultant and TMA shall be written in the **ENGLISH** language. Any other language shall lead to disqualification of the proposal. In cases where there is a translation, it must be endorsed by an authorised translator.

6. Only One Proposal

The Consultant (including the individual members of any joint venture (JV)) shall submit only one proposal, either in its own name or as part of a JV in another proposal. If a Consultant, including any JV member, submits or participates in more than one proposal, all such proposals shall be disqualified and rejected. This does not, however, preclude the Consultant's staff from participating as key experts and non-key experts in more than one proposal. However, the same sub-Consultant may participate in several submissions.

If the consultant is a consortia/JV, the RfP shall include:

a copy of the JV agreement entered by all members,

or

a letter of intent to execute a JV agreement, signed by all members together with a copy of the agreement proposal.

In the absence of this document, the other members will be considered as sub-consultants. Experiences and qualifications of sub-consultants shall not be considered in the evaluation of the proposals.

7. Validity

The proposals must remain valid for not less than **120 days** from the date of submission. TMA shall endeavour to complete the evaluation and communicate within this period. The proposals shall be prepared in indelible ink, and it shall contain no interlineations or overwriting, except as necessary to correct errors made by the Consultant. Any such corrections must be initialled by the person(s) who sign(s) the proposals.

8. Clarifications and Amendments

Enquiries must only be for the purposes of clarifying the content of this RfP. All enquiries must clearly specify the tender title, number, section being queried and should be emailed to procurement@trademarkafrica.com.

Interested Consultants may request for clarifications on this RfP up to **seven (7)** days before the submission date. TMA will endeavour to reply within three (3) working days of receipt of the sought clarification(s) to any reasonable request for explanation. It will be at TMA's discretion to provide additional information where necessary.

Final clarifications with TMA's responses will be shared with all potential Consultants and/or made public on the prescribed website. Consultants are advised to frequently check the prescribed website for updates for review and consideration in preparation of their submissions.

Should TMA deem it necessary to amend the RfP, because of clarifications, it shall do so by issuing an amendment in writing or by standard electronic means. The amendment shall be sent to all Consultants and will be binding on them. TMA may extend the proposal submission deadline to give the Consultants reasonable time to take an amendment into account in their proposals.

9. Eligibility

This assignment is eligible to firms and consortiums only. Application received from individual consultants shall be automatically disqualified.

TMA permits Consultants (firms, including JVs and their members) from all countries to offer consulting services for TMA-financed projects.

Furthermore, it is the Consultant's responsibility to ensure that its experts, JV members, sub-Consultants, agents (declared or not), sub-contractors, service providers, suppliers and/or their employees meet the eligibility requirements as established by TMA.

- a) **Sanctions:** A firm or an individual sanctioned by TMA in accordance with the Supplier Code of Conduct, shall be ineligible to be awarded or benefit from a TMA-financed contract, financially or otherwise, during such period of time as TMA shall determine.

Consultants debarred by the World Bank, the Public Procurement and Disposal Act (PPDA) of the Governments of all TMA countries of operation, TMA donors and/or any other international donor agency are barred from bidding.

- b) **Prohibitions:** Consultants and individuals of a country or goods manufactured in a country may be ineligible if indicated in TMA's Supplier Code of Conduct and:
- as a matter of law or official regulations, the recipient's country prohibits commercial relations with that country, provided that TMA is satisfied that such exclusion does not preclude effective competition for the provision of services required; or
 - by an act of compliance with a decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations, the recipient's country prohibits any import of goods from that country or any payments to any country, person, or entity in that country.
- c) **Restrictions for Government-owned Enterprises:** Government-owned enterprises or institutions in the recipient's Country shall be eligible only if they can establish that they (i) are legally and financially autonomous, (ii) operate under commercial law, and (iii) that they are not dependent agencies of TMA.

To establish eligibility, the government-owned enterprise or institution should provide all relevant documents (including its charter) sufficient to demonstrate that it is a legal entity separate from the government; it does not currently receive any substantial subsidies or budget support; it is not obligated to pass on its surplus to the government; it can acquire rights and liabilities, borrow funds, and can be liable for repayment of debts and be declared bankrupt; and it is not competing for a contract to be awarded by the government department or agency which, under the applicable laws or regulations, is its reporting or supervisory authority or has the ability to exercise influence or control over it.

- d) **Restrictions for public employees:** Government officials and civil servants of the recipient's country are not eligible to be included as experts in the Consultant's proposal unless such engagement does not conflict with any employment or other laws, regulations, or policies of the Recipient's country, and they
- are on leave of absence without pay, have resigned or retired;
 - are not being hired by the same agency they were working for before going on leave of absence without pay, resigning, or retiring;
(in case of resignation or retirement, for a period of at least six (6) months, or the period established by statutory provisions applying to civil servants or government employees in the recipient's country, whichever is longer. Experts who are employed by the government-owned universities, educational or research institutions are not eligible unless they have been full time employees of their institutions for a year or more prior to being included in consultant's proposal); and
 - their hiring would not create a conflict of interest.

10. Format of Your Proposal

Your Proposal should be set out in four (4) main parts:

- Part A – Preliminary Requirements;
- Part B – Executive Summary;
- Part C – General and Technical; and
- Part D – Financial.

11. Part A Preliminary Requirements

Consultants are required to submit scanned copies of the below documents:

- Signed and stamped Supplier Code of Conduct (**Annex 1**) with all pages initialized.
- Signed consortia/JV agreements or letters of intent (applicable to consortia/JV) between your selected partners; and
- Signed power of attorney.

Failure to submit the above requirements may lead to disqualification.

Parts A, B & C may be contained in one PDF document. However, the Financial Proposal (Part D) must be submitted as a **separate PDF document** to enable the Technical and Financial proposals to be evaluated independently.

Please do not include any financial/ price information in Parts A, B or C. Inclusion of any price information in Parts A, B or C **shall lead to rejection of the Proposal.**

12. Part B Executive Summary

This should be a brief overview of your tender covering how you intend to achieve the outputs and your assessment of the resources required.

13. Part C General and Technical Proposal

Your technical submission should contain the following:

- a) Signed and stamped Technical Bid Submission Form (**Annex 2**);
- b) The firm's previous relevant experience should include the client's contact details, description of the assignment undertaken, start and end dates of each assignment. Refer to **Annex 3** in this RfP;
- c) Technical response (including method of implementation and your proposed quality assurance mechanisms);
- d) A list of the names and designation of all proposed experts/key personnel who will work on this project. Please clearly indicate the positions/roles to be played by the personnel to match those requested for in the Terms of Reference (ToRs). The team composition template is **Annex 4** in this RfP;
- e) The Curriculum Vitae (CVs) of proposed experts with information relevant to this project to support the proposed expert for this assignment. The CV template is **Annex 5** in this RfP;
- f) **Only one (1) CV** shall be submitted for each of the proposed key expert position. If more than one CV is submitted for the same position, only the first CV will be evaluated; and

- g) Consultants must confirm that their proposed key expert will be available to provide the required services for the duration of the contract.

NOTE:

- **The technical proposal shall not include any financial information. The Inclusion of any financial information shall lead to the proposal being declared non-responsive.**
- **The technical proposal MUST be in PDF and password protected.**

Consultants are advised to respond in line with or in reference to the scoring criteria as indicated in the **Technical Evaluation** section of this RfP document.

14. Part D Financial Proposal

The financial proposal shall be prepared using the standard forms annexed in the RfP. It shall list all costs associated with the services, including (a) remuneration of key experts and non-key experts, (b) other expenses, and (c) all applicable taxes.

a) Contents: The financial proposal should contain the following information:

- Signed and stamped Financial Bid Submission Form (**Annex 6**); and
- Pricing details using the enclosed pro-formas. Besides completing proforma 1 to demonstrate the monthly transaction costs. (**See Annex 7**).
- The financial proposal should not be combined with the technical proposal but should be submitted as a separate document.
- The financial proposal **MUST be in PDF and password protected.**

b) Currency of Proposal: The financial proposal shall be stated in ***United States Dollars (\$)***.

c) Taxes:

- The financial proposal should clearly estimate, as a separate amount, the different applicable taxes, duties, fees, levies, and other charges imposed in **Kenya** under the Applicable law, on the Consultants, the sub-Consultants, and their experts (other than nationals or permanent residents of the Country).
- The consultant, its sub-Consultants and experts are responsible for meeting all tax liabilities arising out of the Contract unless stated otherwise in this RfP. The Consultant is required to obtain information on taxes in the Country where the contract is to be implemented.
- The resultant Contract will be domiciled in **Kenya**.
- Consultants should clearly breakdown and separate the tax components in their financial proposals to facilitate evaluation of the financial proposals.

15. Confirmation of Experience Letter / References

References of potential Consultants which have been given by a current TMA employee shall not be accepted in support of a submission of a Proposal as part of a procurement process. For the avoidance of doubt, only TMA's confirmation of experience letter / references signed by the Head of Procurement are acceptable in support of applications, bids, proposals, or submissions.

16. Sustainability Considerations

TMA has adopted the World Bank’s Environmental and Social Framework (ESF) as mentioned in the Supplier Code of Conduct. Consultants are required to demonstrate how the implementation of their proposed solution shall address/enhance sustainability.

17. Evaluation Criteria and Process

In assessing the proposals submitted, the evaluation panel will use the **Quality-Based Selection (QBS) Method** as specified in this RfP.

18. Technical Evaluation

The technical evaluation will be based on a scoring system marked out of a maximum score of **100 Marks**. Only proposals that score a minimum of **70 marks out of possible 100 marks** will be deemed to be “technically compliant”.

The detailed evaluation criteria are provided below:

Part 1. A Mandatory Evaluation Criteria & B Administrative Requirements

Note: Only Technical Proposals/Bids that are deemed substantially compliant with the Mandatory Evaluation Criteria will proceed to Part 2 evaluation.

PART 1 A		
Technical Evaluation Criteria; MANDATORY		
No	A. Compliance with mandatory requirements	Compliant (C)/ Non-Compliant (NC)
1	Proof of travel industry accreditations:	
	International Air Transport Association (IATA) Accreditation Certification	
	ISO 9001:2015 Certification (Quality Management System)	
	Kenya Association of Tour Operators (KATO) or its equivalent in other countries	
	Kenya Association of Travel Agents (KATA) or its equivalent in other countries	
2	Proof of similar assignments - Recommendation letters / confirmation of experience and/or certificates of completion should be attached.	
	Proof of continuous participation as a Travel Service Provider (TSP) in at least three (3) contracts managed and successfully / substantially completed in the last five (5) years, each with an annual minimum value of USD 2 Million. Please provide details in tabular form (briefly highlighting how these contracts are similar in nature, scope and complexity to this tender), in this format: <ul style="list-style-type: none"> Recipient of services 	

	<ul style="list-style-type: none"> Name of the assignment (Brief description) Contract duration Contract value (\$) Country of operation 	
3	<p>TSPs network presence</p> <p>Provide evidence of the TSP's direct presence or established partnership network within TMA areas of operation.: Benin, Burundi, Democratic Republic of Congo (specifically Bukavu, Bunia, Goma, Kinshasa and Uvira), Côte d'Ivoire, Djibouti, Ethiopia, Ghana, Kenya, Malawi, Mozambique, Nigeria, Rwanda; Tanzania; Togo, Somaliland, South Sudan, Uganda, Zambia and the UK.</p>	
<p>PART 1 B</p> <p>Technical Evaluation Criteria; ADMINISTRATIVE REQUIREMENT</p>		
<p>The successful bidder must submit the following registration documents (or equivalent proof of registration in their home country) and for all entities involved in project implementation. These documents must be provided after the evaluation process and upon notification of the contract award. Failure to submit the required documents within the specified timeframe, following the stand still no-action period, will result in the invalidation of the award notification.</p>		
4	<p>Proof of Registration documentation:</p> <p>Certificate of registration</p> <p>VAT Registration</p> <p>Tax compliance certificate</p> <p>Company PIN</p> <p>Business permit</p>	

Note: Only Technical Proposals/Bids that are deemed substantially compliant with the Mandatory Evaluation Criteria will proceed to Part 2.

Part 2. Technical Evaluation Criteria

<p>PART 2</p> <p>Technical Evaluation Criteria (Scores Based)</p>		
No	Technical Evaluation	Maximum Points (80)
i.	<p>Provide a clear proposal outlining the approach to be used in meeting the requirements of the following as outlined in the scope of work. Indicate lead times for the different deliverables.</p> <p>Ticketing (4 pts), Hotel reservations (4 pts), Visa Processing (2 pts), Meetings, Conferences and Events (4 pts) & Travel insurance (2 pts)</p>	16

ii.	Give 2 proposed technological innovations and outline how they will play a part in the provision of the outlined services.	05
iii.	Clearly demonstrate your firms' capabilities for undertaking this assignment outlining in detail, how TMAs methodology expectations will be achieved when delivering this assignment.	10
iv.	Provide Certified and Valid evidence of financial solvency / capability i.e. a Minimum Annual turnover of USD 5 million (audited financial statements for the last 3 years).	06
v.	Develop an implementation plan for the first 12 months of the contract (and annually thereafter).	05
vi.	Provide a comprehensive proposal detailing your ability to provide reliable transport services for domestic, regional and international transfers and car hires. The proposal should include an inventory of your proposed fleet, your operational procedures and evidence of past experience providing similar transport services.	08
vii.	Demonstrate your relationship with the TMA & TCA marker hotels, ability to negotiate for special corporate rates in these hotels as well as ability to expand the portfolio of preferred hotels beyond the preferred marker hotels listed in annex A .	05
viii.	Clearly indicate at least two (2) additional value add services (not mentioned in the ToR) proposed by the TSP	04
ix.	Clearly demonstrate ability to provide travel implant services, outlining relevant experience for the proposed implant.	04
x.	Clearly share and outline the following requirements relating to the qualifications and work experience of the following key professions to be assigned to this contract.	
	a. Account/Relationship Manager (1 Consultant)	
	Possess over five (5) years of successful experience serving international organizations, embassies, and multinational corporations as an account/relationship manager (3 pts)	3
	Bachelor's degree in business, hospitality or related field (preferred) – attach the relevant certifications (1 pt)	1
	b. Travel Consultants (3 Consultants)	
	Possess over five (5) years of successful experience serving international organizations, embassies, and multinational corporations as a travel Consultant. (2 pts per consultant x 3)	6
	Hold relevant IATA diploma (1 pt per consultant x 3)	3
	c. Credit controller (1 Consultant)	
	Possess 3 to 5 years of successful experience in credit control or related financial roles. (2 pts)	2
	Possess a bachelor's degree in accounting, finance, economics, or a related field from a recognized university. Professional certifications – CPA 2, Or equivalent from other accounting bodies e.g. CIMA and ACCA will be an added advantage (2 pts)	2
	Grand Total (PART 2) (Max score: 80)	80

Part 3. Demonstration/Presentation

The demo will be conducted, with the specific date and time to be confirmed at least 48hrs in advance.

Criteria (the following will be assessed during the demo)	Max Score
The bidder will be required to conduct a 30-minute demonstration, covering but not limited to the following areas: Geographic Network & Operational Presence, Technological Capabilities & Innovation, Service Delivery Approach, Implementation Plan and the ability to effectively manage billing processes.	20
Grand Total (PART 2 & 3) (Max score: 100)	100

Following the technical evaluation, only **the highest-ranked bidder based on technical merit** will be invited for financial negotiations.

19. Financial Evaluation

The methodology to determine the most suitable bidder shall follow the **Quality-Based Selection (QBS) Method** where only the highest technically ranked bidder's financial proposal will be considered for review, negotiations and subsequently invited for clarifications.

The selection process will proceed as follows:

- (i) After the highest-ranked technical proposal is identified, the financial proposal will be reviewed to confirm alignment with cost reasonableness. Only the highest technically ranked bidder will be invited for financial negotiations.
- (ii) The Procuring Entity reserves the right to negotiate pricing, payment terms, and value-added services before final contract award. The final contract value will be subject to negotiations to ensure value for money is achieved while maintaining the required quality standards and cost-effectiveness.
- (iii) If negotiations with the highest-ranked technically qualified bidder fail to reach an agreement, the Procuring Entity will therefore proceed to invite the next top-ranked technically qualified bidder for financial review and negotiation.

20. Negotiation

TMA, may at its discretion, choose to negotiate either with all Consultants that have passed technical and financial evaluation, or a shortlist of such, on any aspects of the TOR, proposed methodology, key expert, inputs, price and/or conditions of the contract.

21. Packaging, Submission and Delivery of Tenders

All submissions must be submitted via TMA's procurement mailbox using the email address, procurement@trademarkafrica.com on or before **21st April 2025 No later than 1600Hrs Kenya Time**.

Please note that the maximum size of each email with attachments must not exceed **5MB**. The Technical and Financial proposal shall be submitted **as two separate documents in PDF format**, in the same email or as separate emails.

Both Technical and Financial proposal MUST be password protected.

22. Late tenders.

No late tenders will be accepted. No special pleadings will be accepted. Faxed or hard copy proposals/samples shall be rejected.

23. Complaints

Any questions, queries or concerns about the procurement process should be raised directly with the Head of Procurement in the first instance via procurement@trademarkafrica.com, who will address the matters raised. If the matter is not satisfactorily resolved, the complainant is encouraged to write to complaints@trademarkafrica.com.

24. Deviations, Reservations, and Omissions

During the evaluation of bids, the following definitions apply:

- “Deviation” is a departure from the requirements specified in the Bidding Document;
- “Reservation” is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the Bidding Document; and
- “Omission” is the failure to submit part, or all of the information or documentation required in the Bidding Document.

25. Determination of Responsiveness

TMA's determination of a bid's responsiveness is to be based on the contents of the bid itself. A substantially responsive bid is one that meets the requirements of the Bidding Document without material deviation, reservation, or omission. A material deviation, reservation, or omission is one that,

- if accepted, would: -
 - Affect in any substantial way the scope, quality, or performance of the Works specified in the Contract; or
 - Limit in any substantial way, inconsistent with the Bidding Document, the Employer's rights or the Bidder's obligations under the proposed Contract; or
- If rectified, would unfairly affect the competitive position of other Bidders presenting substantially responsive bids:
- The Employer shall examine the technical aspects of the bid submitted in accordance with Invitation to Consultants (ITC), Technical Proposal in particular, to confirm that all requirements have been met without any material deviation, reservation, or omission; and
- If a bid is not substantially responsive to the requirements of the Bidding Document, it shall be rejected by the Employer and may not subsequently be made responsive by correction of the material deviation, reservation, or omission.

26. Nonconformities, Errors, and Omissions

- Provided that a bid is substantially responsive, the Employer may waive any non-conformity in the bid.
- Provided that a bid is substantially responsive, the Employer may request that the Bidder submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities in the bid related to documentation requirements. Requesting

information or documentation on such nonconformities shall not be related to any aspect of the price of the bid. Failure of the Bidder to comply with the request may result in the rejection of its bid.

- Provided that a bid is substantially responsive, the Employer shall rectify quantifiable nonmaterial nonconformities related to the Bid Price. To this effect, the Bid Price may be adjusted, for comparison purposes only, to reflect the price of a missing or non-conforming item or component.

27. TERMS OF REFERENCE

PROVISION OF TRAVEL AGENCY SERVICES TO TRADEMARK AFRICA (TMA) AND TRADE CATALYST AFRICA (TCA)

1. Background

TradeMark Africa (TMA) is a leading African Aid-for-Trade organisation that was established in 2010, with the aim to grow intra-African trade and increase Africa's share in global trade, while helping make trade more pro-poor and more environmentally sustainable. TMA operates on a not-for-profit basis and is funded by: The Bill & Melinda Gates Foundation, Canada, Denmark, the European Union, Finland, France, Ireland, the Mastercard Foundation, the Netherlands, Norway, the United Kingdom, and the United States of America. TMA works closely with regional and continental inter-governmental organisations, national Governments, the private sector, and civil society.

Since its inception, TMA has delivered substantial gains for trade and regional economic integration in East Africa and the Horn of Africa, including a reduction of 16.5% in cargo transit times on the Northern Corridor from Mombasa to Bujumbura, and a reduction of an average of 70% in the time taken to cross selected one stop border posts. TMA officially launched its continental-wide shift and rebrand in West Africa in January 2023, with Ghana being the first country of operations in the region.

In 2022, TMA set up a catalytic finance company – Trade Catalyst Africa (TCA) – that will pilot commercially viable projects for creating trade infrastructure (both physical and digital) as well as increasing access to Trade Finance for Small and Medium Enterprises (SMEs).

Both TMA & TCA's headquarters are in Nairobi, Kenya. Offices are in: EAC Secretariat – Arusha, Burundi, the Democratic Republic of Congo, Djibouti, Ethiopia, Ghana, Malawi, Rwanda, Somaliland, Tanzania, Uganda, and Zambia with operations in Benin, Mozambique, South Sudan, Togo and will soon be in Nigeria. For more information, please visit www.trademarkafrica.com

TMA & TCA are seeking a qualified Travel Service Provider (TSP) based in Nairobi Kenya, to provide comprehensive travel and related services to TMA & TCA's staff, Partners and Board members in all its countries of operation and beyond.

TMA & TCA anticipate a significant annual volume of travel, resulting in an estimated annual expenditure of approximately USD 11 million. This figure is intended to indicate the scale of travel requirements and should not be interpreted as a fixed contract value. TSPs should demonstrate capacity, efficiency, and cost-effectiveness in managing large-scale travel operations.

2. Objective

The main objective of this assignment is for the appointed TSP to facilitate travel for TMA & TCA by:

- Responding promptly and effectively to TMA's travel requirements.
- Exploring and implementing cost-saving measures while maintaining or exceeding service quality.
- Providing accurate and timely travel data for management reporting, auditing, and payment purposes.

- Leveraging data analytics to gain valuable insights into travel spend.
- Continuously identifying and capitalising on cost-saving opportunities in the travel market.
- Ensuring data integrity and transparency in all travel-related transactions.
- Prioritising the safety and well-being of travellers, providing comprehensive travel advisory services, including in-depth safety and security assessments for all destinations.
- Continuously seeking innovative solutions to enhance travel management and improve overall travel experience, efficiency and effectiveness.
- Adapting to evolving business travel trends, technological advancements, and industry best practices for continuous improvement
- Proactively identifying and implementing strategies to minimize the carbon footprint, such as promoting sustainable travel options and offsetting carbon emissions

3. Recipient

The primary recipient of this assignment is TradeMark Africa (TMA) and Trade Catalyst Africa (TCA).

4. Scope of work / deliverables

The selected TSP will be responsible for providing comprehensive travel solutions to TMA & TCA. This includes ensuring adherence to and facilitating the implementation of TMA & TCA's established travel policy. TMA & TCA invites innovative proposals encompassing all aspects of travel management, including but not limited to:

4.1 International and local air ticketing

- Secure and issue airline reservations and travel documents for TMA & TCA Staff, Partners and Board members travelling to both regional and international destinations, adhering to the agreed Service Level Agreement (SLA).
- Facilitate air ticketing for private travel of TMA & TCA Staff and their families (with separate payment arrangements by the individual), leveraging any applicable TMA & TCA discounts.
- Guarantee the provision of the lowest available fares and the most direct and convenient routings whenever possible.
- Keep travellers informed about travel restrictions, conditions, special fares, discounted options, alternative transportation methods, and other relevant travel information.
- Negotiate discounted rates, additional incentives, and potential credits on accumulated air travel expenditure with contracted airlines.
- Assist travellers in online check-in procedures and boarding pass issuance.
- Enrol TMA & TCA in relevant airline loyalty programs as deemed beneficial and manage these accounts to maximize accrued benefits for the organisation.

4.2 International and local hotel reservations

- Secure and confirm accommodation reservations globally.
- Collaborate with the Head of Administration to identify preferred hotel options annually across TMA & TCA areas of operation.
- Negotiate competitive rates and secure discounts for hotel stays and furnished apartments.
- Establish and leverage TMA & TCA's corporate account with hotels to maximize discounts based on booking volume, long-term partnerships and negotiated preferential rates.

- Enrol TMA & TCA in relevant hotel loyalty programs as deemed beneficial and manage these accounts to maximize accrued benefits for the organisation.

4.3 Airport transfers and vehicle hire services

- Act as a valuable intermediary between the traveller and ground transportation providers, ensuring a seamless and comfortable travel experience from start to finish.
- Arrange, confirm and provide reliable ground transportation between staff residences/offices/hotels and airports in both staff home countries and other travel destinations as requested.
- Negotiate competitive rates and provide booking services for domestic, regional, and international transfers and vehicle rentals.
- Provide personalized service, addressing any specific client requests or concerns.
- Rebook transfers or find alternative transportation in case of flight delays and other unforeseen circumstances.

4.4 Visa processing and immigration services

- Inform travellers of visa requirements for all travel destinations and transit points.
- Provide guidance on visa processing timelines, assist with obtaining necessary forms, and facilitate visa application submissions and payments to relevant embassies.
- Conduct visa assistance follow-ups and maintain comprehensive records.

4.5 Meetings, conferences and events

- Facilitate venue sourcing and booking for conferences and workshops.
- Assist in selection of suitable meeting venues that meet specific meeting requirements.
- Provide expert advice to staff and partners on a wide range of available incentives and discounts for meetings and events.
- Provide on site assistance to meeting attendees on a need's basis including resolving travel issues, providing local information, and assisting with any unforeseen problems
- Assist with event logistics such as audiovisual equipment, catering and other necessary arrangements.
- Provide information regarding exclusive deals and packages that may not be available to the public.

4.6 Process travel insurance

- Provide insurance to staff and partners as per TMA & TCA's travel insurance policy.
- Assist travellers with completing necessary documentation for the purchase of travel insurance.
- In the event of a claim, guide travellers through the claims process, providing support and assistance in navigating the insurance company's procedures.

4.7 24/7/365 local and global emergency assist services

- Provide 24/7/365 emergency assistance, including support on weekends and public holidays.
- Assist travellers to follow up on lost luggage claims.
- Notify staff of flight delays and cancellations.
- Offer medical advice and information on health requirements for all travel destinations.
- Provide airport meet and greet services as/when required.

4.8 Travel amendments

- Facilitate efficient amendments and cancellation of flights and accommodation reservations, clearly communicating any associated penalties.
- Minimize penalties incurred due to negligence by the TSP. TMA & TCA will not be responsible for these costs.
- Maintain a robust tracking system for all cancelled or altered travel ensuring transparent monitoring and prompt processing of all refunds as per the agreed SLA.

5. Methodology

To achieve objectives of this contract, the TSP will be expected to:

5.1 Have a travel booking system

- Establish and maintain appropriate systems and procedures for making reservations, monitoring progress, issuing tickets and maintaining a record of all services supplied to TMA & TCA.
- Use appropriate technology (that can easily integrate with TMA & TCA's Integrated Management Information System) necessary to effectively control and minimise costs and maximise service levels.

5.2 Travel information and management reporting

- Provide a full range of meaningful data / reports (regarding all expenses, savings, etc) in accordance with TMA & TCA's requirements in the agreed SLA.
- Provide regular general travel updates (e.g. promotional fares, changes to the Travel Agent's personnel, etc).
- Create travellers' profiles as per an agreed format by TMA & TCA. The TSP should have a mechanism of informing staff regarding the status of their visas.
- Provide periodic updates to TMA & TCA on progress of the consultancy as required.

5.3 Ensure quality, cost control and timely payment arrangements

- Initiate quality and cost control measures to ensure efficient and cost-effective travel services.
- Monitor and review progress on a regular basis with a view to suggesting improvements to the service. Measurement of improvements to the service will be part of the agreed SLA between TMA & TCA and the TSP.
- Invoices must be submitted as outlined in the agreed SLA.
- Payment will be processed within 30 days of receipt of a valid and acceptable invoice accompanied by all required supporting documentation.

5.4 Customer focus and business continuity

- The TSP will develop a strong customer centric approach by actively engaging with the travellers to understand their travel needs and preferences.
- The TSP will proactively provide relevant travel information, including cost-saving options and travel tips, to enhance the overall travel experience.
- The TSP will actively seek and incorporate customer feedback to continuously improve travel services and enhance customer satisfaction.
- Implement and maintain robust service continuity plans to ensure the provision of high-quality services throughout the contract term without interruption.

5.5 Travellers' complaints management

- Implement a robust and transparent customer complaint management system.
- Proactively analyse complaint data to identify trends, patterns, and areas for service improvement.
- Establish a transparent and efficient complaint resolution process and maintain a comprehensive record of all customer complaints, including key complaint metrics like detailed descriptions of the issues raised, actions taken, resolution time, customer feedback, among others.
- Implement a clear and well-defined complaints escalation matrix outlining procedures for escalating unresolved or complex complaints to higher levels within the organization.
- Regularly review and update the complaint management system to ensure its effectiveness and efficiency.

6. Data confidentiality

- The selected TSP shall sign a Non-Disclosure Agreement (NDA) with TMA as part of this engagement.
- The TSP shall not disclose or share any information provided by TMA with any third party without prior written consent from TMA
- The TSP shall ensure the security and confidentiality of all personal data obtained from TMA.
- All personal data shall be treated as strictly confidential and used solely for the purposes of this assignment.

7. In-house arrangements

- Provide the TSP staff with the necessary tools and resources to ensure efficient and effective performance.
- Maintain regular business hours, ideally aligning with core EAT business hours (0800-1715 EAT, Mondays to Fridays) to ensure consistent availability of services for all travellers. The TSP should outline their support strategy for travellers outside of these core hours and across multiple time zones within the region ensuring timely assistance for all travellers.
- Implement mechanisms for handling after-hours booking requests and providing necessary support services to TMA&TCA staff and Partners.
- Regularly review and adjust operating hours and support mechanisms to meet the evolving needs of TMA&TCA staff and Partners.

8. Reporting, communication and coordination

- The successful TSP will report directly to the Head of Administration based in Nairobi for the day to day running of the assignment.
- The TSP shall provide comprehensive monthly and quarterly reports detailing various aspects of travel expenses, including travel volume, cost per trip, accommodation and transfers costs, cost savings, complaints log, among others.
- The TSP will submit the proposed SLA as well as the implementation plan at the beginning of the contract for review, outlining names and contacts of the personnel involved in delivering this assignment.
- Meetings will initially be held monthly for the initial four months then on a quarterly basis thereafter. Feedback on performance will be given at these meetings.

9. Assignment duration and renewal

- The initial contract for this assignment shall be issued for a period of one (1) year, with the possibility of renewal for up to three (3) additional one-year terms. Renewals will be subject to satisfactory semi-annual assessments and annual performance reviews at the end of each year and the availability of funds. The contract will commence on 1 October 2025.
- This assignment may be terminated earlier by either party as per the mutually agreed-upon contract terms.

10. Skills and qualifications required

We seek a team of experienced professionals to serve as strategic partners in managing our corporate travel program. The following details are the critical skills and qualifications required to effectively support our business objectives and ensure a smooth and cost-effective travel experience for our staff and partners:

10.1 Account/Relationship Manager: This will be the primary point of contact to oversee all aspects of our travel account, manage relationships, ensure service delivery and address any issues that may arise, provide strategic recommendations, among other duties.

Qualifications:

- Bachelor's degree in business, hospitality or related field (preferred)
- Possess a minimum of five (5) years of successful experience serving international organizations, embassies, and multinational corporations as an account/relationship manager.
- Proven ability to build and maintain strong client relationships.
- Excellent communication, negotiation and problem-solving skills.
- Strong understanding of travel industry trends, technologies, and best practices
- Ability to analyse travel data and provide insights
- Deep understanding of the travel industry, including trends, regulations, and best practices

10.2 Travel Consultants (3 in number): To handle day-to-day travel bookings including flights, hotels, ground transportation and visa processing. They will provide expert advice on travel options and policies, assist with itinerary planning and other travel-related needs, among others.

Qualifications:

- Hold relevant IATA diploma and possess in depth knowledge of travel industry best practices.
- Possess a minimum of five (5) years of successful experience serving international organizations, embassies, and multinational corporations in this role
- Experience and proficiency in using GDS systems and customer service.
- Ability to create complex and efficient travel itineraries.
- Knowledge of airline fares, ticketing procedures, and travel regulations.
- Ability to work under pressure and handle multiple tasks
- Meticulous attention to detail and accuracy
- Excellent communication and interpersonal skills.
- Familiarity with global destinations and travel routes.

10.3 Credit controller: To ensure that travel invoices are accurately tracked and promptly submitted for payments while adhering to the travel policy and agreed SLA.

Qualifications:

- A Bachelor's degree in accounting, finance, economics, or a related field from a recognized university.
- Professional certification (CPA 2), or equivalent from other accounting bodies e.g. CIMA and ACCA.
- Possess a minimum of Three (3) - Five (5) years of successful experience in credit control or related financial roles.
- Proficient in the analysis and presentation of financial data, including the ability to accurately track, reconcile, and report on both billed and unbilled invoices.
- Attention to detail, problem solving skills, strong organisational skills and ability to work independently.
- Meticulous attention to detail and accuracy
- Excellent communication and interpersonal skills.

TradeMark Africa

March 2025

Annex A: List of some of the preferred hotels

Name of hotel	Location
1. Roca Golf Hotel	Bujumbura, Burundi
2. Sheraton Hotel	Djibouti
3. Serena Hotel	DRC, Goma
4. Pullman Hotel,	DRC, Kinshasa
5. Radisson	Addis Ababa, Ethiopia
6. Movenpick Hotel	Accra, Ghana
7. Dusit Princess and Movenpick	Nairobi, Kenya
8. Whitesands Hotel	Mombasa, Kenya
9. Acacia Premier Hotel	Kisumu, Kenya
10. Maanzoni Lodge	Machakos, Kenya
11. The Quill	Busia, Kenya
12. Sunbird Hotel	Lilongwe, Malawi
13. Serena Hotel	Maputo, Mozambique
14. Serena Hotel	Kigali, Rwanda
15. Ambassador Hotel	Hargeisa, Somaliland
16. Royal Palace Hotel	South Sudan
17. Gran Melia	Arusha, Tanzania
18. Serena Hotel	Dar es Salaam, Tanzania
19. Kili Wonders Hotel	Moshi, Tanzania
20. Hotel 2 Fevrier	Lome, Togo
21. Sheraton Hotel	Kampala, Uganda
22. Southern Sun Hotel	Lusaka, Zambia

ANNEX 1: TMA'S SUPPLIER CODE OF CONDUCT

This document is shared as a separate document to the tender document.

ANNEX 2: TECHNICAL BID SUBMISSION FORM TECHNICAL BID SUBMISSION FORM

[The Bidder shall fill in this Form in accordance with the instructions indicated No alterations to its format shall be permitted and no substitutions shall be accepted.]

Date: _____ *(insert date (as day, month and year) of Bid Submission)*

To: **TRADEMARK AFRICA**
Fidelity Insurance Centre,
P O Box 313 00606,
Nairobi, Kenya

We, the undersigned, declare that:

- (a) We have examined and have no reservations to the Bidding Documents;
- (b) We offer to supply in conformity with the Bidding Documents and in accordance with the Delivery Schedules specified in the Schedule of Requirements the following Goods and Related Services [insert a brief description of the Goods and Related Services];
- (c) Our bid shall be valid for a period of **120 days**, from the date fixed for the bid submission deadline in accordance with the ITT, and it shall remain binding upon us and may be accepted at any time before the expiration of that period;
- (d) If our bid is accepted, we commit on request to obtain a performance security (if applicable) for the due performance of the Contract;
- (e) We have no conflict of interest;
- (f) We understand that this bid, together with your written acceptance thereof included in your notification of award, shall not constitute a binding contract between us, until a formal contract is prepared and executed.
- (g) We understand that you are not bound to accept the lowest evaluated bid or any other bid that you may receive.

Signed by: _____ *(signature of person authorized by the Bidder to sign the bid submission form, and whose name and title are shown below)*

Name: _____ *(insert full name)*

Title: _____ *(insert official title)*

Duly authorized to sign the bid for and on behalf of: _____
(insert full name of Bidder)

Dated on _____ day of _____, _____ *[insert date of signing]*

ANNEX 3: CURRICULUM VITAE TEMPLATE

PLEASE SUBMIT ONLY ONE (1) CV FOR EACH OF THE POSITIONS MENTIONED FOR THE PROPOSED KEY PERSONNEL AND SHORT-TERM TECHNICAL SUPPORT PERSONNEL. IF MORE THAN ONE CV IS SUBMITTED FOR THE SAME POSITION, ONLY THE FIRST CV WILL BE EVALUATED. PLEASE ALSO CLEARLY INDICATE THE POSITIONS THAT EACH OF THE SUBMITTED CVS WILL HAVE IN THIS ASSIGNMENT

Position/Role Title:	{e.g., TEAM LEADER}
Name of Expert:	{Insert full name}
Date of Birth:	{day/month/year}
Country of Citizenship/Residence	

Education: {List college/university or other specialized education, giving names of educational institutions, dates attended, degree(s)/diploma(s) obtained **attach valid copies of the certificates and testimonials**}

Employment record relevant to the assignment: {Starting with present position, list in reverse order. Please provide dates, name of employing organization, titles of positions held, types of activities performed and location of the assignment, and contact information of previous clients and employing organization(s) who can be contacted for references. Past employment that is not relevant to the assignment does not need to be included.}

Period	Employing organization and your title/position. Contact info for references	Country	Summary of activities performed relevant to the Assignment
[e.g., May 2005-present]	[e.g., Ministry of, advisor/consultant to... For references: Tel...../e-mail.....; Mr. Hebb, deputy minister]		

Membership in Professional Associations and Publications:

Language Skills (indicate only languages in which you can work ranking from 1 to 5 for speaking, writing and reading where 1 is poor and 5 is excellent):

Language	Reading	Writing	Speaking

Adequacy for the Assignment:

Detailed Tasks Assigned on Consultant’s Team of Experts (insert the time period)	Reference to Prior Work/Assignments that Best Illustrates Capability to Handle the Assigned Tasks
{List all deliverables/tasks in which the Expert will be involved}	

Experts contact information : (e-mail..... Phone.....)

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience, and I am available to undertake the assignment in case of an award. I understand that any misstatement or misrepresentation described herein may lead to my disqualification or dismissal by the Client, and/or sanctions by the Client.

{Day/month/year}

Name of Expert	Signature	Date
		{Day/month/year}

Name of authorized representative of the consultant <i>(the same one who signs the Proposal)</i>	Signature	Date
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Note:

1. Failure by the consultant to sign the CV (physically or electronically), may lead to the CV not being considered altogether.
2. Failure to submit copies of certificates and/or accreditation may lead to the CV being invalidated.

ANNEX 4 – FIRM EXPERIENCE

[Using the format below, provide information on each assignment for which your firm, and each associate for this assignment, was legally contracted either individually as a corporate entity or as one of the major companies within an association, for carrying out consulting services similar to the ones requested under this assignment.]

Assignment name:	Approx. value of the contract (in current US\$ or Euro):
Country: Location within country:	Duration of assignment (months):
Name of Client:	Total N° of staff-months of the assignment:
Address:	Approx. value of the services provided by your firm under the contract (in US\$ currency equivalent):
Start date (month/year): Completion date (month/year):	N° of professional staff-months provided by associated Consultants:
Name of associated Consultants, if any:	Name of senior professional staff of your firm involved and functions performed (indicate most significant profiles such as Project Director/Coordinator, Team Leader):
Narrative description of Project:	
Description of actual services provided by your staff within the assignment:	

ANNEX 5 – TEAM COMPOSITION

Proposed Personnel

Bidders should provide the names of suitably qualified personnel to meet the specified requirements for each of the positions listed in your technical proposal.

Team Composition and Task Assignments

Professional Staff				
Name of Staff	Firm	Area of Expertise	Position Assigned	Task Assigned

Comments and Suggestions on the Terms of Reference and on Counterpart Staff and Facilities to be Provided.

C - On the Terms of Reference

[Present and justify here any modifications or improvement to the Terms of Reference you are proposing to improve performance in carrying out the assignment (such as deleting some activity you consider

unnecessary, or adding another, or proposing a different phasing of the activities). Such suggestions should be concise and to the point, and incorporated in your Proposal, as applicable.]

Description of Approach, Methodology and Work Plan for Performing the Assignment

Technical approach, methodology and work plan are key components of the Technical Proposal. You are suggested to present your Technical Proposal divided into the following three chapters:

- a) Technical Approach and Methodology,
- b) Work Plan, and
- c) Organization and Staffing,

a) **Technical Approach and Methodology.**

In this chapter you should explain your understanding of the objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. You should highlight the problems being addressed and their importance and explain the technical approach you would adopt to address them. You should also explain the methodologies you propose to adopt and highlight the compatibility of those methodologies with the proposed approach.

b) **Work Plan.**

In this chapter you should propose the main activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Client), and delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the TOR and ability to translate them into a feasible working plan. A list of the final documents, including reports, drawings, and tables to be delivered as final output, should be included here. The work plan should be consistent with the Work Schedule of Form

c) **Organization and Staffing.**

In this chapter you should propose the structure and composition of your team. You should list the main disciplines of the assignment, the key expert responsible, and proposed technical and support staff.

STAFFING SCHEDULE¹

N°	Name of Staff	Staff input (in the form of a bar chart) ²														Total staff-month input			
		1	2	3	4	5	6	7	8	9	10	11	12	n	Home	Field ³	Total		
Foreign																			
1		[Home]																	
		[Field]																	
2																			
3																			
N																			
														Subtotal					
Local																			
1		[Home]																	
		[Field]																	
2																			
N																			
														Subtotal					
														Total					

1 For Professional Staff the input should be indicated individually; for Support Staff it should be indicated by category (e.g.: draftsmen, clerical staff, etc.).

2 Months are counted from the start of the assignment. For each staff indicate separately staff input for home and field work.

3 Field work means work carried out at a place other than the Consultant's home office.



Full time input



Part time input

ANNEX 6: FINANCIAL BID SUBMISSION FORM

Dear Sir/Madam:

We, the undersigned, offer to provide the consulting services for [Insert title of assignment] in accordance with your Request for Proposal dated [Insert Date] and our Technical Proposal.

Our attached Financial Proposal is for the amount of _____
(indicate the corresponding amount(s) in words and figures and the currency (ies)), including all applicable taxes in line provided clauses in this tender document.

This financial bid submission/ proposal is in line with this RFP tender document.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from any contract negotiations, up to expiration of the validity period of the Proposal, up to a period of **120 days** after bid submission deadline date.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours Sincerely,

Authorized Signature **(In full and initials)**: _____

Name and Title of Signatory: _____

In the capacity of: _____

Address: _____

E-mail: _____

(For a joint venture, either all members shall sign or only the lead member/ consultant, in which case the power of attorney to sign on behalf of all members shall be attached)

ANNEX 7: FINANCIAL PROPOSAL PRO - FORMA TEMPLATE

TENDER FOR: [PROVISION OF TRAVEL AGENCY SERVICES TO TRADEMARK AFRICA (TMA) AND TRADE CATALYST AFRICA (TCA)]

TENDER NUMBER: [PRQ20240999]

PROPOSAL BREAKDOWN - SUMMARY OF PROPOSED MONTHLY COMMISSIONS

Bidders are required to provide their proposed monthly commissions (*in percentage only*). To be charged for **monthly** transaction costs in the following ranges in **United States Dollars \$, inclusive of All Costs involved and All Applicable Taxes (including VAT)**:

S/NO.	TRANSACTION COSTS PER MONTH IN USD \$	PROPOSED MONTHLY COMMISSIONS
1.	Transaction cost up to \$500,000	
2.	Transaction cost between \$501,000 – \$700,000	
3.	Transaction cost between \$701,000 - \$1,000,000	
4.	Transaction costs Above \$1 million	

ANNEX 8: DRAFT CONTRACT TEMPLATE

CONTRACT FOR CONSULTANCY SERVICES

Section 1 – Form of Contract

CONTRACT FOR: [Insert Title here]

CONTRACT REFERENCE: [Insert Number here]

THIS CONTRACT dated [Insert date here] is made.

BETWEEN:

TradeMark Africa (“TMA”) having its principal place of business at (insert office details).

AND

[Insert Consultant Name] (“The Consultant”) having its principal office located in [Insert Contact Details].

WHEREAS:

TMA has requested the Consultant to provide certain consulting services as defined in the detailed terms of reference and scope of services attached to this Contract (hereinafter called the “Services”); the Consultant, having represented to TMA that they have the required professional skills, and personnel and technical resources, have agreed to provide the Services on the terms and conditions set forth in this Contract.

IT IS HEREBY AGREED as follows:

1. Documents

This Contract from page [Insert page no] to page [Insert page no.] shall comprise the following documents:

Section 1 Form of Contract

Section 2 General Conditions

Section 3 The Services

Section 4 Special Conditions and Key Personnel

Section 5 Fees

This Contract constitutes the entire agreement between the Parties in respect of the Consultant’s obligations and supersedes all previous communications between the Parties, other than as expressly provided for in Section 3 and/or Section 4.

2. Contract Signature

If the original Contract is not returned to - TMA duly completed, signed and dated on behalf of the Consultant within 15 days of the date of signature on behalf of TMA, TMA will be entitled, at its sole

discretion, to declare this Contract void. No payment will be made to the Consultant under this Contract until a copy of the Contract, signed on behalf of the Consultant is returned to TMA.

3. Commencement and Duration of the Services

- a. The contract shall be effective on the date both parties sign, and the services shall be completed by **[Insert end date]** (End Date") or any other period as may be subsequently agreed by the parties in writing unless this Contract is terminated earlier in accordance with its terms and conditions.
- b. If the services have not commenced in accordance with clause 3a above, TMA will within not less than 30 days notify the consultant in writing, declaring the contract to be null and void, and in the event of such declaration, the consultant shall have no claim against TMA with respect thereto.

4. Financial Limit

Payments under this Contract shall not, in any circumstances, exceed **[XXX]** for fees and **[XXX]** for expenses within a total limit of **[XXX]** inclusive of all taxes applicable ("the Financial Limit").

5. Time of the Essence

Time shall be of the essence as regards the performance by the Consultant of its obligations under this Contract.

For and on behalf of TMA

Name: **JOSEPHA NDAMIRA**
Position: **SENIOR DIRECTOR CORPORATE SERVICES**
Signature:
Date:

For and on behalf of the consultant

Name:
Signature:
Date:

CONTRACT FOR CONSULTANCY SERVICES

Section 2 – General Conditions

1. Definitions

"The Contract" means the agreement entered between TMA and the consultant, as recorded in this Contract Document signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.

"TMA Project Manager" means the person nominated by TMA who is responsible for the management of the Project.

"The Equipment" means any equipment, computer hardware or software, materials, goods and vehicles and associated services necessarily required for the implementation of the Services which are financed or provided by TMA for use by the Consultant.

"The Financial Limit" means the amount specified in Section 1 and which represents the maximum amount payable by TMA under this Contract.

"Fees" means the fees payable for the Services as set out in Section 5.

"The Services" means the services to be provided by the Consultant as set out in Section 3.

"The Consultant" means the natural person(s), partnership(s), or company (ies) whose bid to perform this contract has been accepted by TMA and is named as such in this contract and includes the legal successors or permitted assigns of the Consultant.

"The Consultant's Personnel" means any person instructed by the Consultant pursuant to this Contract to undertake any of the Consultant's obligations under this Contract, including the Consultant's employees, agents, and sub-contractors.

"Subcontractor" means any natural person(s), partnership(s), or company (ies), including its legal successors or permitted assigns, to whom any part of the services to be provided is subcontracted by the Consultant.

2. Interpretation

In the event of any inconsistency between the Form of Contract (Section 1), these General Conditions (Section 2) and the Special Conditions (Section 4), the Special Conditions shall prevail.

3. Project management

TMA designates the TMA Project Manager as being responsible for the coordination of activities under this Contract, for the acceptance and approval on behalf of TMA of the reports and of other deliverables produced by the Consultant, and for receiving and approving invoices for payment.

4. Obligations

- a. TMA and the Consultant each warrant that it has all the requisite corporate power and authority to enter this Contract and is fully capable of performing its obligations under this Contract on the terms provided for in this Contract.
- b. The Consultant shall perform the Services and all other obligations under this Contract with all necessary skill, diligence, efficiency, and economy to satisfy generally accepted professional standards expected from experts.
- c. The Services shall be provided at the location set out in Section 3. Notwithstanding this, the Consultant may be required to travel to other locations from time to time in carrying out the Services.

5. Indemnification

At its own expense, the Consultant shall indemnify, protect, and defend, TMA, its agents and employees, from and against all actions, claims, losses or damage arising from any act or omission by the Consultant in the performance of the services, including any violation of any legal provisions, or rights of third parties, in respect of patents, trademarks and other forms of intellectual property such as copyrights. Should the act or omission originate from TMA, then TMA will indemnify the consultant.

The Consultant hereby indemnifies TMA, its agents, and employees against any legal cost, including attorney/own client costs incurred by TMA in defending any complaints, disputes or claims lodged by any party as a result of the actions or omissions of the Consultant.

6. Consultant's Personnel

- a. The Consultant acknowledges that it and the Consultant's Personnel have no authority to create or incur any liability or obligation on behalf of TMA, including but not limited to any liability or obligation to expend or incur capital expenditure and not to recruit, employ or dismiss any member of staff employed by TMA.
- b. The Consultant shall not at any time, either personally or by an agent, directly or indirectly represent itself as being in any way connected with or interested in TMA save as being engaged to perform the Services.
- c. Save for the Services agreed and set out at Section 3, TMA is under no obligation to offer work to the Consultant and the Consultant is under no obligation to accept any work, which may be offered by TMA.
- d. No changes or substitutions may be made to members of the Consultant's Personnel identified in Section 4, if any, of this Contract without TMA's prior written consent.
- e. If TMA considers any member of the Consultant's Personnel unsuitable, the Consultant shall substitute such member as quickly as reasonably possible without direct or indirect charge to TMA with a replacement acceptable to TMA.
- f. The Consultant is responsible for all acts and omissions of the Consultant's Personnel and for the health, safety and security of such persons and their property.
- g. TMA is dedicated to gender equality and ensuring equitable and sustainable human development.

7. Fees

- a. Subject as follows, payments shall be due to the Consultant in accordance with the Fee payment schedule set out in Section 5. In the case of Fees that are payable upon the completion of milestones as may be set out in Section 4, such fees shall not become due and payable until the completion, to TMA's satisfaction, of the relevant milestone event or the delivery of the deliverables to TMA's satisfaction required for the achievement of the relevant milestone satisfactorily.
- b. Payment of the Fees shall be subject to TMA being satisfied that the Consultant is or has been carrying out its duties, obligations, and responsibilities under this Contract.
- c. If for any reason TMA is dissatisfied with performance of this Contract, an appropriate sum may be withheld from payments that would otherwise be due under this Contract. In such event TMA shall identify the particular Services with which it is dissatisfied together with the reasons for such dissatisfaction, and payment of the amount outstanding will be made upon remedy of any unsatisfactory work or resolution of outstanding queries.
- d. Fees charged and expenses incurred shall not, in aggregate, exceed the Financial Limit without the prior written consent of TMA.
- e. No payments shall be made in respect of days not worked due to sickness or holiday or otherwise.

- f. Only the fee rates listed in Section 5 of this Contract will apply to any Services performed by the Consultant under this Contract.

8. Expenses

The Consultant shall be entitled to be reimbursed only for those expenses which have been approved and are set out in Section 5.

9. Invoicing Instructions

- a. Invoices should particularise the contract to which they relate and should be sent to the address referenced in Section 5.
- b. All invoices should contain details of the Services provided, milestones achieved, and deliverables provided to which the invoice relates. Where expenses are payable, invoices should be accompanied by proof of the expense. Any invoice not presented in accordance with the above may be rejected and in any event shall be liable to query and delay in payment.
- c. TMA may request proof of payment in respect of any item and shall be entitled to refuse to meet a claim if this cannot be provided.
- d. TMA reserves the right to audit, or to nominate a reputable accounting firm to audit the Consultant's records relating to amounts claimed under this Contract during its term and any extension, and for a period of three months thereafter.
- e. TMA reserves the right not to pay any amount due in respect of an invoice received by TMA more than 60 days after the day of the Consultant becoming entitled to invoice for the payment to which it relates.
- f. TMA will deduct all applicable taxes from the consultant's invoiced amounts as per Government of **Kenya** regulations. Consultants from countries with double tax agreements will be provided with withholding tax certificates. It is the consultant's responsibility to establish their tax status in the country where the Services will be delivered.

10. Payments

Subject to TMA being satisfied that the Consultant is or has been carrying out their duties, obligations, and responsibilities under this Contract, sums duly approved shall be paid within 30 days of receipt of a valid invoice.

11. Nature of relationship

TMA and the Consultant agree and intend that this relationship is one of undertaking independent services and specifically is not a relationship of employer or employee agency, joint venture, or partnership.

Nothing contained herein shall be construed as establishing a relation of master and servant or of principal and agent between TMA and the Consultant and the Consultant will be solely responsible for the tax status, tax, and any statutory contributions payable of and for the

Consultant's Personnel and for all or any of its or the Consultant's Personnel's taxes payable in respect of Fees and reimbursements received in connection with this Contract.

12. Performance Standards

The Consultant undertakes to perform the Services with the highest standards of professional and ethical competence and integrity.

13. Termination and Suspension

TMA or the Consultant may terminate the Contract by giving not less than 30 days written notice. In such cases, TMA shall be liable to make payments only for work completed and delivered, of acceptable standard. Specifically, TMA reserves the right to terminate this Contract if the Consultant fails to perform any of its obligations or to comply with the conditions and requirements set out in this Contract.

Without prejudice to the above paragraph, TMA reserves the right to withdraw or suspend payments to the Consultant immediately under the following circumstances:

- i. The Consultant has engaged in illegal, corrupt, fraudulent, coercive, collusive or conflict of interest practices in connection with the Contract, without the Consultant having taken timely and satisfactory action to the satisfaction of TMA to address such practices when they occur.
- ii. The Consultant fails to comply with its obligations in the fields of environmental, social, or labour regulations, including sexual harassment and any form of abuse, including but not limited to failure by a supplier to take preventative measures, investigate allegations or to take corrective action against sexual exploitation or abuse incidences.
- iii. The Consultant fails to comply with its obligations under Anti-Terrorism and Organised Crime requirements of TMA.
- iv. A representation or statement made by the Consultant in or pursuant to the Contract intended to be relied upon by TMA in making the Contract, which was incorrect in any material aspect.

A full accounting of all payments made under this contract will be required prior to the conclusion of the notice period, in addition to full reimbursement of any unspent advance payments to the Consultant.

For any of the above, any unspent or inconsistently spent payments must be returned to TMA within 30 days of the termination notice.

14. Confidentiality

- a. The Consultant shall not, during the term of this Contract and within two years after its expiration or termination, disclose any proprietary or confidential information relating to the Services, this Contract or TMA's business or operations without the prior written consent of TMA.
- b. Notwithstanding the above, the consultant may furnish to its subcontractor such documents, data, and other information it receives from TMA to the extent required for the subcontractor to perform its work under the contract, in which event the consultant shall obtain an undertaking of confidentiality similar to that imposed on the consultant under this contract.

15. Ownership of Material

- a. Any studies, reports, or other material, graphic, software or otherwise, prepared by the Consultant for TMA under the Contract shall belong to and remain the property of TMA.
- b. Where intellectual property rights in all material produced by the Consultant or the Consultant's Personnel pursuant to the performance of the Services ("the Material") are the property of the Consultant, the Consultant hereby grants to TMA a worldwide, nonexclusive, irrevocable, royalty free licence to use all the Material.
- c. "use" shall mean, without limitation, the reproduction, publication, and sub-licence of all the Material and the intellectual property rights therein, including the reproduction and sale of the Material and products incorporating the same for use by any person or for sale or other dealing anywhere in the world.

16. Bribery, Conflict of Interest, Corruption and Fraud

The Consultant shall not, and shall ensure that any person affiliated with the Consultant shall not:

- i. Participate in the selection, award or administration of a contract, grant or other benefit or transaction funded by the Contract, in which the person, members of the person's immediate family or his or her business partners, or organisations controlled by or substantially involving such person, has or have any financial interest.
- ii. Participate in transactions involving organisations or entities with which or whom that person is negotiating or has any arrangement concerning prospective employment.
- iii. Offer, give, solicit, or receive, directly or indirectly, gratuities, favours, gifts or anything else of value to influence the action of any person involved in the procurement process or contract execution.
- iv. Misrepresent or omit facts to influence the procurement process or execution of the contract.
- v. Engage in a scheme or arrangement between two or more bidders, with or without the knowledge of the Consultant designed to establish bid prices at artificial, non-competitive levels; or
- vi. Participate in any other practice that is or could be construed as an illegal, corrupt or a conflict of interest in the country of operation.

Disclosure: If the Consultant has knowledge or becomes aware of any:

- i. Actual, apparent or potential conflict between financial interests of any person affiliated with the Contract and/or TMA; or
- ii. Any of the practices listed under (i) to (vi) above,

the Consultant shall immediately disclose the same directly to Procurement Director, TMA.

TMA reserves the right to terminate this Contract if the Consultant or any person affiliated with the Consultant fails to perform any of its obligations or to comply with the conditions and requirements listed under (i) to (vi) above.

Further details can be found in the Code of Ethics under Clause 4 (Fraud and Corruption) and to report such activities, the Consultant will follow the steps provided in Clause 8 of the same document.

17. Anti-terrorism and Organised Crime

The Contract funds shall not be used to finance terrorism and other criminal activities. The Consultant shall take all appropriate measures to ensure that the Contract payments are not used for unintended purposes including but not limited to money laundering and exploitation by terrorist organisations and/or their support networks.

The Consultant shall verify to the maximum extent reasonably possible that any parties associated with the Contract shall substantially protect TMA's resources from diversion to unintended purposes including but not limited to exploitation by terrorist organisations and/or their support networks.

TMA reserves the right to terminate this Contract if the Consultant or any person affiliated with the Consultant fails to perform any of its obligations or to comply with the conditions and requirements listed under this clause.

18. Safeguarding

The Consultant shall ensure that the Contract is implemented with strict adherence to TMA's Supplier Environmental and Social Standards document that includes adherence to policies against bullying, sexual exploitation, harassment, and abuse. The Consultant shall ensure that all steps are taken to mitigate against any identified environmental, social, and safeguarding risks that may arise because of the Contract.

TMA reserves the right to terminate this Contract if the Consultant or any person affiliated with the Consultant fails to perform any of its obligations or to comply with the conditions and requirements contained in the Supplier Environmental and Social Standards document.

19. Code of Ethics

The Consultant shall comply with TMA's Code of Ethics which forms part of this Agreement as amended from time to time, which must be signed off and adopted prior to TMA making payments on the Contract.

The Consultant shall always act loyally and impartially and as a faithful advisor to TMA in accordance with the rules and/or codes of conducts governing its profession.

The Consultant shall refrain from making any public statements concerning the services without prior written approval of TMA, and from engaging in any activity which conflicts with its obligations towards TMA under this contract.

The Consultant shall not commit TMA in any way whatsoever without TMA's prior written consent, and shall, where appropriate, extend this obligation to third parties.

TMA reserves the right to terminate this Contract if the Consultant or any person affiliated with the Consultant fails to perform any of its obligations or to comply with the conditions and requirements contained in the Code of Ethics.

20. Subcontracting

The consultant shall request approval in writing from TMA for all subcontracts awarded under this contract that are not included in the contract. Subcontracting shall in no event relieve the consultant of any of its obligations, duties, responsibilities, or liability under this contract.

21. Law Governing Contract and Language

The Contract shall be governed by the laws of **Kenya** but in the event of a conflict between Kenya laws and any other Law, then the laws of **Kenya** prevail. The language of the Contract shall be English.

22. Dispute Resolution

TMA and the Consultant agree to seek to resolve any dispute, controversy or claim arising out of or relating to this Contract or the breach, termination, or invalidity thereof, by amicable settlement. Where it is not possible to reach an amicable settlement, any dispute, controversy, or claim arising out of or relating to this Contract or the breach, termination or invalidity thereof, shall be settled by arbitration in accordance with the Arbitration Act of 1995 or any statutory modifications or re-enactment thereof for the time being in force.

Notwithstanding any adjudication or arbitration proceedings no party shall commit an anticipatory breach of contract.

23. Liability

Except where there has been misconduct, gross negligence, dishonesty, or fraud on behalf of the Consultant or the Consultant's Personnel, the Consultant's aggregate liability arising out of or in connection with this Contract shall be limited to the amount of the Financial Limit.

The Consultant shall not be liable for any failure to perform or delay in performance of any of its obligations arising out of or in connection with this Contract where such failure or delay is caused by TMA or any of TMA's agents, employees, or contractors.

24. Force Majeure

- a. The failure of the Consultant to fulfil any of its obligations under the Contract shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an act, event, omission or accident beyond its reasonable control ("Force Majeure Event"), provided that the Consultant (i) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (ii) has informed TMA as soon as possible about the occurrence of such an event and in any event not later than 14 days after the occurrence of such event.
- b. Any period within which the Consultant shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which the Consultant was unable to perform such action because of the Force Majeure Event.
- c. During the period of their inability to perform the Services because of a Force Majeure Event, the Consultant shall be reimbursed for additional costs reasonably and necessarily incurred by it during such period for the purposes of the Services and in reactivating the Services after the end of such period.

Force Majeure shall not include:

Any event which is caused by the negligence or intentional action of the consultant, or such consultant's subcontractors or agents or employees; nor Any event which a diligent party could reasonably have been expected to both: Take into account from the effective date of the contract; and avoid or overcome in the carrying out of its obligations.

25. Joint venture, consortium, or association

Unless otherwise specified in this contract, if the Consultant is a joint venture, consortium, or association, all of the parties shall be jointly and severally liable to TMA for the fulfilment of the provisions of this contract.

The composition or constitution of the joint venture, consortium or association shall not be altered without the prior written consent of TMA. Any alteration of the composition of the joint venture, consortium, or association without prior written consent of TMA shall be considered to be a breach of contract.

26. Travel

All authorized air travel must be economy class through the most direct and economical route.

CONTRACT FOR CONSULTANCY SERVICES

Section 3 – The Services

TERMS OF REFERENCE

[Insert]

CONTRACT FOR CONSULTANCY SERVICES

Section 4 – Special Conditions and Consultant’s Key Personnel

1. Special conditions

The proposal-both technical and financial-submitted for these tender forms an integral part of this contract.

2. Key Personnel

The following of the Consultant's Personnel cannot be substituted by the Consultant without TMA's prior written consent:

[Insert]

CONTRACT FOR CONSULTANCY SERVICES**Section 5 – Fees****1. Payment Schedule**

Deliverable	%tage of Deliverable to be Paid (USD)	Total Contract Amount (USD)
TOTAL		

2. Invoicing instructions

After approval by the recipient, invoices should be sent to invoices@trademarkafrica.com. Invoices should clearly list the Contract Number (POxxxx) and the details of the Consultant’s bank account to which TMA shall transfer payments.

ANNEX 9: EMAIL SUBMISSION GUIDELINES

Guidelines for Bidders for Bid Submissions via Email

1.1 Bidder Guidance for Emailed Submissions

- a) TradeMark Africa (TMA) will automatically send an email acknowledgment for all applications, bids, proposals and/or submissions received via the email addresses stipulated/specified in the bidding document. If a bidder does not receive an email acknowledgement **IMMEDIATELY** after submitting their applications, bids, proposals and/or submissions, via the email address stipulated in the bidding document, **IMMEDIATELY** contact TMA's Procurement unit using the mobile phone number, **+254 731 884 428**, to confirm whether the applications, bids, proposals and/or submissions were received.
- b) Bidders must not ignore any bounce back email received regarding rejection of an emailed application, bid, proposal and/or submission. If such an email is received, contact TMA's Procurement unit **IMMEDIATELY**.

1.2 Possible Reasons for Emailed Submission Rejection

- a) The email submission exceeded the maximum size of 5 MB.
- b) The subject line matched a known phishing subject line.
- c) The email contained a known phishing Uniform Resource Locator (URL), or the email originated from a server associated with phishing.
- d) The outbound mail server was present on a subscribed blacklist; or
- e) The email contained a virus or malware.

1.3 Remedial Action for Rejected Email Submission Prior to Tender Closing Date & Time

Prior to the tender closing date and time, if a bidder's submission is rejected, the following remedial action should be explored prior to re-submission.

- a) If the collective size of the emailed attachments **exceeds 5 MB**, the bidders should resubmit through multiple emails or may use other modes such **WeTransfer, Dropbox, or Google drive**. The bidder shall be required to clearly identify how many emails constitute the full submission. e.g., email **1 of XX**.
- b) If the emailed submission included zipped or executable files, unzip or remove the executable files then resubmit through one or more emails (refer to point 1.3a) above if the files collectively exceed 5 MB).
- c) If the email submission is rejected because of a blacklisted domain, the bidder is required to resend the submission from a different email account from a different domain that is not blacklisted, e.g., Gmail. Please note, this should be done before the stipulated tender submission deadline; and
- d) If the email submission is rejected because of a virus/malware in the email or any of the email attachments, ensure that the virus/malware is removed/cleaned prior to resubmission.

TMA's Procurement unit shall only consider and review cases of undelivered applications, bids, proposals and/or submissions, when it is brought to our attention by the affected bidder/s prior to the tender submission deadline.

Automatic Email Acknowledgement sent from the Procurement and Framework Mailboxes

Dear Sir/Madam,

This is to acknowledge receipt of your email to TradeMark Africa's Procurement mailbox.

Your email will be reviewed, and a response will be provided at the earliest opportunity. We encourage you to visit our website www.trademarka.com/procurement-faqs/ for our procurement guidelines and answers to FAQs.

If you have submitted a bid for an open procurement process, it may take several weeks before you receive any further communication from us.

*The maximum size of each email with attachments should not exceed **5 MB**.*

*Please get in touch with us via the mobile number, **+254 731 884 428**, in case you do not receive an automatic acknowledgement email immediately after submission of your bid.*

For and on behalf of:

Joe Namwaya

Head of Procurement

TradeMark Africa

Fidelity Insurance Centre, 2nd Floor, Off Waiyaki Way, Westlands

P.O. Box 313, 00606 Nairobi, Kenya

Email: procurement@trademarkafrica.com

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