



RFP/011/2026

**REQUEST FOR PROPOSALS (RFP) CONSULTANCY SERVICES FOR
TRAVEL AND TICKETING SERVICES**

July 2026

1.0 Introduction

The Science for Africa Foundation (SFA Foundation) is a pan-African, non-profit, and public charity organisation that supports, strengthens, and promotes science and innovation in Africa. The SFA Foundation is committed to improving African people's quality of life and promoting research uptake in communities, industry, and the public sector. We serve the African research ecosystem by designing, funding, and managing programmes that support excellent science and innovation; and that build and reinforce environments that are conducive for scientists to thrive and produce quality research that impacts development. SFA Foundation is distinctive in that it focuses on the ecosystem surrounding research and the production of research itself. It also supports initiatives that directly influence the quantity, quality, and impact of research.

2.0 Background

The Science for Africa (SFA) Foundation invites qualified and experienced Travel Management Companies to submit proposals for the provision of comprehensive corporate travel management services.

SFA Foundation seeks to establish a partnership with a service provider capable of delivering end-to-end travel management solutions that support its global operations. The successful bidder will provide cost-effective, technology-enabled, responsive, and traveller-centric services while ensuring compliance with SFA Foundation's travel policies, duty-of-care requirements, and operational needs.

The scope of services includes corporate air travel management, accommodation bookings, airport transfers, visa and travel documentation support, travel insurance arrangements, and other related travel services that may be required from time to time.

The successful bidder should demonstrate the ability to:

- a. Secure the lowest logical airfare and optimize travel expenditure through effective fare management and strategic supplier relationships.
- b. Provide proactive travel advisory services, including updates on airline schedules, fare changes, travel restrictions, and emerging risks that may impact SFA Foundation's operations.
- c. Deliver high-quality traveller support, including 24/7 customer service and emergency travel assistance.
- d. Offer a robust online booking platform with integrated travel management capabilities.
- e. Provide comprehensive travel reporting, spend analytics, and management information to support informed decision-making.
- f. Implement effective travel risk management measures that promote traveller safety, policy compliance, and business continuity.
- g. Manage value-added travel services, including accommodation reservations, airport transfers, visa processing, and related travel requirements.
- h. Demonstrate a commitment to continuous improvement, service innovation, and the adoption of industry best practices.

The successful firm will be appointed under an initial one-year contract, with the possibility of annual renewal for up to a maximum of three (3) years, subject to satisfactory performance and continued business requirements.

3.0 Objectives of the Assignment

The Travel Agency is expected to meet SFA Foundation business objectives outlined below:

1. To ensure that travellers on official SFA Foundation business are provided with the resources needed to accomplish required travel on missions outside of the duty post, and to provide resources such that conditions of such travel are safe, convenient, comfortable, and as conducive to productive output as would be the case at the duty station, all things being equal.
2. To ensure that travellers strive to make arrangements that result in the least expense to SFA Foundation, providing, of course, that such arrangements do not result in either ineffective use of the traveller's work time, unreasonable inconvenience, or negatively impact the traveller's safety or health.

4.0 Scope of Work:

4.1 General

- i. The travel agent should provide travel services round the clock on need basis. In addition, the travel agent shall provide a 24-hours emergency service, as well as services during weekends and official holidays where emergency travel service is required. At least two of the travel agent's employees shall always be reachable by cellphone.
- ii. The travel agent shall make accommodation reservations when requested. This service shall include initiating and confirming reservations and confirming the bed and breakfast rate at which the reservation is made.
- iii. The travel agent shall assist SFA Foundation in obtaining visas. This assistance shall consist of providing the forms and applications for visa requests, providing visa information to travellers, conducting visa assistance follow-ups, keeping appropriate records thereon, using and planning for issuance of visas.
- iv. The travel agent shall provide transportation services for SFA Foundation staff and visitors from Jomo Kenyatta and other Nairobi-based airports as necessary when required.
- v. The Travel agency will provide professional and diligent travel services for staff members and SFA Foundation visitors both for official and private travel purposes. (Official travel requests will take precedent over private requests when handling SFA Foundation's requests). The Agency will also provide reports and invoices in a timely manner. SFA Foundation will not be liable or undertake payment responsibility for private /personal bookings.
- vi. The travel agency will provide full, prompt, accurate and expert international travel products and services to staff of SFA Foundation.

The products and services include, but not limited to, the following:

4.2 Reservation and Ticketing

- i. For every duly approved SFA Foundation Travel Authorization Form, the travel agency will immediately make offers and prepare appropriate itineraries and formal quotations based on the lowest fare, and the most direct and convenient routing. If reservations made by the travel agency are not at the lowest available rates, at the time of ticketing, the travel agency will refund the difference to SFA Foundation.

- ii. The travel agency will also be expected to recognize the authorized signatories to this form.
- iii. The travel agency will promptly issue accurate tickets and detailed itineraries, showing the accurate status of the airline on all segments of the journey including scheduled stops for changing planes or refuelling.
- iv. The classification of the tickets by economy or business class travel will be determined as per SFA Foundation's travel policy. The travel agency will be expected to abide by this policy in respect of all travel bookings.
- v. In the event that the required travel arrangement cannot be confirmed, the travel agency will notify SFA Foundation of the issue and present alternative routings and quotations for consideration.
- vi. For wait-listed bookings, the travel agency will provide regular daily feedback on the status of the flight booking.
- vii. The travel agency will reconfirm and revalidate airline tickets, re-issue tickets which are returned as a result of changed routing or fare structures.
- viii. The travel agency will accurately advise SFA Foundation of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings.
- ix. The travel agency will monitor and provide feedback on refunds of cancelled flight bookings. The refund should not take more than one month to process.
- x. The travel agency will maintain a comprehensive database that will include, but not limited to, all relevant and important passenger information for SFA Foundation travelers such as passport details, frequent flyer data, seat and meal requests / preferences, and other service information.
- xi. The travel agency will provide information on airline tickets schedules and monitor outbound and inbound flights to advise passengers of schedule changes and ensure protection for cancelled, delayed, diverted and misconnected flights.
- xii. The travel agency will always include the contact details of the passenger for all departures, to enable the airline to advise the passenger directly of any changes in the flight schedule, if required.
- xiii. The travel agency will provide an explanation on all restrictions and limitations when using special fares.
- xiv. Provide SFA Foundation with an updated list of emergency contact numbers outside of normal working hours.

- xv. Promptly investigate any traveler's complaint. This would include post-trip check with every traveler and a quarterly report will be required on all the issues addressed.
- xvi. Assist SFA Foundation in negotiation of corporate deals and special fares with various airlines based on the characteristics of SFA Foundation's travel history handled by the agency. Apply the negotiated discounts when ticketing.
- xvii. Organize airport transfers to and from the airport for all SFA Foundation travellers as requested.
- xviii. Meet travellers and facilitate customs and immigration formalities (on request).
- xix. Make Hotel bookings outside Nairobi (at a discounted rate) i.e. worldwide.
- xx. Provide a combination of travel, hotel and conference room bookings for external meetings, conferences, workshops (on request)
- xxi. Organize Vehicle rental at competitive rates.

4.3 Travel Information / Advisories / Documentation

- i. The travel agency will provide quick reference for requested destinations.
- ii. The travel agency will provide travelers with a complete automated itinerary document to include carrier(s), flight and voyage numbers, departure and arrival times (s) for each segment of the trip, tax exempt information, etc.
- iii. The travel agency will inform travelers, upon booking confirmation, of flight/ticket restrictions, involuntary stopovers, hidden stops, and other inconveniences of the itinerary.
- iv. The travel agency will provide travelers with online and offline relevant information on official destinations, i.e. visa requirements, security procedures, airport transfers/land transportation facilities, local points of interest, currency restrictions/ regulations, health precautions, weather conditions, etc.
- v. The travel agency will confirm with travelers that all documentation required for their journey is complete and valid, sufficiently before departure.
- vi. The travel agency will promptly notify travelers of airport closures, delayed or cancelled flights, as well as other changes that might affect or will require preparation from travelers, sufficiently before departure time.
- vii. The travel agency will advise of any changes and update on airline rates, promotions, policy changes, etc., immediately upon the receipt of the information.
- viii. The travel agent should advise SFA Foundation on cost-saving opportunities, travel risks, visa requirements, health/security advisories, airline changes, fare movements, route options, and avoidable penalties.

4.4 Airport transfers

- i. The travel agency will provide timely airport transfers for all official travel.
- ii. The travel agent must ensure use of fleet of vehicles that are mechanically sound, safety, reliability, insurance, vetted drivers, transparent rates, vehicle condition, transfer records, and clear disclosure of any subcontracting.
- iii.
- iv. The travel agency will ensure that all cars to be used for SFA Foundation transfers are clearly branded, clean and fresh smelling.
- v. Smoking in the transfer vehicle by either the driver or passenger will strictly NOT be allowed. Vehicles used by smoking clients should never be used to transfer SFA Foundation travelers.
- vi. The drivers must be smart, clean and in uniform.

4.5 Flight Cancellation / Rebooking and Refunds

- a. The travel agency will process duly authorized flight changes /cancellations as and when required.
- b. The travel agency will immediately process airline refunds for cancelled travel requirements, unutilized pre-paid tickets and credit these to SFA Foundation as soon as possible.
- c. The travel agency will refund tickets within one (1) month only (shorter period than 1 month offered will be an advantage);
- d. The travel agency will absorb cancellation and/or change reservation date charges which are due to no fault of SFA Foundation or the traveler;
- e. The travel agency will report back to SFA Foundation on the status of ticket refunds.

4.6 Management Reporting System

The Travel Agency will provide monthly management reports to SFA Foundation including:

- a. Passenger traffic (No. of tickets and value) by carrier
- b. Number and amount of outstanding ticket refund claims
- c. Amount of commissions and rebates earned by SFA Foundation
- d. Summary of transfers done in the month
- e. Summary of other services offered e.g. visa processing, hotel accommodation etc.
- f. Complaint/incident/complimentary analysis and summary
- g. Other information may be required by SFA Foundation
- h. Data on carbon emission
- i. Accommodate rea-time reporting dashboards.
- j. Summary of cost savings per booking

4.7 Account management

The Travel Agency shall:

- a. Provide a dedicated account manager, a named backup consultant, regular on-site presence as agreed by the SFA Foundation travel unit, additional on-site support during peak travel periods, major meetings, Board meetings, or high-volume travel periods.
- b. Provide qualified travel consultants through an agreed on-site and remote support model, including clear handover arrangements between the day-time support team and the after-hours/emergency team.
- c. Agree to change the consultants if SFA Foundation has grounds to be dissatisfied with the services of any of the Agency's employees.
- d. Provide the necessary support for efficient operation as required by the services.

4.8 Availability of Other Products and Services as May Be Requested

- a. Preferred Seating Arrangements/Upgrades
- b. Privileged Check-In Services/Use of Airline Lounge Facilities
- c. VIP Services
- d. Hotel Reservations
- e. Excess Baggage/Lost Baggage
- f. Ground Transportation/Car Rental reservations including train and bus tickets (where available)
- g. Travel Insurance
- h. Emergency Services, e.g., sickness, injury, etc.
- i. Meet and Greet Facilities
- j. Airport Assistance
- k. Open book policy: to have access to the travel agency's commission rates, overrides, rebates etc. to determine / audit the return of commissions to the company.
- l. Package Tours and Promotions for Personal Travel
- m. Visa facilitation

4.9 Availability of travel agency

Given the nature of SFA Foundation's work, SFA Foundation expects its travel agency to be available and on-call on a 24/7 basis.

4.10 Performance Standards and Service Level Guarantee

The contracted travel agent shall perform its services and deliver its products in accordance with the prescribed performance standards set by SFA Foundation.

Table 1. Performance Standards (KPIs)

	Product / Service	Performance	Definition	Standard / Service
1	Airline Reservation	Accuracy	Ability to perform task completely and without error	Accuracy in passenger records / ticket booking, cancellation of travel, routing and airfare
		Speed and Efficiency	Response Time	For confirmed bookings, within one hour from the time of

				request For wait-listed bookings, updates every day.
			Emergency acknowledgement times,	This must be within 10- 15 minutes of emergency call
2	Travel Documentation	Clarity / Accuracy	Ability to ascertain requirements for various destinations / nationalities	Zero incident of complaints / cancellation of travel due to incomplete travel documents.
3	Billing	Accuracy	Ability to generate billing statements without errors	Zero-error / no discrepancy between invoices, attachments and actual travel documentation.
		Clarity	Ability to generate bills that are transparent and easy to understand	Zero returns for clarifications / explanation.
4	Rates / Pricing	Fairness	Reasonable charges for services offered	At same or rates lower than market standards
		Best value for money	Ability to quote competitive fair	At same or lower than airline preferred rates. Guarantee that quotation is the lowest obtainable fare.
5	Service Quality	Accessibi lity and Responsi veness	Ability to contact the travel agency and willingness to help the traveler	<u>Telephone:</u> Accommodate all calls <u>Emergency:</u> 24 hours <u>Email:</u> Available <u>Website:</u> Available.

6	Problem Solving	Refunds	Ability to process and obtain ticket refunds on a timely basis	100% refund within one month from the date of cancellation
		Complaint Handling	Ability to resolve complaints	Within one week.
7	Communication	Awareness level regarding travel agency product and services	Services and policies are communicated to travellers	Regular meetings on a bi- annual basis.
8	Escalation	Issue resolution	demonstrate a clear escalation matrix	Resolution timelines

5.0 Deliverables

The Travel Management Company shall provide:

- a. Travel booking and ticketing services.
- b. 24/7 traveller support and emergency assistance.
- c. Monthly travel management reports.
- d. Quarterly service review and performance reports.
- e. Annual travel spend analysis and savings report.
- f. Travel policy compliance reports.
- g. Airport transfer management reports.
- h. Service improvement recommendations and innovation proposals.

6.0 Proposal Submission Requirements

6.1 Qualification of the successful Travel Agency

Interested firms shall meet the following minimum requirements and provide the corresponding documentary evidence:

1. Company Registration and Legal Compliance
 - Submit a cover letter on the firm's letterhead, signed by an authorized representative, including the firm's physical address, postal address, email address, website, and contact details.
 - Provide a company profile, including the organizational structure and key management personnel.
 - Submit a copy of the Certificate of Registration/Incorporation.
 - Submit a valid Tax Compliance Certificate and relevant Business License(s).
 - ISO certification proof.
 2. Industry Accreditation
 - Hold a valid Billing and Settlement Plan (BSP) and/or International Air Transport Association (IATA) accreditation and provide copies of the current certification(s).
 3. Experience and Client Portfolio
 - Demonstrate a proven track record of providing corporate travel management services to international organizations, embassies, development agencies, multinational corporations, or institutions of similar scale and complexity for a minimum of five (5) years.
 - Provide a list of at least five (5) current or recent corporate clients, including the nature and duration of services provided.
 4. Professional Capacity and Personnel
 - Employ qualified and experienced travel consultants with demonstrated expertise in ticketing, fare construction, itinerary management, and travel advisory services.
 - Provide Curriculum Vitae (CVs) of at least three (3) travel consultants currently employed by the firm.
- a) Travel Reservation and Booking Systems- Travel Management solution.
- Maintain modern and reliable online travel reservation systems, including Global Distribution Systems (GDS) such as Amadeus, Sabre, Galileo, or equivalent.

- Demonstrate the capability to access, compare, and book fares from both full-service and low-cost carriers through online and offline channels.
- 5. Global Network and Partnerships
 - Maintain affiliations, partnerships, or memberships within recognized global travel networks and provide evidence of such arrangements.
 - Demonstrate how these affiliations enhance service delivery, responsiveness, and cost efficiency.
- 6. Ground Transportation Services
 - Maintain a dedicated transport department or equivalent operational capacity with sufficient fleet resources, systems, and personnel to support airport transfers and related transportation requirements.
 - Provide evidence of available fleet and operational capabilities.
- 7. Business Continuity and Corporate Governance
 - Maintain a documented Business Continuity and Disaster Recovery Plan to ensure uninterrupted service delivery in the event of operational disruptions.
 - Demonstrate the existence of sound corporate governance structures, risk management practices, and operational resilience measures.
- 8. Service Commitment
 - Confirm willingness and capacity to deliver services in accordance with the performance standards, service levels, and contractual requirements specified in this Request for Proposal (RFP).
- 9. List and description of similar assignments and clients.

6.2 Proposal Submission procedure

Table 2. Check List:

	Relevant Providers Profile	
	Question	(Check list) √
1	Please provide information on your association with any other travel agencies within and outside Africa	
2	Please provide information on your insurance coverage in regard to the implementation of this possible contract (type and extent of coverage)	
3	Would you envisage that any portion of this contract would be sub-contracted? What portion and why?	
4	Does your company have any pending or threatened litigation. If so please describe it. SFA Foundation reserves the right to carry out an independent investigation to verify the accuracy of the information to provided.	
	Technical Evaluation Check List	
1	Briefly explain if you are willing to provide the services listed in this this RFP. How you would provide those services (e.g. What standards would you be using? What procedures would you be following	
2	Please provide the corporate governance structure of your organization clearly indicating the decision making and management processes. This should clearly demonstrate how your organization ensures service delivery in the event of any aspect of its operations being disrupted due to unforeseen circumstances.	
3	Please state where your offices are located including your branches and how the systems in such branches are integrated.	
4	Please provide a listing of your lines of credit/guarantees registered with IATA	

5	What method does your agency use for keeping up with daily airfare changes? How do you ensure obtaining the lowest fare when airfare increases/decreases are announced	
6	Please explain the key performance indicators you use to manage similar contracts. Please provide your proposed service level agreement (SLA) for management of this (SFA Foundation) service.	
7	Please provide a listing of your workforce that will be involved in managing the proposed service showing qualifications, experience in the industry and length of service with your agency. Please attach their current CVs.	
8	Please explain the criteria you would use to present a set of alternatives to a traveller. How do you ensure that you obtain lowest fares.	
9	List the six airlines you do most business with (in terms of tickets issued as well as turnover) and the top four destinations you serve on those airlines. Please explain the factors that lead you to do this level of business with those airlines	
10	Please describe the implementation plan/schedule of what you would do to roll out should you be awarded this contract. Please include key tasks and milestones (including timing). Please indicate the key employees in your organization who are ultimately responsible for ensuring the success of this implementation and their individual role.	
11	Please provide the corporate governance structure of your organization clearly indicating the decision making and management processes. This should clearly demonstrate how your organization ensures service delivery in the event of any aspect of its operations being disrupted due to unforeseen circumstances	
12	Please explain the mechanisms you have in place to receive and handle problems. Give the example of 1- a cancelled/re-scheduled flight coming from Europe, 2- lost baggage for a traveler coming back to Kenya and 3- an en-route passenger suddenly has to change routes to attend an unplanned meeting at another location.	
13	Do you have an Account Manager for your existing contracts? If so, briefly describe the role, relationship and reporting structure of the Account Manager as it pertains to this account.	
14	Please explain how you organize and ensure cost-effective and timely airport transfers. - What is your total fleet size available for airport transfers? What percentage of these is owned by your company and what percentage is rented? - Please explain the qualification of the drivers assigned for airport transfers and what additional training you offer them to ensure that they offer efficient services to the travelers. - Please explain how you manage to offer efficient airport transfers given the heavy traffic situation on the roads in Nairobi. - How do you keep a record of transfers made and how do you hold the traveler accountable. Do you have in place transfer vouchers? If so please provide a sample.	
15	Do you intend to offer airport meet and greet services and at what cost?	
16	Do you offer passport/visa services? If so, are there any costs associated with this service? Explain the mechanism you have in place to offer this service.	
17	Please explain what escalation procedure you have in place for problem solving. Please give an example of a complex problem you have ever encountered with a major client and how this escalation procedure was applied to resolve the problem	

	efficiently.	
18	Briefly explain how you differentiate yourselves from your competition i.e. what do you consider as your competitive advantage?	
19	How do you measure and report on customer satisfaction? Please provide specific examples.	
20	Please indicate the type of reports you submit to your client as well as how often these reports are issued. Please provide samples.	
21	Do you have any clients you are currently serving via on-line products? Please indicate if these products are internally developed, airline developed or third party developed. Describe your process for fulfilling reservations made online and the associated costs.	
22	Please provide information on how the agency incorporates potential cost savings that could accrue from making travel bookings via the internet.	
23	Please indicate what your business hours are? How do you service travelers after normal business hours? Please include how you will access current information on travelers en route.	
24	Has your company's performance ever been audited by an auditing firm for efficiency/costing? If so please provide summary findings from the most recent audit.	
25	Please detail how your organization manages unused and non-refundable tickets. How do you help the client keep a record of such tickets?	
26	Please describe any program you may have to provide incentive to employees to switch to a specific carrier with whom SFA Foundation has a larger discount.	
27	SFA Foundation is interested in keeping up with technological advances in the travel industry. Please explain how your organization intends to embrace new technological skills in the next one year and how these would benefit SFA Foundation	

6.3 Financial Proposal

Please quote for the following options:

1. Transaction fee. Show clearly all possible transactions and your corresponding charge.

Table 3. Possible Transactions

	TRANSACTION TYPE	TRANSACTION COST (USD) – VAT INCLUSIVE
1	Airport Transfer	
	Nairobi Express way charge (if applicable)	
2	Hotel booking	
3	Visa processing	
4	International ticket	
5	Low cost carrier ticket	
6	Regional ticket	
7	Domestic ticket	
8	Ticket refund	
9	Travel insurance	
10	Indicate your credit period terms	
11	Quotation validity period	
	Others (Specify)	

2. Please give your transfer charge structure using either or both of the following options:

- a. Cost per kilometer covered (in US\$ – inclusive of VAT)
 - b. Cost broken down into zones within Nairobi and its environs with reference point being JKIA (in Kenya shillings – inclusive of VAT)
3. Please state the car hire services offered and rates.

NB: All prices quoted should be inclusive of VAT.

4. Please also clearly indicate how you would treat any commissions received from the airlines when operating either under the management fee or transaction fee option.
5. Please also clearly indicate how you treat rebates and overrides and how you report on savings as well as tracking missed savings and also confirm if you would accept SFA's right to audit fares, charges and refunds.
6. Please explain how you would reduce costs for SFA Foundation on hotel reservations, car rentals and conferences - both in Kenya and abroad. Please specify any additional sources of savings e.g. split of savings, incentives etc. that you would offer SFA Foundation.
7. Please list other benefits, advantages or complementary services you provide to SFA Foundation.

7.0 RFP Timelines

Table 4: Timelines

Action	Date
Circulation of RFP	24 th July 2026
Confirmation of participation in the RFP	30 th July 2026
Deadline for receipt of queries relating to the RFP and confirmation of participation	30 th July 2026
Response to Vendors' Queries	3 rd Aug 2026
Deadline for submission of the proposals	18 th Aug 2026
Project start date	To be confirmed

8.0 Evaluation Criteria

8.1 Mandatory Evaluation

The mandatory evaluation shall be conducted based on the below criteria. Any bidder who does not meet the mandatory requirements will be disqualified from proceeding to technical evaluation.

Table 5: Mandatory Criteria

Mandatory Requirements of the Bidder

- a) Tax compliance certificate and PIN Certificate - if Kenyan and where applicable.
- b) Evidence of having conducted similar assignments. (provide recommendation letters stating the similar assignment done)
- c) Registration with relevant bodies (where applicable)
- d) Company Core Business (Must be provision of travel management services)
- e) Certificate of Incorporation/Registration
- f) Valid TAX Compliance certificates
- g) Accredited IATA Travel Agent(s)
- h) Audited Financial Statements for the last three years (2025, 2024 & 2023).
Highlighting at minimum total sales, total commissions/fees earned for airlines and rail tickets, hotel bookings and car rentals.
- i) Share Sample Service Level Agreement (SLA)

8.2 Technical Evaluation * (Weight 80%)

Only bidders who meets all mandatory requirements will proceed to technical evaluation stage.

The technical evaluation criteria shall include desk review and interview presentation.

8.3 . Presentation and Due diligence

The best eight (8) firms based on ranking on desk review, will be subjected to presentation and due diligence, hence the overall technical ranking shall therefore be based on combined scores for both desk review and interview presentation. The firms that attain 64% and above will proceed to financial review stage.

The evaluation will be based on the below criteria.

Table 6: Technical Evaluation Criteria

No		(Desk Review, Interview presentation and Due diligence)	Score (%)
1.	Responsiveness and Service Level	Response times, availability of support, escalation procedures, turnaround times, and service level commitments	10
2.	Service Delivery Model	Effectiveness of the proposed operating model, account management structure,	10

		customer support approach, and service continuity arrangements	
3	Cost Management and Savings Strategy	Demonstrated ability to control costs, negotiate favorable rates, enforce travel policy compliance, and identify savings opportunities	10
4	Proactive Advisory Support	Capacity to provide strategic advice, market intelligence, travel insights, policy recommendations, and continuous improvement initiatives	10
5	Relevant Organizational Experience	Experience delivering similar services to organizations of comparable size, sector, complexity, and geographic footprint. (Provide reference letters)	15
6	Quality of Proposed Team	Qualifications, experience, certifications, and suitability of key personnel assigned to the contract	10
	Sustainability and Innovation	Automated traveler notifications, Mobile travel management applications, data analytics and travel spend optimization, Duty-of-care technology.	5
7	Duty of Care and Risk Management	Traveler safety protocols, emergency support, risk monitoring, crisis management, and business continuity arrangements	10
8	Refunds, Complaints and Service Recovery	Processes for handling refunds, complaints, dispute resolution, service failures, and customer feedback.	10

9	Value for Money and Innovation	Annual savings methodology, Missed savings reporting, Airline rebate management, Commission Disclosure, Open-book pricing model, Benchmarking against market fares.	10
Desk Review			100%
Presentation			40%
Due diligence			20%
Total out of 80%			80%

8.4 Financial Scores (Weight 20%)

Only bidders who will attain 64% minimum technical scores on table 3 above will be considered for Financial Analysis.

Table 7: Financial Criteria

Criteria	Score
Cost and Value (Evaluation will be based on requirements on section 6.3 of this RFP)	20%

8.5 Determination of the Winning Bidder

The winning bidder shall be determined based on the combined scores for Technical and Financial scores as per the below formula:

$$\Sigma = TS \times T\% + FS \times F\%,$$

where T% + F% shall always be equal to 100%.

- T% is the weighting given to the technical proposal.
- F% is the weighting given to the financial proposal
- Σ -Final Score being the total combined scores of Technical and Financial scores.

T% shall be 80% and F% shall be 20% respectively

The bidder with the highest combined scores shall be considered for negotiations for the award.

9.0 Terms and Conditions

This document contains proprietary and confidential information. Bidders may use or reproduce the information detailed within this document and any other supporting information only to provide a response to this request for proposal. No commitment will be made to any bidder unless a contract has been awarded and signed by both parties.

SFA Foundation reserves the right to cease this exercise at any time. During the period of this activity, no contact should occur between any members of the bidder's staff and SFA Foundation staff in relation to this exercise other than through the designated contact points as detailed within this request for proposal.

10.0 Data Protection, Confidentiality & Information Security

The selected firm shall comply with all applicable data protection, privacy, confidentiality, and information security laws and regulations applicable to SFA Foundation and the jurisdictions in which the services are performed or SFA Foundation information is processed, stored, or accessed.

The firm shall demonstrate and maintain appropriate policies, procedures, and technical safeguards for the protection of SFA Foundation information, including but not limited to:

1. Secure collection, transmission, processing, storage, retention, and disposal of information obtained during the engagement;
2. Secure methods for transferring information between SFA Foundation and the service provider, including encryption and other appropriate security controls;
3. Clear disclosure of the location(s) where SFA Foundation data will be stored, processed, accessed, or backed up, including any cross-border data transfers;
4. Access control measures to ensure that information is only accessible to authorized personnel with a legitimate business need;
5. Procedures governing the use of subcontractors, affiliates, external specialists, or offshore resources, including any access to SFA Foundation information by such parties;
6. Retention periods applicable to SFA Foundation information and procedures for secure return, deletion, destruction, or anonymisation of information upon completion or termination of the engagement;

7. Special handling procedures for sensitive traveller information, including passport details, visa documents, travel itineraries, emergency contact details, traveller profiles, health or accessibility-related travel requirements, billing information, and any other personal or confidential information processed in connection with SFA travel;
8. Incident management and breach notification procedures, including timelines for notifying SFA Foundation of any actual or suspected data breach, unauthorised disclosure, or security incident affecting Foundation information.

The successful bidder may be required to provide evidence of its information security and data protection controls, policies, certifications, or independent assurance reports upon request.

11.0 Ethics

Bidders are required to observe our procurement ethical code of conduct, which includes but is not limited to observing the highest standard of ethics regarding corruption, collusion, conflict of interest, and fraud. If the bidder does not observe confidentiality or ethical practices, they shall be disqualified from any future work.

The bidder should disclose whether the organisation, its directors, senior management, or any personnel proposed for the SFA account have been subject to any material fraud, corruption, bribery, financial misconduct, professional misconduct, data breach, regulatory sanction, litigation, or disciplinary finding within the last five years. Where applicable, the bidder should describe the issue, corrective action taken, and current controls in place to prevent recurrence.

12.0 Non-Disclosure and Confidentiality

The information contained within this document or subsequently made available to the bidders is deemed confidential and must not be disclosed without prior written consent unless required by law.

All information obtained during the assignment shall be treated with the highest level of confidentiality and used solely for this assignment.

13.0 Independent Proposal

By submitting a proposal, the bidder warrants that the fees in the proposal have been arrived at independently, without consultation, communication, agreement or understanding for the purpose of restricting competition as to any matter relating to such fees, with any other potential bidder or with any competitor.

14.0 Proposal Submission Process

It should be noted that this document relates to a request for proposal only and not a commitment to enter into a contractual agreement. In addition, SFA Foundation will not be held responsible for any costs associated with the production of a response to this request for proposal.

Instructions on the Proposal Submission Process

1. Proposal to be sent by email to procurement@scienceforafrica.foundation on or before 18th August 2026 at 5.00 pm (EAT)
2. Protect your proposal with a password and share the password on 19th August 2026 by 8.00 am (EAT)
3. The proposal to be marked as follows on the subject line:

REQUEST FOR PROPOSALS (RFP) FOR PROVISION OF TRAVEL AND
TICKETING SERVICES-RFP-011-2026

APPENDIX 1: DISCLOSURE FORM (Disclosure form and certification/Conflict of Interest)

To ensure no conflict of interest with the SFA Foundation and that in order for the Vendor to be able to provide the quality of services required, please submit this form together with your quotation.

The information provided by you will be handled on a Strictly Confidential basis and is for the use of the SFA Foundation only.

This form must be fully completed. For those questions, not applicable to your company, please fill in the blank with "N/A" or "NONE". If the space provided after each question is insufficient, please record the information on a separate typed page and attach to the original.

1. List below the names and nationalities of all the Directors, Shareholders and/or Partners of your company.

2. List any other Companies, Holding Companies or other organizations and their addresses who hold a substantial interest in your company.

3. List the name of the Chairman and the Managing Director of the company.

4. Do any of the company employees, particularly those in management positions, have any family members or friends employed by SFA Foundation.

Yes

☐

No

☐

If yes, list their names and position in either organization.

5. Do you have a code of conduct or ethics governing your director's and your employees' behavior?

Yes

☐

No

☐

If yes, please attach a copy with your offer.

6. List below the banks or Credit Institutions with which your company has accounts if this is not presented in your audited financial statements.

7. Does the company have Branch offices, which are owned and operated solely by the company?

Yes

☐

No

☐

If yes, list below the Company owned branch facilities and their physical addresses:

8. Are the company's owned or leased premises insured against fire, theft, storm, etc.

Yes

☐

No

☐

If yes, list below the companies Insurer(s), Classes of Policies held, Amounts Insured.

9. Are you insured for all third party or consequential liabilities?

Yes

☐

No

☐

If yes, what is the limit of your liability?

10. Will any other parties or companies be authorized to act as your Agent?

Yes

☐

No

☐

If yes, list their names and physical addresses.