



Request for Proposal

Travel Management Services

1. Background

FSD Ethiopia is a development agency that aims to support the development of accessible, inclusive, and sustainable financial markets for economic growth. FSD Ethiopia was officially established in May 2022 with the aim of identifying the underlying causes of financial system failures, facilitating market actors to address these constraints, and helping build a functional and effective financial sector that generates economic gain for Ethiopians. FSD Ethiopia was established with funding from FCDO and the Gates Foundation to strengthen the country's financial sector.

In order to meet its mission, FSD is currently implementing various projects that are found almost in all major cities of Ethiopia, where there are airports. In addition to its head office in Addis Ababa, to coordinate and supervise these projects, FSD Ethiopia has also staff situated at field level at Bahir Dar, Hawassa, Gambella, Assosa, Afar and Jigjiga.

There are also travels made by FSD Ethiopia employees to various meetings and visits at the US, UK, Africa country offices, and Europe. FSD other country offices could also arrange for their trip to Ethiopia through FSD Ethiopia Office.

The total annual volume of air ticket purchases in 2023/2024 was USD 100,000. Air ticketing volume in the years to come is expected to remain at the same comparatively level.

2. Purpose of Assignment

The objective of the travel agent agreement is to provide a range of air travel related services in the most expeditious manner consistent with the best interest of FSD Ethiopia office and for the travel agent to use its best professional skills and judgement to obtain such air travel related services at the lowest cost possible.

Travel Policy



Current air travel policy requires the Travel Agent(s) in all cases to book the lowest available fares and to research alternate itineraries (at least three options, if available) to provide the lowest appropriate fares, which satisfy FSD Ethiopia travel policies and mission requirements. The travel policies embody the following basic principles which, however, are subject to subsequent revision:

Where available, use of the lowest applicable fare with economy class is the preference.

Full economy fares may be used if no appropriate reduced fares are available.

Business class travel or equivalent is applicable only in limited situations and based on written prior approval of FSD authorized official.

The Travel Agent(s) must be knowledgeable and prepare to offer special fares, restricted fares, discount fares, and bulk fares for use whenever appropriate. Fares which entail restrictive conditions (such as penalties or stay-overs), however, shall only be booked with the express approval of authorized FSD personnel.

The Travel Agent(s) shall, where appropriate, attempt to obtain free business class and first-class upgrades for FSD Ethiopia travelers. Any upgrades should be used for cost-savings purposes.

3. Deliverables

General

- The Travel Agent should provide travel services from 8.00 am to 5.00 p.m. during working days. In addition, the Travel Agent should provide 24-hour a day emergency service, as well as for services during weekends and official holidays where an emergency travel service is required. One of the Travel Agent's employees will always be reachable by phone.
- The official travel requirements shall be accorded the highest priority and, therefore, the Travel Agent shall ensure that servicing private travel does not delay, impede or frustrate the Travel Agent's timely and effective processing of FSD Ethiopia official travel.



- Much of the official travel must be organized on short notice, thereby placing a premium on efficiency and rapid communication in handling all travel-related matters. Furthermore, in carrying out its diverse worldwide operations, FSD Ethiopia need not only to arrange for travel of its Ethiopia based staff, but also for the travel of new staff, participants in meetings, and staff from other parts of the world.

Ticketing/Booking

- For every duly approved Air Ticket Purchase Order, the Travel Agent shall immediately make bookings on main airlines operating the route and prepare appropriate itineraries and formal quotations based on the lowest fare and the most direct and convenient routing.
- In the event that the required travel arrangements cannot be confirmed, the Travel Agent shall notify the requested party of the problem and present three (3) alternative routes/quotations for consideration.
- For wait-listed bookings, the Travel Agent shall provide regular feedback on the status of the flight.
- Travel Agent shall promptly issue and deliver accurately printed tickets and detailed itineraries, (in printed and electronic format) 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 change(s) in flight schedules prior to or during the traveler's official trip;
- Travel Agent(s) shall accurately advise the ticketing deadlines and other relevant information every time reservations are made, to avoid cancellations of bookings.
- Travel Agent ensures that all traveling staff has complete travel documents required for their journeys, sufficiently before departure.
- Air tickets shall be issued only on approved ticket stock of the International Air Transportation Association ("IATA") or tickets stock of recognized, reputable airlines as approved by FSD Ethiopia office.
- Travel Agent shall only act on travel requests for official travel submitted by the responsible staff of FSD Ethiopia.

Refunds



FSD Ethiopia shall be fully always reimbursed by the Travel Agent for partly or fully unused tickets and PTA, subject to applicable regulations. The Travel Agent shall process a refund of all returned airline tickets for official travel within seven days.

Travel Agent's Quality Control

The Travel Agent shall establish and operate to monitor on a regular and continual basis the quality of travel services provided to FSD Ethiopia. These procedures shall include a self-inspection system covering all the services to be performed under the Contract and shall include a method for monitoring, identifying and correcting deficiencies in the quality of service furnished to FSDE.

FSD reserves the right to conduct its own quality control surveys among frequent travelers.

The Travel Agent warrants that the personnel assigned to handle FSD travel arrangements shall have strong tariff experience and shall constantly be trained to be kept up to date.

Other Services

The Travel Agent shall provide travelers with advice on necessary health requirements, including types of inoculations and vaccinations either required or suggested for travel to certain countries or areas.

Travel Agent shall indicate any special features, programs, or services that would be beneficial to FSD Ethiopia and its travelers (e.g. visa processing, Lost baggage follow-up, insurance, preferred seating arrangements).

4. Preferred Qualification, Experience and Skill

The company provides air-travel services for a minimum of five years to an exclusive clientele, and must have capacity to provide the whole range of services requested in the TOR with the following qualifications:

- Accredited IATA Travel Agency duly licensed in the country.
- Maintains a good track record in serving international organizations, embassies and medium-to large multi-national corporations.



- Employs competent and experienced employees, especially in ticketing and fare computations, as evidenced by their track record in their Curriculum Vitae.
- Maintains all the necessary equipment and facilities of on-line booking/airline reservations, international ticketing and ticket printing facilities.
- Capable of deploying motorized messenger (s)/documentation clerk.
- Willing and able to guarantee the delivery of services in accordance with the performance standards required under the ToR.
- Financially stable - annual report or audited financial statement to be provided.

5. Duration

The Contract(s) shall be for up to two years unless terminated earlier, renewed on a yearly basis.

Notwithstanding the proceedings paragraph, FSD Ethiopia reserves the right to terminate the contract at any time, on three months' notice, in the event of change of controlling ownership of the Travel Agency or in the event the Travel Agency fails to maintain the performance and service standards set forth in the contract.

6. Evaluation and comparison of proposals

A two-stage procedure is utilized in evaluating the proposals, with the technical evaluation being completed prior to any financial proposal being opened and compared. Only proposals that achieve at least 70% of the total points on the substantive presentation shall be reviewed for price

Technical Evaluation

The technical proposal is evaluated based on its responsiveness to the Term of Reference (TOR) as per the evaluation criteria below. The obtainable number of points specified for each evaluation criterion indicates the relative significance or weight of the item in the overall evaluation process.

Offerors may additionally be requested to provide a presentation to FSD on the proposed services. The presentation will form part of the technical evaluation.



The potential capacity to have quality services provided to FSD will be considered based on a mix of:

- Expertise/capacity of the firm/organization (20 points).
- Proposed work plan & approach (20 points).
- Personnel (20 points)
- References, a minimum of three international NGO (10 points)

Price proposals of technically responsive proposals will be reviewed. Arithmetical errors will be rectified on the following basis:

If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the Offeror does not accept the correction of errors, its Proposal will be rejected. If there is a discrepancy between words and figures the amount in words will prevail.

Evaluation of Competitiveness of Fares (30 points)

If the substantive presentation of a proposal achieves a minimum of 70 points, the competitiveness of the fees will be considered in the following manner:

The total amount of points for the fee's component is 30. The maximum number of points shall be allotted to the lowest fees proposed that is compared among those invited firms which obtain the threshold points in the evaluation of the substantive presentation. All other fees proposals shall receive points in inverse proportion to the lowest fees, e.g.,

$[30 \text{ Points}] \times [\text{US\$ lowest}] / [\text{US\$ other}] = \text{points for other proposer's fees.}$

7. How to Apply

Interested and eligible service providers should send their technical and financial proposals to bids@fsdethiopia.org with the subject line 'Travel Management Services' by 19th August 2025.

8. Contact

All inquiries regarding this ToR must be directed to bids@fsdethiopia.org no later than 14th August 2025.

9. Commitments



- ✓ Safeguarding: The selected firm must adhere to FSD Ethiopia's Code of Conduct and safeguarding policies.
- ✓ Gender Equality: FSD Ethiopia strongly promotes gender equality and expects service providers to align with inclusive principles.