

TERMS OF REFERENCE

Framework Agreement for Travel Management Services

Type of contract: Consultancy Service

Duration: One (1) year

**ECOWAS CENTRE FOR RENEWABLE ENERGY AND ENERGY EFFICIENCY
CENTRO PARA AS ENERGIAS RENOVAÉIS E EFICIÊNCIA ENERGÉTICA DA CEDEAO
CENTRE POUR LES ENERGIES RENOUVELABLES ET L'EFFICACITÉ ENERGÉTIQUE DE LA CEDEAO**



1. Background

The ECOWAS Centre for Renewable Energy and Energy Efficiency (ECREEE) is a specialized agency of the Economic Community of West African States (ECOWAS), mandated to promote renewable energy and energy efficiency across the ECOWAS Member States. ECREEE supports the development and implementation of regional policies, programs, projects, and capacity-building initiatives aimed at improving access to sustainable energy services and strengthening energy security in West Africa.

In the implementation of its mandate, ECREEE regularly organizes regional and international meetings, missions, workshops, conferences, technical consultations, and project activities requiring frequent official travel for staff, consultants, experts, and partners. To ensure efficiency, cost effectiveness, operational continuity, and timely travel support, ECREEE intends to establish a Framework Agreement with one or more qualified travel management agencies for the provision of travel-related services on an “as and when required” basis.

2. Objective of the Assignment

The overall objective of this assignment is to engage competent and experienced travel management agencies capable of delivering reliable, responsive, and cost-effective travel services in support of ECREEE’s operational activities.

The specific objectives are to:

- Ensure timely travel booking and travel support services;
- Obtain competitive and cost-efficient travel solutions;
- Facilitate efficient travel coordination for official missions and events;
- Ensure compliance with ECOWAS financial and administrative procedures;
- Establish long-term collaboration with qualified service providers under a Framework Agreement arrangement.

3. Scope of Services

The selected travel agency(ies) shall provide comprehensive travel management services including, but not limited to, the following:

3.1 Air Travel Management

The service provider shall:

- Arrange and issue domestic, regional, and international flight tickets;
- Provide the most direct and economical travel routes available;
- Offer multiple flight options and fare comparisons upon request;
- Process ticket re-issuance, amendments, cancellations, and refunds;
- Facilitate group travel bookings when required;



- Issue flexible or refundable tickets where operationally necessary;
- Ensure prompt delivery of e-tickets and travel itineraries;
- Monitor bookings and inform ECREEE of schedule changes, cancellations, or disruptions.

3.2 Accommodation Arrangements

The service provider shall:

- Arrange hotel accommodation for staff and mission participants;
- Secure competitive corporate or negotiated institutional rates;
- Provide accommodation options near meeting venues where applicable;
- Coordinate early check-in, late check-out, and special accommodation requirements when requested;
- Ensure confirmed reservations prior to travel dates.

3.3 Ground Transportation and Logistics Support

The service provider shall:

- Arrange airport transfers and local transportation services;
- Coordinate vehicle rental services where necessary;
- Support transportation logistics linked to official missions and events;
- Ensure reliable and safe transportation arrangements.

3.4 Visa and Travel Advisory Services

The service provider shall:

- Provide up-to-date information on visa requirements, immigration procedures, health regulations, and travel advisories;
- Support travelers with visa processing guidance and required documentation;
- Inform ECREEE promptly of any travel restrictions or changes affecting official travel.

3.5 Emergency and After-Hours Support

The service provider shall:

- Provide 24-hour emergency travel assistance;
- Respond promptly to urgent travel changes, cancellations, or disruptions;
- Designate focal points for emergency coordination and communication.

3.6 Reporting and Financial Management

The service provider shall:

- Submit accurate invoices and supporting documentation for all transactions;



- Provide periodic travel reports indicating travel volumes, ticket costs, savings achieved, cancellations, and refunds;
- Maintain complete records of transactions for audit and verification purposes;
- Ensure transparency and accountability in all financial dealings.

4. Duration of the Framework Agreement

The Framework Agreement shall be valid for an initial period of one (1) year. Subject to satisfactory performance, operational requirements, availability of funds, and compliance with ECOWAS regulations and procedures, the agreement may be renewed annually for an additional period as determined by ECOWAS rules.

The Framework Agreement shall not constitute an exclusive contract nor guarantee a minimum volume of business.

5. Eligibility and Qualification Requirements

Interested travel agencies must meet the following minimum requirements:

5.1 Legal and Regulatory Requirements

- Evidence of legal registration and operation as a travel agency;
- Valid business licenses and operational permits;
- IATA accreditation or equivalent professional certification;
- Valid tax clearance certificate or equivalent statutory compliance documentation.

5.2 Experience and Technical Capacity

- Minimum of five (5) years of proven experience in travel management services;
- Demonstrated experience serving international organizations, diplomatic missions, government institutions, or similar entities;
- Experience in managing regional and international travel arrangements, preferably within West Africa;
- Access to recognized Global Distribution Systems (GDS);
- Availability of qualified and experienced personnel.

5.3 Operational Capacity

- Capacity to provide multilingual support services;
- Availability of dedicated account management personnel;
- Capacity to provide emergency and after-hours support services;
- Strong communication and customer service capabilities.



6. Deliverables

The selected service provider(s) shall provide:

- Confirmed flight bookings and ticket issuance;
- Hotel reservations and transport arrangements;
- Travel itineraries and advisory information;
- Monthly or quarterly travel activity reports;
- Accurate invoices and financial documentation;
- Timely customer support and emergency assistance.

7. Performance Evaluation

The performance of the selected service provider(s) shall be monitored periodically based on:

- Timeliness of service delivery;
- Cost efficiency and competitiveness of fares;
- Responsiveness and communication;
- Accuracy of bookings and documentation;
- Quality of customer support services;
- Compliance with ECOWAS procedures and standards.

ECREEE reserves the right to suspend or terminate the Framework Agreement in the event of unsatisfactory performance, breach of contractual obligations, or non-compliance with applicable regulations.

8. Confidentiality and Ethical Conduct

The selected service provider(s) shall:

- Maintain strict confidentiality of all travel information and related data;
- Not disclose ECREEE travel information to third parties without prior authorization;
- Avoid situations of conflict of interest;
- Adhere to ECOWAS ethical standards, integrity principles, and anti-corruption policies.

9. Proposal Submission Requirements

Interested firms shall submit:

- A Technical Proposal containing company profile, relevant experience, methodology, staffing structure, and client references;



- A Financial Proposal indicating service fees, transaction charges, commissions, discounts, and pricing arrangements applicable under the Framework Agreement.

10. Submission Deadline

Proposals must be submitted electronically no later than 30 July 2026 to: travelagency@ecreee.org.

Late submissions shall not be accepted.

For further clarification during office hours, interested applicants may contact:

- Mr. Alcides Oliveira
Email: aoliveira@ecreee.org

ECOWAS Centre for Renewable Energy and Energy Efficiency (ECREEE) reserves the right not to shortlist any bidder and submission of proposals shall not be construed as a guarantee of contract award.