



COUNCIL OF GOVERNORS

**COG/PROC/28/2017 –2018
PREQUALIFICATION FOR TRAVEL AGENTS
FOR THE PERIOD ENDING 30TH JUNE 2019**

The Council of Governors,

Delta House, 2nd Floor Chiromo Road

P. O. Box 40401 -00100,

Nairobi Kenya,

Tel: +254 (020)2503313/4

Email: info@cog.go.ke

Table of Contents

Pre-qualification Notice.....	3
Instructions to Applicants.....	4
Application Form 1.....	11
Application Form 2.....	12
Application Form 3.....	13
Application Form 4.....	14
Application Form 5.....	15
Application Form 6.....	16
Application Form 7.....	17
Application Form 8.....	18

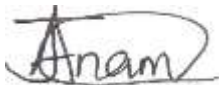
Pre-qualification Notice

1. Council of Governors ("hereinafter referred to as COG") invites sealed applications from eligible candidates for purposes of enlisting pre-qualified Travel Agents from whom it can call upon from time to time to provide Travel & Ticketing services.
2. Interested eligible candidates may obtain further information from and inspect the tender at the Council of Governors website, **or visit our offices at** Delta Corner, off Waiyaki Way during normal working hours during.
3. A complete set of tender documents may be obtained by interested candidate From the Official **COG Website (www.cog.go.ke)** free of charge
4. Completed tender documents are to be enclosed in plain sealed envelopes, marked with the tender number and be deposited in the tender box provided at the Council of Governors Secretariat, 2nd floor, Delta Corner, off Waiyaki Way during normal working hours or be addressed and posted to:

**The Chief Executive Officer,
Council of Governors
P.O. Box 40401, 00100
Nairobi**

So as to be received on or before **Tuesday 20th June 2017 AT 11:00 AM**

5. Tenders will be opened immediately thereafter in the presence of the Candidates or their representatives who choose to attend at The Council of Governors **on Tuesday 20th June 2017 AT 11:00 AM 11TH floor Board Room, Delta Corner.**
6. Tenders must be received by COG at the address specified above no later than **Tuesday 20th June 2017 AT 11:00 AM**



**Jacqueline Mogeni
Chief Executive Officer,
Council of Governors**

Instructions to Tenderers

1. Introduction

Council of Governors will pre-qualify applicants for the provision of Travel Agency services from among those who will have submitted their applications, in accordance with the pre-qualification requirements described herein. The scope of work shall be to render such services of travel nature as may be requested by COG from time to time through a Letter of Instructions.

2. Submission of Applications

- 2.1 Submission of applications for pre-qualification must be received in sealed envelopes, marked as described in the Pre-qualification Notice herein.
- 2.3 All the information requested for pre-qualification shall be in the English language.
- 2.4 Failure to provide information which is essential to evaluate the Applicant's qualifications or to provide timely clarification or substantiation of the information supplied may result in disqualification of the Applicant

3. Qualification Criteria

- 3.1 Pre-qualification will be based on meeting the following minimum criteria regarding the Applicant's general and Technical experience, personnel equipment capabilities and financial position as demonstrated by the Applicant's responses in the forms attached to the Letter of Application.
- 3.2 The applicants should have offices or should be able to provide services within the country. COG reserves the discretion of visiting physical premises from which the applicant conducts their business if so desired to confirm existence and capability to deliver, the said services.
- 3.3 Applicants should have a minimum of 2 years experience of active business in Travel services. This should be supported and demonstrated by providing a copy of the Certificate of Registration of business (or Certificate of Incorporation) issued not less than 2 years ago.
- 3.4 Applicants **must** satisfy the following conditions: -
 - (a) Must be registered to carry out Travel Agency business; attach a copy of business registration certificate or certificate of incorporation as applicable.
 - (b) The Applicant must submit copies of the following documents: -
 - i) Certificate of Registration/ Incorporation
 - (c) Should carry out business as a Travel Agent employing qualified staff; provide staff qualification information and attach a CV of the prime candidate responsible for management of routine business activities.
 - (d) Should be a KATA member and must hold an agency license issued by the International Air Travel Association (IATA) for last two years; attach copies of the current KATA and IATA certificates.
 - (e) Reference: (This requirement is waived for agents who are already serving with COG)
 - (i) Letters of references from two (2) International Airlines which are Members of the IATA/Bank Settlement Plan (BSP) Kenya;

- (ii) Letters of reference from three (3) clients with whom the applicant has previously done business.

Certified copies of documents / Certificate(s) to demonstrate the above must be attached to the Letter of Application

3.5 Financial Status

The applicant must submit copies of externally audited accounts for the last two- (2) years' to demonstrate the soundness of their financial position.

3.6 Personnel Capabilities.

The applicant **must** have a suitably staffed office that will effectively provide reservations and secretarial duties with qualified personnel in the following categories. Please fill application Form 5 for each staff.

Staff category	Number of staff
Reservations staff	2
Ticketing Manager with IATA qualification	1
Secretary/Customer Care Assistant	1

The Applicant will supply information on a prime candidate and an alternate for each category.

3.7 Office Facilities

The applicant should own, or have assured access to (through hire, lease, purchase agreement or other means) the following key items of equipment in full working order, and must demonstrate that, based on known commitments, they will be available for use in any works that may be given to the Applicant. The Applicant may also list alternative equipment which he would propose for the services together with an explanation of the proposal. Fill application Form 6

	Description of Equipment	Minimum number required
1	Computer(s) (linked to Internet & Email for E-Ticketing))	3
2	Printer	1
3	Telephone lines	2
4	Mobile phone line	1
5	Fax	1
6	Delivery vehicle	At least one (1)

3.8 Pre-qualification Criteria

Required Information	Form Type	Points Score
1. General Information	AF-1	5
2. General Experience Record	AF-2	15
3. Details of Similar Clients	AF-3	15
4. Current List of Clients	AF- 4	5
5. Personnel Capabilities	AF-5	15
6. Office Facilities	AF-6	15
7. Financial Capability	AF-7	30

3.9 The minimum score required to qualify is 70

4.0 Litigation History

The Applicant should provide accurate information on any litigation or arbitration or complaints pending before any Committee or any other forum resulting from his professional practice over the last two years. COG reserves the right to carry out an independent investigation to verify the accuracy of the information so provided.

5. General Terms

5.1 Only firms that have been pre-qualified under this procedure will be invited to provide the services as and when required as aforesaid.

5.2 COG will obtain quotations from the travel agent prior to issuance of service order (travel order).

5.3 The Travel Agent should be able to advise on:-

- **Travel requirements of various countries, any changes/updates on the same including the travel industry and assist in processing visa and related travel documents where applicable.**
- **Regulation relating to compensation /recoveries where incidents of lost luggage and delayed flights occur.**
- **weather conditions to country of destination (this will assist staff members in packing the right wear/gear)**
- **Any other relevant information.**

5.4 COG reserves the right to:

- a) amend the scope and value of any services to be provided;
- b) reject or accept any application without assigning any reason thereof; and
- c) cancel the pre-qualification process and reject all applications.
- d) COG shall neither be liable for any such actions nor be under any obligation to inform the Applicant of the grounds for them.
- e) COG is not bound to issue a Letter of Instruction or to invite a bid from all or any of the Pre-qualified Travel Agents.

6. Business Terms

Successful applicants will offer thirty 30-days credit to COG.

Letter of Application

[Letterhead paper of the Applicant, full address, telephone no., fax, e-mail address, and cable address]

Date:

To: Council Of Governors
P.O. BOX 40401 – 00100
Nairobi

Sirs,

1. Being duly authorised to represent and act on behalf of
(hereinafter "the Applicant"), and having reviewed and fully understood all the pre-qualification information provided, the undersigned hereby apply to be pre-qualified by yourselves as Travel (Ticketing) Agent(s) to render such services to Council Of Governors as and when the need arises.
2. Attached to this letter are copies of original documents defining:
 - (a) the applicant's legal status (Certificate of Incorporation/Registration);
 - (b) the principal place of business; and
 - (c) Copy of Certificate of registration, the place of incorporation; or the place of registration and the nationality of the owners (for applicants who are partnerships or individually owned firms).
 - (d) documents as are required under Para 3 of Instructions to Applicants herein.
3. COG and its authorized representatives reserve the right to conduct any inquiries or investigations to verify the statements, documents, and information submitted in connection with this application, and to seek clarification from our bankers and clients regarding any financial and technical aspects. This Letter of Application will also serve as authorization to any individual or authorized representative of any institution referred to in the supporting information, to provide such information deemed necessary and requested by yourselves to verify statements and information provided in this application, or which regard to the resources, experience, and competence of the Applicant.

4. COG and its authorised representatives may contact the following persons for further information²:

<i>General and managerial inquiries</i>	
Contact 1	Telephone 1
Contact 2	Telephone 2

<i>Personnel inquiries</i>	
Contact 1	Telephone 1
Contact 2	Telephone 2

<i>Technical inquiries</i>	
Contact 1	Telephone 1
Contact 2	Telephone 2

<i>Financial inquiries</i>	
Contact 1	Telephone 1
Contact 2	Telephone 2

5. This application is made in the full understanding that:

- (a) Before engagement of pre-qualified applicants COG is entitled to carry out verification of all information submitted for pre-qualification;
- (b) COG reserves the right to:
 - Amend the scope and value of any contract;
 - To select the firms to be invited to offer services and submit proposals;
 - Reject or accept any application; and
 - Cancel the pre-qualification process and reject all applications.

COG shall neither be liable for any such actions nor be under any obligation to inform the Applicant of the grounds for them.

COG is not bound to issue Letters of Instructions to all or any of the Pre-qualified Travel Agents.

6. We confirm that in the event that a Letter of Instructions is served on us the resulting Travel Agents/client relationship and/or any agreement will be signed and will be legally binding.

7. The undersigned declare that the statements made and the information provided in this Tender is true.

Signed
Name
In the capacity of
For and on behalf of (name of Applicant)
Official seal / stamp of the applicant

Application Form 1 - General Information

All individual firms for pre-qualification are requested to complete the information in this form

Attach Agency License issued by the International Air Travel Association (IATA) for the last two years (current KATA and IATA certificates.)

Attach Letters of reference from two (2) International Airlines, which are members of the IATA/Bank Settlement Plan (BSP) Kenya

1.	Name of firm	
2.	Registered office address	
	Telephone	Contact Person
	Fax	E-mail address
3.	Branch office address:-	
	Mombasa:	
	Kisumu:	
	Eldoret:	
4.	Telephone:-	Contact Person:-
	Mombasa:	Mombasa:
	Kisumu:	Kisumu:
	Eldoret:	Eldoret:
5.	Fax:-	E-mail address
	Mombasa:	Mombasa:
	Kisumu:	Kisumu:
	Eldoret:	Eldoret:
6.	Place of incorporation	Year of incorporation/registration

(5 points)

Application Form 2 - General Experience Record

Name of Applicant

All individual firms are requested to complete the information in this form. The information supplied should be the annual turnover of the Applicant.

Annual turnover data (Please note this will be for similar clients as COG)			
Year	Client	No. of Assignments	Nature of Assignments generally
1.			
2.			
3.			
4			
5.			

(15 Points)

Application Form 3 - Details of Similar Clients

Name of Applicant

Attach letters of reference from three (3) clients with whom you have previously done business.

Use a separate sheet for each contract.

1.	Nature of subject matter
	Country
2.	Name of Client
3.	Client address

4.	Nature of services –

5.	Value of the subject matter and professional fees charged
6.	Date of engagement
7.	Date of completion of the services

(15 points)

Application Form 4 - Current List of Clients

Name of Applicant

Applicants should provide information on the current list of clients and the nature of the engagement. The Applicant should give details of at least ten (10) Clients whose nature of subject matter the Applicant considers substantial and challenging whether their nature of business is comparable to COG or not.

Name of Client	Nature of Engagement and Subject matter
1.	
2.	
3.	
4.	
5.	
7.	
8.	
9.	
10.	

(5 points)

Application Form 5 – Staff Summary

Name of Applicant

Applicants should complete a sheet for each staff category providing the names of the qualified staff meeting the specified category requirements. The data on their experience should be stated and described in brief.

Category of Staff (Designation)		1. Staff <input type="checkbox"/> Prime <input type="checkbox"/> Alternate
Candidate information	1. Name of staff	2. Date of birth
	3. Professional qualifications	
	
Present employment	4. Name of Employer	
	Address of Employer	
	
	Telephone	Contact (manager/personnel officer)
	Fax	E-mail address
	Job title of staff	Years with present employer

Summarise professional experience over the last 5 years, in reverse chronological order. Indicate particular technical and material experience.

Dates		Experience
From	To	Company / Position held / Relevant and Management experience

(15points)

Application Form 6 – Office Facilities

Name of Applicant

The Applicant shall list the equipment as required to demonstrate that it has the capability to deliver the services required. Any other equipment owned and considered necessary for effective delivery of services should also be listed.

	Item Description	Number Owned
1	Computer(s) (linked to Internet & Email for E-Ticketing)	
2	Printer(s)	
3	Telephone lines	
4	Mobile phone line	
5	Fax	
6	Delivery Vehicles	
7		
8		
9		

(15 Points)

Application Form 7 - Financial Capability

Name of Applicant

Applicants should provide financial information to demonstrate that they meet the requirements stated in the Instructions to Applicants. Attach Copies of Audited accounts for the last 2 years.

Attach audited financial statements for the last two years.

Banker	Name of banker	
	Address of banker	
	Telephone	Contact name and title
	Fax	E-mail address

(30 Points)

Name of Applicant (S)

You are requested to give the particulars in Part 1 and either Part 2 (a), 2 (b) or 2 (c), whichever applies to your type of business. Part 2 (d) to part 2(i) must be filled.

You are advised that giving wrong or false information on this Form will lead to automatic disqualification / termination of your business proposal at your cost.

Part 1 – General

Business Name:.....
Certificate of Incorporation / Registration No.
Location of business premises: Country
Physical address Town
Building..... Floor.....
Plot No. Street / Road
COGI Address COGI / Country Code.....
Telephone No's Fax No's.
E-mail address
Website
Contact Person (*Full Names*) Direct / Mobile No's.
Title Power of Attorney (**Yes / No**) If **Yes**, attach written document.
Nature of Business (*Indicate whether manufacturer, distributor, etc*)

(Applicable to Local suppliers only)

Local Authority Trading License No. Expiry Date
Value Added Tax No.....

Value of the largest single assignment you have undertaken to date (**US\$/KShs**)

Was this successfully undertaken? **Yes / No**.(If **Yes**, attach reference)

Name (s) of your banker (s)

Branches Tel No's.

Part 2 (a) – Sole Proprietor

Full names

Nationality Country of Origin

*Citizenship details

Company Profile (*Attach brochures or annual reports in case of public companies*)

Part 2 (b) – Partnerships

Give details of partners as follows:

<u>Full Names</u>	<u>Nationality</u>	<u>Citizenship Details</u>	<u>Shares</u>
-------------------	--------------------	----------------------------	---------------

1.
---------	-------	-------	-------

2.
---------	-------	-------	-------

3.....
--------	-------	-------	-------

4.....
--------	-------	-------	-------

Company Profile(*Attach brochures*)

Part 2 (c) – Registered Company

Private or public
 Company Profile(Attach brochures or annual reports in case of public companies)
 State the nominal and issued capital of the Company
 Nominal KShs
 Issued KShs

List of top ten (10) shareholders and distribution of shareholding in the company.
 Give details of all directors as follows:-

<u>Full Names</u>	<u>Nationality</u>	<u>Citizenship Details</u>	<u>Shares</u>
1.....
2.....
3.....
4.....

Part 2 (d) – Debarment

I/We declare that I/We have not been debarred from any procurement process and shall not engage in any fraudulent or corrupt acts with regard to this or any other tender by COG and any other public or private institutions.

Full Names
 Signature
 Dated thisday of2013.
 In the capacity of
 Duly authorized to sign Tender for and on behalf of

Part 2 (e) – Criminal Offence

I/We, (Name (s) of Director (s)):-

- a)
- b)
- c)
- d)

have not been convicted of any criminal offence relating to professional conduct or the making of false statements or misrepresentations as to its qualifications to enter into a procurement contract within a period of three (3) years preceding the commencement of procurement proceedings.

Signed
 For and on behalf of M/s
 In the capacity of
 Dated thisday of2013
 Suppliers' / Company's Official Rubber Stamp

Part 2 (f) – Conflict of Interest

I/We, the undersigned state that I / We have no conflict of interest in relation to this procurement:

- a)

Part 2(i) – Declaration

I / We, the undersigned state and declare that the above information is correct and that I / We give Council Of Governors authority to seek any other references concerning my / our company from whatever sources deemed relevant, e.g. Office of the Registrar of Companies, Bankers, etc.

Full names

Signature.....

For and on behalf of M/s

In the capacity of

Dated thisday of2013

Suppliers' / Company's Official Rubber Stamp

ANTI-CORRUPTION DECLARATION/COMMITMENT/PLEDGE-SWORN BEFORE AN ADVOCATE

I/We/M/s

of P.O. Boxdeclare that I/We recognize that
Public Procurement is based on a free, fair and competitive tendering process
which should not be open to abuse.

I/We.....declare that I/We will not offer or facilitate,
directly or indirectly, any inducement or reward to any member of
the Board, Management and/or staff of THE COUNCIL OF GOVERNORS in connection with tender/Quotation
No. -----

TENDER/QUOTATION FOR THE -----

THE COUNCIL OF GOVERNORS in the tender, or in the subsequent performance of the contract if I/we
am/are successful.

Signed by.....CEO or Authorized Representative.

Name.....

Designation.....

Designation.....

Signature.....Date.....

Declared at

Before me.....

Name.....

Signature.....Date

COMMISSIONER FOR OATHS