



Terms of Reference

Appointment of a Travel Management Service Provider

Date: 30 September 2026

ICLEI Africa invites proposals from suitably qualified travel management service providers to provide comprehensive, responsive and cost-effective travel management services.

Bids due:

All bids should be valid for 30 days.

Contract to start: 15 November 2026

Bids and technical queries can be sent to: imraan.paleker@iclei.org

ICLEI Africa reserves the right not to appoint a service provider in relation to this Terms of Reference.

Introduction

ICLEI Africa seeks to appoint a suitably qualified and experienced travel management service provider to support its official domestic, regional and international travel requirements. ICLEI Africa undertakes travel in support of programmes, projects, meetings, conferences, workshops and other organisational activities.

The purpose of this Terms of Reference is to establish a transparent and competitive procurement process for the appointment of a travel management service provider that can deliver reliable, efficient, responsive and cost-effective travel services while maintaining appropriate records and supporting ICLEI Africa's donor, financial and audit requirements.

The successful service provider will be expected to work closely with authorised ICLEI Africa staff and provide timely travel options, clear pricing and supporting documentation for each booking.

Scope of work

- Provide domestic, regional and international flight booking services, including quotations, reservations, ticketing, rebooking, cancellations and refunds.
- Provide multiple travel options (including flights & accommodation), where reasonably available, to enable comparison of routes, schedules, fares and overall value for money.
- Arrange accommodation in accordance with ICLEI Africa's approved travel requirements and budget.
- Arrange ground transport and related travel services where requested, including airport transfers and vehicle hire.
- Provide booking confirmations.
- Assist with issuing of Travel Insurance for employees' international travels.
- Provide support for amendments, disruptions, cancellations and urgent or after-hours travel requirements.
- Clearly disclose airfares, taxes, service fees, cancellation charges and any other applicable costs before confirmation.
- Support traveler requirements such as baggage, seating and other reasonable travel-related requests.

- Provide advice on relevant travel requirements, including visa or entry information where such support forms part of the provider's service offering.
- Maintain accurate booking, quotation, invoice, credit-note and refund records and make supporting documentation available to ICLEI Africa when required.
- Assign an account manager or dedicated contact point to manage ICLEI Africa's account and service queries.

Key deliverables and milestones

- Prompt acknowledgement and processing of authorised travel requests.
- Comparable travel quotations/options and transparent fee information before booking confirmation.
- Accurate booking confirmations, e-tickets, accommodation vouchers and consolidated itineraries.
- Timely handling of booking changes, cancellations, credits and refunds.
- Accurate invoices and supporting documentation aligned to the relevant traveller, project information supplied by ICLEI Africa.
- Responsive account management, escalation support and assistance with urgent travel disruptions.
- Specific turnaround times and service-level standards will be finalised during the procurement and contracting process.

Contractor expertise requirements

- Demonstrated experience providing corporate or institutional travel management services.
- Proven capability to manage domestic and international travel arrangements and complex itinerary changes.
- Appropriate travel-industry accreditation, licenses or affiliations applicable to the services offered.
- Access to suitable reservation, ticketing and travel management systems.
- Ability to provide responsive support, including arrangements for urgent or after-hours assistance.

- Strong financial and administrative controls, including accurate invoicing, credit-note and refund management.
- Ability to provide travel management reports and maintain records suitable for audit and donor-compliance purposes.
- Relevant client references for comparable travel management assignments.

Application requirements

- Company profile and overview of relevant travel management experience.
- Technical proposal describing the proposed service approach, booking process, account-management model and support arrangements.
- Detailed pricing schedule showing all applicable service and transaction fees, inclusive/exclusive of VAT as applicable.
- Details of relevant accreditations, licences, affiliations and travel management systems.
- Details of the proposed account manager/key personnel and escalation arrangements.
- At least three relevant client references for comparable assignments where available.
- Company registration and tax/compliance documentation as required by ICLEI Africa's procurement process.
- Any proposed exceptions, assumptions or additional terms relevant to the service.

Selection criteria

Proposals will be evaluated against criteria approved by the Procurement Committee.

The draft evaluation areas below are proposed for discussion:

- Relevant organisational experience and demonstrated track record in travel management
- Technical approach, booking capability and account-management methodology
- Service responsiveness, emergency/after-hours support and escalation arrangements
- Pricing structure, transparency of fees and overall value for money
- Reporting, invoicing, record-keeping and audit-support capability
- References and experience with comparable organisations/projects
- Additional compliance or transformation criteria, if applicable

ICLEI Africa may request clarification, supporting information or presentations from shortlisted bidders as part of the evaluation process.

Assignment timeline

- ToR issued date: 30 September 2026
- Deadline for bidder questions: 15 October 2026
- Closing date for proposals: 30 October 2026
- Anticipated service commencement date: 15 November 2026
- Initial contract period: 3 years

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Only shortlisted bidders will be contacted. If no feedback is received, the applicant should consider the submission unsuccessful, or the procurement process closed without appointment.