



# **NATIONAL AGENCY FOR THE CONTROL OF AIDS (NACA)**

## **REQUEST FOR QUOTATION**

**FOR**

**THE PROVISION OF TRAVEL MANAGEMENT SERVICES (TMS) TO THE  
NATIONAL AGENCY FOR THE CONTROL OF AIDS (NACA) UNDER LONG TERM  
RETAINERSHIP AGREEMENT**

**SEPTEMBER, 2021**

## INSTRUCTIONS TO VENDOR

### SUBMISSION OF QUOTATIONS

**Sealing and marking of Quotations** The vendors shall submit the original and one copy of their quotation in two separate sealed envelopes, one marked “original” and one marked “copy”. The two envelopes shall then be enclosed in one single outer envelope. Both the inner and outer envelopes shall be addressed as follows:

- (a) to the Purchaser as indicated in the Request for Quotations; and
- (b) bearing the Project name (if applicable), the title and number of the Quotation as indicated in the Request for Quotations.

**Deadline for the Submission of Quotations** Quotations must be received by the Purchaser at the address specified in below at the latest time and date specified in the Request for Quotations.

Any quotation received by the Purchaser after the deadline for the submission specified below shall be returned unopened to the vendor.

**Evaluation and Comparison of Quotations** The Purchaser shall evaluate and compare the Quotations as follows:

- Examine if the quotation conforms to technical specifications and the required delivery time;
- Verify any arithmetical errors. For example, if the quotation in figures is different from the quotation in words, the amount in words shall prevail. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected;
- Tabulate the Quotations thus arrived at.

### AWARD OF CONTRACT

**Award of Contract** The Purchaser shall award the contract to the vendor whose quotation has been determined to be substantially responsive to the requirements of the Request for Quotations and the lowest *evaluated* price, i.e. based on the quality of the items quoted for in accordance with the specifications.

**Notification and acceptance of Award** Notification and acceptance of the award shall constitute the formation of the contract. This Notification shall be sent by hand delivery or registered mail or email informing the vendor of the award in accordance with the conditions of the Request for Quotations.

**Signing of the Contract** Within fifteen (15) days following the notification of the award, the Vendor shall sign and date the Form of Contract and send it back to the Purchaser

**Fraud and Corruption**

The personnel of the Purchaser and the Vendors shall adhere to the highest ethical standards, both during the selection process and throughout the execution of the contract. In pursuance of this principle, they shall abstain at all times from corruption or fraudulent practices. Corruption and fraudulent practices are defined as follows:

- (i) “corrupt practice” means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of an official in the selection process or in contract execution;
- (ii) “fraudulent practice” means a misrepresentation or omission of facts in order to influence a selection process or the execution of a contract;
- (iii) “collusive practices” means a scheme or arrangement between two or more vendors with or without the knowledge of the Purchaser, designed to establish prices at artificial, noncompetitive levels;
- (iv) “coercive practice” means harming or threatening to harm, directly or indirectly, persons or their property to influence the procurement proceedings, or affect the execution of a Contract.
- (v) The Purchaser shall reject a proposal for award if it determines that the Vendor recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the contract in question.

*“The Global Fund Code of Conduct for Suppliers”*

Vendors are advised to get acquainted with the global fund code of conduct for vendors via the link provided below:

[https://www.theglobalfund.org/media/3275/corporate\\_codeofconductforvendors\\_policy\\_en.pdf](https://www.theglobalfund.org/media/3275/corporate_codeofconductforvendors_policy_en.pdf)

Responding to this Request for Quotation implies an acknowledgement and acceptance of the terms and conditions stated therein.

*“Whistle blowing Policy”*

**Whistle blowing and channel of reporting grievances and infractions.**

Vendors are encouraged to send information on any infraction or grievances to the dedicated email account: [ispeakoutnow@naca.gov.ng](mailto:ispeakoutnow@naca.gov.ng) or [naca.ispeakoutnow@gmail.com](mailto:naca.ispeakoutnow@gmail.com)

**RFQ Ref No.:**

**The Managing Director**

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Dear Sir/Madam,

**REQUEST FOR QUOTATION**

The National Agency for the Control of AIDS has the responsibility of coordinating the multisectoral HIV/AIDS response in Nigeria with funding sources from Government of Nigeria (GON) and other National and International Donor Agencies such as Global Fund (GF), UNICEF, etc. The prudence in NACA's financial transactions become more than ever crucial to meet various and stringent standards of her partners. Pursuant to this objective and consistent with the practices of some Donor/Partners. The Agency intends to engage the services of a Travel Agent to provide travel management and advisory services.

The purpose of this Request for Quotation (RFQ) is to solicit quotations from eligible vendors for as-needed, ad hoc provision of TMS. As a result of this RFQ, NACA anticipates issuing a Framework Agreement (FA) or possibly multiple FAs. The aim is to establish specific pricing levels and parameters for ordering these services. This will allow NACA to issue specific framework job orders , on an as-needed basis, for the procurement of these services over the next twelve (12) months. The vendor shall furnish the services described in any job orders issued by NACA under this FA. NACA is only obligated to pay for supplies/services ordered through job orders issued under this FA and delivered by the vendor in accordance with the terms/conditions of this FA.

**Section A: General Eligibility criteria**

- i. Evidence of company registration (certificate of incorporation of the company) including Forms CAC2 and CAC7.
- ii. Evidence of Tax Registration and or Tax Clearance Certificate
- iii. Three verifiable references using the form in Annex 3 below.
- iv. Track record of Similar Assignment demonstrated in other establishments
- v. A physical Address is mandatory.

## **Section B: Request for Financial Quotations for Provision of Travel Management Services**

The National Agency for the Control of AIDS is requesting proposal for the engagement of a Travel Agent. For this purpose, the unit is soliciting for quotes from your organization to provide NACA with your best offer in **Nigerian Naira (NGN) detailing the cost. See Table One below** on the expectations to be quoted for.

## **Section D: Submission Requirements**

- a. The Duly signed quotations (including “Technical” and “Financial”) should be delivered on or before the due date and time by hand in **sealed envelope** indicating on the envelope “Travel Management Services for a One Year Retainership Agreement” to; **Procurement Office, National Agency for the Control of AIDS (NACA), No.3 Ziguinchor Street, Wuse Zone 4, Abuja** or Via Email [procurement@naca.gov.ng](mailto:procurement@naca.gov.ng).
- b. Only Quotations received through the physical address or email address provided above will be considered. For Physical submissions, Vendors are expected to fill bid register at the location address.
- c. The submission deadline is **by 12 Noon Wednesday 15<sup>th</sup> September 2021**.
- d. Your quotation shall remain valid for 60 days until the retainership agreement is signed.
- e. An evaluation will be carried out on the submitted document and negotiation (if necessary) will be done before awarding the contract.
- f. The recommended vendor will be required to provide the service as per contract award.
- g. Note that NACA, plans on entering a one-year renewable framework agreement with multiple service providers from this process. A Form of Contract shall be signed with NACA, which will become the contract in the event your organization’s quotation is retained.

### **Additional Requirements for Quote Consideration:**

1. Strict adherence to Technical Specifications in the table below.
2. NACA is VAT exempt and relevant tax deductions shall be made on behalf of the relevant authorities e.g 5% Withholding Tax and 1% Stamp Duty.

Yours sincerely,

**Pharm. Dawuda Bage**  
Head Procurement

Quotation Letter

*(to be filled by Vendor/Vendor on Letter Head)*

Date:

Request for Quotation: **Engagement of a Travel Management Service provider**

To: **XXXXXX**

Having examined the documents regarding the Request for Quotations, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to deliver the *(name the goods/service)* in conformity with the said Request for Quotations for the sum of *[total bid amount in words and figures]* or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of the Quotation.

We undertake, if our Quotation is accepted, to deliver the goods/service in accordance with the delivery schedule specified in the Schedule of Requirements.

We agree to abide by this Quotation for the period specified in the Request for Quotations as of the date of the opening of the Quotations and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal Contract is prepared and executed, this Quotation, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We understand that you are not bound to accept the lowest or any bid you may receive.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_.

\_\_\_\_\_  
*[signature]*

\_\_\_\_\_  
*[in the capacity of]*

Duly authorized to sign this Quotation for and on behalf of \_\_\_\_\_

## Annex 1: Specification and technical requirements for TMS Provider

TABLE 1

To: **XXXXXX**

Quotation: **Quotation for the Engagement of a Travel Management Service Provider**

Date of Price quotation \_\_/\_\_/\_\_

	Service	Description	Fixed unit price (NGN) for service charge – One-way ticket	Fixed unit price (NGN) for service charge – Return ticket
1	Air ticketing service (Local trips)	Booking, rescheduling, Opening, Cancelling etc.		
2	Air ticketing service (International trips)	Booking, rescheduling, Opening, Cancelling etc.		
3	Travel insurance services	Provision of travel insurance for international Trips		

Leadtime (hours) \_\_\_\_\_

Bid validity \_\_\_\_\_

## **Expected Deliverables**

- Provide contact details (Name, phone number, email, WhatsApp number) of the client's dedicated account manager to respond to the client on a 24-hours-7-days (24/7) basis
- Acknowledge all orders, request, emails within 45mins of the request to ensure it is received
- Provide different airline options for requested route and preferred time
- Provide different travel insurance options
- Provide the requested services upon confirmation from client
- Notify the client by phone or SMS (the traveler and client's focal person) of any changes in flight schedule, flight route, cancellation etc.). this will be followed up with an email.
- Ensure that invoices submitted matches the services provided
- Invoices shall contain at the minimum the following details;
  - o Name of traveler(s)
  - o Ticket number/PRN
  - o Routes taken by traveler(s)
  - o Date(s) of travel
  - o Exact cost of ticket, as charged by airline
  - o Cost of services provided (at fixed unit rate)

## **Responsibilities of the clients**

- Request for travel services when required by GMU via email including the following details
  - o contact details of traveler(s): Name, phone number, email, sex etc.
  - o Travel routes
  - o Preferred travel time
- Follow up with phone calls for services ordered outside work hour (8am-5pm Monday to Friday)
- Make final decision on airline, route and time options provided by the TMS provider within reasonable time and make final confirmation to TMS via email or text message (in the event of an emergency)
- Notify the TMS provider of any change in travel plans by email



## Annex 2: Vendor performance review

NACA shall review the performance of supplier following delivery of goods and services from the FA. Performance assessment shall be bi-annually using the following indicators and shall be used as a basis of determining further orders under the agreement.

Indicator	Definition	Formula	Data Sources	Target
On time delivery	This indicator measures the percentage of services arriving at the time specified in the agreement	Number of services arriving at specified time/ total number of services orders * 100	<ul style="list-style-type: none"> <li>PO</li> <li>Feedback from requestors</li> </ul>	100%
Response time client's questions/queries/acknowledging order	This indicator measures response time from the service provider. This does not include automated response	[Number of responses to client's questions/queries/order acknowledgement within set time frame]/[total number of clients questions/queries/order acknowledgment]*100	<ul style="list-style-type: none"> <li>Email correspondents</li> </ul>	90%
Overall quality of service	This indicator measures the quality service	Number of staff satisfied with the overall quality of	<ul style="list-style-type: none"> <li>Feedback from staff</li> </ul>	90%

	offered by the vendors	service/Total number of staff responding to the survey *100		
Invoice accuracy	This indicator measured accuracy of invoicing by the supplier i.e. following agreed price in the FA and number of units supplies	Total number of invoices without errors/Total number of invoices from supplier * 100	<ul style="list-style-type: none"> <li>• Invoices</li> </ul>	100%

## Annex 3: References

The Vendor is required to provide three (3) references from organizations for which the same or similar services within the past three (3) years.

Please fill the details below for three (3) references

### Reference 1

Organization Name: \_\_\_\_\_

Industry: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Title: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Nature of Assignment/program: \_\_\_\_\_

Which year did reference first engage the supplier? \_\_\_\_\_

Please note that GMU reserves the right to contact other clients or organizations outside those provided

### Reference 2

Organization Name: \_\_\_\_\_

Industry: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Title: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Nature of Assignment/program: \_\_\_\_\_

Which year did reference first engage the supplier? \_\_\_\_\_

Please note that GMU reserves the right to contact other clients or organizations outside those provided

**Reference 3**

Organization Name: \_\_\_\_\_

Industry: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Title: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Nature of Assignment/program: \_\_\_\_\_

Which year did reference first engage the supplier? \_\_\_\_\_

Please note that GMU reserves the right to contact other clients or organizations outside those provided