



TERMS OF REFERENCE FOR THE SELECTION
OF TICKETING AND ACCOMODATION SERVICES

I. PURPOSE OF THE TENDER DOCUMENTS

The Africa Adaptation Initiative (AAI) within the General Secretariat of United Cities and Local Governments of Africa (UCLG Africa), hereby invites Travel Agencies to submit an offer; with a view to concluding a contract for the provision of services under the 2025 budget year.

II. DESCRIPTION OF SERVICES

Each year, AAI undertakes missions to multiple destinations, passing through various intermediate points. For a more efficient management, AAI is looking for qualified and experienced travel agencies to provide travel services for its needs, including, but not limited to, the negotiation and selection of hotels to host meetings and events organized as part of its operations and annual activities. The average volume of annual transactions is estimated at around MAD 4,000,000.

III. RESPONSIBILITIES OF THE TRAVEL AGENCY

The agency's main role will be to :

Carry out, on behalf of AAI, consultations, negotiations and the selection of hotels to host meetings organized by AAI as part of its activities. Submit to AAI a report outlining the entire process and the selection criteria.

Provide any other services required for the efficient management of the contract.

IV. ACCREDITATION AND AFFILIATION

The service provider must be registered with the relevant authorities.

It must have and enjoy privileged agreements with major international airlines.

V. STRUCTURE AND OPERATION OF THE SERVICE PROVIDER

The service provider must have qualified and experienced personnel capable of meeting AAI's needs. Curricula vitae and organization charts must be provided.

The contractor shall maintain a documentation system and individual files for each passenger and trip required, including purchase order, quotations, photocopy of ticket, and invoice, if applicable.

The contractor shall inform AAI's designated officials of the responsible person(s) (with address and telephone number) who should be contacted in case of emergency, holidays and after normal working hours.

The Contractor shall submit original invoices to AAI every two months, payable within seven (07) working days. Invoices must specify the services rendered and the original purchase order. The contractor shall submit monthly statistical reports at AAI's request.

The service provider shall maintain confidentiality of information and documents concerning AAI.

VI. RESERVATIONS AND PRICING

The Contractor shall promptly provide AAI with appropriate quotations for all bookings.

The contractor shall assist, inform and advise AAI of any travel documents required prior to departure.

The Contractor shall notify AAI of the status of any required reservation.

The Provider shall deliver documents and travel documents as soon as possible in accordance with AAI's agreement.

The supplier shall process the refund of unused/cancelled reservations within the restrictions of the fare basis as soon as possible without AAI.

The supplier shall negotiate preferential rates on behalf of AAI.

The service provider must be able to obtain overbooking and seat choice/selection options.

If possible, the service provider will help negotiate and manage credits, cards and privileges with the airlines.

VII. OTHER PRODUCTS AND SERVICES REQUIRED

The contractor will negotiate exceptional rates for excess baggage and will manage all cases of lost baggage with the airlines until satisfactory resolution and/or final compensation.

The handler will analyze complaints with the utmost diligence and in the best interests of AAI.

In addition, the service provider shall, upon request, carry out on behalf of AAI the consultations, negotiations and choice of hotels to host meetings, gatherings and summits organized by AAI within the framework of its activities.

VIII. AAI'S RESPONSIBILITIES

a) AAI will send the supplier a travel authorization and/or purchase order with all necessary instructions for each trip or service required.

b) In accordance with standard payment terms, AAI undertakes to honor invoices within seven (07) days of receipt of original invoices accompanied by Purchase Orders and copies of tickets. It is understood that AAI will not be liable for any travel undertaken without an order form or without instructions from the person dedicated by AAI.