



African Society for Laboratory Medicine
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RFP No. ASLM/FIN/03/04/23

Request for Proposals for Travel Management Service

(March 3rd, 2023)

INTRODUCTION

The African Society for Laboratory Medicine (ASLM) is requesting proposals from companies that have extensive experience in providing Travel Management Services. A description of our organization, the services needed, and other pertinent information follows:

1. Background of ASLM

The African Society for Laboratory Medicine (ASLM) is a Pan-African professional body working to advocate for the critical role and needs of laboratory medicine and networks throughout Africa. Africa is rapidly growing but faces major health challenges, including epidemics of HIV, tuberculosis and malaria, and new priorities such as Ebola and other global health security threats. Strengthened laboratory capacity and surveillance in Africa are critical to overcoming the burden of disease and ensuring a healthy future for the continent. Recognizing the World Health Organization (WHO) Resolution AFR/RC58/R2 for strengthening public health laboratories in the African region and the 2008 Maputo Declaration on Strengthening of Laboratory Systems, ASLM addresses these challenges by working collaboratively with governments, local and international organizations, implementing partners, and the private sector to achieve the following goals by 2020:

- Mobilize efforts to strengthen the laboratory workforce to meet Africa's growing healthcare needs.
- Transform laboratory testing quality through quality improvement and accreditation programmes.

- Support the development of strong, harmonized regulatory systems for diagnostic products
- Build networks of national public health laboratories to improve early disease detection and collaborative research.

Our main source of revenue is from US government funding, primarily through a cooperative agreement with the Centers for Disease Control, though we do work with other donor partners, such as the Bill and Melinda Gates Foundation.

For more information, please visit our website at www.ASLM.org.

A. Request for Proposals

African Society for Laboratory Medicine (ASLM) is requesting proposals from qualified travel management companies for the exclusive right to provide travel management services.

These services mainly include commercial and charter flights across the Africa and beyond. Air Travel represents about 95% of all ASLM travel and 80% of this travel is within the African region.

About 50% of ASLM travel is funded by the US Government and therefore, travel must comply with the Fly America Act for most of its travel. Our class of service policy is that economy or coach class is to be used for the majority of travel. There are some exceptions where a traveler may fly business class but it must be approved by the CEO.

B. Term of Contract

ASLM intends to enter into a contract with a proposer for an initial (**1 Year or 12 Months**) term beginning (1 May 2023) and concluding on (30 April 2024) At its sole option, ASLM may choose to exercise two additional one-year terms.

I. SCOPE OF THE SERVICE

The Travel Management Company shall provide corporate travel services for official domestic and international travel of ASLM employees. Domestic and international travel includes travel within Ethiopia Africa and travel outside of Africa, including travel to the U.S. and other countries. The corporate travel services that the service provider shall provide include:

- Travel reservations, issuance and delivery of tickets for air, advance seat assignments;
- Provision of Travel insurance as part of the Air fare
- Advice regarding health and Visa requirements;
- Detailed travelers' itineraries;

- Management information and billing reports derived from the booking database;
- Reconciliation of travel charges incurred through the ASLM Billing Account;

The Service provider shall also, if requested, provide on an open-market basis, complete personal travel services and support for ASLM employees requesting personal (unofficial) travel arrangements. However, no individual is required to use the services under this contract for personal travel.

II. ACCOUNT MANAGEMENT

Agency will assign an account manager or higher level employee to manage and/or oversee the account for ASLM. The assigned account manager will be the point of contact to coordinate ASLM travel requirements and will handle any problems or inquiries that may arise. This person must have the authority to act on and make decisions to resolve any issues, including contractual issues, without need for extensive consultation within your organization.

III. OPERATIONAL REQUIREMENTS

1. ASLM expects to get 24/7 service.
2. Staffing: the selected travel management company must provide skilled staff to service the account with a minimum of 2 years of corporate travel experience.
3. Group airfare expertise: the selected travel management company must take every reasonable step, when appropriate, to use administrative or high-level carrier contacts to obtain favorable fares, seats on capacity controlled flights and have the proven ability to address other challenges typically associated with group airfare.
4. After-hours: ASLM requires 24/7 supplementary service through a toll free number. Please state clearly in your proposal the hours and days service will be made available for either option being responded to. Is there a fee for “after-hours” calls? At what times are calls considered to be “after-hours”? Provide information regarding your response times to ASLM inquires.
5. Paperless ticketing and invoicing: ASLM prefers to receive 100% paperless documentation for all electronic tickets. Electronic ticket itineraries and invoices must be available for post-trip research. These documents should also be accessible to additional recipients, such as the administration and business office.
Tickets and itineraries will be provided 24 hours prior to departure. All itineraries must include flight numbers, departure and arrival times, names associated with the ticket numbers for group travel and confirmation numbers for ground arrangements.
6. Paper tickets: ASLM occasionally generates bookings that require paper tickets, potentially on short notice. Describe the process and any associated costs for producing and delivering paper tickets.
7. Flight insurance: Describe the flight insurance available for each airline ticket.

IV. SERVICE CONFIGURATION

1. Service configuration: Describe the service configuration you would recommend for our travel program. Be specific as to the location and number of personnel dedicated to the ASLM account and why you recommend this configuration.
2. Backup/overflow assistance: Describe your plan for backup assistance, covering absences and assisting with unexpectedly high call volume.
3. Business continuity: Describe your company's contingency plan in case of a catastrophe impacting the office serving ASLM.
4. Phone system: Describe the telecommunications configuration you would recommend for our travel program.
5. Policy compliance: Describe your procedures to insure traveler compliance with our travel policy.
6. Quality control: Describe your quality control process as it relates to airline tickets, lowest airfares, policy compliance, accuracy, etc.
7. Unused tickets: Describe your system to manage a client's unused and non-refundable tickets.
8. Traveler profiles: Describe how you will obtain and maintain traveler profile information.
9. Travel parties and preferences: Describe how you will obtain and maintain travel party preferences and other information.
10. VIP travelers: Describe any VIP services that you may offer.
11. Fan travel: Describe your experience and capabilities with organizing fan-based group trips. Include information on recent activity regarding group size, destination, purpose and an overview of the services acquired.

V. DISCOUNTS AND NEGOTIATIONS

1. Airline discount programs: Describe your existing airline contracts and discounts that will be available to ASLM.
2. Agency hotel program: Describe your existing hotel discount program that will be available to individual ASLM travelers.
3. Multiple hotel programs: Explain how your agency will work with ASLM to support the existing program if this program is more advantageous than the Agency program.
4. Agency car rental program: Describe your existing national discount program(s) that will be available to individual ASLM travelers.
5. Multiple car rental programs: Explain how your agency will work with ASLM to support the existing program if this program is more advantageous than the Agency program.
6. Ground transportation: Explain any relationships with ground transportation providers that may be beneficial to ASLM
7. Airline charters: Explain any relationships with air charter companies that may be beneficial to ASLM. Also, explain the qualifications and standards that your company applies when selecting a charter company.
8. Additional savings opportunities: Describe any additional contracts or negotiated services that may be of assistance to ASLM.
9. Insurance coverage: Describe any additional insurance coverage provided by your company or that would be available to ASLM users of your services.

All costs borne in the preparation of proposals and participation in the selection process shall be borne by the proposer. All submittals are the property of ASLM and shall not be returned. Firms should identify any portions of their proposal deemed proprietary or otherwise exempt from public disclosure.

After written proposals have been reviewed, further discussions and interviews with prospective firms may be required. If scheduled, the individual from your firm that will be directly responsible for monitoring the evaluation process, if awarded, should be present at the interview.

ASLM acknowledges that there may be some subjectivity in evaluation of the proposals.

VI. ISSUING INFORMATION

This RFP is issued on behalf of ASLM. The following individual will serve as the Issuing Officer from the date of release of this RFP until a contract is awarded: and Keep CC rfpsubmission@aslm.org

Name: Fumbani Brown

Address: African Society for Laboratory Medicine

Joseph Tito Street, Nega City Mall, Suite 800

PO.Box 5487 Tel: +251115571021

Kirks Subcity, Woreda 08

Addis Ababa, Ethiopia

Email: FBrown@aslm.org and CC rfpsubmission@aslm.org

VII. SCHEDULE OF EVENTS AND STRUCTURE OF PROPOSALS

Respondents will be notified of any changes to this schedule.

Date Event

(March 8th, 2023)RFP issued and distributed to potential vendors

(March 15th, 2023).....Deadline for submitting written questions

(March 22nd, 2023).....Responses to written questions

(March 29th, 2023)RFP responses due by 11 P.M. East African Time

(April 7th, 2023).....Notification of first-round Selections

(April 14th, 2023)Notification of chosen vendor / Begin contract discussion

(April 21st, 2023).....Contract finalized / Work begins

Note: This Schedule of Events is subject to change.

A. Questions and Requests for Clarification

The Travel Management Company may submit written questions and requests for clarification regarding the RFP. The questions or requests for clarification must be submitted via e-mail and received by the Issuing Officer before 5:00 p.m. East African Time on 15th March 2023. Oral inquiries will not be permitted. If a question or request for clarification pertains to a specific section of the RFP, the page and section number must be referenced.

B. Amendment to the RFP and Bid Proposal and Withdrawal of Bid Proposal

ASLM reserves the right to amend the RFP at any time. The Vendor shall acknowledge receipt of any and all amendments in its proposal. If the amendment occurs after the closing date for receipt of bid proposals, ASLM may, in its sole discretion, allow Vendors to amend their bid proposals in response to the amendment if necessary.

The Travel Management Company may amend its bid proposal. The amendment must be in writing, signed by the Travel Management Company and received via email by the time set for the receipt of proposals.

Proposals in advance of the deadline may withdraw, modify, and resubmit proposals at any time prior to the deadline for submitting proposals. Travel Management Company must notify the Issuing Officer via email if they wish to withdraw their proposals.

C. Submission of Bid Proposals

The issuing office must receive the bid proposal at the email address set forth above before 29th March 2023 11:00 PM East African Time. This is a mandatory requirement and will not be waived by ASLM. Any bid proposal received after this deadline will be rejected. It is the Travel Management Company's responsibility to ensure that the bid proposal is received prior to the deadline. The Travel Management Company must furnish all information necessary to evaluate the bid proposal. Bid proposals that fail to meet the mandatory requirements of the RFP will be disqualified.

D. Bid Proposal Opening

The bid proposals will remain confidential until the evaluation committee has reviewed all the bid proposals submitted in response to this RFP and ASLM has announced a notice of intent to award a contract.

E. Costs of Preparing the Bid Proposal

The costs of preparation and delivery of the bid proposal is solely the responsibility of the Vendor submitting such proposal.

F. Rejection of Bid Proposals

ASLM reserves the right to reject any or all bid proposals, in whole and in part, received in response to this RFP. Issuance of this RFP in no way constitutes a commitment by ASLM to award a contract.

G. Disqualification

ASLM may reject proposals outright for any one of the following reasons, or for other reasons not specified below:

- The Travel Management Company fails to deliver the bid proposal by the due date and time.
- The Travel Management Company fails to include information necessary to substantiate that it will be able to meet a service requirement. A response of "will comply" or merely repeating the requirement is not sufficient. Responses must indicate present capability and/or cite evidence of past fulfillment of similar requirements; representations that future developments will satisfy the requirement will not be considered sufficient.

- The Travel Management Company provides misleading or inaccurate responses.
- The Travel Management Company fails to respond to ASLM's request for information, documents, or references.
- The Travel Management Company fails to include any signature, certification, authorization, stipulation, disclosure or guarantee requested by this RFP.
- The Travel Management presents the information requested by this RFP in a format inconsistent with the instructions of the RFP.
- The Travel Management Company initiates unauthorized contact regarding the RFP with ASLM employees.

H. Nonmaterial and Material Variances

ASLM reserves the right to waive or permit cure of nonmaterial variances in the bid proposal if, in the judgment of ASLM, it is in ASLM's best interest to do so. Nonmaterial variances include minor informalities that do not affect responsiveness; that are merely a matter of form or format; that do not change the relative standing or otherwise prejudice other Vendors; that do not change the meaning or scope of the RFP; or that do not reflect a material change in the services. In the event ASLM waives or permits cure of nonmaterial variances, such waiver or cure will not modify the RFP requirements or excuse the Vendor from full compliance with RFP specifications or other contract requirements if the Vendor is awarded the contract. The determination of materiality is in the sole discretion of ASLM.

I. Reference Checks

ASLM reserves the right to contact any reference to assist in the evaluation of the bid proposal, to verify information contained in the bid proposal and to discuss the Travel Management Company/ Vendor's qualifications.

J. Information from Other Sources

ASLM reserves the right to obtain and consider information from other sources concerning a Travel Management Company/ Vendor's such as the Vendor's capability and performance under other contracts.

K. Verification of Bid Proposal Contents

The content of a bid proposal submitted by a Travel Management Company/ Vendor's is subject to verification. Misleading or inaccurate responses may result in disqualification.

L. Bid Proposal Clarification Process

ASLM reserves the right to contact a Vendor after the submission of bid proposals for the purpose of clarifying a bid proposal to ensure mutual understanding. ASLM will not consider information received if the information materially alters the content of the bid proposal. An individual authorized to legally bind the Travel Management Company/ Vendor shall sign responses to any request for clarification.

Responses shall be submitted to ASLM within the time specified in the request. Failure to comply with requests for additional information may result in rejection of the bid proposal as noncompliant.

M. Disposition of Bid Proposals

All proposals become the property of ASLM and shall not be returned to the Travel Management Company/Vendor unless all bid proposals are rejected or the RFP is cancelled.

N. Copyrights

By submitting a bid proposal, the Travel Management Company/ Vendor agrees that ASLM may copy the bid proposal for purposes of facilitating the evaluation of the bid proposal. The Vendor consents to such copying by submitting a bid proposal and warrants that such copying will not violate the rights of any third party. ASLM shall have the right to use ideas or adaptations of ideas that are presented in the bid proposals.

O. Release of Claims

By submitting a bid proposal, the Travel Management Company/ Vendor agrees that it will not bring any claim or cause of action against ASLM based on any misunderstanding concerning the information provided herein or concerning ASLM's failure, negligent or otherwise, to provide the Vendor with pertinent information as intended by this RFP.

P. Acceptance of Terms and Conditions

The Travel Management Company/ Vendor shall specifically agree that the bid proposal is predicated upon the acceptance of all terms and conditions stated in the RFP. If the Vendor objects to any term or condition, the Vendor must specifically refer to the RFP page and section. Objections or responses that materially alter the RFP may be deemed non-responsive and disqualify the Vendor.

Q. Evaluation of Bid Proposals Submitted

Bid proposals that are timely submitted and are not subject to disqualification will be reviewed in accordance with Section V and VI of the RFP.

R. No Minimum Guaranteed

ASLM anticipates that the selected Vendor will provide services as requested by ASLM. ASLM will not guarantee any minimum compensation will be paid to the Vendor or any minimum usage of the Vendor's services.

S. Certification of Independence and No Conflict of Interest

The Travel Management Company/ Vendor shall certify that it developed the bid proposal independently. The Vendor shall also certify that no relationship exists or will exist during the contract period between the Vendor and ASLM that interferes with fair competition or is a conflict of interest. ASLM reserves the right to reject a bid proposal or cancel the award if, in their discretion, any relationship exists that could interfere with fair competition or conflict with the interests of ASLM.

T. Vendor Bid Proposal Terms

Terms of the proposal, including price, will remain firm for a minimum of 90 days following the deadline for submitting proposals.

VIII. PROPOSAL REQUIREMENTS

Instructions

These instructions prescribe the format and content of the bid proposal. They are designed to facilitate a uniform review process. Failure to adhere to the proposal format may result in the disqualification of the bid proposal.

- The proposal shall be an Adobe PDF document using 8.5” x 11” paper size.
- The proposal shall be an attachment to an email addressed to the issuing officer listed previously. The subject line of the email should be “Proposal for Communication and Public Relations Services to ASLM.”
- The following electronic documents and responses shall be included in the bid proposal in the order given below.

U. Company Background – In order to be considered for selection, the following should be included in the proposal as proof that the following minimum qualifications listed below are met. The Respondent has a continuing obligation to disclose information throughout the RFP process should any qualifications or situations change that might render the Respondent as an unqualified candidate.

- a. Name of agency.
- b. Business address and phone number.
- c. Principle contact (phone and email address).
- d. Please give a brief description of your operation as you would describe it to prospective clients. Include evidence the firm years of experience in providing described in this RFP.
- e. Indicate the year the agency was founded. Indicate if it has it operated continuously since that time.
- f. Submit an organizational chart of your staff by title and indicate the number of fulltime professionals. In addition, attach biographies of the principals.
- g. List all primary services offered by the agency, excluding those that are subcontracted. Please provide a list of subcontractors that may be used for this account.
- h. List four clients with a brief description of the work you do for each account (respondent should include accounts with similar scope and or purpose as is described in this RFP) and indicate the following for each: client name, a reference contact and telephone number.
- i. Provide the name of the person that will be the key personnel assigned to work with ASLM. Include evidence that the key personnel has a minimum of two years’ experience managing an account with similar scope as is described in this RFP.
- j. The firm and its personnel has all authorizations, permits, licenses, and certifications as may be required under federal, state or local law to perform the services specified in this RFP at the time it submits a response to the RFP.
- k. The firm has a policy and practice of equal employment opportunity and non-discrimination based on race, age, creed, sexual orientation or gender.

A. Action Plan for Scope of Services

Provide a project narrative which describes the agency's overall approach including strategies for accomplishing the Scope of Services and rationale for the agency's approach. For each service requested please provide an overview of your approach, including your rationale for proposing any alternative strategies, and how you could successfully implement the services requested.

B. Work Schedule for Completing Scope of Services

Provide a work schedule that outlines possible timelines and potential completion dates for each of the itemized requirements in the Scope of Services.

C. Measurement Plan

Provide a measurement plan that details metrics to be used to determine the success of the implementation of the itemized requirements in the Scope of Services.

D. **Litigation.** Provide details of any state regulatory, self-regulatory organization, professional organization, litigation or other legal proceedings action taken against your firm or any of its owners, principals, or personnel, in the three preceding years.

E. **Flexibility.** ASLM is interested in providing flexibility to all Vendors in their responses to this RFP. Provide any additional comments or information relevant to your proposal that has not already been included in your responses to the preceding questions.

IX. EVALUATION AND SELECTION

All proposals timely received will be considered by ASLM's selection committee.

F. Discussions and/or Presentations

After the review and evaluation of the proposals, ASLM may conduct interviews. Finalists chosen for interviews will be notified. ASLM reserves the right, in its sole discretion, to award the contract based upon the written proposals received without prior discussion or negotiations.

G. Selection

ASLM will select/recommend the firm that the institution determines, in its sole discretion, to be fully qualified and best suited among those submitting proposals to fulfill the purposes of the RFP in a cost effective manner.

H. Evaluation Criteria

Corporate Information

Evidence of corporate maturity, fiscal stability and full-time senior and intermediate staff resources to provide the services outlined in the Scope of Services.

Account Services

Past, current and prospective services demonstrating capabilities to mount and execute a marketing program outlined in the Scope of Services.

Account Team

Professional qualifications and work experience on similar project engagements of the account team members who will be primarily responsible for the majority of the work performed in the Scope of Services.

Action Plan for Scope of Services

An understanding of the Scope of Services to be performed and evidence of the capabilities and creativity necessary to perform the Scope of Services in a manner that is the most advantageous to ASLM.

I. Cost of Services

Evidence that services will be reasonably priced and provide a good value to ASLM.

J. CONTRACT NEGOTIATION

Upon selection of the chosen Vendor, ASLM will require a proposed contract from the Vendor.