




SELECTION OF TRAVEL AGENCIES ON A FRAMEWORK AGREEMENT BASIS

Terms of Reference

Duration: One (1) Year, renewable

January 2024 

1. BACKGROUND

- [1]. The ECOWAS Regional Electricity Regulatory Authority (ERERA) was established by the Supplementary Act A/SA.2/1/08 of 18 January 2008 of the Authority of ECOWAS Heads of State and Government as a specialized institution of ECOWAS in charge of the regulation of cross-border trade of electricity between Member States of ECOWAS.
- [2]. The ECOWAS Council of Ministers Regulation C/REG.27/12/07 of 15 December 2007, as amended by the Regulation C/REG.24/11/08 of 29 November 2008 (the Regulation) defines the composition, organisation, functions and operation of ERERA.
- [3]. According to the Regulation, the mission of ERERA includes among others to:
 - a) regulate the cross-border electricity trading among ECOWAS Member States,
 - b) contribute to setting up a regulatory and economic environment suitable for the development of the regional electricity market, and
 - c) oversee the establishment of a clear, transparent and predictable tariff setting methodology for regional electricity market.
- [4]. ERERA, under many of its activities, undertakes missions in the region and beyond that involve:
 - definition of travel itineraries
 - issuance of air tickets for events (conferences, workshops, training, capacity building programmes, follow-up missions, etc.),
 - luggage tracking,
 - cancellation of tickets,
 - reschedule of trips, etc.
- [5]. To ensure better efficiency and economy in the processes by getting such services always at the best price/quality and within the required time period, ERERA is seeking to select three (3) among the best travel agencies in the region on a framework contract basis to provide such services for a period of one (1) year, renewable, subject to reassessment results by end of the contract period.

2. STATEMENT OF PURPOSE & OBJECTIVES

- [6]. The purpose of this Request for Proposal is to select three (3) experienced, suitable and reliable travel agencies in the region to deliver affordable travel services to ERERA. The Travel Agencies are expected to provide professional services in accordance with ERERA's travel regulations/procedures and take them into consideration when providing quotations. The travel agencies shall be established in the region, and the services shall be performed in the most cost-effective manner considering ERERA's interest as well as the welfare of its staff. The selected agencies are expected to employ experienced travel agents with adequate skills and competencies to support the official missions of ERERA staff regionally and internationally. The continuity of services shall be assured at all times with a back-

up focal staff available for exceptional situations (stand-by mode).

3. REQUIREMENTS OF TRAVEL SERVICES PROVIDER

[7]. The Travel Service Provider is expected to meet the following requirements:

- Legally registered and established in one of ECOWAS' Member States.
- Having a track-record of at least five (5) years' experience in providing international and regional travels services.
- Flexible Terms and Conditions
 - Flexibility of tickets
 - Commission fee
 - Terms of payment
 - 24/7 Availability
 - Cancellation policy
 - Reimbursement services
 - Other services
- Internationally recognized and currently with permission to operate in the region and internationally, in compliance with international security standards.
- Capacity to process and advance flight tickets for big international events/conferences.
- International quality standards certifications, where applicable (ISO 9001, ISO 14001, ISO 31000, etc.).
- Show evidence of robust cashflow and strong liquidity positions (including the most recent financial statement) as ERERA will only make payment after evidence of staff travels.
- Complementary services, if applicable (hotels reservations, transfer and car hiring services, insurance services, etc.).
- Communication proficiency in English and/or French.

4. APPLICATION PROCEDURES AND DEADLINES

[8]. Prospective Travel Agencies shall submit their proposals with detailed information as required above latest by 1st March, 2024 ERERA, at the following address: travels@erera.arrec.org.

[9]. For clarifications, please contact: infoprocurement@erera.arrec.org