



## REQUEST FOR PROPOSAL (RFP) FOR THE PROVISION OF TRAVEL SERVICES

**RFP NO. ASLM/TRA/SRV/01/20/26**

**CLOSING DATE: 19 FEBRUARY 2026**

**When responding to this RFP mention the RFP No. in the Subject line**

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### **1.0 INTRODUCTION**

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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. For more information, please visit our website: <https://aslm.org>.

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### **2.0 OBJECTIVE OF THE ASSIGNMENT | SCOPE OF WORK | EXPECTED DELIVERABLES**

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#### **Background**

African Society for Laboratory Medicine (ASLM) is requesting proposals from qualified travel management companies for the provision of air travel services. The 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.

Our class of service policy is that economy or coach class is to be used for the majority of travel. However, there are some exceptions where a traveller may fly business class but this is subject to specific prior approvals being granted.

#### **Scope of Work:**

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 Africa and outside of Africa. The corporate travel services that the service provider shall provide include:

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*The Pivot, Block E, Third floor, Montecasino Boulevard, Fourways, 2055, Gauteng, South Africa (+271) 08-808-592 [info@aslm.org](mailto:info@aslm.org) [www.ASLM.org](http://www.ASLM.org)*

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

#### **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.

#### **Operational requirements:**

ASLM expects to get 24/7 service.

- Staffing: the selected travel management company must provide skilled staff to service the account with a minimum of 3 years of corporate travel experience.
- 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 favourable fares, seats on capacity-controlled flights and have the proven ability to address other challenges typically associated with group airfare.
- 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 inquiries.
- 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.

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- 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.
- 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.
- Flight insurance: Describe the flight insurance available for each airline ticket.

#### **Service configuration:**

- 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.
- Backup/overflow assistance: Describe your plan for backup assistance, covering absences and assisting with unexpectedly high call volume.
- Business continuity: Describe your company's contingency plan in case of a catastrophe impacting the office serving ASLM.
- Phone system: Describe the telecommunications configuration you would recommend for our travel program.
- Policy compliance: Describe your procedures to insure traveller compliance with our travel policy.
- Quality control: Describe your quality control process as it relates to airline tickets, lowest airfares, policy compliance, accuracy, etc.
- Unused tickets: Describe your system to manage a client's unused and non-refundable tickets.
- Traveler profiles: Describe how you will obtain and maintain traveller profile information.
- Travel parties and preferences: Describe how you will obtain and maintain travel party preferences and other information.
- VIP travellers: Describe any VIP services that you may offer.
- 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.

#### **Discounts and Negotiations**

- Airline discount programs: Describe your existing airline contracts and discounts that will be available to ASLM.
- Agency hotel program: Describe your existing hotel discount program that will be available to individual ASLM travellers.
- 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.

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- Agency car rental program: Describe your existing national discount program(s) that will be available to individual ASLM travellers.
- 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.
- Ground transportation: Explain any relationships with ground transportation providers that may be beneficial to ASLM
- 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.
- Additional savings opportunities: Describe any additional contracts or negotiated services that may be of assistance to ASLM.
- Insurance coverage: Describe any additional insurance coverage provided by your company or that would be available to ASLM users of your services.

#### **PERIOD OF PERFORMANCE AND OPTIONAL PERIODS:**

The initial term of the service shall be one (1) year from the date of signing. ASLM may exercise its right to extend the contract by additional 2 years subject to the performance of the service provider, need and availability of funding.

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### **3.0 MANDATORY REQUIREMENTS**

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- Company profile with Certificate of Incorporation, Tax Clearance and all other applicable licenses, permit, authorizations, affiliations and certifications required per applicable laws and regulations. The company profile should provide additional information such as Registration name and trading name if applicable, physical address, telephone, contact person, period in business, key personnel/management and line of business.

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## 4.0 EVALUATION CRITERIA AND SUBMISSION REQUIREMENTS

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ASLM will accept proposals from bidders that provide Best Value and satisfy the requirements stipulated in the solicitation. All submissions/proposals will be evaluated against the set Evaluation Criteria provided below. Each proposal should contain the items listed in the Submission Requirements column in the following table.

Evaluation Criteria	Submission Requirements	Weight
1. Past performance of similar services	Contact information of a minimum of 3 professional references from previous or current clients, including phone number and email addresses, preferably from International NGOs/ embassies/similar organizations ASLM may contact these references during evaluation and prior to selecting the winning service provider	40%
2. Technical, Management and approach in the provision of travel services	2. A maximum 5-page written proposal explaining how the travel agent intends to provide the services including emergency (after hours requests) accessibility, response time from receipt of travel request to issuance of the ticket, the overall management process (account management, discounts and negotiations, service configuration, etc	30%
3. Price	Provide service charge in USD for (1) Regional Travel (2) International Travel	30%
<b>Total</b>		<b>100%</b>

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## 5.0 CONTRACT TYPE

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For this procurement, ASLM will issue out a Firm Fixed Price Contract on its terms and conditions indicating the service provider's quoted firm fixed price, scope of work, deliverables, timelines duration of contract and other instructions.

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## 6.0 SUBMISSION REQUIREMENTS

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Completed proposals must be addressed to the Procurement Committee and send electronically on or before the closing date and time to [rfpsubmission@aslm.org](mailto:rfpsubmission@aslm.org) **ONLY**.

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## 7.0 PROPOSED TIMELINES

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Date	Activity
19 January 2026	Release of RFP and publicly posted on ASLM website:
31 January 2026	Deadline for submission of inquiries related to this RFP directed to Email to: <a href="mailto:JShonhe@aslm.org">JShonhe@aslm.org</a> , <a href="mailto:SMate@aslm.org">SMate@aslm.org</a> and all questions must clearly identified with the solicitation #
	Indicate the RFP number indicated at the top of this RFP (i.e. RFQ #) in your proposals.
4 February 2026	Response to all inquiries released and posted publicly on ASLM website
19 February 2026	Deadline for Proposal submission.
9 March 2026	Final decision announced and Bidders receive feedback
16 March 2026	Contract confirmed & issued out.

While ASLM is desirous of maintaining the proposed timelines, delays necessitated by unforeseen circumstances may be inevitable.

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## 8.0 ASLM TERMS AND CONDITIONS

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The following are the terms and conditions of ASLM and any exceptions to these should be noted in writing at submission:

8.1. This RFP is not an offer to enter into agreement with any party, but rather a request to receive proposals from companies interested in providing the goods or services outlined in this RFP.

8.2. The specifications prescribed are not in any way limited to any specific tenderer as they are based on generally achievable requirements and thus, participation in this solicitation is open to all legal vendors that are registered and comply with the laws of doing business in the applicable country(ies) where services will be rendered. The necessary legal, commercial, technical and financial requirements should be satisfied.

8.3. ASLM does not bind itself to accept the lowest tender price and reserves the right to reject all submissions, in whole or in part, enter negotiations with any party, and/or award multiple contracts.

8.4. ASLM reserves the right (but is not under obligation to do so) to enter discussions with one or more respondents in order to obtain clarifications or additional details, to suggest service delivery refinements in the proposal or other aspects of the proposal, or to negotiate the cost quotation.

8.5. All quotations/proposals **MUST** be typed, on company official letterhead with full contact details including physical address, contact phone, email. Submissions **MUST** be received on or before the **closing date** and **time** and all bids received after the closing date and time may not be considered.

8.6. ASLM shall NOT be responsible for any costs involved in the preparation and submission of bids or proposals. All costs to be borne by the bidder and this is irrespective of the outcome.

8.7. Bid validity of quotation/proposals shall be 90 days.

8.8. Unless otherwise specified in the final contract, full payment will be made by ASLM to the Vendor within 30 days of receipt of invoice from the Vendor and either delivery of goods or completion of required deliverable.

8.9 ASLM provides an equal opportunity for any vendor/supplier to participate irrespective of race, colour, religion, sex, or national origin and will receive equal treatment.

8.10. By participating, preparation and submitting this quotation or proposal, you represent that none from your organization has any conflict of interests.

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8.11. To the maximum extent practical and possible, ASLM will strive to ensure that the finances provided in this procurement do not support organisations, companies and individuals associated with acts of terrorism, prostitution and drug trafficking.

8.12. ASLM reserves the right to delay, amend, reissue, or cancel all or part of this RFP at any time but feedback will be provided to the vendors who participated. Additionally, ASLM will be under no obligation to reveal, or discuss with any bidder how a quotation/proposal was assessed, or to provide any other information relative to the selection process. Respondents whose quotations are not selected will be notified in writing and shall have no claim whatsoever for any kind of compensation.

8.13. ASLM reserves the right to waive or permit cure of non-material variances in the bid proposal if, in the judgment of ASLM, it is in ASLM's best interest to do so. Non-material 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.

8.14. Failure to provide any of the above specifications and requirements may be considered non-responsive and disqualify the bidder from final selection.

8.15. As part of its commitment to engrain a culture of honesty and integrity in all its business processes, unethical conduct such as undisclosed conflict of interests, bribes and kickbacks and other corrupt activities are strictly prohibited and denounced. No employees at ASLM are allowed to use their position to pursue personal and unethical gain. In the same vein, bidders or potential suppliers and contractors are proscribed from offering bribes aimed at influencing the process and the outcome(s). ASLM implore vendors to embrace this culture in their interactions with us. Violation of this ethical principle and requirement will result in the supplier or service provider disqualified and ASLM will not solicit or accept bids in the future from the same. Should you experience or suspect unethical behaviour by an ASLM employee, please reach out to via email: ASLM@tips-offs.com or through the website: <http://www.tip-offs.com/>.

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