



AUDA - NEPAD
AFRICAN UNION DEVELOPMENT AGENCY

Standard Bidding Documents

REQUEST FOR PROPOSALS (RFP)

**FRAMEWORK AGREEMENT FOR PROVISION OF TRAVEL
MANAGEMENT SERVICES (TMS) FOR AFRICAN UNION
DEVELOPMENT AGENCY (AUDA-NEPAD)**

African Union Development Agency - NEPAD (AUDA-NEPAD)

Procurement & Travel Division
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August, 2021

Procurement No: 86/AUDA/DOO/ADMIN/QCBS/2021

AUDA-NEPAD

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Section 1: Letter of Invitation (LOI)

August 27, 2020

TO: Prospective Consulting Firms

1. **The African Union Development Agency – New Partnership for Africa’s Development (AUDA-NEPAD)** has reserved some funds from the Annual Budget for the provision of travel services and Intends to apply a portion of these funds towards eligible payments under this Contract, reference and **Procurement No: 86/AUDA/DOO/ADMIN/QCBS/2021 - Procurement of Consultancy Services for the Provision of Travel Management Services (TMS) for African Union Development Agency-NEPAD (AUDA-NEPAD) on a two years Framework Agreement.**
2. **AUDA-NEPAD** now invites proposals to provide the following consulting services **Procurement of Consultancy Services for the Provision of Travel Management Services (TMS) for African Union Development Agency-NEPAD (AUDA-NEPAD) on a two-year Framework Agreement.**
3. This Request for Proposals (RFP) is open to all eligible bidders who can demonstrate that they are qualified and experienced to perform the services.
4. Companies that will be submitting their bids as a consortium should ensure that the Lead Partner will be based in South Africa. If you are declaring your interest within the framework of a consortium.
5. Kindly take note that participating more than once in same tender is not allowed. It is your responsibility as the Lead partner to ensure that your experts/partners are not bidding/participating more than once in same tender. If this is the case it will lead to your disqualification as well as that of the company where you appear twice.
6. A firm will be selected under **Quality Cost Based Selection (QCBS)** method and procedures described in this RFP.
7. This is a two-envelope bidding. Technical and financial proposals should be sealed in separate envelopes. For email submissions Technical and financial proposals should be submitted to two separate email addresses (submission details are in the RFP).
8. The RFP includes the following documents:
 - Section 1 - Letter of Invitation
 - Section 2 - Information to Consultants
 - Section 3- Data sheet
 - Section 4 - Technical Proposal - Standard Forms
 - Section 5- Financial Proposal - Standard Forms
 - Section 6 - Terms of Reference
 - Section 7 - Standard Forms of Contract.
9. Proposals must be delivered or emailed to the address below on or before **September 24, 2021 by 14:30 hours (South African Time)** and should be clearly marked as **“Procurement of Consultancy Services for the Provision of Travel Management**

Services (TMS) for African Union Development Agency-NEPAD (AUDA-NEPAD) on a two years Framework Agreement – Ref: 86/AUDA/DOO/ADMIN/QCBS/2021 ”.

10. Proposals can also be sent by email, addressed to the address below indicating the title and reference number as subject.

The Chairperson, Internal Procurement Committee (IPC)

African Union Development Agency (AUDA-NEPAD)

230, 15th Road, P. O. Box 218 Midrand,

1685 Johannesburg, South Africa

Email: Technical Proposals: procurement@nepad.org

Financial Proposals: financials@nepad.org

Attention of: Procurement Division

Yours sincerely,

Head of Procurement
AUDA-NEPAD

Bid submission check list for Bidders

Consultancy Firm(s) must comply with the following:

N°	Description	Tick
1	Duly filled and signed Technical Proposal standard form in section 4 in accordance with the Terms of Reference in section 6	
2	Duly filled and signed Financial Proposal in format under section 5	
3	Read and understood the Terms of Reference (section6) and Bid data under Section 3	
4	Bid validity (90 days)	
5	Attached relevant document	
	➤ Certified copies of Accreditation	
	➤ Valid trading licence	
	➤ Valid Tax clearance certificate	
	➤ Financial statement (last three years) (<i>To be enclosed in the technical offer</i>)	
	➤ Complete and signed Curriculum Vitae	
6	Submitted ONE original and THREE copies of each Offer in separate envelopes	

Section 2: Information to Consultant

1. Introduction

- 1.1 The Client named in the Data Sheet will select a firm from those listed in the Letter of Invitation, in accordance with the method of selection specified in the Data Sheet.
- 1.2 The consultants are invited to submit a Technical Proposal and a financial proposal, or a Technical Proposal only, as specified in the Data Sheet for consulting services required for the assignment named in the Data Sheet. The proposal will be the basis for contract negotiations and ultimately for a signed contract with the selected firm.
- 1.3 The assignment shall be implemented in accordance with any phasing indicated in the Data Sheet. When the assignment includes several phases, the performance of the consultant under each phase must be to the Client's satisfaction before work begins on the next phase.
- 1.4 The consultants must familiarise themselves with local conditions and take them into account in preparing their proposals. To obtain firsthand information on the assignment and on the local conditions, consultants are encouraged to visit the Client before submitting a proposal and to attend a pre-proposal conference if one is specified in the Data Sheet. Attending any specified pre-proposal conference is optional. The consultants' representative should contact the officials named in the Data Sheet to arrange for their visit or to obtain additional information on any pre-proposal conference. Consultants should ensure that these officials are advised of the visit in adequate time to allow them to make appropriate arrangements.
- 1.5 The Client will provide the inputs specified in the Data Sheet, assist the firm in obtaining licenses and permits needed to carry out the services, and make available relevant project data and reports.
- 1.6 Note that: (i) the costs of preparing the proposal and of negotiating the contract, including a visit to the Client, are not reimbursable as a direct cost of the assignment; and (ii) the Client is not bound to accept any of the proposals submitted.
- 1.7 African Union policy requires consultants to provide professional, objective, and impartial advice, and at all times hold the Client's interests paramount, without any consideration for future work, and strictly avoid conflicts with other assignments or their own corporate interests. Consultants shall not be hired for any

assignment that would be in conflict with their prior or current obligations to other clients, or that may place them in a position of not being able to carry out the assignment in the best interests of the Client.

1.7.1 Without limitation on the generality of this rule, consultants shall not be hired under the circumstances set forth below:

(a) Conflict between consulting activities and procurement of goods, works or services: A firm that has been engaged to provide goods, works, or services for a project, and each of its affiliates, shall be disqualified from providing consulting services related to those goods, works or services. Conversely, a firm hired to provide consulting services for the preparation or implementation of a project, and each of its affiliates, shall be disqualified from subsequently providing goods, works or services resulting from or directly related to the firm's consulting services for such preparation or implementation (other than a continuation of the firms earlier consulting services for the same project).

(b) Conflict among consulting assignments: Neither consultants (including their personnel and sub-consultants) nor any of their affiliates shall be hired for any assignment that, by its nature, may be in conflict with another assignment of the consultants.

(c) Relationship with AUC staff: Consultants (including their personnel and sub-consultants) that have a business or family relationship with a member of AUC staff (or of the Client staff, or of a beneficiary of the assignment) who are directly or indirectly involved in any part of: (i) the preparation of the TOR of the contract, (ii) the selection process for such contract, or (iii) supervision of such contract may not be awarded a contract.

1.7.2 As indicated in paragraph 1.7.1 (a) above, consultants may be hired for downstream work, when continuity is essential, in which case this possibility shall be indicated in the Data Sheet and the factors used for the selection of the consultant should take the likelihood of continuation into account. It will be the exclusive decision of the Client whether or not to have the downstream assignment carried out, and if it is carried out, which consultant will be hired for the purpose.

- 1.7.3 In the event of 1.7.2. and in order to ensure fairness and transparency in the selection process, it is required that consultants or their affiliates competing for a specific assignment do not derive a competitive advantage from having provided consulting services related to the assignment in question. To that end, all information that would in that respect give a consultant a competitive advantage shall be made available to all the short-listed consultants together with the request for proposals.
- 1.8 The African Union requires that Officers of the AU, as well as Bidders/ Suppliers/ Contractors/ Consultants, observe the highest standard of ethics during the procurement and execution of such contracts.¹ In pursuance of this policy the AU:
- (a) defines, for the purposes of this provision, the terms set forth below as follows:
 - (i) “corrupt practice”² is the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
 - (ii) “fraudulent practice”³ is any act or omission including a misrepresentation that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;
 - (iii) “collusive practice”⁴ is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;
 - (iv) “coercive practice”⁵ is impairing or harming or threatening to impair or harm, directly or indirectly,

¹ *In this context, any action taken by a bidder, supplier, contractor, sub-contractor or consultant to influence the procurement process or contract execution for undue advantage is improper.*

² *“another party” refers to an officer of the AU acting in relation to the procurement process or contract execution. In this context, “officer of the AU” includes staff and employees of other organisations taking or reviewing procurement decisions.*

³ *a “party” refers to any officer of the AU; the terms “benefit” and “obligation” relate to the procurement process or contract execution; and the “act or omission” is intended to influence the procurement process or contract execution.*

⁴ *“parties” refers to any participants in the procurement process (including officers of the AU) attempting to establish bid prices at artificial, noncompetitive levels.*

⁵ *a “party” refers to any participant in the procurement process or contract execution.*

any party or the property of the party to influence improperly the actions of a party;

(v) “obstructive practice” is deliberately destroying, falsifying, altering or concealing of evidence material to any investigation or making false statements to investigators in order to materially impede any investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation;

(b) will reject a recommendation for award of contract if it determines that the bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive, coercive or obstructive practices in competing for the contract in question;

(c) will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded an African Union financed contract if it at any time determines that the firm has, directly or through an agent, engaged in corrupt, fraudulent, collusive, coercive or obstructive practices in competing for, or in executing, an African Union financed contract.

1.9 Consultants shall not be under a declaration of ineligibility for corrupt, fraudulent, collusive, coercive or obstructive practices issued by the AUC in accordance with the above sub-paragraph 1.8.

1.10 Consultants shall furnish information as described in the Financial Proposal submission form (Section 4A) on commissions and gratuities, if any, paid or to be paid to agents relating to this proposal, and to execute the work if the firm is awarded the contract.

1.11 Consultants shall be aware of the provisions on fraud and corruption stated in the Standard Contract under the clauses indicated in the Data Sheet.

2. Clarification and Amendment of RFP Documents

2.1 Consultants may request a clarification of any of the RFP documents up to the number of days indicated in the Data Sheet before the proposal submission date. Any request for clarification must be sent in writing by mail, facsimile, or electronic mail to the Client’s address indicated in the Data Sheet. The Client will respond by facsimile, courier or electronic mail to such requests and will send written copies of the response (including an

explanation of the query but without identifying the source of inquiry) to all invited consultants who intend to submit proposals.

- 2.2 At any time before the submission of proposals, the Client may, for any reason, whether at its own initiative or in response to a clarification requested by an invited firm, amend the RFP. Any amendment shall be issued in writing through addenda. Addenda shall be sent by mail, facsimile, or electronic mail to all invited consultants and will be binding on them. The Client may at its discretion extend the deadline for the submission of proposals.

3. Preparation of Proposal

- 3.1 Consultants are requested to submit a proposal (paragraph 1.2) written in the language(s) specified in the Data Sheet.

Technical Proposal

- 3.2 In preparing the Technical Proposal, consultants are expected to examine the documents constituting this RFP in detail. Material deficiencies in providing the information requested may result in rejection of a proposal.

- 3.3 While preparing the Technical Proposal, consultants must give particular attention to the following:

- (i) If a consultant considers that it does not have all the expertise for the assignment, it may obtain a full range of expertise by associating with individual consultant(s) and/or other consultants or entities in a joint venture or sub-consultancy, as appropriate. Consultants may associate with the other consultants invited for this assignment only with approval of the Client as indicated in the Data Sheet. Consultants must obtain the approval of the Client to enter into a joint venture with consultants not invited for this assignment. The consultants are encouraged to seek the participation of local consultants by entering into a joint venture with, or subcontracting part of the assignment to consultants who are Nationals of African Union Member States.
- (ii) For assignments on a staff-time basis, the estimated number of professional staff-months is given in the Data Sheet. The proposal shall, however, be based on the number of professional staff-months estimated by the firm. For fixed-budget-based assignments, the available budget is given in the Data Sheet, and the Financial Proposal shall not exceed this budget.
- (iii) It is desirable that the majority of the key professional staff proposed be permanent employees of the firm or have an extended and stable working relationship with it.

- (iv) Proposed professional staff must, at a minimum, have the experience indicated in the Data Sheet, preferably working under conditions similar to those prevailing in the Country specified for Performance of the Services.
 - (v) Alternative professional staff shall not be proposed, and only one curriculum vitae (CV) may be submitted for each position.
 - (vi) Reports to be issued by the consultants as part of this assignment must be in the language(s) specified in the Data Sheet.
- 3.4 The Technical Proposal shall provide the following information using the Standard Forms attached in Section 4:
- (i) A brief description of the firm's organisation and an outline of recent experience on assignments (Section 4B) of a similar nature. For each assignment, the outline should indicate, inter-alia, the profiles of the staff proposed, duration of the assignment, contract amount, and the firm's involvement.
 - (ii) Any comments or suggestions on the Terms of Reference and on the data, a list of services, and facilities to be provided by the Client (Section 4C).
 - (iii) A description of the methodology and work plan for performing the assignment (Section 4D).
 - (iv) The list of the proposed staff team by specialty, the tasks that would be assigned to each staff team member, and their timing (Section 4E).
 - (v) CVs recently signed by the proposed professional staff and the authorized representative submitting the proposal (Section 4F). Key information should include number of years working for the firm/entity and degree of responsibility held in various assignments during the last ten (10) years.
 - (vi) Estimates of the total staff input (professional and support staff; staff time) needed to carry out the assignment, supported by bar-chart diagrams showing the time proposed for each professional staff team member (Sections 4E and 4G).
 - (vii) A detailed description of the proposed methodology, staffing, and monitoring of training, if the Data Sheet specifies training as a major component of the assignment.

(viii) Any additional information requested in the Data Sheet.

Financial Proposal

3.5 The Technical Proposal shall not include any financial information.

3.6 In preparing the Financial Proposal, consultants are expected to take into account the requirements and conditions outlined in the RFP documents. The Financial Proposal should follow the Standard Forms in Section 5. These list all costs associated with the assignment, including (a) remuneration for staff, (foreign and local, in the field and at headquarters); and (b) reimbursable expenses such as subsistence (per diem, housing), transportation (international and local, for mobilisation and demobilisation), services and equipment (vehicles, office equipment, furniture, and supplies), office rent, insurance, printing of documents, surveys, and training, if it is a major component of the assignment. Where appropriate, these costs should be broken down by activity, and, if appropriate, into foreign and local expenditures.

3.7 The Financial Proposal shall include all the costs the consultant incurs to provide the services (including travel expenses, translation, printing and the taxes the consultant pays for its business requirements by the law of the domicile country of the consultant), but shall exclude all local taxes levied within African Union Member States on the invoice issued by the consultant (such as local sales tax, services tax or withholding tax).

3.8 Consultants may express the price of their services in any freely convertible currency. The consultants may not use more than three foreign currencies. The Client may require consultants to state the portion of their price representing local costs in the Currency of the Country specified for performance of the Services if so indicated in the Data Sheet.

3.9 Commissions and gratuities, if any, paid or to be paid by consultants and related to the assignment will be listed in the Financial Proposal submission form (Section 5A).

3.10 The Data Sheet indicates how long the proposals must remain valid after the submission date. During this period, the consultant is expected to keep available the professional staff proposed for the assignment. The Client will make its best effort to complete negotiations within this period. If the Client wishes to extend the validity period of the proposals, the consultants who do not agree have the right not to extend the validity of their proposals.

4. Submission, Receipt, and

4.1 The original proposal (Technical Proposal and, if required, Financial Proposal; see paragraph 1.2) shall be prepared in indelible ink. It shall contain no interlineations or overwriting,

Opening of Proposals

- except as necessary to correct errors made by the firm itself. Any such corrections must be initialed by the persons or person signing the proposal.
- 4.2 An authorised representative of the firm initials all pages of the proposal. The representative's authorisation is confirmed by a written power of attorney accompanying the proposal.
 - 4.3 For each proposal, the consultants shall prepare the number of copies indicated in the Data Sheet. Each Technical Proposal and Financial Proposal shall be marked "Original" or "Copy" as appropriate. If there are any discrepancies between the original and the copies of the proposal, the original will govern.
 - 4.4 The original and all copies of the Technical Proposal shall be placed in a sealed envelope clearly marked "Technical Proposal," and the original and all copies of the Financial Proposal in a sealed envelope clearly marked "Financial Proposal" and warning: "Do Not Open with the Technical Proposal." Both envelopes shall be placed into an outer envelope and sealed. This outer envelope shall bear the submission address and other information indicated in the Data Sheet and be clearly marked, "Do Not Open, Except in Presence of the Tender Opening Committee."
 - 4.5 The completed Technical and Financial Proposals must be delivered at the submission address on or before the time and date stated in the Data Sheet. Any proposal received after the closing time for submission of proposals shall be returned unopened.
 - 4.6 After the deadline for submission of proposals, the Technical Proposal shall be opened immediately by the Bid Opening Committee. The Financial Proposal shall remain sealed and retained securely until all submitted proposals are opened publicly.
 - 4.7 The Firm may withdraw its Proposal after the Proposal's submission, provided that the written notice of the withdrawal is received by the Client prior to the deadline prescribed for submission of Proposals. The Firms' withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of clause Deadline for Submission of Proposals. The withdrawal notice may also be sent by telex or fax but followed by a signed confirmation copy. No Proposal may be modified subsequent to the deadline for submission of proposals. No Proposal may be withdrawn in the Interval between the deadline for submission of proposals and the expiration of the period of proposal validity specified by the firm on the Proposal Submission Form.

5. Proposal Evaluation

General

- 5.1 From the time the bids are opened to the time the contract is awarded, if any consultant wishes to contact the Client on any matter related to its proposal, it should do so in writing at the address indicated in the Data Sheet. Any effort by the firm to influence the Client in proposal evaluation, proposal comparison or contract award decisions may result in the rejection of the consultant's proposal.
- 5.2 Evaluators of Technical Proposals shall have no access to the Financial Proposals until the technical evaluation is completed.

Evaluation of Technical Proposals

- 5.3 The evaluation committee appointed by the Client, as a whole, and each of its members individually, will evaluate the proposals on the basis of their responsiveness to the Terms of Reference, applying the evaluation criteria, sub-criteria (typically not more than three per criteria), and point system specified in the Data Sheet. Each responsive proposal will be given a technical score (St). A proposal shall be rejected if it does not respond to important aspects of the Terms of Reference or if it fails to achieve the minimum technical score indicated in the Data Sheet.
- 5.4 In the case of Quality-Based Selection, Selection Based on Consultant's Qualifications, and Single-Source Selection, the highest ranked firm, or the firm selected on a single-source basis, is invited to negotiate a contract on the basis of the Technical Proposal and the Financial Proposal submitted in accordance with the instructions given in paragraph 1.2 and the Data Sheet.

Public Opening and Evaluation of Financial Proposals: Ranking (QCBS, Fixed-Budget, and Least-Cost Selection Methods Only)

- 5.5 After the evaluation of technical quality is completed, the Client shall notify those consultants whose proposals did not meet the minimum qualifying score or were considered non-responsive to the RFP and Terms of Reference, indicating that their Financial Proposals will be returned unopened after completing the selection process. The Client shall simultaneously notify the consultants that have secured the minimum qualifying score, indicating the date and time set for opening the Financial Proposals. The opening date shall not be sooner than two weeks after the notification date. The notification may be sent by registered letter, facsimile, or electronic mail.
- 5.6 The Financial Proposals shall be opened publicly in the presence of the consultants' representatives who choose to attend. The name of the consultant, the technical scores, and the proposed prices shall be read aloud and recorded as the Financial Proposals are opened. The Client shall prepare minutes of the public opening.

5.7 The evaluation committee will determine whether the Financial Proposals are complete (i.e., whether they have costed all items of the corresponding Technical Proposals; if not, the Client will cost them and add their cost to the initial price), correct any computational errors, and convert prices in various currencies to the single currency specified in the Data Sheet. The official selling rates used, provided by the source indicated in the Data Sheet, will be those in effect on the date indicated in the Data Sheet. The evaluation shall exclude those taxes, duties, fees, levies, and other charges imposed that are subject to the African Union exemption on the payment of taxes and duties, and estimated as per paragraph 3.7.

5.8 In case of QCBS, the lowest priced Financial Proposal (F_m) will be given a financial score (S_f) of 100 points. The financial scores (S_f) of the other Financial Proposals will be computed as indicated in the Data Sheet. Proposals will be ranked according to their combined technical (S_t) and financial (S_f) scores using the weights (T = the weighting for the Technical Proposal; P = the weighting for the Financial Proposal as indicated in the Data Sheet. $T + P = 1$); The firm achieving the highest combined technical and financial score using the formula:

$$S = S_t \times T\% + S_f \times P\%$$

will be invited for negotiations.

5.9. In the case of Fixed-Budget Selection, the Client will select the firm that submitted the highest ranked Technical Proposal within the indicated budget price. Proposals that exceed the indicated budget will be rejected. In the case of the Least-Cost Selection, the Client will select the lowest evaluated cost proposal among those that passed the minimum technical score. The selected firm will be invited for negotiations.

6. Negotiations

6.1 Negotiations will be held at the address indicated in the Data Sheet. The aim is to reach agreement on all points and sign a contract.

6.2 Negotiations will include a discussion of the Technical Proposal, the proposed methodology (work-plan), staffing, and any suggestions made by the firm to improve the Terms of Reference. The Client and firm will then agree final Terms of Reference, staffing, and bar charts indicating activities, staff, periods in the field and in the home office, staff-months, logistics, and reporting. The agreed work plan and final Terms of Reference will then be incorporated in the "Description of Services" and form part of the contract. Special attention will be paid to getting the most the firm can offer within the available budget and to clearly defining the inputs required from the Client to ensure satisfactory implementation of the assignment.

- 6.3 Financial negotiations will reflect agreed technical modifications in the cost of the services, and will include a clarification of the firm's tax liability (if any) in the Country specified for performance of the Services, and the manner in which it will be reflected in the contract. The financial negotiations will not normally involve either the remuneration rates for staff (no breakdown of fees), or other proposed unit rates under QCBS, Fixed-Budget Selection, or the Least-Cost Selection methods. For other methods of selection, an Appendix will be provided for the firm to explain the required information on remuneration rates.
- 6.4 Having selected the firm on the basis including an evaluation of proposed key professional staff, the Client expects to negotiate a contract on the basis of the experts named in the proposal. Before contract negotiations, the Client will require assurances that the proposed experts will be actually available. The Client will not consider substitutions during contract negotiations unless both parties agree that undue delay in the selection process makes such substitution unavoidable or that such changes are critical to meet the objectives of the assignment. If this is not the case and if it is established that key staff were offered in the proposal without confirming their availability, the firm may be disqualified.
- 6.5 The negotiations will conclude with a review of the draft form of the contract. On completion of negotiations, the Client and the firm will initial the agreed contract. If negotiations fail, the Client will invite the firm whose proposal received the second highest score to negotiate a Contract.
- 7. Award of Contract**
- 7.1 The contract will be awarded following negotiations. After negotiations are completed, the Client will promptly notify other consultants on the shortlist that they were unsuccessful and return the unopened Financial Proposals of those consultants who did not pass the technical evaluation (paragraph 5.3).
- 7.2 The firm is expected to commence the assignment on the date and at the location specified in the Data Sheet.
- 8. Confidentiality**
- 8.1 Information relating to the evaluation of proposals and recommendations concerning awards shall not be disclosed to the consultants who submitted the proposals or to other persons not officially concerned with the process, until the winning firm has been notified that it has been awarded the contract.

Section 3 - Data Sheet

ITC Clause Reference

ITC Clause 1.1 The name of the Client is: **African Union Development Agency – NEPAD (AUDA-NEPAD) in South Africa.**

The method of selection is: **Quality Cost Based Selection Method (QCBS)**

ITC Clause 1.2 **Technical and Financial Proposals are requested and must be submitted separately**

The name and Procurement Number of the assignment are: **Procurement No: 86/AUDA/DOO/ADMIN/QCBS/2021 - Procurement of Consultancy Services for the Provision of Travel Management Services (TMS) for African Union Development Agency-NEPAD (AUDA-NEPAD) on a two year Framework Agreement with a possibility for extension for a further period of 3 years based on satisfactory performance.**

ITC Clause 1.5 The Client will provide the following inputs:

- I) **The AUDA-NEPAD will provide all the relevant documents and other required support.**
- II) **Any other services approved and deemed necessary by the Client and.**
- III) **Office Space to the TMAs shall be remotely.**

ITC Clause 2.1 Clarifications may be requested up to five (5) days before the submission date.

The address for requesting clarifications is:

Head of Procurement Division

AUDA-NEPAD

230, 15th Road, Randjespark

P. O. Box 218, Midrand,

Johannesburg, South Africa.

e-mail: procurement@nepad.org , susand@nepad.org and

victorineb@nepad.org

Tel:+27-11- 2563600

ITC Clause 3.1 Proposals should be submitted in the **English Language.**

ITC Clause 3.3(ii) The estimated number of professional staff-months required for the assignment is: **A minimum approximation of three (3) consultants with Travel and Hospitality background and one Team Leader.**

ITC Clause 3.3(iv) The minimum required experience of proposed professional: **staff are generally required to demonstrate a degree of experience as stipulated in the Terms of Reference (TOR) requirements.**

ITC Clause 3.3(vi) Reports that are required under the assignment shall be submitted in the **English language.**

ITC Clause 3.4(viii) Additional information required in the Technical Proposal is:
a) **Comments and suggestions to the provided Terms of Reference.**
b) **Any other relevant information.**

ITC Clause 3.10 Proposals must remain valid for **90 days** after the submission date.

ITC Clause 3.8 The currency for Bidding shall be: **South Africa Rand (ZAR).**

ITC Clause 4.3 Consultants must submit an **original and three (3) copies** of each proposal.

ITC Clause 4.4 The address for submission of proposals is:
The Technical and Financial Proposals shall be submitted in the Tender Box situated at the reception on the ground floor OR by email

**ATT: Chairperson, Internal Procurement Committee
African Union Development Agency – NEPAD
Procurement Division
230, 15th Road, Randjespark
P.O. Box 218, Midrand 1685
South Africa.**

The outer envelope must be titled, **“Procurement of Consultancy Services for the Provision of Travel Management Services (TMS) for African Union Development Agency-NEPAD (AUDA-NEPAD) on a two years Framework Agreement.”**

Procurement Number: 86/AUDA/DOO/ADMIN/QCBS/2021

For email submissions:

- a) Technical Proposal shall be submitted to procurement@nepad.org indicating the words “Technical Proposal,” in the subject together with title and reference number.
- b) Financial Proposal shall be submitted separately to financials@nepad.org indicating the words “Financial Proposal” in the subject together with title and reference number.

NB: Financial proposals submitted together with technical proposals will be rejected.

ITC Clause 4.5 Proposals must be submitted no later than: *24th September, 2021 at 14.30*

ITC Clause 5.1 The address for communications to the Client is: **African Union Development Agency - NEPAD, Procurement & Travel Division, 230, 15th Road, Randjespark, P.O. Box 218, Midrand 1685, South Africa.**
E-mail: procurement@nepad.org, susand@nepad.org and victorineb@nepad.org, Tel: +27-11- 2563600

ITC Clause 5.3 The number of points to be given under each of the technical evaluation criteria are:

The Technical proposal will be evaluated using the following criteria:

Ref.	Technical Evaluation Criteria - TMA	Maximum Points
1	<p>TMA Company Profile with Relevant Required Certified copies of Registration/ Accreditation:</p> <ul style="list-style-type: none"> • Valid Registration & trading license [3 marks] • IATA registration Certificate [4 marks] • Valid Tax clearance certificate [3marks] • Financial statement (last three years) (To be enclosed in the technical proposal [5marks]) 	15 [marks]
2.	<p>Methodology. The evaluation of the proposed methodology will be based on:</p> <ul style="list-style-type: none"> (i) Methodology & Innovative Mechanisms [7 marks] (ii) Comprehensiveness & Rigor [3 marks], (iii) Usefulness [4 marks] (iv) TOR response & Clarity [3 marks] (v) Presentation of the submitted Proposals & Added Value [10 marks] 	27 [marks]
3.	<p>Specific Experience of the firm. The evaluation of the Specific Experience in similar assignments will be based on:</p>	20[marks]

	<p>a. Track record of the firm in the Provision of a degree of Travel Services with reputable firms. [10 marks]</p> <p>b. Past/Current record in providing the same service to Multinational or International Organizations [5 Marks]</p> <p>c) 10 years’ experience and Competence in Travel and hospitality Industry [5 marks]</p>	
4.	<p>GDS System Application</p> <p>The evaluation of the GDS in the use of:</p> <ol style="list-style-type: none"> 1. Amadeus or Galileo Software package [5 marks] 2. MIS Reporting system [5 marks] 	10[marks]
5.	<p>Key Staff Qualification and technical skills</p> <p>The evaluation of this criterion will be based on the competence and academic attainment of team members:</p> <ul style="list-style-type: none"> • <i>Team Leader with at least a minimum Degree in a related field and a minimum of Eight (8) Years’ Experience at the level of a Manager [10 Marks]</i> • <i>Minimum of 3 Senior Travel Consultants with a minimum Diploma in relevant discipline. A minimum of Eight (8) Years’ Experience working in Air travel Agencies. Key Experts with IATA Certification will be an added advantage (15 Marks)</i> 	25[marks]
6.	<p>Adequacy of the proposed work plan according to the Terms of Reference to reflect accrued benefits</p>	3[Marks]
Total points		100

The minimum technical score required to pass is: 80 points.

ITC Clause 5.7 The single currency for price conversions is: **United States Dollars (USD).**

The source of official selling rates is: **United Nations Exchange Rate,**

The date for exchange rates is: **23rd September 2021 the bid closing date.**

ITC Clause 5.8 The formula for determining the financial scores is: $Sf = 100 \times Fm/F$
Where Sf is the financial score, Fm is the lowest price and F the price of the proposal under consideration.

The weights given to the technical and Financial Proposals are:

Technical = 80% and

Financial = 20%

ITC Clause 6.1 Negotiations will be held at: **To be Advised (TBA)**

ITC Clause 7.2 The assignment is expected to commence on: **As soon as the African Union Development Agency – NEPAD (AUDA-NEPAD) Internal Procurement Committee has approved this Procurement of Services in Midrand, South Africa.**

Section 4. Technical Proposal - Standard Forms

- 4A. Technical Proposal submission form.
- 4B. Firm's references.
- 4C. Comments and suggestions of consultants on the Terms of Reference and on data, services, and facilities to be provided by the Client.
- 4D. Description of the methodology and work plan for performing the assignment.
- 4E. Team composition and task assignments.
- 4F. Format of curriculum vitae (CV) for proposed professional staff.
- 4G. Time schedule for professional personnel. **Not Applicable**
- 4H. Activity (work) schedule. **Not Applicable**

4A. TECHNICAL PROPOSAL SUBMISSION FORM

{*Location, Date*}

To: {*Name and address of Client*}

Sir / Madam:

We, the undersigned, offer to provide the consulting services for {*Title of consulting services and Procurement Number*} in accordance with your Request for Proposals dated {*Date*} and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal, and a Financial⁶ Proposal sealed under a separate envelope.

We declare that we have no conflict of interest as defined by Section 1.7 of the Information to Consultants in relationship to performance of this assignment.

If negotiations are held during the period of validity of the Proposal, i.e., before {*Date*} we undertake to negotiate on the basis of the proposed staff. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorised Signature:
Name and Title of Signatory:
Name of Firm:
Address:

⁶ In Quality-Based Selection, the proposal may include only a Technical Proposal. If this is the case, delete “and a Financial Proposal sealed under a separate envelope.”

4B. FIRM'S REFERENCES

Relevant Services Carried Out in the Last Five Years That Best Illustrate TMA's Qualifications & Experience

Using the format below, provide information on each assignment for which your firm/entity, either individually as a corporate entity or as one of the major companies within an association, was legally contracted.

Assignment Name:		Country:
Location within Country:		Professional Staff Provided by Your Firm/Entity(profiles):
Name of Client:		No. of Staff:
Address:		No. of Staff-Months; Duration of Assignment:
Start Date (Month/Year):	Completion Date (Month/Year):	Approx. Value of Services (in Current US\$):
Name of Associated Consultants, If Any:		No. of Months of Professional Staff Provided by associated Consultants:
Name of Senior Staff (Project Director/Coordinator, Team Leader) Involved and Functions Performed:		
Narrative Description of Project:		
Description of Actual Services Provided by Your Staff:		

Firm's Name: _____

4C. COMMENTS AND SUGGESTIONS OF CONSULTANTS ON THE TERMS OF REFERENCE AND ON DATA, SERVICES, AND FACILITIES TO BE PROVIDED BY THE CLIENT

On the Terms of Reference:

- 1.
- 2.
- 3.
- 4.
- 5.

On the data, services, and facilities to be provided by the Client:

- 1.
- 2.
- 3.
- 4.
- 5.

**4D. DESCRIPTION OF THE METHODOLOGY AND WORK PLAN FOR
PERFORMING THE ASSIGNMENT**

4E. TEAM COMPOSITION AND TASK ASSIGNMENTS

1. Technical/Senior Consultants		
Name	Position	Task

2. Support Staff		
Name	Position	Task

4F. FORMAT OF CURRICULUM VITAE (CV) FOR PROPOSED PROFESSIONAL STAFF

Proposed Position: _____

Name of Firm: _____

Name of Staff: _____

Profession: _____

Date of Birth: _____

Years with Firm/Entity: _____ Nationality: _____

Membership in Professional Societies: _____

Detailed Tasks Assigned: _____

Key Qualifications:

{ Give an outline of staff member's experience and training most pertinent to tasks on assignment. Describe degree of responsibility held by staff member on relevant previous assignments and give dates and locations. Use about half a page. }

Education:

{ Summarize college/university and other specialized education of staff member, giving names of schools, dates attended, and degrees obtained. Use about one quarter of a page. }

Languages:

{ For each language indicate proficiency: excellent, good, fair, or poor in speaking, reading, and writing. }

Employment Record:

{ Starting with present position, list in reverse order every employment held. List all positions held by staff member since graduation, giving dates, names of employing organizations, titles of positions held, and locations of assignments. For experience in last ten years, also give types of activities performed and client references, where appropriate. Use about two pages. }

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe me, my qualifications, and my experience.

_____ Date: _____
{ Signature of staff member and authorized representative of the firm } Day/Month/Year

Full name of staff member: _____

Full name of authorised representative: _____

4G. TIME SCHEDULE FOR PROFESSIONAL PERSONNEL

Name	Position	Reports Due/Activities	Months (in the Form of a Bar Chart)												Number of Months		
			1	2	3	4	5	6	7	8	9	10	11	12			
																Subtotal (1)	
																	Subtotal (2)
																	Subtotal (3)
																	Subtotal (4)

Full-time: {key} Part-time: {key}

Reports Due: {key}

Activities Duration: {key}

Signature: _____

{ Authorised representative }

Full Name: _____

Title: _____

Address: _____

4H. ACTIVITY (WORK) SCHEDULE

A. Field Investigation and Study Items

	<i>[1st, 2nd, etc. are months from the start of assignment.]</i>												
	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th	12th	
Activity (Work)													

B. Completion and Submission of Reports

Reports	Date
1. Inception Report	
2. Interim Report (a) First Status Report (b) Second Status Report	
3. Draft Final Report	
4. Final Report	

Section 5. Financial Proposal - Standard Forms

- 5A. Financial Proposal submission form.
- 5B. Summary of costs.
- 5C. Breakdown of price per activity.
- 5D. Reimbursable per activity.
- 5E. Miscellaneous expenses.

5A. FINANCIAL PROPOSAL SUBMISSION FORM

{Date}

To: {Name and address of Client}

Sir / Madam:

We, the undersigned, offer to provide the consulting services for {Title of consulting services and Procurement Number} in accordance with your Request for Proposals dated {Date} and our Proposal (Technical and Financial Proposals). Our attached Financial Proposal is for the sum of {Amount in words and figures}. This amount is exclusive of the local taxes which shall be identified during negotiations and shall be added to the above amount.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e., {Date}.

Commissions and gratuities, if any, paid or to be paid by us to agents relating to this Proposal and Contract execution, if we are awarded the Contract, are listed below:

Name and Address of Agents	Amount and Currency	Purpose of Commission or Gratuity
_____	_____	_____
_____	_____	_____
_____	_____	_____

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorised Signature:
Name and Title of Signatory:
Name of Firm:
Address:

5B. SUMMARY OF COSTS

This will summaries the **BREAKDOWN OF PRICE PER ACTIVITY UNDER 5C**

Cost Elements	Currency(ies) ⁷	Amount(s)
Total Amount of Financial Proposal		<hr/>

⁷ Maximum of three currencies in addition to the Currency of the Country specified for performance of the Services.

5C. BREAKDOWN OF PRICE PER ACTIVITY

Activity No.: _____

Description: _____

B. BREAKDOWN OF PRICE PER ACTIVITY

FEE PER TRANSACTION	Cost Excl Vat (ZAR)	Vat (ZAR)	Total (ZAR)
Air Ticket – All sectors International & Domestic tickets			
Air Ticket - Rerouting/re issue (All sectors) International & Domestic Tickets			
Air Ticket issuance using online booking tool in the PAP (Amadeus)			
Air Ticket Rerouting / re issue using online booking tool in the PAP (Amadeus)			
Refund Admin Fee (excluding Airline Charges)			
Changes/revalidation on ticket after ticketing	FREE	FREE	FREE
Account Management, analysis and Reporting	FREE	FREE	FREE
Insurance Policy issuance			
After hour service (Per Call)			
Visas per person			

5D. REIMBURSABLE PER ACTIVITY

Activity No: _____

Name of Activity: _____

Item No.	Description	Unit	Quantity	Currency	Unit Price	Total Amount
1.	International flights	Trip				
2.	Miscellaneous travel expenses	Trip				
3.	Subsistence allowance	Day				
4.	Local transportation costs ⁸					
5.	Office rent/accommodation/ clerical assistance					
	Grand Total					_____

⁸ Local transportation costs are not included if local transportation is being made available by the Client. Similarly, in the project site, office rent/accommodations/clerical assistance costs are not to be included if being made available by the Client.

5E. MISCELLANEOUS EXPENSES

Activity No. _____

Activity Name: _____

Item No.	Description	Unit	Quantity	Currency	Unit Price	Total Amount
1.	Communication costs between _____ and _____					
2.	Drafting, reproduction of reports					
3.	Equipment: vehicles, computers, photocopiers, etc.					
4.	Software					
5.	Other (specify)					
	Grand Total					_____



SECTION 6: TERMS OF REFERENCE

TERMS OF REFERENCE FOR THE PROVISION OF TRAVEL MANAGEMENT SERVICES (TMS) FOR AFRICAN UNION DEVELOPMENT AGENCY (AUDA-NEPAD)

1. BACKGROUND

NEPAD (New Partnership for Africa's Development) was born out of a vision embraced by its founding fathers, that of a prosperous, interconnected, and rich Africa for each of its countries and their inhabitants. The birth of NEPAD was the first concrete manifestation of the will of African States on the continent's development. NEPAD was the first international institution to take a truly African perspective.

The Executive Council of the African Union, at their meeting held in Niamey, Niger, 2019 – agreed to transform NEPAD, into a development agency of the African Union. This resulted in the adoption of the Statute, Rules of Procedure and Structure of African Union Development Agency (AUDA-NEPAD). AUDA-NEPAD is now the first development agency of the African Union.

The role of the AUDA - NEPAD is to implement the continent's major projects, with close involvement of the private sector. The new AUDA-NEPAD mandate gives the organisation a wider role in terms of providing knowledge-based advisory support to AU Member States with regards to development strategies and capacity development, to support them in driving their development. The AUDA-NEPAD is expected to play a critical role in disseminating best practices and support countries' efforts in developing their capacity and leverage on regional and global partnerships.

AUDA – NEPAD Offices are based in Midrand, South Africa. The agency wishes to engage the services of a Travel Management Agency (TMA) to provide travel services such as, Airline Tickets, Pre- Paid Ticket Advice (PTA) Miscellaneous Charges Orders (MCO), accommodation, ground transport services and other related services. The TMAs will source travel services on behalf of the AUDA-NEPAD using the AU Procurement principles.

Due to its mandate, AUDA- NEPAD, requires, hosting of meetings across and outside the continent, as well as participate in meetings, workshops, conference, and summits, out of its offices. The estimated travel spend per annum is approximately **ZAR60 million**.

2. RATIONALE

The Mandate of the AUDA-NEPAD is to coordinate and execute priority regional and continental projects to promote regional integration towards the accelerated realization of Agenda 2063, and to strengthen capacity of African Union Member States and regional bodies; advance knowledge-based advisory support, undertake the full range of resource mobilization, and serve as the continent's technical interface with all Africa's development stakeholders and development partners. In executing the mandate, AUDA – NEPAD convenes, workshop, training seminars, site visits, etc. Therefore, the

rationale for this assignment is to recruit a firm that will provide travel related services that will facilitate the execution of its mandate.

3. THE OBJECTIVES OF THE ASSIGNMENT

The objective of this assignment therefore is to engage a qualified Travel Agent(s) to cover the provision of travel management and related services hereafter referred to as “Travel Management Services” (TMS):

- a) The AUDA-NEPAD seeks to streamline its local and international travel services to provide more customized travel services taking advantage of the state-of-the-art technological processes in air travel. The overall objective is to reduce travel costs by optimizing on value for money, providing competitive travel options and accessibly to most direct and economic routes.
- b) The successful TMAs will be offered a two years Framework Agreement renewable subject to satisfactory performance, proven cost effectiveness and efficiency of the TMAs. This will be informed by the annual performance evaluation on the dimensions agreed in the service level agreement and in the dimensions of Value for Money (VFM), Competitive travel options and economical routing.
- c) The TMAs will work closely with the Travel Unit of the AUDA-NEPAD. However, this service may be extended to other AU offices located in other regions of the Continent.

4. SCOPE OF SERVICES REQUIRED

The following are the scope of services and requirements for the AUDA-NEPAD:

4.1 Air Travel

This requires the TMA in all cases to book the most direct and cost-effective route and to research alternate itineraries (at least three options, if available) and provide the competitive fares on routings that minimize inconvenience to passengers.

The TMA must have some negotiated rates with airlines and hotels for incentive and rewards to loyalty customers. While a copy of the Travel Policy will be provided to the Travel Agent, it is to be understood that the travel policies embody the following basic principles which, however, are subject to subsequent revision:

- a) Where available, use of the lowest applicable fare shall be the preference and book the most direct, convenient and cost-effective route. This should be done through a proper exploration/review of alternative itineraries (at least three options, if available) and provide the most economical and competitive fare on routing that minimize inconvenience to passengers.
- b) Business Class travel or equivalent may be applicable only in situations as per the instruction of the Administration Officer or Travel officer.
- c) The TMA must be able to administer corporate deals negotiated with operating airlines on behalf of the AUDA- NEPAD.
- d) Provide travel advisories from time to time covering the whole world.
- e) Provide monthly, and quarterly travel reports, which will provide details on the number of tickets, issued, tickets cancelled, total refunds, claims, and claims reimbursed, etc.

4.2 Reservations and Ticketing

- a) For every duly approved Travel request, the Agency shall immediately make bookings on the airlines operating the route and prepare appropriate itineraries and the TMA shall also

provide alternative quotations to secure further cost reductions based on the value for money, most direct and cost-effective routing, and on the appropriate designated travel class.

- b) Provide tickets for domestic and international air travel destinations. Authorizations to purchase such tickets shall be in form of approved purchase orders. All charges will be made directly to AUDA-NEPAD. If fare changes require additional funding, the TMA must receive a corrected travel authorization prior to issuing a changed ticket.
- c) The TMAs shall obtain the lowest applicable fare available on the most direct route in compliance with the relevant AU Travel guidelines/ Travel at the time of booking. In no event shall the Agency procure travel Tickets in excess of the amount stated in the Travel Authorization without the written approval of the Travel Unit of AUDA-NEPAD.
- d) In the event that required itinerary cannot be confirmed, the Agency shall notify the AUDA-NEPAD of the problem and present alternative routings/quotations for consideration.
- e) For wait-listed bookings, the Agency shall provide regular feedback on status of flight; however, tickets must never be issued with waitlisted sectors unless otherwise instructed by the AUDA-NEPAD.
- f) The Agency shall promptly issue and sent to AUDA-NEPAD by email an e-ticket and detailed itineraries, showing the accurate status of the airline on all segments of the journey; and shall keep abreast of carrier schedule changes, as well as all other alterations and new conditions affecting travel and make appropriate adjustments for any changes in flight schedules prior to or during the traveller's official trip. When necessary, tickets and billings shall be modified or reissued to reflect these changes.
- g) The Agency shall accurately advise the AUDA-NEPAD Reservation validity(Ticketing time limit), and other relevant information every time reservations are made, in order to avoid cancellations of bookings.
- h) Air tickets shall be issued only on approved ticket stock of the International Air Transportation Association (IATA) or ticket stock of recognized, reputable airlines as approved by the AUDA-NEPAD. However, exceptions should be considered in markets where only regional airlines are operating.
- i) The Agency shall ensure that all travellers are aware of document requirements including visa, health and vaccination for their respective itineraries before departure;
- j) The Agency will also be responsible for administering Corporate Deals that AUDA may negotiate with airlines directly. In administering such corporate deals, The agency:
 - Shall ensure that all terms of the corporate deals are adhered to, with no exceptions;
 - Shall ensure that the terms of said deals are kept confidential;
 - Shall ensure that none of the benefits accorded to the AUDA are abused or misused or applied to any other traveller than those sponsored by the AUDA-NEPAD.
 - The AUDA-NEPAD reserves the right to hold the Agency accountable for any legal or financial consequences that may arise due to misuse of corporate deals entrusted to the Agency. AUDA-NEPAD also reserves the right to audit the AUDA-NEPAD Transitions at any given time to ascertain the principles of accountability and transparency and Value For Money (VFM).
- k) TMA shall only act on travel requests for official travel submitted by the responsible staff of the AUDA-NEPAD. The Administrative hierarchy for decision making will be advised to the Agency in writing prior to the effective date of this contract.
- l) TMA shall provide an information service to notify the AUDA – NEPAD and the traveller of such events as airport closures, cancelled or delayed flights, strikes as well as local political or safety conditions which may affect travel to any destination;

- m) TMA shall indicate any special features, programs, or services that would be beneficial to the AUDA and its travellers (e.g. visa processing, "Meet and greet", Lost baggage follow-up, insurance, preferred seating arrangements, Etc.).
- n) Render expert advice on itineraries, reserve, and issue ticket documents for all modes of transportation including air, rail, road, sea, tours and in a timely and accurate manner within the parameters of the travel Policy/guidelines as requested. The TMA shall retain proper records of all tickets issued and related services provided under the contract for a period to be agreed upon at the signing of the contract. Such records shall be made available for inspection by AUDA-NEPAD upon request, always and within short notice.
- o) The TMA shall inform the Travel Unit of all the conditions of purchase of tickets/airfares, ticket issuance time limits, terms of cancellations, refund and exchange fees and any other relevant information prior to the issuance of any tickets/airfares.
- p) The official travel requirements shall be accorded the highest priority and, therefore, the Agency shall ensure that servicing private travel does not delay, impede or frustrate the Agency's timely and effective processing of the AUDA's official travel.
- q) The TMA shall only charge AUDA-NEPAD for the official cost of the trip as per the established travel entitlement in accordance with the relevant travel guidelines of the organization. Any additional cost resulting from any deviation from the official cost of the trip for the purposes of private travel shall be collected directly from the traveler.
- r) The TMA shall provide travel services during working hours in line with AUDA-NEPAD business hours. In addition TMA shall provide afterhours services as well as during weekends and official holidays where emergency travel service is required.
- s) TMA shall provide at least **3 (three) Senior Consultants and accounts Manager** to service the AUDA-NEPAD during the term of service. The consultant should demonstrate good knowledge and experience in travel within Africa and beyond.
- t) The TMA shall provide complimentary automatic travel insurance coverage in a sufficient amount, with a zero deductible and in line with the IATA requirements, for all travelers and agree to render assistance, as and when required, to any traveler in the case of illness or injury, as well as in the case of loss of or damage to luggage.
- u) The TMA shall inform all travelers, as well as the appropriate Travel Unit, on a regular basis, as well as upon request, of any special offers, discounts, benefits or advantages from airlines or other travel suppliers such as:
 - i. Special or group fares
 - ii. Corporate incentive agreements
 - iii. Preferred supplier bonus agreements
 - iv. Destination Promotion Programs.
 - v. Company promotion programs
 - vi. Creative ticketing.
 - vii. Tourism packages
- v) The Agency shall be given complete copies of the AUDA's travel policies and procedures and shall be fully familiar and in compliance with these policies and procedures for all official Travel.

4.3. Billing and Invoice

- a) Invoice for all travel requests shall be submitted and delivered to AUDA-NEPAD on a weekly basis by attaching copies of the Purchase Orders. The Invoices shall indicate the Itinerary,

traveller, Air fare calculations and ticket number . The statement of account shall show for each transaction, the country, Purchase Order Number, Invoice Number and Total currency amount, in which all costs were incurred, the date, the invoice number and the name of the concerned AUDA-NEPAD Traveller.

4.4. Availability of additional services that may be requested

- a) The Travel Management Agency will assist the AUDA-NEPAD staff in obtaining visas upon request. This assistance shall consist of providing the forms and applications for visa requests, providing visa information to staff, conducting visa assistance follow ups, keeping appropriate records thereon, using and deciding for issuance of visas.
- b) TMA will provide information on health, immigration clearance, foreign exchange control regulation and other government restrictions and assistance in obtaining travel tax exemption certifications and entry visas to countries.
- c) TMA will assist with Issuance of Travel Insurance, recovery of lost baggage/ Excess Baggage, Preferred Seating Arrangements, Privileged Check- in Services, VIP Services and Emergency Services eg Sickness , Injury etc.
- d) The TMA shall assist in the preparation and arrangement of travel plans for conferences and meetings, as and when requested by AUDA-NEPAD.
- e) The Travel Management Company shall provide information service to notify AUDA-NEPAD staff of such events as airport closings, cancelled or delayed flights and strike situations as well as local political or safety conditions, which may affect staff to travel those destinations.
- f) **Personal Travel:** Upon request by a staff member, the Travel Agent may assist the AUDA-NEPAD Staff and their dependents in arranging personal travel at the lowest applicable fares and rates or as otherwise requested, consistent with each traveller's requirements. The AUDA-NEPAD is not to be involved in any way in personal travel arrangements. Collection of amounts due and any refunds for these personal travel segments are to be arranged directly between Travel Agent and the AUDA-NEPAD Staff and collected prior to releasing the ticket. In the event personal travel is undertaken in conjunction with official travel, the Travel Agent will clearly document the cost and routings of personal portions of combined trips on all itinerary/invoices, and provide report/ information on such trips as requested by the AUDA-NEPAD . The Travel Agent will ensure that arranging personal travel does not interfere with arranging official travel.
 - **Payment for Personal Travel Portions:** All charges associated with personal travel portions of official trips shall be billed directly to travellers and excluded from invoices presented to the AUDA-NEPAD. The AUDA-NEPAD will not be liable for expenses related to personal travel portions.
- g) **Quality Control:** The TMA shall arrange for a proper system of quality control for the services being provided and shall furnish all details and results of an on-going customer satisfaction surveyor questionnaire that shall be administered and reviewed annually. The TMA shall also provide to the AUDA-NEPAD the results and action plans that will address any issues or concerns that resulted from the surveyor questionnaire for further improvement.

5. EXPECTED RESULTS AND DELIVERABLES

5.1 Reporting

Travel Management & Expenditure Reports

- The Travel Management Company shall submit reports on detailed expenses per completed month for all transactions processed, the number of changes made, all savings achieved and credits due as well as exception reports must be submitted on time for Management Report. The report will reflect detail per sector and unit,
- The TMA shall provide reports on travel patterns including information such as routing and destination reports, ticket and invoice reports, cost savings reports, monthly refund status reports, airline usage and validation reports and any additional reports that may be deemed necessary by AUDA-NEPAD and when requested.

5.2 Submission & approval of reports

- The following reports shall be submitted

Item	Report	Timeframe
1	Inception Report	One month upon signing of the Contract
2	Monthly reports on the status of ticket refunds	Every month
3	Quarterly Production Statistics (consolidated format). This report shall contain as a minimum airline used, destinations travelled during the reporting period, Frequency of travelers, Lost discounts, used and unused tickets.	Every Quarter

The reports shall be submitted to the travel Unit as stipulated in the table above. Approval of the reports shall be within two weeks of receipt of the reports, by the Director Operations.

5.3. Tariff/Discount Adjustments

Notices of immediate tariff adjustments, especially in respect of air travels must be made available and distributed within the AUDA-NEPAD via email.

- a) The TMA shall provide information on Commission and discount Rates as and when requested that is granted by all vendors.
- b) The TMA shall demonstrate the level of transparency that meets the systems in place which will ensure easy implementation of cost savings measures for the procurement of travel services.
- c) The TMA shall make every reasonable effort to maximize the use of any preferred carrier/vendor negotiations in place to obtain cost savings for AUDA-NEPAD.
- d) Ensure continuous negotiations to lower tariffs or higher discounts.

5.4. Refunds and unused tickets reports

Travel agency shall prepare and submit report(s) on all authorized flight changes /cancellations when and as required:

- a) Report on status of airline refunds on all cancellations and the TMA shall also submit a weekly report of unused tickets to be submitted for refund.
- b) Ensure that AUDA-NEPAD is reimbursed for partly or fully unused tickets, subject to applicable regulations.
- c) Assist in Travel Report on travel advance reconciliation
- d) The Travel Agent will provide the AUDA-NEPAD with a report showing all unused non-refundable tickets.
- e) The TMA shall arrange, at no additional charge, the refund of unused refundable tickets within 30 to 60 days of submission.
- f) The TMA shall provide a monthly report of status of refunds and claims.

6. FIRM'S COMPETENCES AND KEY EXPERTS REQUIREMENTS

- a) Provide a Company Profile which describes your TMA and its experience in travel Industry (air travel, accommodation arrangements, and car hire services).
- b) References of client profiles is required with other organizations preferably major NGOs, or International bodies and Government entities.
- c) Key Experts/Consultants Qualification and experience at the level of a Manager and Senior Consultants with Minimum of Eight (8) Years' Experience working in Air travel Agencies and at least with a minimum Degree for the Team Leader (Manager) and Diploma for Senior Consultants in a relevant qualification.
- d) Key Experts with IATA Trainings will be an added advantage.
- e) The TMA must provide its Internal Structure with clear management responsibilities and a chain of command to ascertain their efficiency effectiveness.
- f) List affiliations/accreditation with professional Travel Associations such as IATA and ICAWA will be major advantage
- g) TMA must provide areas of coverage by country, regional or continental geographical operations.
- h) Provide a list of any proposed service that adds value and uniqueness to the firm, including franchise agreements, and any applicable discounts or rebates.

6.1. Administrative/Technical capacity requirements

- a) The Global Distribution Systems (GDS) in use should be International Air Transport Association (IATA) approved system preferably Amadeus, Galileo or both. Any other additional up to date Management Information System (MIS) that will give AUDA-NEPAD as much details as possible on expenditure and cost savings dash boards will be appreciated.
- b) Valid International Air Transport Association (IATA) accreditation Licenses and possess appropriate licenses and software/ Global Distribution System (GDS) i.e., Amadeus or Galileo required for processing travel reservations and ticket issuance.
- c) Any other role under this option may be considered depending on the added value for the smooth transaction and outcome.
- d) Travel Agent should have registered office and all required facilities and equipment in South Africa.

7. SUBMISSION:

7.1. TECHNICAL PROPOSAL:

- a) Company Profile with experience of the Firm as well as reference of clients as stated above under Experience of the Firm.
- b) Qualification and work experience required for Key Experts.
- c) Administrative/Technical capacity requirements

7.2. FINANCIAL PROPOSAL

- a) The service fees provided shall **ONLY be** on a transaction fee basis per activity.
- b) No other service fees should be provided/requested apart from the ones stipulated on the transaction fees

8. GOVERNANCE, SUPPORT AND FACILITIES TO BE PROVIDED BY AUDA-NEPAD

The Travel Agency shall be supported by the travel Unit of AUDA – NEPAD. It is expected that the TMA will operate from their base, hence they will be no need to provide office accommodation and facilities.

9. PROPOSED PAYMENT SCHEDULE

To be Within 45 days after invoiced.

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1. Form of Contract

COMPLEX LUMP-SUM PAYMENT

This CONTRACT (hereinafter called the “Contract”) is made the *[day]* day of the month of *[month]*, *[year]*, between, on the one hand, *[name of client]* (hereinafter called the “Client”) and, on the other hand, *[name of consultants]* (hereinafter called the “Consultants”).

[Note: If the Consultants consist of more than one entity, the above should be partially amended to read as follows: “...(hereinafter called the “Client”) and, on the other hand, a joint venture consisting of the following entities, each of which will be jointly and severally liable to the Client for all the Consultants’ obligations under this Contract, namely, [name of consultants] and [name of consultants] (hereinafter called the “Consultants”).]

WHEREAS

- (a) the Client has requested the Consultants to provide certain consulting services as defined in the General Conditions of Contract attached to this Contract (hereinafter called the “Services”);
- (b) the Consultants, having represented to the Client that they have the required professional skills, and personnel and technical resources, have agreed to provide the Services on the terms and conditions set forth in this Contract;
- (c) the Client has received funding towards the cost of the Services and intends to apply a portion of this funding to eligible payments under this Contract;

NOW THEREFORE the parties hereto hereby agree as follows:

- 1. The following documents attached hereto shall be deemed to form an integral part of this Contract:
 - (a) The Special Conditions of Contract;
 - (b) The General Conditions of Contract;
 - (c) The following Appendices: *[Note: If any of these Appendices are not used, the words “Not Used” should be inserted below next to the title of the Appendix and on the sheet attached hereto carrying the title of that Appendix.]*

- Appendix A: Description of the Services
- Appendix B: Reporting Requirements
- Appendix C: Key Personnel and Sub-Consultants
- Appendix D: Breakdown of Contract Price in Foreign Currency
- Appendix E: Breakdown of Contract Price in Local Currency
- Appendix F: Services and Facilities Provided by the Client
- Appendix G: Form of Bank Guarantee for Advance Payments

2. The mutual rights and obligations of the Client and the Consultants shall be as set forth in the Contract, in particular:
- (a) The Consultants shall carry out the Services in accordance with the provisions of the Contract; and
 - (b) the Client shall make payments to the Consultants in accordance with the provisions of the Contract.

IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be signed in their respective names as of the day and year first above written.

For and on behalf of *[name of client]*

[Authorised Representative]

For and on behalf of *[name of consultants]*

[Authorised Representative]

[Note: If the Consultants consist of more than one entity, all these entities should appear as signatories, e.g., in the following manner:]

For and on behalf of each of the Members of the Consultants

[name of member]

[Authorised Representative]

[name of member]

[Authorised Representative]

2. General Conditions of Contract

1. GENERAL PROVISIONS

1.1 Definitions

Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:

- (a) “Applicable Law” means International Law;
- (b) “Contract” means the Contract signed by the Parties, to which these General Conditions of Contract (GCC) are attached, together with all the documents listed in Clause 1 of such signed Contract;
- (c) “Contract Price” means the price to be paid for the performance of the Services, in accordance with GCC Clause 6;
- (d) “Country specified for performance of the Services” means the Country specified in the SCC;
- (e) “Effective Date” means the date on which this Contract comes into force and effect pursuant to GCC Clause 2.1;
- (f) “Foreign Currency” means any currency other than Currency of the Country specified for performance of the Services;
- (g) “GCC” means these General Conditions of Contract;
- (h) “Local Currency” means the Currency of the Country specified for performance of the Services;
- (i) “Member,” in case the Consultants consist of a joint venture of more than one entity, means any of these entities; “Members” means all these entities, and “Member in Charge” means the entity specified in the SCC to act on their behalf in exercising all the Consultants’ rights and obligations towards the Client under this Contract;
- (j) “Party” means the Client or the Consultants, as the case may be, and “Parties” means both of them;
- (k) “Personnel” means persons hired by the Consultants or by any Sub-Consultant as employees and assigned to the performance of the Services or any part thereof. “Foreign Personnel” means such persons who at the time of being so hired had their domicile outside the Country specified for the performance of the Services. “Local Personnel” means such persons who at the time of being so hired had their domicile within the Country specified

for performance of the Services. “Key Personnel” means the Personnel referred to in GCC Clause 4.2(a).

- (l) “SCC” means the Special Conditions of Contract by which the GCC may be amended or supplemented;
- (m) “Services” means the work to be performed by the Consultants pursuant to this Contract, as described in Appendix A hereto;
- (n) “Sub-Consultant” means any person or entity to whom/which the Consultants subcontract any part of the Services in accordance with the provisions of GCC Clauses 3.5 and 4.
- (o) “Third Party” means any person or entity other than the Client, the Consultants or a Sub-Consultant.

1.2 Law Governing the Contract This Contract, its meaning and interpretation, and the relation between the Parties shall be governed by the Applicable Law.

1.3 Language This Contract has been executed in the language specified in the SCC, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract.

1.4 Notices Any notice, request, or consent made pursuant to this Contract shall be in writing and shall be deemed to have been made when delivered in person to an authorised representative of the Party to whom the communication is addressed, or when to such Party at the address specified in the SCC.

1.5 Location The Services shall be performed at such locations as are specified in Appendix A and, where the location of a particular task is not so specified, at such locations as the Client may approve.

1.6 Authorised Representatives Any action required or permitted to be taken, and any document required or permitted to be executed, under this Contract by the Client or the Consultants may be taken or executed by the officials specified in the SCC.

1.7 Taxes & Duties

1.7.1 African Union Exemption from Taxes & Duties The African Union and its organs are exempted from all direct taxes, and are exempted from customs duties in respect of articles imported or exported for its official use in conformity with the General Convention on Privileges and Immunities. Accordingly, the Consultant authorises the Commission of the African Union (AUC) to deduct from payments any amount representing such taxes or duties charged to the African Union by the Consultant. In the event that any taxing authority refuses to accept the African Union’s exemption from such taxes or duties, the Consultant shall immediately consult with the AUC.

1.7.2 Consultant Obligations on Taxes & Duties A Consultant shall be responsible for obtaining exemption for the African Union of all such taxes, duties, license fees, and other impositions incurred within African Union Member States, unless otherwise agreed in writing by the AUC.

Consultants, Sub-Consultants, and their Personnel shall pay such other taxes, duties, fees, and other impositions as may be levied by the law of their domicile country.

2. COMMENCEMENT, COMPLETION, MODIFICATION, AND TERMINATION OF CONTRACT

2.1 Effectiveness of Contract This Contract shall come into force and effect on the date (the “Effective Date”) of the Client’s Letter of Acceptance instructing the Consultants to begin carrying out the Services. This notice shall confirm that the effectiveness conditions, if any, listed in the SCC have been met.

2.2 Commencement of Services The Consultants shall begin carrying out the Services thirty (30) days after the date the Contract becomes effective, or at such other date as may be specified in the SCC.

2.3 Expiration of Contract Unless terminated earlier pursuant to Clause 2.6, this Contract shall terminate at the end of such time period after the Effective Date as is specified in the SCC.

2.4 Modification Modification of the terms and conditions of this Contract, including any modification of the scope of the Services or of the Contract Price, may only be made by written agreement between the Parties.

2.5 Force Majeure

- 2.5.1 Definition**
- (a) For the purposes of this Contract, “Force Majeure” means an event which is beyond the reasonable control of a Party and which makes a Party’s performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances. Force Majeure includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other adverse weather conditions, strikes, lockouts or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by government agencies.
 - (b) Force Majeure shall not include (i) any event which is caused by the negligence or intentional action of a Party or such Party’s Sub-Consultants or agents or employees, nor (ii) any event which a diligent Party could reasonably have been expected to both: (a) take into account at the time of the conclusion of this

Contract; and (b) avoid or overcome in the carrying out of its obligations under this Contract.

- (c) Force Majeure shall not include insufficiency of funds or failure to make any payment required under the Contract.

2.5.2 No Breach of Contract

The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event: (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract; and (b) has informed the other Party as soon as possible about the occurrence of such an event.

2.5.3 Extension of Time

Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.

2.5.4 Payments

During the period of their inability to perform the Services as a result of an event of Force Majeure, the Consultants shall be entitled to continue to be paid under the terms of this Contract, as well as to be reimbursed for additional costs reasonably and necessarily incurred by them during such period for the purposes of the Services and in reactivating the Service after the end of such period.

2.6 Termination

2.6.1 By the Client

The Client may terminate this Contract, by not less than thirty (30) days' written notice of termination to the Consultants, to be given after the occurrence of any of the events specified in paragraphs (a) through (d) of this GCC Clause 2.6.1 and sixty (60) days' in the case of the event referred to in (e):

- (a) if the Consultants do not remedy a failure in the performance of their obligations under the Contract, within thirty (30) days after being notified or within any further period as the Client may have subsequently approved in writing;
- (b) if the Consultants become insolvent or bankrupt;
- (c) if, as the result of Force Majeure, the Consultants are unable to perform a material portion of the Services for a period of not less than sixty (60) days;
- (d) if the Consultant, in the judgment of the Client has engaged in corrupt, fraudulent, collusive, coercive or obstructive practices in competing for or in executing the Contract. For the purpose of this clause:

“corrupt practice”⁹ is the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;

“fraudulent practice”¹⁰ is any act or omission including a misrepresentation that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;

“collusive practice”¹¹ is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;

“coercive practice”¹² is impairing or harming or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;

“obstructive practice” is deliberately destroying, falsifying, altering or concealing of evidence material to any investigation or making false statements to investigators in order to materially impede any investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation;

- (e) if the Client, in its sole discretion, decides to terminate this Contract.

2.6.2 By the Consultants

The Consultants may terminate this Contract, by not less than thirty (30) days’ written notice to the Client, such notice to be given after the occurrence of any of the events specified in paragraphs (a) and (b) of this GCC Clause 2.6.2:

⁹ “another party” refers to an officer of the AU acting in relation to the procurement process or contract execution. In this context, “officer of the AU” includes staff and employees of other organisations taking or reviewing procurement decisions.

¹⁰ a “party” refers to any officer of the AU; the terms “benefit” and “obligation” relate to the procurement process or contract execution; and the “act or omission” is intended to influence the procurement process or contract execution.

¹¹ “parties” refers to any participants in the procurement process (including officers of the AU) attempting to establish bid prices at artificial, non competitive levels.

¹² a “party” refers to any participant in the procurement process or contract execution.

- (a) if the Client fails to pay any monies due to the Consultants pursuant to this Contract and not subject to dispute pursuant to GCC Clause 7 within forty-five (45) days after receiving written notice from the Consultants that such payment is overdue; or
- (b) if, as the result of Force Majeure, the Consultants are unable to perform a material portion of the Services for a period of not less than sixty (60) days.

2.6.3 Payment upon Termination

Upon termination of this Contract pursuant to GCC Clauses 2.6.1 or 2.6.2, the Client shall make the following payments to the Consultants:

- (a) remuneration pursuant to GCC Clause 6 for Services satisfactorily performed prior to the effective date of termination;
- (b) except in the case of termination pursuant to paragraphs (a) and (b) of GCC Clause 2.6.1, reimbursement of any reasonable cost incident to the prompt and orderly termination of the Contract, including the cost of the return travel of the Personnel and their eligible dependents.

2.7 Entire Agreement

This Contract contains all covenants, stipulations and provisions agreed by the Parties. No agent or representative of either Party has authority to make, and the Parties shall not be bound by or be liable for, any statement, representation, promise or agreement not set forth within the Contract or written modifications thereto pursuant to GCC Clause 2.4.

3. OBLIGATIONS OF THE CONSULTANTS

3.1 General

3.1.1 Standard of Performance

The Consultants shall perform the Services and carry out their obligations with all due diligence, efficiency, and economy, in accordance with generally accepted professional techniques and practices, and shall observe sound management practices, and employ appropriate advanced technology and safe methods. The Consultants shall always act, in respect of any matter relating to this Contract or to the Services, as faithful advisers to the Client, and shall at all times support and safeguard the Client's legitimate interests in any dealings with Sub-Consultants or Third Parties.

3.2 Conflict of Interests

- 3.2.1 Consultants Not to Benefit from Commissions, Discounts, etc.** The remuneration of the Consultants pursuant to GCC Clause 6 shall constitute the Consultants' sole remuneration in connection with this Contract or the Services, and the Consultants shall not accept for their own benefit any trade commission, discount, or similar payment in connection with activities pursuant to this Contract or to the Services or in the discharge of their obligations under the Contract, and the Consultants shall use their best efforts to ensure that the Personnel, any Sub-Consultants, and agents of either of them similarly shall not receive any such additional remuneration.
- 3.2.2 Compliance with Procurement Rules** If the Consultants, as part of the Services, have the responsibility of advising the Client on the procurement of goods, works or services, the Consultants shall comply with the African Union procurement regulations and at all times exercise such responsibility in the best interest of the Client. Any discounts or commissions obtained by the Consultants in the exercise of such procurement responsibility shall be for the account of the Client.
- 3.2.3 Consultants and Affiliates Not to be Otherwise Interested in Project** The Consultants agree that, during the term of this Contract and after its termination, the Consultants and their affiliates, as well as any Sub-Consultant and any of its affiliates, shall be disqualified from providing goods, works, or services (other than the Services and any continuation thereof) for any project resulting from or closely related to the Services.
- 3.2.4 Prohibition of Conflicting Activities** Neither the Consultants nor their Sub-Consultants nor the Personnel shall engage, either directly or indirectly, in any of the following activities:
- (a) during the term of this Contract, any business or professional activities in the Country specified for performance of the Services which would conflict with the activities assigned to them under this Contract; or
 - (b) after the termination of this Contract, such other activities as may be specified in the SCC.
- 3.3 Confidentiality** The Consultants, their Sub-Consultants, and the Personnel of either of them shall not, either during the term or within two (2) years after the expiration of this Contract, disclose any proprietary or confidential information relating to the Project, the Services, this Contract, or the Client's business or operations without the prior written consent of the Client.
- 3.4 Insurance to be Taken Out by the Consultants** The Consultants (a) shall take out and maintain, and shall cause any Sub-Consultants to take out and maintain, at their own cost but on terms and conditions approved by the Client, insurance against the risks, and for the coverage, specified in the SCC; and (b) at the Client's request, shall provide evidence to the Client showing that

such insurance has been taken out and maintained and that the current premiums have been paid.

- 3.5 Consultants' Actions Requiring Client's Prior Approval** The Consultants shall obtain the Client's prior approval in writing before taking any of the following actions:
- (a) entering into a sub-contract for the performance of any part of the Services,
 - (b) appointing such members of the Personnel not listed by name in Appendix C ("Key Personnel and Sub-Consultants"), and
 - (c) any other action that may be specified in the SCC.

- 3.6 Reporting Obligations** The Consultants shall submit to the Client the reports and documents and software specified in Appendix B in the form, in the numbers, and within the periods set forth in the said Appendix.

- 3.7 Documents Prepared by the Consultants to Be the Property of the Client** All plans, drawings, specifications, designs, reports, other documents and software submitted by the Consultants in accordance with Clause 3.6 shall become and remain the property of the Client, and the Consultants shall, not later than upon termination or expiration of this Contract, deliver all such documents and software to the Client, together with a detailed inventory thereof. The Consultants may retain a copy of such documents and software. Restrictions about the future use of these documents, if any, shall be specified in the SCC.

4. CONSULTANTS' PERSONNEL

- 4.1 Description of Personnel** The titles, agreed job descriptions, minimum qualifications, and estimated periods of engagement in the carrying out of the Services of the Consultants' Key Personnel are described in Appendix C. The Key Personnel and Sub-Consultants listed by title as well as by name in Appendix C are hereby approved by the Client.

- 4.2 Removal and/or Replacement of Personnel**
- (a) Except as the Client may otherwise agree, no changes shall be made in the Key Personnel. If, for any reason beyond the reasonable control of the Consultants, it becomes necessary to replace any of the Key Personnel, the Consultants shall provide as a replacement a person of equivalent or better qualifications.
 - (b) If the Client finds that any of the Personnel have (i) committed serious misconduct or have been charged with having committed a criminal action, or (ii) has reasonable cause to be dissatisfied with the performance of any of the Personnel, then the Consultants shall, at the Client's written request specifying the grounds thereof, provide as a replacement a person with qualifications and experience acceptable to the Client.

- (c) The Consultants shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of Personnel.

5. OBLIGATIONS OF THE CLIENT

5.1 Assistance and Exemptions

Unless otherwise specified in the SCC, the Client shall use its best efforts to ensure that the NEPAD Planning & Coordinating Agency shall:

- (a) provide the Consultants, Sub-Consultants and Personnel with work permits and such other documents as shall be necessary to enable the Consultants, Sub-Consultants or Personnel to perform the Services;
- (b) arrange for the Personnel and, if appropriate, their eligible dependents to be provided promptly with all necessary entry and exit visas, residence permits, exchange permits and any other documents required for their stay in the Country specified for performance of the Services;
- (c) facilitate prompt clearance through customs of any property required for the Services and of the personal effects of the Personnel and their eligible dependents;
- (d) issue to officials, agents and representatives of the NEPAD Planning & Coordinating Agency all such instructions as may be necessary or appropriate for the prompt and effective implementation of the Services;
- (e) exempt the Consultants and the Personnel and any Sub-Consultants employed by the Consultants for the Services from any requirement to register or obtain any permit to practice their profession or to establish themselves either individually or as a corporate entity according to the Laws of the Country specified for performance of the Services;
- (f) grant to the Consultants, any Sub-Consultants and their Personnel the privilege, pursuant to the Applicable Law, of bringing into the Country specified for performance of the Services reasonable amounts of foreign currency for the purposes of the Services or for the personal use of the Personnel and their dependents, and of withdrawing any such amounts as may be earned therein by the Personnel in the execution of the Services

5.2 Modification of Contract Sum

If, after the date of this Contract, there is any change with respect to a failure by the Client to gain exemption from taxes and duties which increases the cost of the services rendered by the Consultants, then the remuneration and reimbursable expenses otherwise payable to the Consultants under this Contract shall be increased accordingly by agreement between the Parties, and corresponding adjustments shall be made to the ceiling amounts referred to in GCC Clauses 6.1 and 6.2.

5.3 Services and Facilities The Client shall make available to the Consultants, free of any charge, the Services and Facilities listed under Appendix F.

6. PAYMENTS TO THE CONSULTANTS

6.1 Lump-Sum Remuneration The Consultant's total remuneration shall not exceed the Contract Price and shall be a fixed lump-sum including all staff costs, Sub-Consultants' costs, printing, communications, travel, accommodation, and the like, and all other costs incurred by the Consultant in carrying out the Services described in Appendix A. Except as provided in GCC Clause 5.2, the Contract Price may only be increased above the amounts stated in GCC Clause 6.2 if the Parties have agreed to additional payments in accordance with GCC Clause 2.4.

6.2 Contract Price (a) The price payable in foreign currency is set forth in the SCC.

(b) The price payable in local currency is set forth in the SCC.

6.3 Payment for Additional Services For the purpose of determining the remuneration due for additional services as may be agreed under Clause 2.4, a breakdown of the lump-sum price is provided in Appendices D and E.

6.4 Terms and Conditions of Payment Payments will be made to the account of the Consultants and according to the payment schedule stated in the SCC. Unless otherwise stated in the SCC, the first payment shall be an advance payment made against the provision by the Consultants of a bank guarantee for the same amount, and shall be valid for the period stated in the SCC. Any other payment shall be made after the conditions listed in the SCC for such payment have been met, and the Consultants have submitted an invoice to the Client specifying the amount due.

6.5 Interest on Delayed Payments If the Client has delayed payments beyond ninety (90) days after receipt by the Client, interest shall be paid to the Consultants for each day of delay at the rate stated in the SCC.

7. SETTLEMENT OF DISPUTES

7.1 Amicable Settlement The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation.

7.2 Dispute Settlement Any dispute between the Parties as to matters arising pursuant to this Contract that cannot be settled amicably within thirty (30) days after receipt by one Party of the other Party's request for such amicable settlement may be submitted by either Party for settlement in accordance with the provisions specified in the SCC.

3. Special Conditions of Contract

Number of GCC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
GCC Clause 1.1 (d)	The Country specified for performance of the Services is:
GCC Clause 1.3	The language of the contract is: <i>English</i>
GCC Clause 1.4	The addresses for notices are: Client: African Union Offices in South Africa Attention: Heads of Procurements and Travel Division/Units e-mail: procurement@nepad.org
	Consultants: Attention: e-mail: Mobile : Office Line:
GCC Clause 1.6	The Authorised Representatives are: For the Client: _____ For the Consultants: _____
GCC Clause 1.7	The Client warrants that the Consultants, the Sub-Consultants and the Personnel shall be exempt from any local taxes, duties, fees, levies and other impositions imposed within the Country specified for performance of the Services on the Consultants, the Sub-Consultants and the Personnel in respect of: (a) any payments whatsoever made to the Consultants, Sub-Consultants and the Personnel (other than nationals or permanent residents of the Country specified for performance of the Services), in connection with the carrying out of the Services; (b) any equipment, materials and supplies brought into the Country specified for performance of the Services by the Consultants or Sub-Consultants for the purpose of carrying out the Services and which, after having been brought into the country, will be subsequently withdrawn therefrom by them;

- (c) any equipment imported for the purpose of carrying out the Services and paid for out of funds provided by the Client and which is treated as property of the Client;
- (d) any property brought into the Country specified for performance of the Services by the Consultants, any Sub-Consultants or the Personnel (other than nationals or permanent residents of the Country specified for performance of the Services), or the eligible dependents of such Personnel for their personal use and which will subsequently be withdrawn there from by them upon their respective departure from the Country specified for performance of the Services, provided that:
 - (1) the Consultants, Sub-Consultants and Personnel, and their eligible dependents, shall follow the usual customs procedures in importing property into the Country specified for performance of the Services; and
 - (2) if the Consultants, Sub-Consultants or Personnel, or their eligible dependents, do not withdraw but dispose of any property in the Country specified for performance of the Services upon which customs duties and taxes have been exempted, the Consultants, Sub-Consultants or Personnel, as the case may be, shall bear such customs duties and taxes in conformity with the regulations of the Country specified for the performance of the Services.

[The issue of local taxes and duties must be discussed and agreed during negotiation in respect of whether the Consultants should have to pay levies of this kind, or should be exempted from any such levies.]

GCC Clause 2.1 The effectiveness of the Contract is subject to the following conditions:

- 1. Signing of the Contract by both parties
- 2. Achievement of the objectives.
- 3. Meeting the agreed deadline.
- 4. Any other conditions which shall be stipulated.

GCC Clause 2.3 The time period for expiration of the Contract shall be *[length of time]* or such other time period as the parties may agree in writing.

GCC Clause 3.4 The risks and insurance coverage shall be:

- (a) Third Party motor vehicle liability insurance in respect of motor vehicles operated in the Country specified for performance of the Services by the Consultants or their Personnel or any Sub-Consultants or their Personnel, with a minimum coverage of *[amount]*;
- (b) Third Party liability insurance, with a minimum coverage of *[amount]*;

- (c) professional liability insurance, with a minimum coverage of *[amount]*;
- (d) employer's liability and workers' compensation insurance in respect of the Personnel of the Consultants and of any Sub-Consultant, in accordance with the relevant provisions of the Applicable Law, as well as, with respect to such Personnel, any such life, health, accident, travel or other insurance as may be appropriate; and
- (e) insurance against loss of or damage to (i) equipment purchased in whole or in part with funds provided under this Contract, (ii) the Consultants' property used in the performance of the Services, and (iii) any documents prepared by the Consultants in the performance of the Services.

GCC Clause 6.2(a) The amount in foreign currency or currencies is *[insert amount]*.

GCC Clause 6.2(b) The amount in Local Currency is *[insert amount]*.

GCC Clause 6.4 The bank accounts are:

for foreign currency: *[insert account]*

for local currency: *[insert account]*

Payments shall be made according to the following schedule:

[Insert the payment schedule and conditions specifically drafted for this contract.]

Payments shall be made within *[number]* days of receipt of the invoice and the relevant documents specified in Clause 6.4 and within *[number]* days in the case of the final payment.

GCC Clause 6.5 The annual interest rate is *[percentage]*.

GCC Clause 7.2 Settlement of Disputes:

[Note: (a) should always be retained for a Contract with a foreign Supplier (b) is an alternative that may be substituted for a Contract with a Consultant who is a National of the Country specified for the performance of the Services:]

[Example Clauses:]

(a) Contract with a foreign Supplier:

Any dispute, controversy or claim arising out of or relating to this Contract, or breach, termination or invalidity thereof, shall be

settled by arbitration in accordance with the UNCITRAL Arbitration Rules as at present in force.

(b) *Contracts with Consultant firm that is national of the Country specified for performance of the Services:*

In the case of a dispute between the Client and a Consultant who is a national of the Country specified for performance of the Services, any dispute shall be settled in accordance with arbitration procedures as agreed between the parties during contract negotiations.

[The arbitration procedures that will apply should be agreed during contract negotiations, and only applicable clauses should be retained in the SCC.]

In any arbitration proceeding hereunder:

- (a) unless otherwise agreed by the Parties, proceedings shall be held in *[location]*;
- (b) the English language shall be the official language for all purposes, with interpretation to other AU working languages when necessary; and
- (c) the decision of the sole arbitrator or of a majority of the arbitrators (or of the third arbitrator if there is no such majority) shall be final and binding.

4. Appendices

APPENDIX A—DESCRIPTION OF THE SERVICES

[Give detailed descriptions of the Services to be provided, dates for completion of various tasks, place of performance for different tasks, specific tasks to be approved by the Client, etc.]

APPENDIX B—REPORTING REQUIREMENTS

[List format, frequency, and contents of reports; persons to receive them; dates of submission; etc. If no reports are to be submitted, state here “Not applicable.”]

APPENDIX C—KEY PERSONNEL AND SUB-CONSULTANTS

- [List under:*
- C-1 Titles [and names, if already available], detailed job descriptions and minimum qualifications of foreign Personnel to be assigned to work in the Country specified for performance of the Services, and staff-months for each.*
 - C-2 Same as C-1 for Key foreign Personnel to be assigned to work outside the Country specified for performance of the Services.*
 - C-3 Same information as C-1 for Key local Personnel.]*
 - C-4 List of approved Sub-Consultants (if already available); same information with respect to their Personnel as in C-1 or C-2.*

APPENDIX D—BREAKDOWN OF CONTRACT PRICE IN FOREIGN CURRENCY

[List here the elements of cost used to arrive at the breakdown of the lump-sum price—foreign currency portion:

- 1. Monthly rates for Personnel (Key Personnel and other Personnel).*
- 2. Reimbursable expenditures.*

This appendix will exclusively be used for determining remuneration for any additional services.]

APPENDIX E—BREAKDOWN OF CONTRACT PRICE IN LOCAL CURRENCY

[List here the elements of cost used to arrive at the breakdown of the lump-sum price—local currency portion:

- 1. Monthly rates for Personnel (Key Personnel and other Personnel).*
- 2. Reimbursable expenditures.*

This appendix will exclusively be used for determining remuneration for additional services.]

APPENDIX F—SERVICES AND FACILITIES PROVIDED BY THE CLIENT

[List Services, facilities, property and counterpart personnel to be made available to the Consultants by the Client.]

APPENDIX G—FORM OF BANK GUARANTEE FOR ADVANCE PAYMENTS

[Note: See Clause GCC 6.4. The Client should insert here an acceptable form of a bank guarantee. An example is set forth below.]

TO: *{Name and Address of Client}*
{Name of Contract for Consultants' Services}

Sir / Madam:

In accordance with the provisions of Clause GCC 6.4) of the above-mentioned Contract (hereinafter called “the Contract”), *{name and address of Consultant}*(hereinafter called “the Consultants”) shall deposit with *{name of Client}* a bank guarantee to guarantee their proper and faithful performance under the said provisions of the Contract in an amount of *{amount of Guarantee}*, *{amount of Guarantee in words}*.³

We, the *{bank or financial institution}*, as instructed by the Consultants, agree unconditionally and irrevocably to guarantee as primary obligor and not as Surety merely, the payment to *{name of Client}* on his first demand without whatsoever right of objection on our part and without his first claim to the Consultants, in the amount not exceeding *{amount of Guarantee}*, *{amount of Guarantee in words}*.

We further agree that no change or addition to or other modification of the terms of the Contract which may be made between *{name of Client}* and the Consultants, shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition or modification.

This guarantee shall remain valid and in full effect from the date of the advance payment under the Contract until *[state conditionality for discharge of the bank guarantee as indicated in GCC Clause 6.4 and the SCC]*.

Yours truly,

Name, Signature and Seal

Name of Bank/Financial Institution

Address

Date

³ An amount is to be inserted by the bank or financial institution as specified in SCC Clause GCC 6.4.