

## **Terms of Reference (TOR)**

### **Pre-Qualification for Air Ticket /Flight Services**

#### **1. Background**

The Scaling Commercialization of Drought Tolerant Crop Technologies to Support Dignified and Fulfilling Jobs for 120,000 Young People (18-35 years) in Rural Kenya Project, commonly referred to as DTCs 4 Youth Jobs Creation project commenced operations in August 2022 in 10 Counties in Kenya. Implementation is led by Africa Harvest Biotech Foundation International, working in partnership with the International Crops Research Centre for Semi-Arid Tropics (ICRISAT). The 10 Counties are Busia, Siaya, Homabay, Elgeyo Marakwet, Tharaka Nithi, Meru, Kitui, Machakos, Makueni and Taita Taveta. 80% of those targeted by the project interventions are young women, while 6% of the total participants should be people with disabilities.

The Goal of the Project is Scaling commercialization of Drought Tolerant Crops (DTC) technologies to secure dignified and fulfilling work for youth in rural Kenya. The three development objectives targeted by the project are: (1) Enhancing production and marketing of improved DTC seeds for 3 cereals (Sorghum, Finger Millet and Pearl Millet) and 3 legumes (Groundnuts, Green grams and Pigeon peas); (2) Improving Cereal and legume grain production, productivity, and quality enhancement and, (3) Enhancing Value addition, product development market, and access to finance.

The purpose of this pre-qualification process is to invite and evaluate applications from reputable and experienced air ticket agencies to provide air travel booking services for AFRICA HARVEST. The agencies that meet the criteria outlined in this TOR will be eligible for future contracts.

#### **2. Scope of Services:**

The selected air ticket agencies will be expected to provide the following services:

- Booking and issuing of airline tickets for both domestic and international travel.
- Assistance in selecting the best available fares based on travel dates and budget.
- Arranging travel itineraries with flexible payment options.
- Providing a 24/7 support service for booking inquiries and emergency changes.
- Offering access to competitive fares, promotions, and discounts.
- Handling all ticket amendments, cancellations, and refunds as per airline policies.

- Providing detailed travel reports and documentation upon request.

### **3. Eligibility Criteria:**

To qualify for pre-qualification, the applicants must meet the following criteria:

- Be a licensed air ticket agency operating in Kenya.
- Provide proof of valid agency accreditation from the International Air Transport Association (IATA) or equivalent.
- At least 4 years of experience in the travel industry, specializing in air ticket sales.
- Possess a proven track record of reliable and efficient ticket booking services.
- Ability to provide customer support 24/7, including emergency bookings and changes.
- Provide a portfolio of at least 3 clients similar -Attach 3 LPOs
- Comply with all local and international laws and regulations governing air ticket sales.
- Ability to issue and manage tickets in multiple currencies (if applicable).

### **4. Application Submission Requirements:**

Interested agencies must submit the following documents as part of their Pre-qualification application:

- A copy of the agency's business registration certificate -5 Mks
- Business license- 5 Mks
- Tax Compliance Certificate – 5 Mks
- Proof of IATA or equivalent accreditation - 10 Mks
- List of 3 key personnel with their qualifications and experience 5 Mks
- Client references, including contact information for at least three (3) previous or current clients. (Attach 3 LPOs) – 10 Mks
- A copy of the agency's policy for customer support and complaint resolution. -10 Mks
- Financial statements for the past [2] years to demonstrate financial stability. – 20 Mks

### **5. Selection Criteria for Future Contracting:**

Following the pre-qualification process, agencies will be assessed according to:

- Price competitiveness and value for money.

- Availability and responsiveness of services.
- Ability to offer flexible and customized solutions for various travel needs.
- Quality of customer service and satisfaction rates.
- Timely execution of services.
- Sustainability and ethical business practices.

Total Marks – 70

Passmark - 50

**6. Duration of Pre-Qualification:**

The pre-qualification list will remain valid for a period of 3 years from the date of approval. Agencies may be required to renew their pre-qualification status based on performance reviews.

**Submission Method** Kindly submit your quotation signed by an authorized representative to [procurement@africaharvest.org](mailto:procurement@africaharvest.org) by 20<sup>th</sup> February 2025 at 10.00 am.