



**PRE-BID MEETING MINUTES**

**FOR**

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

**[TENDER NO: PRQ20240999]**

**FINANCED & PROCURED BY**

**TRADEMARK AFRICA**

**DATE & TIME: 8<sup>TH</sup> APRIL 2025 AT 1200 HRS. (KENYA TIME)**

**VENUE: VIRTUAL VIA MICROSOFT TEAM**

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

**[TENDER NO: PRQ20240999]**

### **ATTENDANCE**

All attendees registered their attendance.

### **APOLOGIES**

No apologies were received.

### **MINUTE 001/04/2024: INTRODUCTION**

The meeting started at 1200Hrs by the Chair of the session, calling the meeting to order. This was followed by self-introductions from TradeMark Africa (TMA) representatives. All prospective bidders were then requested to Introduce themselves by way of registration of their names and organisations in the meeting chat box. The presence of all representatives of the bidding firms was acknowledged and they were all welcomed to the session.

### **MINUTE 002/04/2024: PRE-BID SCHEDULE AND ACTIVITIES**

The Chair took the participants through the proposed program for the day, indicating the activities for each as follows: -

- 1) Attendance registration.
- 2) Introduction.
- 3) Project brief via MS Power Point Presentation.
- 4) Queries and answers.
- 5) Conclusion/ adjournment.

### **MINUTE 003/04/2024: ATTENDANCE REGISTRATION**

Attendees were requested to key in their names and organization in the chat box as proof of attendance. TMA's Procurement Unit emphasized that, the bidders should stick to the tender document uploaded on the website and that the bids should be submitted in soft copy. A copy of the same is available in **Annex 1** of this document.

### **MINUTES 004/04/2024: PROJECT BRIEF**

Bidders were taken through a detailed brief of the project objectives, timelines and requirements by the project and procurement team from TMA. This was done by way of PowerPoint presentation, attached as **Annex 2**.

### **MINUTE 005/04/2024: QUESTION AND ANSWER SESSION**

After the presentation, bidders were informed that the pre-bid meeting would not necessarily be able to answer all questions raised, but all questions would be documented, and appropriate responses prepared and shared. Questions raised and answers provided during the meeting were recorded, attached as **Annex 3**.

Bidders were further advised to make written submissions to the email address provided and within the timeline indicated in the tender document for TMA procurement to compile a clarification matrix to be shared back to bidders through the TMA procurement email [procurement@trademarkafrica.com](mailto:procurement@trademarkafrica.com).

#### **MINUTE 006/04/2024: CONCLUSION/ ADJOURNMENT**

The TMA Technical and Procurement Leads appreciated all participants for attending the meeting and for the cooperation offered. They were all wished the very best in pursuit of securing the contract for the assignment under tender and assured them of Procuring Entity's commitment to a smooth and transparent process.

The meeting was further informed that all inquiries received via the email in the tender document alongside those asked at the pre-bid conference would be compiled and shared to the bidders through the TMA procurement email [procurement@trademarkafrica.com](mailto:procurement@trademarkafrica.com). Bidders were further advised to submit their questions in writing to the above email address within the timeline specified in the tender document, enabling TMA procurement to compile a clarification matrix.

There being no other business, the meeting concluded at **1245 HRS KENYA TIME**.

### ANNEX 3: CLARIFICATIONS MATRIX 1

S/No.	Query	Response	Status (closed, open or pending)
1.	If the size of the Submission documents exceeds the recommended maximum size of 5MB can bidders submit their bids in multiple emails	If the collective size of the emailed attachments exceeds 5 MB, bidders are permitted to submit through multiple emails or may use other modes such WeTransfer, Dropbox, or one drive. Bidders shall be required to clearly identify how many emails constitute the full submission. Note, all collective emails/links submissions must be submitted on or before 24 <sup>th</sup> April 2025 No later than 1600Hrs Kenya Time.  e.g., email 1 of XX.	Closed
2.	Considering the submission date, 21 <sup>st</sup> April 2025 falls on a holiday, we kindly request an extension of the deadline by at least 2 working days.	Reference is made to the Bid extension Notice dated 14 <sup>th</sup> April 2025. The bid submission deadline has been extended to <b>24<sup>th</sup> April 2025, No later than 1600Hrs Kenya Time.</b>	Closed
3.	What is the preferred submission format (e.g., Word, PowerPoint, PDF)?	All Technical and Financial proposals <b>MUST</b> be submitted separately in non-editable PDF format and must be password-protected.	Closed
4.	Financial Proposal (Annex 7): The Pro-Forma requests the proposed monthly commission as a percentage of transactions. Could you confirm whether this commission should be a flat service fee or based on transaction fees?	Bidders are advised to propose the commission structure that they assess will deliver the greatest value. TMA's evaluation will prioritize proposals that demonstrate the strongest alignment with our value-for-money objectives.	Closed
5.	System Integration: Please provide details about the existing management system expected to integrate with the travel platform.	Currently, we use Microsoft Dynamics 365 Business Central. However, our Enterprise Resource Planning needs may evolve, and we may transition to a different system in the future to ensure alignment with our organizational requirements.	Closed

	This will help us assess the technical requirements for seamless travel data sharing.		
6.	Service Level Agreement (SLA): Is there a specific template or minimum SLA requirements that bidders must adhere to when submitting their proposals?	No, there isnt a template at this stage. The Service Level details will be discussed with the successful bidder.	Closed
7.	Annual Travel Budget: Kindly share the current annual travel budget to help structure an optimal service proposal.	With reference to the tender document ITC 27.1; 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.	Closed

**TRADEMARK AFRICA**

**14<sup>TH</sup> APRIL 2025**