



EAST AFRICAN BUSINESS COUNCIL (EABC)
REQUEST FOR PROPOSAL (RFP)
TRAVEL AGENCY SERVICES
Ref: EABC/RFP/TA/2025
Date of Issue: 18th September 2025

A. INTRODUCTION

The East African Business Council (EABC) is the regional apex body of private sector associations and corporates from the eight East African countries. Established in 1997, it fosters the interests of the private sector in the integration process of the East African Community. EABC's vision is a borderless East Africa for business and investment that delivers social and economic prosperity. Its mission is to advocate for a conducive business environment and promote sustainable private sector-driven growth in the EAC region.

To support efficient and cost-effective travel, EABC seeks to engage Three (3) qualified travel agency based in any of the EAC Partner States under a **renewable one-year contract**.

B. OBJECTIVE

To contract Three (3) reliable travel agency to manage and coordinate domestic, regional, and international travel services for EABC personnel and stakeholders, including air ticketing, visa support, hotel reservations, travel insurance, and emergency services.

C. SCOPE OF SERVICES

The selected agency shall:

1. Provide at least three (3) cost-effective travel options per request.
2. Book and issue domestic and international air tickets upon written approval.
3. Include all taxes, fees, and surcharges in quotations.
4. Respond to travel requests within two (2) working hours.
5. Deliver tickets electronically or as instructed.
6. Provide 24/7 customer support, including an emergency contact line.

7. Handle cancellations and refunds efficiently with minimal penalties.
8. Advise on visa requirements and assist with application processes.
9. Notify travelers promptly of any travel disruptions or schedule changes.
10. Submit monthly reports detailing travel activities and transactions.

D. TECHNICAL REQUIREMENTS

- **Airline partnerships** - IATA accreditation **GDS access** or access to a Global Distribution System (GDS).
- Minimum of three (3) years' experience in providing corporate travel services.
- Ability to assign a dedicated travel consultant and maintain 24/7 availability.
- Capability to issue multi-airline E-tickets.
- **24/7 emergency support** and dedicated account manager(s)
- **Approach and Terms to handling:**
 - Urgent bookings or cancellations
 - Ticket changes or upgrades
 - Group bookings
 - Visa or travel insurance support (if offered)
- **Quality assurance systems** or complaint resolution process
- **Corporate discount arrangements** (if any)

E. EVALUATION CRITERIA

Proposals will be evaluated based on the following weighted criteria:

Criteria	Description	Weight (%)
Technical Proposal	Technical requirements	70
Financial Proposal	Clarity, value for money, transparency	30
Total		100%

F. PROPOSAL SUBMISSION REQUIREMENTS

Interested agencies must submit the following:

1) Technical proposal outlining

- Technical Requirements (D) maximum 5 pages.
- Company profile as Annex
- Certificate of incorporation or registration as Annex
- Valid business license as Annex
- Valid tax clearance certificate as Annex
- Audited financial statements or annual report (past one year) as Annex
- CVs of key personnel assigned to EABC as Annex
- List of at least three (3) corporate clients with contactable references as Annex

2) Financial proposal indicating fare structure, service fees, and terms as shown in **Annex I**

G. SUBMISSION DETAILS

The Technical and Financial Proposals must be submitted via by email to:

✉ procurement@eabc-online.com with a copy to info@eabc-online.com

Subject: RFP – Travel Agency Services – EABC

🕒 **Deadline:** 30th September 2025, 5:00 PM EAT

Late or incomplete submissions will not be considered.

H. SELECTION & AWARD

Proposals will be evaluated by EABC’s Procurement Management Unit. EABC reserves the right to accept or reject any or all proposals.

J. CONFIDENTIALITY

All information submitted in response to this RFP will be treated as confidential and used solely for evaluation purposes.

Annex I: Sample Financial Proposal Template

Please fill in the table below with **estimated average return ticket costs** per destination per person **inclusive of all applicable taxes and fees** for depart 1st October 2025 return 4th October 2025. Prices should be in **USD**. If you offer **corporate or volume discounts**, kindly indicate in the last column.

Destination (To/From)	Base Fare (USD)	Taxes & Surcharges (USD)	Service Fee (USD)	Total Cost (USD)	Notes (Discounts, Class, etc.)
Tanzania (Arusha–Dar)	[Insert]	[Insert]	[Insert]	[Auto- calculate]	[Insert]
Kenya (Arusha– Nairobi)	[Insert]	[Insert]	[Insert]	[Auto- calculate]	[Insert]
Uganda (Arusha– Kampala)	[Insert]	[Insert]	[Insert]	[Auto- calculate]	[Insert]
Rwanda (Arusha–Kigali)	[Insert]	[Insert]	[Insert]	[Auto- calculate]	[Insert]
Burundi (Arusha– Bujumbura)	[Insert]	[Insert]	[Insert]	[Auto- calculate]	[Insert]

South Sudan (Arusha–Juba)	[Insert]	[Insert]	[Insert]	[Auto-calculate]	[Insert]
South Sudan (Dar es Salaam–Juba)	[Insert]	[Insert]	[Insert]	[Auto-calculate]	[Insert]
Burundi (Dar es Salaam–Burundi)	[Insert]	[Insert]	[Insert]	[Auto-calculate]	[Insert]
Rwanda (Dar es Salaam–Kigali)	[Insert]	[Insert]	[Insert]	[Auto-calculate]	[Insert]
Uganda (Dar es Salaam–Kampala)	[Insert]	[Insert]	[Insert]	[Auto-calculate]	[Insert]
Somalia (Arusha- Somalia)	[Insert]	[Insert]	[Insert]	[Auto-calculate]	[Insert]
Burundi (Nairobi–Burundi)	[Insert]	[Insert]	[Insert]	[Auto-calculate]	[Insert]
Rwanda (Nairobi –Kigali)	[Insert]	[Insert]	[Insert]	[Auto-calculate]	[Insert]
Rwanda (Kampala – Kigali)	[Insert]	[Insert]	[Insert]	[Auto-calculate]	[Insert]
Burundi (Kampala–Burundi)	[Insert]	[Insert]	[Insert]	[Auto-calculate]	[Insert]
Somalia (Arusha–Burundi)	[Insert]	[Insert]	[Insert]	[Auto-calculate]	[Insert]
Democratic Republic of Congo (Arusha-Kinshasa)	[Insert]	[Insert]	[Insert]	[Auto-calculate]	[Insert]

Note:

- Indicate fares for **economy class**
- Prices should be based on **average estimates** for convenient routes.