



Terms of Reference (TOR)

Selection of Travel Agencies on Framework Agreement Base

Duration: One (1) Year, renewable

1. BACKGROUND

The ECOWAS Centre for Renewable Energy and Energy Efficiency (ECREEE) is a specialized organization of the Economic Community of West African States (ECOWAS) with the mandate to contribute towards the sustainable development of the West African region through the establishment of enabling environments for renewable energy and energy efficiency market development.

The Centre under many of its projects undertakes missions in the sub-region and beyond that involves, but not only, the issuance of air tickets for events (conferences, workshops, training capacity building programmes, project implementation, follow-up missions, etc.), definition of itineraries, luggage tracking, cancellation of tickets, reschedule of trips, etc. In order to ensure better efficiency and economy in the processes by getting such services always at the best price-quality relation and within the required time period, ECREEE is seeking to select and shortlist three (3) among the best travel agencies in the subregion on framework base contract to provide such services for a period of one year and renewable subject to reassessment results by end of the contract period.

2. STATEMENT OF PURPOSE & OBJECTIVES

The purpose of this Call is to shortlist three (3) suitable, reliable and affordable travel agencies in the subregion to deliver travel services for ECREEE. The candidate agencies are expected to provide a professional service, understand ECREEE's travel regulations/procedures and take them into consideration when providing quotes. The travel agencies shall be established in the



subregion, and the services shall be performed in the most cost-effective manner considering ECREEE's interest as well as its staff's welfare. The selected agencies are expected to employ experienced travel agents with adequate skills and competencies to support the official missions of ECREEE 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

The Travel Service Provider is expected to fill the following requirements:

- Legal registered and established in one of the ECOWAS Member States.
- Having at least 5 years services and experience in providing international and/or regional travels services – track record of similar services provided during past years.
- Flexible Terms and Conditions (Flexibility of tickets, Commission fee, Terms of payment, Availability, Cancellation policy, Reimbursement services, other services) – detailed information on the terms and conditions.
- Internationally recognized and currently with permission to operate in the region and internationally, in compliance with all 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, as ECREEE will only make payment after evidence of staff travels had been submitted.
- Complementary services, if applicable (hotels reservations, transfer and car hiring services, insurance services, etc.).
- Communication proficiency in English and French.



4. APPLICATION PROCEDURES AND DEADLINES

Candidates shall submit their proposals with detailed information as required above latest by 13th April 2023 to ECREE, at the following address: travels@ecreee.org.

For clarifications, please contact: adeoliveira@ecreee.org.