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REQUEST FOR QUOTATION
FRAMEWORK AGREEMENT FOR TRAVEL AGENCY
ACF MOZAMBIQUE

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1. PREAMBLE

Action Contre la Faim (ACF) fights against the causes and effects of hunger and diseases which threaten the lives of children, women and men in vulnerable situations. Founded in France in 1979, Action Contre la Faim is a non-governmental, non-political, non-religious, and non-profit organization.

Present in the Mozambique since 2019, Action Contre la Faim strives to address the humanitarian issues identified today in the country, namely:

- Food insecurity and livelihoods,
- Nutrition, health and care practices,
- Water, sanitation, hygiene
- Advocacy
- Epidemiological risk.

2. PURPOSE OF THE QUOTE

The objective of this call for quotation is to solicit competitive offers to be able to sign a one (1) year framework agreement with a travel agency.

In average, ACF Mozambique spent about **4,000,000 MZN in domestic travel** and **1,500,000MZN in International Travel** per year.

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3. DESCRIPTION - TECHNICAL SPECIFICATIONS

a. Price matrix

The following table is given as a template but can be modified by applicants to reflect a more detailed tariff grid. However, essential information must be provided.

Please note that ACF would prefer fixed service fees for air tickets

	Service fee	Fixed MZN (or %)
TICKETING SERVICE FEES PER TICKET SOLD TO ACF		
1	Airline tickets to Domestic destinations: Maputo, Pemba, Beira, Nampula, Nacala, Niassa, Chimoio, etc...	
2	Airline tickets to European countries: France, Spain, Italy, mainly	
3	Airline tickets to the African countries: Kenya, Ethiopia, Nigeria, South Africa, Sierra Leon, Zimbabwe, Tanzania, mainly	
4	Airline tickets to the Asian countries (Middle East, Far East...): Jordan, Pakistan, Lebanon mainly	
5	Airline tickets to the United States: New York mainly	
6	Airline tickets to the South America: Brazil mainly	
OTHER POSSIBLE SERVICES TO ACF		
7	Protocol service at Maputo Intl airport	
8	Protocol service at Pemba Intl airport	
9	Travel insurance – 1 week per person	
10	Travel insurance – 1 month per person	

b. Supplier questionnaire

The following questionnaire is an integral part of the technical dossier and all questions must be answered and submitted with the offer in order to qualify.

Service level

- How many travel agents/consultants with an IATA diploma in travel and sales (or other relevant diploma) do you currently employ?
- Would you assign one travel consultant to ACF's account or would you have several travel consultants assigned to ACF?
- If one travel consultant will be assigned to ACF's account, please attach the Curriculum Vitae of the proposed travel consultant and his/her relevant IATA diploma to this application.
- Do you have a clear policy on response lead time to a client? What is the time given to respond to a client's email request under such policy? (attach a copy of such policy)
- In order to maximize the value for money during a client's trip, has the company also set a policy on lower fares (RDB fares within economy class) for corporate clients?

Explain how long in advance the company needs the booking to actually get the lower fare on economy for Domestic and International flights?

6. Can the company provide three quotations on international flights as a standard for ACF?
7. Would the email confirming the booking mention the following information?
- Basic information: passenger, airline, ETA, ETD, fare amount... Yes/No
 - Airline cancellation policy and charges Yes/No
 - Change of reservation charges Yes/No
 - Subclass of economy ticket (i.e. Emirates: Y, U, T....) Yes/No
8. Does the company give reports to clients about usage?
Can the company provide yearly reports with volume per sector?
9. Does the company have other agencies in Mozambique? (list the places using bulleting points)

Reliability

10. In case of internet problems, what steps do you take to ensure continuity of service to clients?
11. Do you have a travel consultant on standby or for emergency bookings and cancellations at night and on week-ends?
Do you provide an emergency phone line?
(Explain how the travel consultant is able to carry out its duty and for example mention equipment such as: laptop, internet and phone...)

Customer care and complaints

12. Do you have a central person to handle complaints?
13. Who is currently the person (please indicate position and title) in charge of handling customer complaints?
14. Which steps would you take to address your customers' complaints related to repeated complaints of delayed quotations for tickets?
15. Are you able to negotiate cancellation policies with specific airlines in order to facilitate the client? Yes/No

Eco-friendly criteria

16. Do you have Environmental certifications? Yes/No, explain
17. Do you have an Internal Ecofriendly approach: e.g. Electronic ticketing Yes/No, explain
18. Do you propose the default option that makes the fewest transfers (in order to favor the most direct routes to avoid carbon emissions as much as possible) Yes/No, explain
19. Do you propose a visibility of CO2 emissions according to the type of trip chosen for better choice Yes/No, explain
20. Do you produce a quarterly carbon emissions report (with mileage details) Yes/No, explain
21. Have you a membership in a network of sustainable tourism companies such as ATES (Association pour le tourisme équitable et solidaire), ATR (Agir pour un Tourisme Responsable) or TIES (International ecotourism society). Yes/No, explain

22. Do you propose option for means of transport with the lowest possible carbon footprint (possibility of carbon compensation in return). Maintenance of an internal ecological policy (within the premises = energy savings) Yes/No, explain
23. Do you have ethical commitment to NGOs (financing of actions) Yes/No, explain

Extra services

ACF would also require from time to time smaller services, which prove useful to the good functioning of ACF such as.

- Protocol at the airport
- Travel insurance: please detail what the travel insurance covers and whether it includes

4. EXPECTED SCHEDULE

Steps	Dates
Dissemination of the Call for quotation	8/11/2023
Deadline for submission of offers	22/11/2023, 5pm
Offers review and clarification	29/11/2023
Final negotiation deadline	06/12/2023
Agreement signature	07/12/2023

5. SELECTION CRITERIA

In addition to the quality of the offers and the fact that they correspond to ACF's expectations, ACF will take into account in the final choice of the service the following criteria:

- Administrative document of the supplier (Alvara, NUIT)
- Detailed of the service
- Financial offer, in MZN including at least: unit cost, VAT, etc...
- Proposition annexes if any: Please, provide a financial offer in MZN including at least: unit cost, VAT, etc...
- Terms & conditions of payment:
 - o Bank transfer expected
 - o Payment shall be usually be made on a monthly basis after presentation of an invoice on company letterhead signed and stamped that fully details the airline tickets sold, the total amount, as well as the names of the person on the ticket, and any refund or cancellation charges.
Payments can be negotiated on a bi-monthly basis after discussions with our finance department
- Validity of offers: 1 year minimum

Note that ACF will pay attention to environmental and social issues.

6. SUBMISSION PROCEDURE

Any supplier interested in this quote request must submit their proposal to the following addresses: tender@mz-actioncontrelafaim.org

No later than Friday 16th of November at 5:00 p.m.