



## **Pre-qualification of providers**

**Procurement Reference Number: AFR/2018/TITS/004**

**August 2018**

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## **PART I: INSTRUCTIONS TO PROVIDERS**

### **1.1 Background**

Access to Finance Rwanda (AFR) is a Rwandan not for Profit organization, established in March 2010 by the governments of Rwanda and the United Kingdom (UK) through the UK Department for International Development (DFID), and the World Bank. Existing funders of AFR include DFID, The MasterCard Foundation, Sweden and USAID. AFR's strategic focus is stimulating financial sector development by partnering with financial institutions and other stakeholders to increase access to and use of financial services.

### **1.2 Objectives**

AFR is seeking to pre-qualify reputable providers for supplies and non-consulting services for the provision of services or supplies for the Year 2018-2019.

The list of items required during the above mentioned financial year is provided in Appendix B.

### **1.4 Eligible Applicants**

- 1.4.1 An Applicant, and all parties constituting the Applicant, shall meet the following criteria to be eligible to participate in this procurement:
- a) the applicant has the legal capacity to enter into a contract;
  - b) the applicant is not:
    - i. insolvent;
    - ii. in receivership;
    - iii. bankrupt; or
    - iv. being wound up
  - c) the applicant's business activities have not been suspended;
  - d) the applicant is not the subject of legal proceedings for any of the circumstances in (b); and
  - e) the applicant has fulfilled his or her obligations to pay taxes and social security contributions.
- 1.4.2 An Applicant shall be a natural person, private entity or any combination of them with the formal intent to enter into an agreement or under an existing agreement in the form of a joint venture, consortium or association. In the case of a joint venture, consortium or association, unless otherwise specified in the Application Submission Sheet, all parties shall be jointly and severally liable.
- 1.4.3 An Applicant and all parties constituting the Applicant shall have the nationality of an eligible country. An Applicant shall be deemed to have the nationality of a country if the Applicant is a citizen, or is constituted, incorporated or registered and operates in conformity with the provisions of the laws of that country.

- 1.4.4 This criterion shall also apply to the determination of the nationality of proposed subcontractors or providers for any part of the contract including related services.
- 1.4.5 Applicants shall not have a conflict of interest. All Applicants found to be in conflict of interest shall be disqualified. Applicants shall be considered to have a conflict of interest with one or more parties in this short listing process, if they:
- a) have controlling shareholders in common; or
  - b) receive or have received any direct or indirect subsidy from any of them; or
  - c) have the same legal representative for purposes of this application; or
  - d) have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the application of another Applicant, or influence the decision of AFR regarding this short listing process; or

## 1.5 Clarification of Pre-qualification Document

A prospective Applicant requiring any clarification of the short listing documents may notify AFR in writing by email address indicated below. AFR will respond in writing to any request for clarification on the pre-qualification document, which it receives no later than **five (5) days** prior to the deadline for the submission of Applications. AFR's response will be copied to all applicants.

For clarification purposes only, AFR's address is: [procurement@afr.rw](mailto:procurement@afr.rw)

**Head of Finance and Administration,**  
Access to Finance Rwanda  
KG 5 Avenue, House #13- Kacyiru  
The road behind the Netherland Embassy  
P.O. Box 1599  
Kigali – Rwanda

## 1.6 Amendment of Short listing Document

- 1.6.1 At any time prior to the deadline for submission of applications, AFR may amend the pre-qualification document by issuing addenda.
- 1.6.2 Any addendum issued shall be part of the pre-qualification document and shall be posted on our website and also communicated in writing to all who will have obtained pre-qualification document.
- 1.6.3 To give prospective Applicants reasonable time to take an addendum into account in preparing their applications, AFR, at its discretion, shall extend the deadline for the submission of applications.

## PART II: PREPARATION OF APPLICATIONS

### 2.1 Language of Application

The Application prepared by the Applicant, as well as all correspondence and documents relating to the Application exchanged by the Applicant and AFR, shall be written in English. Supporting documents and printed literature provided by the Applicant may be in another language provided they are accompanied by an accurate translation of the relevant passages in English, in which case, for purposes of interpretation of the Application, the translation shall govern.

### 2.2 Establishing Applicant's minimum Eligibility, Experience and Qualifications

The Applicant **MUST** provide as part of its Application, the documentary evidence of the firm's

- Certificate of incorporation;
- Power of Attorney;
- Current period Trading license;
- Current period Tax clearance certificate and
- At least 3 contacts/references letters of similar nature of work.
- Respective statutory regulatory certificates, manufactures' authorization where applicable (*for example IATA, ISO certificate*)

Applicant should demonstrate at least 3 years' experience in a related service and provide evidence of at least 3 contacts of similar nature of work undertaken. In addition the applicant should attach signed submission sheet and code of conduct in agreement with the terms therein

### 2.3 Format and Signing of Applications

2.2.1 The Applicant is requested to submit its Short listing Documents (included in Annex) in one envelope marked: "Short listing Documents for the provision of supplies or non-consultancy services for the Financial Year 2018-2019." The envelope shall contain one (1) original and one (1) copies.

2.2.2 The original and the copies of the Application shall be typed in indelible ink, and shall be signed by the Applicant or a person or persons duly authorized to sign the short listing documents.

### 2.4 Documents required:

All appendices

## **2.5 Right to Reject:**

AFR reserves the right to accept or reject any bid or to cancel the procurement process and reject all bids at any time prior to contract signature and issue by AFR, without incurring any liability to bidders.

AFR reserves the right, at its sole discretion, to reject all bids received and seek fresh bids, to negotiate further with one or more of the bidders, to defer the award of a contract or to cancel the competition and make no contract award, if appropriate.

## **2.6 Other Documents:**

No other documents required other than those mentioned

## **2.7 Tendering fees:**

AFR does not charge any fees for tendering

## PART III: SUBMISSION OF APPLICATIONS

### 3.1 Sealing and Labelling of Applications

3.1.1 The Short listing Application shall be composed of two separate proposals marked **“Short listing Document for the provision of supplies or non-consultancy services”**. It should also clearly indicate the **code and item** for which the bidder is proposing. It shall contain one (1) Technical (marked “Technical Proposal”) and one (1) Financial (marked “Financial Proposal”).

3.1.2 For application submission purposes only, AFR’s email address is: [procurement@afr.rw](mailto:procurement@afr.rw)  
**Head of Finance and Administration,**  
Access to Finance Rwanda  
KG 5 Avenue, House #13- Kacyiru  
The road behind the Netherland Embassy  
P.O. Box 1599  
Kigali – Rwanda

### 3.2 Deadline for Submission of Applications

Applications must be received by AFR at the address specified no later than  
**September 14, 2018.**

### 3.3 Late Applications

Any Application received after the deadline for submission of Applications prescribed by the AFR will be rejected.

## **PART IV: OPENING AND EVALUATION OF APPLICATIONS**

### **4.1 Opening of Applications**

- 4.1.1 Opening of bids will be done by AFR and will record all the relevant Applicants information at this stage.

### **4.2 Evaluation of Applications:**

- a) The AFR will carry out the evaluation of Applicants on the basis of their responsiveness to eligibility, experience and qualification criteria
- b) Any application that fails to meet the requirements will be considered unsuitable and shall be rejected at this stage.

### **4.3 Clarification of Applications**

- 4.3.1 During evaluation of the Applications, AFR may, at its discretion, ask the Applicant for clarification of its Application. A request for clarification shall be signed and sent to a bidder by the chairperson of the evaluation committee and all requests for clarifications shall be copied to all bidders for information purposes only and noted in the evaluation report.
- 4.3.2 A bidder shall be instructed to reply to clarifications in writing within a specified time.
- 4.3.3 Failure of a bidder to respond to a request for clarification may result in the rejection of its bid.

### **4.4 Confidentiality**

- 4.4.1 Information relating to the evaluation of applications, and recommendation for short listing, shall not be disclosed to Applicants or any other persons not officially concerned with such process until the notification of short listing is made to all Applicants.
- 4.4.2 From the deadline for submission of applications to the time of notification of the results of the short listing, any Applicant that wishes to contact AFR on any matter related to the short listing process, may do so but only in writing.



## PART V: SHORT LISTING

### 5.1 Notification to the Short listed Applicants

AFR will notify all Applicants **by email** that they have been short listed

### 5.2 Inspection

The AFR reserves the right to conduct a physical inspection of the premises of the Applicant at its own cost and discretion. If, after the inspection, it is deemed that the physical structure and quality of service equipment is unsatisfactory, then the Application will be rejected. AFR reserves the right to verify all information submitted.

## Annex 1: APPLICATION SUBMISSION SHEET

Date: *[insert day, month, year]*

To:

Head of Finance and Administration,  
Access to Finance Rwanda  
KG 5 Avenue, House #13- Kacyiru  
The road behind the Netherland Embassy  
P.O. Box 1599  
Kigali – Rwanda.

We/I, the undersigned declare that:

- (a) We/I have examined and have no reservations to the short listing document.
- (b) We/I hereby apply to be pre-qualified for the provision of supplies or non-consultancy services:
- (c) We/I, including any subcontractors or providers for any part of the contract or contracts resulting from this short listing process, are eligible to participate in public procurement;
- (d) We/I undertake to abide by the Code of Ethical Conduct for Providers and Providers during the procurement process and the execution of any resulting contract;
- (e) We/I, including any subcontractors or providers for any part of the contract or contracts resulting from this short listing process, have nationals from the following eligible countries *[insert the nationality of the Applicant, including that of all parties in case of a joint venture and the nationality of any subcontractors, if applicable]*;
- (f) We/I, including any subcontractors or providers for any part of the contract or contracts resulting from this short listing process do not have any conflict of interest, and are not associated, nor have been associated in the past, directly or indirectly, with the consultant or any other entity that has prepared the design or technical specifications of the Supplies;
- (g) We/I, our affiliates or subsidiaries, including any subcontractors for any part of the contract or contracts resulting from this short listing process, have not been suspended by the Rwanda Public Procurement Authority from participating in public procurement;

- (h) We/I understand that you may amend the scope and value of any contracts to be bid or cancel the short listing process at any time and that you are neither bound to accept any application that you may receive nor to invite the short listed applicants to bid for the contract or contracts, which are the subject of this short listing, without incurring any liability to the Applicants;
- (i) We/I understand that qualification information will be subject to verification through a post-qualification process prior to any award of contract;
- (j) We/I hereby authorise you and your authorised representatives, to conduct any enquiries 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 Application Submission Sheet will also serve as authorisation to any individual or authorised representative of any institution referred to in the supporting information to provide such information deemed necessary and as requested by yourselves to verify statements and information provided in this application.

Signed: *[signature of person whose name and capacity are shown below]*

Name: *[insert complete name of person signing the application]*

In the capacity of *[insert legal capacity of person signing the application]*

Duly authorised to sign the application for and on behalf of: *[insert complete name of Applicant/Joint Venture]*

Dated on \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_ *[insert date of signing]*

## **Annex 2: CODE OF ETHICAL CONDUCT IN BUSINESS FOR BIDDERS AND PROVIDERS**

### **1. Ethical Principles**

Bidders and providers shall at all times-

- (a) maintain integrity and independence in their professional judgment and conduct;
- (b) comply with both the letter and the spirit of-
  - i. the laws of Rwanda; and
  - ii. any contract awarded.
- (c) avoid associations with businesses and organisations which are in conflict with this code.

### **2. Standards**

Bidders and providers shall-

- (a) strive to provide works, services and supplies of high quality and accept full responsibility for all works, services or supplies provided;
- (b) comply with the professional standards of their industry or of any professional body of which they are members.

### **3. Conflict of Interest**

Bidders and providers shall not accept contracts which would constitute a conflict of interest with, any prior or current contract with AFR. Bidders and providers shall disclose to all concerned parties those conflicts of interest that cannot reasonably be avoided or escaped.

### **4. Confidentiality and Accuracy of Information**

- (1) Information given by bidders and providers in the course of procurement processes or the performance of contracts shall be true, fair and not designed to mislead.
- (2) Providers shall respect the confidentiality of information received in the course of performance of a contract and shall not use such information for personal gain.

### **5. Gifts and Hospitality**

Bidders and providers shall not offer gifts or hospitality directly or indirectly, to staff of AFR that might be viewed by others as having an influence on a government procurement decision.

### **6. Inducements**

- (1) Bidders and providers shall not offer or give anything of value to influence the action of a public official in the procurement process or in contract execution.
- (2) Bidders and providers shall not ask a public official to do anything which is inconsistent with the Act, Regulations, Guidelines or the Code of Ethical Conduct in Business.

## 7. Fraudulent Practices

Bidders and providers shall not-

- (a) collude with other businesses and organisations with the intention of depriving AFR of the benefits of free and open competition;
- (b) enter into business arrangements that might prevent the effective operation of fair competition;
- (c) engage in deceptive financial practices, such as bribery, double billing or other improper financial practices;
- (d) misrepresent facts in order to influence a procurement process or the execution of a contract to the detriment of AFR; or utter false documents;
- (e) unlawfully obtain information relating to a procurement process in order to influence the process or execution of a contract to the detriment of the AFR;
- (f) withholding information from the AFR during contract execution to the detriment of the AFR.

We/I ..... agree to comply with the above code of ethical conduct in business.

-----  
**AUTHORISED SIGNATORY**

-----  
**NAME OF SUPPLIER**

## Annex A3: APPLICANT INFORMATION SHEET

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### STRUCTURE AND ORGANIZATION

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**1** Name of Company:  
*[insert full legal name]*

Physical address:  
*[insert street/ number/ town or city/ country]*

Postal address:

Telephone number:

Telefax number:

Email:

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**2** Description of the Company's activities:

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**3** Number of years of experience in the provision of the works, services or supplies under reference

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- 4 In case of a Joint Venture, the following documentation shall be required for each member of the joint venture:
- a. a copy of the Bidder's Trading licence or equivalent;
  - b. a copy of the Bidder's Certificate of Registration or equivalent;
  - c. a copy of the Bidder's income tax clearance certificate or equivalent;
  - d. a copy of the respective statutory regulatory certificates, manufactures' authorization
  - e. Power of Attorney of the signatory(ies) of the bid authorising signature of the bid on behalf of the joint venture;
  - f. a certified copy of the Joint Venture Agreement, which is legally binding on all partners, showing that all partners shall be jointly and severally liable and one of the partners will be nominated as being in charge, authorised to incur liabilities, and receive instructions for and on behalf of any and all partners of the joint venture.

The Applicant's authorised representative for information is:

Name: *[insert full legal name]*

Address: *[insert street/ number/ town or city/ country]*

Telephone/Fax numbers: *[insert telephone/fax numbers, including country and city codes]*

E-mail address: *[indicate e-mail address]*

## FORM A3: FINANCIAL STATEMENT

1. Annual value of business under taken in the last two years

Year		
Turn over		

3. Approximate value of current work related to this type of works, services or supplies

4. **Terms of payment:**

Offers are requested to provide information on expected delivery and payment terms



## FORM A4: RESOURCES: PERSONNEL

1. Please list the present key personnel and management staff.

- Business owner/Manager:-----
- Primary contacts:-----
- Admin/Finance contacts for invoicing: -----

Name	Qualification	Years of relevant experience

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## FORM A5: EXPERIENCE: RELEVANT CONTRACTS COMPLETED

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Please fill in information about the relevant contracts completed over the past three years.

Name Employer	Description of Contracts	Total Contract Price	Date of Completion

The applicant **MUST** attach evidence of performance of the above contracts either in the form of reference letters from the clients. This is applicable for both completed and current similar assignments.

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## EXPERIENCE: CURRENT RELEVANT CONTRACTS

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Please fill in information about the current relevant contracts being executed.

Name Employer	Description of Contract	Contract Price	Value completed and certified

FORM A6: LEGAL STATUS	
1	Enclose a copy of the Memorandum and Articles of Association or its equivalent. A separate list of Directors/Partners/Proprietors should be attached. A joint venture agreement should be attached where applicable.
2	Enclose a copy of the Certificate of Incorporation or its equivalent.
3	Enclose a copy of the Respective statutory regulatory certificates, manufactures' authorization where applicable.
4	Enclose an Income Tax Clearance Certificate addressed to the AFR, for this particular purpose. AFR shall only accept original income tax clearance certificates. <ul style="list-style-type: none"> <li>• Enclose an Annual Tax Clearance certificate for the previous year.</li> </ul>
5	Please enclose a copy of a Trading License for the previous year <b><u>certified</u></b> by an issuing authority.
7	Please enclose a copy of your firm's ISO or other quality assurance certificate, if any.

**Date issued: August 17, 2018**

**Deadline for submission of clarifications: September 07, 2018 at 8:00 AM Rwanda Time**

**Closing Date: September 14, 2018**

**Closing Time: 05:00 PM, Rwanda Time**

**SUBJECT: Request for quotation for ticket issuance for official international and domestic travels services**

Access to Finance Rwanda seeks Quotations for ticket issuance for official international and domestic travels services for 2018 – 2019. AFR plans to award a single contract to one successful offeror through a full and open competition.

Offerors are invited to submit a quotation in accordance with requirements of the enclosed RFQ. Proposals must be received by AFR no later than the date and local time stated above and in this RFQ. AFR requires that offers remain valid for a minimum of 90days.

The offerors should read the entire solicitation, which includes all pertinent technical sections and the terms, conditions and instructions required for submitting a proposal. Prior to submission of proposals, any amendments to this solicitation will be made available on AFR website: [www.afr.rw](http://www.afr.rw). It is the offeror's responsibility to check this site periodically for updates and amendments to the solicitation. This solicitation in no way obligates AFR to award a contract, nor does it commit AFR to pay any cost incurred in the preparation and submission of a proposal in response hereto. Furthermore, AFR reserves the right to reject any and all offers, if such action is considered to be in the best interest of AFR.

By email only, please submit all questions regarding this RFP no later than **September 07, 2018 at 8:00 AM (Rwandan Time)** to [jacqueline@afr.rw](mailto:jacqueline@afr.rw) Head of Finance and Administration with CC: [procurement@afr.rw](mailto:procurement@afr.rw) . Oral instructions, answers, or guidance from any AFR source prior to the award of the contract will not be binding.

Follow the link to access detailed bid document: <http://www.afr.rw/resources/procurement/bid-document-ticket-issuance-travel-services>

Sincerely,

Access to Finance Rwanda.

## REQUEST FOR QUOTATION TICKET ISSUANCE FOR OFFICIAL INTERNATIONAL AND DOMESTIC TRAVELS SERVICES

### Section 1: Statement of compliance with terms and compliance

Must be duly completed and returned with quotation. Supplementary information shall be attached to the requirements herein.

#### Please confirm acceptance of the following:

Item	Description	Accepted Y/N
Conditions	AFR General conditions for Purchase Order	
Origin of Agency	Rwanda Local supplier only - Mandatory	
Payment terms	100% payment following delivery and within 21 working days of receipt of invoice	
Validity of quotation	Minimum 90days	
Currency of Prices	Must be in US dollars	
Delivery conditions	As per specifications	

## SECTION 2: TECHNICAL SPECIFICATIONS AND SCOPE OF WORK

### 1. Background:

In order for AFR office to achieve time and cost efficiency while ensuring outstanding quality of service, we would like to enter into agreement with a travel agency for ticket issuance for official international and domestic travels services for 2018 – 2019. Through this process, AFR will identify and establish Long Term Agreement (LTA) with companies who are technically compliant and lowest price offers.

The Long Term Agreement will span for 1 year renewable for and additional year subject to satisfactory performance.

Ticket issuance for official international and domestic travels services as referred to in the Terms of Reference, shall apply to all domestic and International travels of AFR staff and consultants from one place to another for official travels only.

These services include but need not limited to, the following;

- Ticket issuance for official international and domestic travels
- Payment to Airlines on behalf of AFR
- Refund of Air tickets
- Reissue of Air tickets

This tendering process is not to be misconstrued as a manifestation of dissatisfaction on the services of current travel service provider, but rather a regular exercise of scanning the market

for better terms, rates and services that AFR may be missing out but may be worth taking advantage of.

### Scope of services

AFR current travel policy requires the Travel Agencies in all cases to book the lowest/most economic available fares and to research alternative itineraries (atleast 3 options, if available) in order to provide the lowest appropriate fares, which satisfy AFR travel policies and mission requirements.

- To purchase the lowest fare. The travel agencies must be knowledgeable of discounted fares
- Travel regulations prohibit first class travel

The successful Travel Agency shall render a full spectrum of high quality services, in a prompt, pleasant and hassle free manner to all AFR staff and consultants in accordance with AFR policies, procedures and guidelines. The broad range of International and domestic travel products and services required by AFR shall basically include but not be limited to, the following;

- a) **Ticket issuance:** The Travel Agency will issue electronic tickets for the traveler upon request by AFR. Tickets and other travel documents will be available in accordance with the standards agreed to with the Travel Agency, but not less than two (2) business days before date of departure. Under no circumstance will the Travel Agency release a ticket to the traveler on official travel or the authorised representative without a properly documented approval from AFR.
- b) **Voided and refunds:** The Travel Agency will void tickets where possible to avoid any charge to AFR.
- c) **Unused non-refundable tickets:** The Travel Agency will provide AFR with a report showing all unused non-refundable tickets.
- d) **Travel Medical Insurance:** Should be able to provide an international travel medical insurances document for travelers when it is requested.
- e) **Hours of operation:** The travel Agency shall provide full services from Monday to Friday between 8am to 5pm. The Travel Agency will also provide AFR with names, hotline and phone numbers of their personnel who are available during off business hours, on weekends and holidays to provide and assist with services if needed, for official and emergence travel. This group of personnel should be senior staff who is able to make decisions in case of emergency.

### Technical Evaluation Criteria:

As part of bid, the companies must submit the following documents, failure to submit the below documents will disqualify the bid.

S/N	Description	Y/N
1	A profile of the company (location, area of expertise, years in business etc)	
2	Document proving minimum 3-5 years' experience in providing ticketing services	
3	Copy of the legal registration of the firm shall be provided	
4	Valid IATA membership document to be provided by the company, membership should be valid for 2018 - 2019	
5	Minimum 1 office in Kigali, document to prove this must be provided	
6	CVs of dedicated staff with minimum of 5years should be provided	
7	2 reference letters of satisfactory ticketing services must be submitted	
8	Compliance to the terms and reference on page 3 must be provided	

### Instructions:

Quotations to be considered valid should comply with the following minimum requirements:

1. For the section scope of services, the Travel Agency shall describe in detail the compliance of its service offered with the services required.

Item	Description	Proposal submitted by Travel Agency
Experience	Minimum 2 years in this field	
IATA Membership	Should be valid 2017 - 2018	
Agency Office branches	In Kigali	
Dedicated Travel Agent person	Provide CV and must have a minimum of 5 years	
Scope of services	<ul style="list-style-type: none"> <li>- Ticket issuance</li> <li>- Voids and refunds</li> <li>- Unused non-refundable tickets</li> <li>- Provide Travel Medical Insurances</li> <li>- Hours of operation</li> <li>- General requirements for personnel</li> </ul>	

2. The award of contract will be for a period of 1 year renewable.

### Section 3: Price schedule sheet

#### FORM FOR SUBMITTING SUPPLIERS QUOTATION

(This form must be submitted only using the supplier's official letterhead)

We, the undersigned, hereby accept in full AFR general terms and conditions, and hereby offer to supply the items listed below in conformity with the specifications and requirements of AFR as per the RFQ.

Item #	Booking class and type of service	Service fee applied by proposer Unit price/ticket in US dollars
1	Domestic flights	
2	International flights start from Rwanda	
3	Re-issuance service fee for tickets start from Rwanda	
4	Refund service fee for tickets start from Rwanda	
5	Cancellation service fee within reporting period for tickets start from Rwanda	
6	Medical Travel Insurance for all contents	
Item #	Booking class and type of service	Service fee applied by proposer Unit price/ticket in US dollars
7	International connections flights after Rwanda or international flights outside Rwanda	
8	Re-issuance service for international tickets connections flights after Rwanda or international flights outside Rwanda	
9	Refund service for international tickets connections flights after Rwanda or outside of Rwanda	
10	Cancellation service within reporting period for international tickets connections flights after Rwanda or outside of Rwanda	



## Evaluation Criteria and award

The award will be made to a responsible offeror whose offer follows the RFQ instructions, meets the eligibility requirements, and is determined via analysis to be the best value based on application of the following evaluation criteria. The relative importance of each individual criterion is indicated by the number of points below:

Evaluation Criteria	Points
A profile of the company (location, area of expertise, years in business etc)	15
Document proving minimum 3-5 years' experience in providing ticketing services	15
Copy of the legal registration of the firm shall be provided	5
Valid IATA membership document to be provided by the company, membership should be valid for 2018 - 2019	5
Minimum 1 office in Kigali, document to prove this must be provided	5
CVs of dedicated staff with minimum of 5years should be provided	30
2 reference letters of satisfactory ticketing services must be submitted	20
Compliance to the terms and reference on page 3 must be provided	5
<b>Total points</b>	<b>100</b>

## Submission deadline:

Quotations must be submitted by email: [procurement@afr.rw](mailto:procurement@afr.rw) in **PDF or Word/Excel formats** only by **5:00PM Rwanda time on September 14, 2018** with clear subject line **“ticket issuance for official international and domestic travels services”**

## Documents required:

All appendices

## Right to Reject:

AFR reserves the right to accept or reject any bid or to cancel the procurement process and reject all bids at any time prior to contract signature and issue by AFR, without incurring any liability to bidders.

AFR reserves the right, at its sole discretion, to reject all bids received and seek fresh bids, to negotiate further with one or more of the bidders, to defer the award of a contract or to cancel the competition and make no contract award, if appropriate.

## Other Documents:

No other documents required other than those mentioned

## Tendering fees:

AFR does not charge any fees for tendering