

**AIMS**African Institute for
Mathematical Sciences
NEXT EINSTEIN INITIATIVE**REQUEST FOR PROPOSAL
HIGH**

To: Whom it may concern
Attn: Email:
From: AIMS Ghana
cc: Committee of Contracts Our file ref.: CE-GH-OPS-RFP-Travel-
Agency-Service 2023/2024
Date: 15th August 2023 N° of pages including this page: 13
Re: **Proposal Request – TRAVEL AGENCY SERVICES FOR AIMS GHANA**

If you do not receive all pages, please contact us immediately. Thank you.

MESSAGE:

Dear Sir / Madam,

This is the African Institute for Mathematical Sciences, Ghana (AIMS, Ghana) a member of the AIMS-NEI network.

Within the framework of our academic operations in Accra, Greater Accra Region of Ghana, we would like to request your Best and Final Offer (BAFO) in GHANA CEDIS (GHS) for the services of a travel agency that will offer the best conditions to all our travellers affiliated with the Centre:

A. Type:

AIMS Ghana is looking for a company, hereinafter referred to as Travel Agent willing to provide the following types of services:

- Plane tickets reservations and purchasing

General Requirements:

1. The Travel Agent should be certified by the International Air Association Network (IATA), should have minimum 3 years of experience in the market as IATA member, should hold a valid Tour operator license issued by the Ghanaian officials and shall provide corporate travel services for international and domestic travel of staff members of AIMS Ghana and other travellers, affiliated with the AIMS-NEI.
2. The Travel Agent should provide in a timely manner upon requests from AIMS Ghana individual and group air tickets with the most direct route and/or most convenient departure and arrival schedule to any destination all over the world. The Travel Agent shall offer to the AIMS Ghana minimum 3 options for air travel with different airlines and reply to the request within 4 working hours for bookings. The Travel Agent should be able to perform tasks without error within the fixed deadline.
3. The Travel Agent should provide the best price for all services and should quote competitive fares and guarantee that the quotation is the lowest obtainable fare.
4. The Travel Agent should establish a reasonable period of time between booking and issuing of air tickets.
5. The Travel Agent should be able to provide services during emergencies or contingencies. The Travel Agent should be able to expand the existing services as required.

6. The Travel Agent should notify travellers of airport closings, cancelled or delayed flights, trains or voyages and offer solutions/alternatives. The Travel Agent should be able to process and obtain ticket refunds on a timely basis within no more than one month period from the date of cancellation. The Travel Agent should resolve complaints (rescheduling, lost baggage) within a reasonable time.
7. The Travel Agent shall provide the travellers with major Airline's frequent traveller program information and registration forms
8. The Travel Agent should provide the following services within the following response time:

Service:

- Booking of air tickets – minimum of 3 options to be offered; response time – 4 hours

Response time is the time between the sending of the respective Request by AIMS Ghana to the Travel Agency and the receiving of the booking or service confirmation by AIMS Ghana.

9. The Travel Agent has to provide 24-hours support to AIMS Ghana in order to perform emergency itinerary changes and emergency services outside regular business hours. The Travel Agent shall equip its staff with wired and mobile telephone connection to fulfill this requirement. The communication to the Travel Agent shall follow the principle single point of contact so that the AIMS Ghana staff shall reach the Travel Agent by using one phone number only.
10. The Travel Agent shall establish and maintain a database of AIMS Ghana travellers with the following information:
 - Name of traveller
 - Frequent Flyer program details
 - Preferred seat
 - Vegetarian requirements
 - Help for disabilities person
 - Other relevant information.

The structure of the collected data shall be approved by the AIMS Ghana appointed person. The content of the collected data shall be kept by the Travel Agent according to the Ghanaian legislation for protecting personal data.

11. The Travel Agent shall arrange all flight details according to the travellers preferences. For travellers with disabilities, the Travel Agent must arrange necessary and reasonable accommodations including airline seating, in-terminal transfers, ground transportation and barrier-free or otherwise accessible lodging, as requested by AIMS Ghana.
12. The Travel Agent shall provide the traveller with last seat availability, advance seat assignment and advance boarding passes on all airlines for which the Travel Agent can offer these services.
13. The Travel Agent shall provide travellers with advice on necessary health requirements, including types of inoculations and vaccinations where required or suggested for foreign travel.
14. The Travel Agent shall maintain a consistently high level of performance while providing the travel services to AIMS Ghana.

15. The Travel Agent shall provide AIMS Ghana with a monthly update with useful information on special rates and offers by the Airlines.
16. The Travel Agent shall provide electronic delivery of tickets, according to AIMS Ghana request. The tickets will be delivered only to persons designated by AIMS Ghana unless otherwise agreed.
17. The Travel Agent shall provide to AIMS Ghana quarterly performance report, which will be the basis for incentive calculation. The discount will be calculated every quarter according to the scheme.
18. AIMS Ghana keep the right to update the list of requested services towards the Travel Agent related to travel in the name of further improvements of the co-operation between AIMS Ghana and the Travel Agent and for the benefit of AIMS Ghana travellers.
19. The Travel Agent shall provide upon request services to the AIMS Ghana staff for personal travel and vacation arrangements too.

B. Technical Offer

1. Content

- General information about the company. If multi location company, specify headquarters location
- Total number of company staff
- Evidence that the company has all licenses and permits required by the international and local legislation as follows:
 - Copy of the certification with the International Air Transport Association (IATA) network;
 - Copies of company's registration and ownership;
 - Copy of the financial condition of the company and it last annual balance certified through a Certified Public Accountant.
- Number of similar and successfully completed contracts with emphasis on similar assignments for other institutions, agencies, international organizations, State administration or NGOs;
- List of main clients;
- A minimum of three (3) references of clients, for whom the Company has carried out similar scope of project.

2. Compliance to the Terms of Reference

Detailed explanation of organizational capacity to provide the services – maximum 5 pages.

(Describe your capacity to provide the requested services. The section should include the proposed Methodology and Implementation Plan. Give a brief description of pricing and emphasize how your pricing structures are different from those of other agencies. Declare your willingness to assure 24 hours support and lowest fares.)

3. Management Structure and Key Personnel

AIMS Ghana expect to receive the names and brief CVs (years of experience in the field of travel services, years of experience in the company, English language knowledge level) of the designated Bidder's staff involved with the project, including but not limited to:

- Key Account Manager and back-up;

- Dedicated agent plane tickets and back-up and/ or
- Finance person in charge with invoicing and back up.

4. Content of the Financial Offer

- Your separate Financial Offer must contain an overall offer in Ghana Cedis, VAT excluded
- You are requested to hold your offer valid for 90 days from the deadline for submission
- The cost of preparing a bid and of negotiating a contract, including any related travel, is not reimbursable nor can it be included as a direct cost of the assignment

5. Conditions for Payment

- The Travel Agent will issue invoices within two days for each ticket purchased.
- The invoices for plane tickets should contain information on the number of the tickets purchased name of traveller, origin and destination points, ticket number and fare, and other services provided.
- All prices/rates quoted must indicate if taxes are included or not.
- The currency of invoicing and payment must be Ghana Cedis (VAT excluded, if applicable).
- AIMS Ghana will make a bank transfer to the Travel Agent within 30 days after receiving the invoices and acceptance of work.

6. Delivery schedule:

Service is to be delivered for 11 months, from 1st September 2023 to the end of 31st July 2024.

7. Liquidated Damages

Services after agreed delivery schedule will be subject to a deduction from the invoice of 0.1% per day up to maximum 5% of the total value of the contract.

8. Payment

Within 30 days from date of receipt of service and all supporting documents in order by the Service Provider, i.e. Invoice, copy of the contract, copy of purchase order and VAT Invoice by Service Provider.

9. Your offer should clearly state the following:

- a) Proforma invoice
- b) Labour charge
- c) Discounts where applicable
- d) Taxes and charges if applicable

10. Pertinent information:

- Service provider must have a proof of three months financial capacity to operate autonomously and uninterruptedly
- Service provider employees must observe a good behaviour of the Academic Institution
- AIMS-Ghana Purchasing Terms and General Conditions attached hereto are applicable.

11. All or None Clause:

AIMS-Ghana reserves the right to accept the whole or part of your offer and the lowest bid need not be accepted. Should your offer be accepted, you will be required to sign, stamp and return our formal Service Contract confirming your acceptance of the agreed terms and conditions as per attached Annex 1



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12. Required documents and certificates: (All documents in English)

- Signed and stamped financial offer
- Signed and stamped Technical offer (A description of the qualifications and experience of the firm, and of the techniques, and the overall approach/methodology the vendor will use in executing the required service)
- Company profile
- 2 years annual financial statements
- A description of at least three (3) client references for comparable projects completed by the bidder within the past three (3) years. Include contact information for each
- Tax clearance certificate
- Company registration certificate
- VAT certificate if any
- SSNIT certificate if any
- International Air Association Network (IATA),
- Must have registered with PPA certificate

13. Validity:

Your offer must remain valid until **15th September 2023** before which a Service, if placed, should be accepted by you.

14. Confirmation:

Please acknowledge receipt of this request and indicate your intention to bid by sending an e-mail to: travel-services-inquiries-2023@aims.edu.gh

15. Offer:

Submit bids in one full set (single PDF file with all pages arranged according to the listed order in "Required documents and certificates" above) must be sent no later than 14:00 GMT on **23rd August 2023 by 14.00 hours GMT** via email to travel-services-2023@aims.edu.gh

with subject: **TRAVEL AGENCY SERVICES FOR AIMS GHANA**

16. YOUR OFFER SHOULD ALSO BE ACCOMPANIED WITH COMPLETED AND SIGNED SUPPLIERS REGISTRATION FORM (form attached).

17. Terms and Conditions

You must state in your financial offer, your acceptance of the attached AIMS-Ghana terms and conditions.

Note: Offers not addressed and sent as required will NOT be considered.

For further enquiries, kindly send e-mails to travel-services-inquiries-2023@aims.edu.gh

Thank you.

Best regards,

Dr Prince Koree Osei
Centre President



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Enclosures:

- i. AIMS-NEI terms and general conditions
- ii. Supplier Registration Form

**SUPPLIER PROFILE / REGISTRATION FORM**

No

**Please fill in this questionnaire in order to register.
Information given in this questionnaire will be handled confidentially.
Please attach all other documents requested in the questionnaire.**

1	NAME OF COMPANY:				
	Mailing Address:				
	Country:				
	Contact Person(s):				
	Telephone:				
	E-mail:				
	Web site:				
	Tax Identification Number (TIN):				
2	TYPE OF ORGANISATION: (Please check)				
	<input type="checkbox"/> Individual	<input type="checkbox"/> Private Limited Liability Company	<input type="checkbox"/> Non-Profit Organization		
	<input type="checkbox"/> Partnership	<input type="checkbox"/> Public Limited Liability Company	<input type="checkbox"/> Other*		
	* (Please explain)				
	Year Established:				
	Under the laws of:				
	Quoted on the Stock Exchange of:				
	Please attach copy of registration certificate				
3	TYPE OF BUSINESS: (Please check)				
	<input type="checkbox"/> Manufacturing	<input type="checkbox"/> Construction	<input type="checkbox"/> Trading		
	<input type="checkbox"/> Consultancy	<input type="checkbox"/> Service Provider	<input type="checkbox"/> Other*		
	* (Please explain)				
	Please describe your company's major business activity:				
	Please indicate the main commodities/services your company offers:				
4	SIZE OF BUSINESS:				
	Please provide a copy of your latest audited financial statements.				
	Turnover (last financial year)	Ended:	YYYY/MM/DD	US\$:	
	(previous financial year)	Ended:	YYYY/MM/DD	US\$:	
	(previous financial year)	Ended:	YYYY/MM/DD	US\$:	
	No. of Employees:		No. of Branches:		
	No. of International Offices:				
	Location of Factories:				
	No. of Plants:				
	No. of Warehouses:				
	Countries to which you do not export:				
5	AFFILIATED/HOLDING/SUBSIDIARY COMPANIES:				
	<i>Name</i>	<i>Address</i>	<i>Nature of Affiliation</i>		
	1.	1.	1.		
	2.	2.	2.		
	3.	3.	3.		
	Please attach an organisation chart				
6	PERSONS AUTHORISED TO SIGN BIDS, OFFERS AND CONTRACTS:				



	<i>Name</i>	<i>Position</i>	<i>Telephone</i>	<i>Email</i>
7	BANKING INFORMATION:			
	Name:			
	Address:			
	Account Number:		SWIFT Code:	
	IBAN:			
8	REFERENCES:			
	<i>Date</i>	<i>Service or Product</i>	<i>Value (US\$)</i>	<i>Contact (Email & Telephone)</i>
	Please specify your quality assurance standards:			
9	NAMES OF OFFICERS, OWNERS OR PARTNERS:			
	Owner(s):			
	Chief Executive Officer:			
	Chief Financial Officer:			
10	PAYMENT TERMS:			
	<ul style="list-style-type: none">➤ The AIMS-NEI shall make payments within 30 days following receipt of goods in good order and all requested documentation.➤ Payments shall be made only against supplier's invoice and shall be subject to conformity of goods to specifications.➤ For your information, the AIMS-NEI's documentation requirements frequently include an acknowledgement of delivery certificate signed by a local representative of the AIMS-NEI.➤ Please note that any non-acceptance of these terms may preclude your company from being considered as a potential supplier.			
11	QUALITY ASSURANCE:			
	Please attach any certificates or documents which denote quality assurance.			
12	TERMS AND CONDITIONS:			
	Please carefully read the attached Terms and Conditions of the AIMS-NEI, which shall be applicable for purchases by the AIMS-NEI. Signing and returning this form, confirms your acceptance of the Terms and Conditions.			
13	CERTIFICATION:			
	The undersigned, an authorised signer for the company, hereby certifies that the information provided herein, including that on any attached pages, is true and correct to the best of his/her knowledge. The same acknowledges having read and agreed to the AIMS-NEI's payment terms of 30 days credit:			
	Name and Title:			
	Date:			
	Signature:			



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List of Supplies and Services Provided

PROVIDED	COMMODITY/SERVICE
Goods:	
Services:	

Please note that the above list is not exhaustive. Rather, it represents those goods and services which we are most likely to require.

ANNEX 1

AIMS GHANA GENERAL TERMS AND CONDITIONS FOR ALL SERVICE CONTRACTS

1. LEGAL STATUS

The service provider shall be considered as having the legal status of an independent service provider. Agents or employees of the service provider shall not be considered in any respect as being employed or in any manner officials or staff members of the AIMS Ghana.

2. ASSIGNMENT OF PERSONNEL

The service provider shall not assign any persons other than those accepted by the AIMS Ghana for work performed under this contract.

3. OBLIGATIONS

The service provider and all individuals assigned by it to perform services under this contract:

- a) Shall neither seek nor accept instructions from any authority external to the AIMS Ghana in connection with the performance of its/their services under this contract.
- b) Shall refrain from any action which may adversely affect the AIMS Ghana and shall fulfil its/their commitments with the fullest regard for the interests of the AIMS Ghana.
- c) Shall assure compliance with all applicable laws of the country where the service provider is registered as well as those in which the activities are performed.
- d) Assure that all duties are conducted with integrity, free from any taint of dishonesty or corruption and that all persons are respected equally without any distinction or discrimination based on nationality, race, gender, religious beliefs, class or political opinions.
- e) Shall not advertise or otherwise utilize to its/their advantage the fact that it is or has been a service provider with the AIMS Ghana.
- f) Shall not, in any manner whatsoever use the name, emblem or official seal of the AIMS Ghana or any abbreviation of the name of the AIMS Ghana in connection with its business or otherwise, except as required for the fulfilment of its contractual duties hereunder and then only with the express prior written approval of the AIMS Ghana President & CEO or his/her designate.
- g) Shall not communicate at any time to any other person (legal or natural), Government or authority external to the AIMS Ghana any information known to it/them by reason of its/their association with the AIMS Ghana which has not been made public, except in the course of their duties or by authorisation of the AIMS Ghana President & CEO or his/her designate; nor shall service providers or assigned individuals at any time use such information to its/their private advantage.
- h) When performing the services on AIMS Ghana premises or at any location when representing the AIMS Ghana, shall act in a manner consistent with the values of the African Institute for Mathematical Sciences | Global Secretariat - The Next Einstein Initiative (AIMS Ghana) and shall abide by the rules of conduct set out in the AIMS Ghana's Code of Conduct (a copy of which has been provided by the AIMS Ghana). The service provider acknowledges and accepts that any violation of these rules of conduct by it or any individual assigned by it to perform services on its behalf shall be considered breach of an essential term of this contract.
- i) The obligations set out in sub-clauses (e), (f) and (g) above shall continue upon expiration or termination of this contract with the AIMS Ghana.

4. REPRESENTATIONS AND WARRANTIES

The service provider represents and warrants:

- a) It is not engaged in the sale or manufacture, either directly or indirectly, of anti- personnel mines or any components produced primarily for the operation thereof.
- b) To ensure the respect of internationally agreed core labour standards, e.g. the ILO core labour standards, conventions on freedom of association and collective bargaining, elimination of forced and compulsory labour, elimination of discrimination in respect of employment and occupation, and the abolition of child labour.



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- c) It is not engaged in any practice inconsistent with the rights set forth in the Convention on the Rights of the Child, including the requirement that children be protected from performing any work that is likely to be hazardous, to interfere with their education, or to be harmful to their health and development.
- d) It respects the basic social rights and working conditions of its employees, servants, agents and sub-service providers.
- e) There are no material claims or allegations outstanding against the service provider that might adversely affect the AIMS Ghana or its reputation.

5. TITLE RIGHTS

- a) During the term of this contract, the service provider shall disclose to the AIMS Ghana all ideas, inventions, business plans or any other materials developed by it during the term of this contract as a consequence of the services provided to the AIMS Ghana by the service provider.
- b) The AIMS Ghana shall be entitled to all property rights including but not limited to patents, copyrights and trademarks, with regard to material which bears a direct relation to, or is made in consequence of, the services provided to the AIMS Ghana by the service provider. At the request of the AIMS Ghana, the service provider shall assist in securing such property rights and transferring them to the AIMS Ghana in compliance with the requirements of applicable law. At the request of the AIMS Ghana, the service provider shall take all necessary steps, execute all necessary documents and generally assist in securing such property rights and transferring them to the AIMS Ghana in compliance with the requirements of applicable law.
- c) All materials prepared as well as, all data collected and processed in the course of the service provider's work for the AIMS Ghana is the property of the AIMS Ghana. Such information cannot be used by the service provider for any purpose, other than that agreed under the terms of this contract, without the prior written approval of the AIMS Ghana President & CEO or his/her designate.
- d) Title to any equipment and supplies which may be furnished by the AIMS Ghana shall rest with the AIMS Ghana and any such equipment shall be returned to the AIMS Ghana as soon as possible, when no longer needed by the Service provider. In any event, all equipment and supplies must be returned to the AIMS Ghana upon the termination or expiration of this contract. Such equipment, when returned to the AIMS Ghana, shall be in the same condition as when delivered to the service provider, subject to normal wear and tear. The service provider bears all responsibility for lost or damaged equipment and supplies.

6. TAX EXEMPTION

The service provider's fee shall reflect any tax exemption to which the AIMS Ghana is entitled by reason of any immunities which it enjoys. If it is subsequently determined that any taxes which have been included invoiced are not required to be paid, the AIMS Ghana shall deduct the amount from the service fee or, if it has paid any such taxes, it shall be refunded by the service provider.

7. DELAY

Without prejudice to clause 8 below, if the services have not been completed during the agreed time period, any additional costs or damages incurred by the AIMS Ghana due to such delay may be withheld from any amounts owed to the service provider

8. TERMINATION OF CONTRACT

- a) This contract may be terminated at any time by either party before the expiry date of the contract by giving written notice to the other party. The period of notice shall be five days in the case of contracts for a total period of less than two months and fourteen days in the case of contracts for a longer period.



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- b) This contract may be terminated by the AIMS Ghana with immediate effect at any time if the service provider has breached any of his contractual obligations with the AIMS Ghana or if in the reasonable opinion of the AIMS Ghana the service provider has brought or is reasonably likely to bring the AIMS Ghana's reputation into disrepute.
- c) In the event of the contract being terminated prior to its due expiry date in this way, the service provider shall be compensated on a pro rata basis for no more than the actual amount of work performed to the satisfaction of the AIMS Ghana. Additional costs or damages incurred by the
- d) AIMS Ghana resulting from the termination of the contract by the service provider or by the AIMS Ghana in accordance with para (b) above, may be withheld from any amount otherwise due to the service provider by the AIMS Ghana.

9. BANKRUPTCY

Should the service provider file any petition for bankruptcy, or should the service provider make a general assignment for the benefit of its creditors, or should a receiver be appointed on account of the service provider's insolvency, the AIMS Ghana may under the terms of this contract, terminate the same forthwith by giving the service provider written notice of such termination.

10. FORCE MAJEURE

Force majeure, as used herein, shall mean acts of God, laws or regulations, industrial disturbances, acts of the public enemy, civil disturbances, explosions and any other similar cause of equivalent force not caused by, nor within the control of either party, and which neither party is able to overcome. As soon as possible after the occurrence of the force majeure and within not more than 15 days, the service provider shall give notice and full particulars in writing to the AIMS Ghana of such force majeure if the Service provider is thereby rendered unable, wholly or in part, to perform his obligations and meet his responsibilities under this Contract. The AIMS Ghana shall then have the right to terminate the Contract by giving in writing seven days' notice of termination to the Service provider, and the Service provider shall return any deposit paid by the AIMS Ghana.

11. INDEMNIFICATION AND INSURANCE

- a) The service provider shall indemnify, hold harmless and defend at its own expense the AIMS Ghana, its officers, agents and employees from and against all suits, claims, demands and liability of any nature or kind, including costs and expenses, arising out of acts or omissions of the service provider or its employees in the performance of this contract.
- b) The service provider shall provide and thereafter maintain for the duration of this contract and any extension thereof all appropriate workmen's compensation insurance and furnish proof to the satisfaction of the AIMS Ghana of adequate liability insurance (including as relevant employers liability insurance, comprehensive general liability insurance, automobile liability insurance and professional liability insurance). The service provider shall further provide such health and medical insurance for its agents or employees as the service provider may consider advisable.

12. OFFICIALS NOT TO BENEFIT

The service provider represents and warrants that no official of the AIMS Ghana has been, or shall be, admitted by the service provider to any direct or indirect benefit arising from this contract or the award thereof. The service provider agrees that breach of this provision is a breach of an essential term of this contract.

13. AMENDMENTS AND ASSIGNMENTS

No change in or modification of this contract shall be made except by prior written agreement between the service provider and the AIMS Ghana's authorised representative. The service provider shall not assign, transfer, pledge, sub-contract or make other disposition of this contract or any part thereof, or of any the service provider's rights, claims or obligations under this contract except with the prior written consent of the AIMS Ghana.



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14. ARBITRATION

Any dispute, controversy or claim arising out of or relating to this contract, or the breach, termination or invalidity thereof, shall be settled by arbitration in accordance with the United Nations Commission on International Trade Law (UNCITRAL) Arbitration Rules as at present in force. The place of arbitration shall Kigali, Rwanda, and the language to be used in the arbitral proceedings shall be English. The arbitral tribunal shall have no authority to award punitive damages. The parties agree to be bound by any arbitration award rendered in accordance with this paragraph as final adjudication of any such dispute, controversy, or claim.

15. GOVERNING LAW

This contract shall be governed by Ghana law.

16. AIMS Ghana PRIVILEGES AND IMMUNITIES

Nothing in or relating to this contract shall constitute or be deemed a waiver, express or implied, of any of the privileges and immunities of the AIMS Ghana.