



AIMS

African Institute for
Mathematical Sciences
NEXT EINSTEIN INITIATIVE

The Secretariat
District Gasabo, Secteur Kacyiru
Cellule Kamatamu Rue KG590 ST
Kigali, Rwanda

TERMS OF REFERENCE, TRAVEL RELATED SERVICES

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Category	Travel Related Services

A. BACKGROUND

The African Institute of Mathematical Sciences – Next Einstein Initiative (AIMS-NEI) is a Pan African network of Centre of Excellence that is promoting Science, Technology, Engineering and Mathematics (STEM) on the African continent as a solution to addressing Africa’s development challenges.

AIMS provide international and domestic travel services for its students, tutors, lecturers, consultants on official duty, and staff and their dependents on various travel entitlements and supports travel cost for its partners on a worldwide basis. In order to meet such requirements, the AIMS-NEI require services of fully-accredited travel agent that is qualified, able and willing to render efficient and cost effective range of travel services.

AIMS-NEI plans to negotiate contract(s) for one year period extendable up to three years in case of the successful provision of travel management services with qualified Travel Agency. The total annual volume of tickets procured in 2018-2019 year by the AIMS-NEI was in excess of USD **1 million** of which most were expenses incurred for international travel. Although there is no expected travel budget, ticketing volume in the years to come is expected to remain at the comparatively similar levels.

B. PURPOSE OF THE ASSIGNMENT

To provide a wide range of travel related services in the most expeditious manner, consistent with the best interest of AIMS-NEI, using its best professional skills and judgement to obtain such travel related services at the lowest cost to AIMS and in an efficient manner.

Travel Management Services shall include, but not limited to: Airline ticketing and airport transfer; hotel reservations and related services (travel insurance, car rental arrangements) for travel plans and preparation of suitable itineraries (including alternative routings, departures and arrivals) at the lowest cost for staff members and/or their dependents (for purpose of official and non –official travels) and consultants, government officials and participants attending meetings or on official business for AIMS-NEI scope of other mode of transportation.

C. TRAVEL POLICY



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Current travel policy requires the Travel Agency in all cases to book the direct route and to research alternate itineraries (at least three options, if available) in order to provide the lowest appropriate fares, which satisfy AIMS-NEI travel policies and mission requirements. The travel policies embody the following basic principles which, however, are subject to subsequent revision:

- a) Where available, book an economy-class air ticket through the most direct route;
- b) Use of the lowest applicable economical air fare (including penalty fares) is the preference; full economy fares may be used if no appropriate reduced fares are available;
- c) Business class travel or equivalent may be applicable only in limited situations;
- d) Travel regulations prohibit first-class travel except for a few specific categories;
- e) The Travel Agency must be knowledgeable of 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 AIMS-NEI personnel;

D. SERVICES TO BE FURNISHED BY THE TRAVEL AGENCY

The contracted Travel Agency will provide a wide range of travel management services and should have the capacity to handle commercial accounts.

The Travel Agency should provide travel services (Imbedded Person) from 8.00 am to 5.00 pm during working days. In addition Travel Agency shall provide for 24/7 emergency service, as well as for services during weekends and official holidays where emergency travel service is required. One of the Travel Agency's employees shall always be reachable by phone.

The official travel requirements shall be accorded the highest priority and, therefore, the Travel Agency shall ensure that servicing private travel does not delay, impede or frustrate the Travel Agency's timely and effective processing of AIMS 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.

1. Reservation and Ticketing

For every duly approved Travel request, Travel Agency shall immediately make bookings on the three (3) main airlines operating the route and prepare appropriate itineraries and formal quotations based on the most direct, the lowest fare and convenient routing;

In the event that required travel arrangements cannot be confirmed, Travel Agency shall notify the requesting party of the problem and present three (3) alternative routings/quotations for consideration;

For wait-listed bookings, Travel Agency shall provide regular feedback on status of flight;

Travel Agency shall promptly issue and deliver accurately electronic tickets and detailed itineraries, showing the accurate status of the airline and hotel reservations on all segments of the journey; and shall



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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, train, bus schedules prior to or during the traveler's official trip. When necessary, tickets and billings shall be modified or issued to reflect these changes;

Travel Agency shall accurately advise the AIMS-NEI of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings.

Travel Agency ensure that all travelers has complete travel documents required for their journeys, sufficiently before departure.

Travel Agency shall only act on travel requests for official travel submitted by the responsible staff of AIMS-NEI;

Travel Agency shall be given complete copies of the various AIMS-NEI travel policies and procedures and shall be fully familiar and comply with these policies and procedures for all official travel.

Travel Agency shall provide an information service to notify AIMS-NEI and the traveler of such events as airport closings, canceled or delayed flights, buses voyages and strike situations as well as of local political or safety conditions which may affect travel to any particular destination.

The Travel Agency shall provide all official travelers with last seat availability, advance seat assignments and advance boarding passes on all airlines for which the Travel Agency can offer these services. The Travel Agency is expected to expand these services, as they become available on additional carriers.

2. Hotels

The Travel Agency shall make reservations for lodging accommodations when requested. This service shall include initiating and confirming reservations, and confirming the all-inclusive rate at which the reservation is made;

The Travel Agency agrees to negotiate to the maximum extent possible, discount rates, including net rates, for hotel accommodations applicable specifically to reservations by the AIMS-NEI for official travel and to arrange such services on a worldwide basis when requested to do so.

3. Ground Transport Service

The Travel Agency agrees to provide ground transport service in all the destinations with minimum discounted rates including all charges (fuel, driver fees, parking fees and extra working time fees where necessary).

The Travel Agency agrees to provide transport services within first and second category cars which are less than 3 years old.

The Travel Agency agrees to only use cars that have comprehensive insurance.



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The Travel Agency agrees to provide drivers who will be knowing at least one international language between English and French

4. Other Services

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

Travel Agency shall indicate any special features, programs, or services that would be beneficial to AIMS-NEI and its travelers (e.g. visa processing, "Meet and Greet", Lost baggage follow-up, insurance, preferred seating arrangements).

The Travel Agency shall maintain computerized profiles of all frequent travelers, as designated or defined from time to time by AIMS, setting forth the traveler's preferences regarding airlines, hotels, seating and meal requirements, passport and credit card information, and such other information as is useful to facilitate such travelers travel arrangements.

5. Management Reports

The Travel Agency shall provide AIMS-NEI with management information reports on an agreed format consisting, at a minimum, of the following:

- a) A concise quarterly narrative (not more than one page) of the Travel Agency's activities, which shall be submitted to the AIMS-NEI within 15 calendar days after the end of the quarter. This report should identify problems, if any, and recommend solutions. Suggestions to enhance service should be included;
- b) A monthly summary (including year to date cumulative figures) of sales activity data, which shall be submitted to AIMS-NEI within 15 days of the end of the month. This summary shall reflect all official sales activities with each airline based on ticket's value. This report should also show a detailed analysis of the number of trips, most frequent city-pairs, carries used, savings achieved from the carrier's lowest available "Y" fare. "Ticket refund" status reports are also required.
- c) The Travel Agency agrees to provide to AIMS-NEI the account statement every 15 days on the agreed standards of reporting.

6. Refunds

AIMS-NEI shall be fully reimbursed at all times by the Travel Agency for partly or fully unused tickets, subject to applicable regulations. The Travel Agency shall process for refund all returned airline tickets for official travel within seven days. If tickets are paid for by credit card, a Credit Card Refund Notice shall be processed by the Travel Agency within a reasonable time period.

7. Service Standards

The Travel Agency shall provide polite, responsive and efficient service at all times to fulfill the AIMS-NEI requirements. As a service objective, telephone calls should be answered promptly. When it is necessary



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to place calls on hold, they should not be kept on hold for more than a few minutes and callback, when necessary, should be made within one hour.

8. Supplier Relations

Travel Agency shall not favor any particular carrier when making reservations.

The Travel Agency shall maintain excellent relations with all carriers for the benefit of the AIMS-NEI.

The Travel Agency shall undertake to provide contacts between the AIMS-NEI and, inter alia, airports, airlines, hotels and car rental companies.

9. Personnel Requirements

The Travel Agency shall assign adequate personnel to service satisfactorily the volume of work and to fulfill its obligations under the Contract. In general the Travel Agency shall assign the relevant personnel according to their technical know-how and reliability.

The Travel Agency shall assign a senior representative experienced in providing corporate travel services to oversee the travel management services provided to AIMS-NEI and to ensure full compliance with all requirements of the Contract with AIMS-NEI.

The Travel Agency's employees shall perform their functions in a highly efficient and professional manner.

E. QUALIFICATIONS

Company providing travel related services for minimum five years to exclusive clientele, and must have capacity to provide the whole range of services requested in this 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 multinational corporations;
- Employs competent and experienced travel consultants, especially in ticketing and fare computations, as evidenced by their track record in their Curriculum Vitae;
- Financially capable of rendering services to AIMS-NEI;
- Maintains facilities of online booking/airline reservations (i.e. Amadeus, or World Span), international ticketing and ticket printing facilities;
- Willing and able to guarantee the delivery of products and services in accordance with performance standards required under.

F. DURATION OF THE ASSIGNMENT

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

G. BILLING AND INVOICE



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Invoice for all travel requests shall be submitted to the concerned AIMS-NEI staff on a bi-weekly basis by attaching copies of the Travel Authorization and tickets/agent coupon. The statement of account shall show for each transaction, the country and currency in which all costs were incurred by AIMS-NEI, the date, the invoice number and the name of the concerned AIMS-NEI Traveler.

Payment will be made within thirty (30) days after the receipt and certification of the Travel Agent' invoice, which shall be submitted only after completion of the services to which it relates and only if AIMS-NEI has certified that the services have been satisfactorily performed by the Travel Agency. The Travel Agency shall send an itemized official invoice to the designated representative of the AIMS-NEI at the end of each month for all services provided.

The invoice price shall be disaggregated by ticket fare, different type of taxes, service fee and other charges (if applicable).

Invoices for each transaction shall be retained during the agreement period with a maximum period of four (4) years. The Travel Agent shall provide AIMS-NEI access to these documents. If the Travel Agent does not deliver an invoice to AIMS-NEI for services within 12 months of the performance of the services or the delivery of the goods, then AIMS-NEI shall bear no responsibility to pay the said invoice.

H. ANTI-CORRUPTION POLICY

AIMS-NEI has a ZERO tolerance for any corrupt practice or behaviour by any of the AIMS-NEI employees and its vendors and contractors. AIMS-NEI completely prohibits offering, giving or agreeing to give to any employee of AIMS-NEI any gift or commission or consideration of any kind as an inducement or reward for:

- doing or not doing (or for having done or not having done) any act in relation to the obtaining of any contract with AIMS-NEI; or
- showing or not showing favor or disfavor to any person in relation to any contract it enters into with any vendor or contractor;

IF any of AIMS employees contact the vendor or the contractor for any gift or commission or consideration of any kind (financial and non-financial), then the vendor must report that matter immediately to the President and CEO of AIMS-NEI at pceooffice@nexteinstein.org with a copy to AIMS-NEI Vice President Operations and Chief Financial Officer at rauditto@nexteinstein.org.