

Tender presentation

The technical and administrative offer, on the one hand, and the financial offer, on the other, must be presented in two separate envelopes clearly marked “Technical and administrative offer” and “Financial offer” with the reference “N/Réf : N° AFPS/AGENCE DE VOYAGES-AAI- CGLU AFRIQUE/2025 Prestations de Service d'Agences de voyages”.

AFPS/AGENCE DE VOYAGES-AAI- CGLU AFRIQUE/2025 Prestations de Service d'Agence de voyages” and must be clearly detailed.

The “Administrative and Technical Offer” envelope must include, but is not limited to, the following elements:

- A brief presentation of the travel agency and its current activities;
- The technical presentation according to the terms of reference;

Travel agency expertise. This section should provide details of the organization's management structure, organizational capabilities/resources and experience, list of projects/contracts (completed and in progress, national and international) analogous or similar to AAI's requirements, and evidence of its financial stability and adequacy of resources to provide the services required by AAI, Detailed CVs of key personnel to be assigned to this assignment with references.

- **Proposed methodology, approach and execution plan.** This section should demonstrate the bidder's consideration of the terms of reference by identifying the specific components proposed; how the requirements as stated will be met, point by point; the provision of a detailed description of the essential execution arrangements proposed, identification of the work; and a demonstration of how the proposed methodology meets or exceeds the specifications, while ensuring that the approach envisaged is appropriate to local conditions and the rest of the project's operating environment.

- Copies of documents attesting that the bidder can practice in the field requested (legal capacity); Copy of ICE, or any other document proving capacity to practice, including legalized statutes, and license to practice;

- Financial statements for 2022 and 2023 certified by a recognized firm;

- A tax certificate certifying that the bidder has made the required tax declarations;

- Bank details of the agency;

- Copies of three contracts or purchase orders for travel agency services signed and sealed by two parties within the last five years;

Photocopies of these documents must be submitted, but originals may be requested at the time of awarding this notice.

The technical offer must also contain the following documents:

- The acknowledgement of receipt, completed, signed and sealed;
- The offer of services on agreement paper, signed and sealed;

- The contract notice, signed and sealed;
- Instructions to tenderers, signed and sealed;
- The signed and sealed terms of reference.

The “Financial Offer” envelope must include and follow, but is not limited to, the following points:

- A financial offer itself with the amounts including VAT (the budget must be presented in accordance with the firm, non-revisable and unconditional price schedule in the appendix. The bidder must accept payment by bank transfer to the company's account);

The fare schedule shall be submitted on the company's letterhead, using the service offer template attached to this invitation to tender.

In addition, the travel rates must be completed in full by the bidders and returned with the tender documents.

No information identifying the bidder should appear on the outer envelope. AAI reserves the right to carry out a verification of the bidder's actual capabilities after evaluation of the bid.

Evaluation of bids

The evaluation of bids submitted in response to this notice will be carried out by a committee made up of authorized AAI members.

The committee will examine the bidder's responses and the documents attached to the notice.

The committee's decisions will be taken transparently, on the basis of the criteria laid down in this invitation to tender, and will not be subject to any outside interference.

The commission's evaluation of bids is carried out by means of a three-stage process as described below:

a. Stage 1: Preliminary check:

Evaluation at this stage will focus on the following criteria that will enable AAI to determine the bid's compliance with the terms and conditions of form:

- The bid submitted has been received by AAI before the deadline for submission of bids;
- The bid is submitted in a sealed envelope without any identification of the bidder on the outer envelope (e.g. company name, logo or any other sign must not appear on the outer envelope);

WARNING: AAI reserves the right to reject any bid deemed non-compliant with any of the above criteria and not to consider it for technical evaluation.

b. Stage 2: Technical and operational evaluation:

The second stage will examine the bidder's technical and operational competence (“technical proposal”) according to the following main evaluation criteria:

Technical proposal (100 pts)

Stage 2		
Technical Proposal (100 points)		Score
1	Legal capacity (A bidder who has submitted a copy of the certified copy of the ICE, or any other document proving the capacity to practice, in particular legalized articles of association, tax certificate, will receive 10 pts.	20
2	Expertise (Qualification and competence of key personnel) Profile, qualifications and experience of management staff (10) Profile, qualifications and experience of employees assigned to the reservations. (10)	20
3	Relevant experience as a travel agency (5 points will be awarded for each similar contract already carried out, with a copy of the contract or purchase order certified as true to the original for the last two years as proof).	15
4	Number of years of professional experience and practice in travel, the bidder with at least 5 years of experience as a travel agency will receive 10 pts, otherwise zero	10
5	Level of customer satisfaction based on three reference certificates	15
6	Financial capacity (agency sales)	20
Total		100

In order to proceed to the financial evaluation, a proposal must have achieved a minimum score of 80 pts /100, with 20 mandatory points for legal capacity, 10 points for IATA accreditation.

c. Stage 3: Financial evaluation

The third stage will examine the prices of only those bids that have passed the second stage of technical and operational evaluation.

The final score is calculated as follows:

Price (100%)

The selected bidder will be the one whose bid has been deemed compliant and eligible in the first and second stages of the evaluation process, and who has obtained the best price in the third stage.

