



## **NOTICE FOR THE PROVISION OF SERVICES**

Notice for the provision of ticketing and accommodation services on behalf of the Africa Adaptation Initiative (AAI) within the General Secretariat of United Cities and Local Governments of Africa (UCLG-Africa) as part of its operations and annual activities.

Location : Rabat, Morocco

**N/Ref : N° AFPS/AGENCE DE VOYAGES- AAI-CGLU AFRIQUE/2025**

### **1. Procedure**

Open

### **2. Awarding authority**

AAI

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### **3. Type of notice**

Price per unit

### **4. Description of notice**

Ticketing and accommodation services, as part of its annual operations and activities.

### **5. Number and title of lots**

Single lot

## **6. Maximum budget**

MAD 4 000 000

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## **CONDITIONS OF PARTICIPATION**

### **7. Eligibility**

Participation is open to all authorized legal entities with the necessary expertise.

### **8. Number of applications**

A legal entity may submit no more than one application. Should a natural or legal person submit more than one application, all applications in which this person participates will be rejected.

### **9. Subcontracting possibilities**

Subcontracting is not allowed.

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### **10. Scheduled date for the withdrawal of service provision notice files**

October 14th , 2024

### **11. Date for the start of execution of the notice**

October 15th 2024

### **12. Task implementation period**

January 1, 2025 to December 31, 2025

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## **SELECTION AND AWARD CRITERIA**

### **13. Selection criteria**

The evaluation of the technical and financial offers will comply with the procedures in force adopted by the contracting authority.

The notice will be awarded following a technical and financial evaluation based on the criteria below:

### **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)**

<b>Stage 2</b>		
<b>Technical Proposal (100 points)</b>		<b>Score</b>
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
<b>Total</b>		<b>100</b>

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.

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## APPLICATIONS

### 14. Deadline for receipt of applications

November 15, 2024 at 5:00 pm.

Applications received after the deadline will not be considered.

### 15. How to send applications

The complete tender documents are available on the UCLG Africa website: [www.uclga.org](http://www.uclga.org)

Applications must be sent exclusively in French to the contracting authority:

- EITHER by registered mail (official postal service), to the following address:

United Cities and Local Governments of Africa

General Secretariat

22, rue Essaadyine, Hassan - Rabat, Kingdom of Morocco

Tel: + 212 537 26 00 62 / + 212 537 26 00 63

Fax: + 212 537 26 00 60

Web : [www.uclga.org](http://www.uclga.org)

The delivery register is proof of compliance with the deadline for receipt of tenders.

- OR by hand, depositing the tender directly with the contracting authority, against a signed and dated receipt, at the following address

Africa Adaptation Initiative \_United Cities and Local Governments of Africa

General Secretariat

22, rue Essaadyine, Hassan - Rabat, Kingdom of Morocco

Tel: + 212 537 26 00 62 / + 212 537 26 00 63

Fax: + 212 537 26 00 60 - Web: [www.uclga.org](http://www.uclga.org)

- OR by e-mail to the attention of Mr Georges Roland AMEHOU, AAI's Administrative and Financial Director, at the following address: [AAIRecrutement@uclga.org](mailto:AAIRecrutement@uclga.org)

By submitting an application, candidates agree to be informed of the outcome of the procedure in writing. Such notification is deemed to have been received on the day it is sent by the contracting authority to the address given in the application.

**16. Modification or withdrawal of bids**

Bidders may modify or withdraw their bids by written notification prior to the deadline for submission of bids. Tenders may not be modified after this deadline.

Notification of modification or withdrawal must be written and presented in an outer envelope (and, if applicable, the inner envelope) marked “Modification” or “Withdrawal”, as appropriate.

**17. Operational language**

All written communications for this procurement notice procedure must be in English.