

Section 1. Letter of Invitation

[Section I. Invitation for Bids



Road Maintenance Fund Administration
Maritime House
Government Wharf
Freetown
Sierra Leone

INVITATION FOR BIDS (IFB)

NATIONAL COMPETITIVE BIDDING (NCB)

Procurement Number: RMFA/ADMIN/NCB/S/02/2025

Date of Issue: 16th June, 2025.

1. Background

The Road Maintenance Fund Administration office located at 3rd & 4th Floors Maritime House Government Wharf, has allocated funds from its annual budget and intends to apply part of this fund towards procurement of Air Ticketing service.

Road Maintenance Fund Administration is hereby inviting potential Air Travel service providers who are interested in providing Air ticketing to submit proposals. The successful bidders shall be contracted for a period of Two (2) years and may be renewable after review and successful evaluation.

2. Objective

Provision of air travel and ticketing service for Road Maintenance Fund Administration staffs or any other stakeholder on a need basis.

3. Scope of work

The Travel Agency shall provide full, prompt, accurate and expert international travel.

products and services to staff and stakeholders of RMFA.

4. Deliverables:

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

a) Reservations and Ticketing:

1. For every duly approved RMFA Travel Authorization, travel agency shall immediately make bookings and prepare formal quotations based on the lowest fare and the most direct and convenient routing.
2. If the required travel arrangement cannot be confirmed, the travel agency shall notify RMFA of the problem and present alternative routing / quotation for consideration.
3. For Waiting-List bookings, the travel agency shall provide regular daily feedback on the status of the flight.
4. Travel agency shall reconfirm and revalidate airline tickets, re-issue tickets which are returned as a result of changed routing or fare structures.
5. Travel agency shall promptly issue and deliver accurate tickets and detailed itineraries, (in electronic format)
6. Show accurate status of Flight on all segments of the journey.

b) Airfares and Airlines Routings / Itineraries

1. Travel agency shall advise market practices and trends that could result in further savings for RMFA including the use of corporate travel booking tools with automated travel policy compliance and enforcement, and travel management reporting.

c) Travel Information / Advisories

1. Travel Agency shall provide RMFA with a complete automated itinerary document to include carrier(s), flight and voyage numbers, departure, and arrival time (s) for each segment of the trip, tax-exempt information, etc.
2. Travel agency shall inform RMFA upon confirmation, of flight/ticket reservation, involuntary stopovers, hidden stops, and other inconveniences of the itinerary.
4. Travel Agency shall promptly notify RMFA of airport closures, delayed or canceled flights, as well as other changes that might affect or will require preparations from travelers, sufficiently before departure time.

D) Billing and Invoice

1. Travel Agency shall send an Invoice to RMFA for payment.

2. RMFA shall make payment to the Travel Agency after the Booking has been approved by RMFA

F) Flight Cancellation / Rebooking / and Refunds

1. Travel Agency shall process duly authorized flight changes/cancellations when and as required.

2. Travel Agency shall immediately process airline refunds for cancelled flights / unutilized prepaid tickets and credit to RMFA as expeditiously as possible (if applicable).

3. Travel Agency shall bear charges for cancellation and/or change in reservation dates, which are due to no fault of RMFA.

G. RMFA Roles and Responsibilities

RMFA shall serve as the focal point for the following:

1. Issuance of travel Info, responding to questions, coordination of the applications and make payments in time.
2. Perform inspection of services, including verification of fares, rates, etc.

H. Submission of proposal to offer services.

1. Qualification Requirements and Terms and Conditions

Have a valid license (**Business registration, Business Profile and Tax Clearance**) and all other documentation to indicate its full operations in Sierra Leone in line with governing body - the Sierra Leone Civil Aviation Authority.

RMFA needs the following qualifications and Terms and conditions from the potential Service provider:

- a. Experience in provision of services in nature, scale and complexity commensurate with the present terms of reference with already provided services possessing features required by these terms of reference; The company must have similar contracts (similar by scope, nature and amount), preferably with MDAs, Private/Cooperate entity. Evidence of these contracts/agreement/MOU are required; references from other clients are highly welcome.
- b. Proven evidence of the provider's on provision of Air Ticketing service in Sierra Leone.

7. Compensation Scheme

The travel agency shall generate its income on a per-ticket/transaction basis.

Neither this Bids nor the Framework Agreement that will be signed shall set a minimum guarantee on volume sales on the part of RMFA. The Travel Agent shall not be allowed to impose such a guarantee of volume from RMFA at any time before or during the life of the contract.

RMFA, however shall from time evaluate and verify with other travel agencies and other industry indicators the comparability and competitiveness of the rates being given and RMFA has the right to select the most responsive/competitive Agency for every travel request made.

8. Duration

The duration of the contract is anticipated to run for a period of two (2) years with possibility for renewal after successful evaluation.

9. Contract Parameters

RMFA recognizes the importance of confidentiality of the data provided:

The bid information and the travel itineraries and reservations of its travelers accordingly, the selected agency must keep confidential all dealings with RMFA.

10. Proposal submission

1. Bidding is open to all Service Providers who can demonstrate technical capability to provide the required services.
2. Bidding will be conducted through National Competitive Bidding (NCB) procedure specified in the Public Procurement act 2016 and the Regulation 2020.
3. Interested Bidders can pay for the Bid document for a non-refundable fee of Le 300,000 Into NPPA Revenue account from sales of Bidding Documents Account Number 0111003981 at the Central Bank of Sierra Leone, 21011325301 Union Trust Bank, 00300108179112183 Sierra Leone Commercial Bank, 02011012428 Rokel Commercial Bank and issue the payment slip to obtain the Bid document at RMFA office 3rd & 4th Floor Maritime House
4. Framework Contract would **only** be awarded to bidder(s) bidding for all listed services.
5. Interested bidders may obtain further information and inspect the bidding document at the address below between **10:00 am to 3:00 pm from Mondays to Fridays.**

Bids must be delivered to the address below on or before 16th July, 2025.

All bids must be accompanied by:

- ❑ A valid Business registration certificate
- ❑ A valid tax clearance certificate.
- ❑ A valid NASSIT clearance certificate.
- ❑ A signed Integrity Pact; [*see attached*]
- ❑ Experience in similar service from reputable institution
- ❑ Business Profile
- ❑ Registration with Sierra Leone Civil Aviation Authority
- ❑ NPPA Registration Certificate

6. Bids will be opened on the **16th July, 2025 at 11:30 a.m.** in the presence of bidders or their representatives and those who chose to attend, at the **Board Room of the Road Maintenance Fund Administration, 3rd Floor Maritime House, Government Wharf, Freetown.** Late bids will be rejected and returned unopened to bidders.

7. Bids must be delivered to the address below on or before **11:30 a.m. on the 16th July, 2025** to:

The Administration and Corporate Services
Road Maintenance Fund Administration
3rd& 4th Floor
Maritime House
Government Wharf
Freetown