



# ZICTA

ZAMBIA INFORMATION AND COMMUNICATIONS TECHNOLOGY AUTHORITY

## PROCUREMENT COMMITTEE

### REQUEST FOR EXPRESSIONS OF INTEREST

**ZICTA/EOI/08/16: REQUEST FOR EXPRESSIONS OF INTEREST FOR THE PROVISION OF AIR TRAVEL MANAGEMENT SERVICES ON CONTRACTUAL BASIS FOR A PERIOD OF TWELVE MONTHS**

#### 1.0 BACKGROUND

The Zambia Information and Communications Technology Authority (hereinafter referred to as the "Authority") is responsible for the regulation of the electronic communication services and products, and monitoring of the performance and the sector, including the levels of investment and the availability, quality, cost and standards of the electronic communication services in Zambia.

In the 2016 budget, the Zambia Information and Communications Technology Authority, hereinafter referred to as the "Authority", has made a provision towards the cost of engaging travel agents to provide air travel services.

The Authority now invites eligible travel agents to indicate their interest in providing the services on contractual basis for a period of 12 months.

The request for expressions of interest is only open to citizen-influenced, citizen-empowered and citizen-owned companies in accordance with the Statutory Instrument No. 36 of 2011 of the Government of the Republic of Zambia.

## **2.0 SCOPE**

The scope of the assignment will include, but will not be limited to, the following:

- a. make bookings and prepare appropriate itineraries based on the most competitive fare and the most direct and convenient routing;
- b. processing and issuing air tickets (hard and electronic copies to the Authority;
- c. processing and issuing air travel medical insurance for confirmed bookings;
- d. advising the authority on the best economic routes and flight schedule changes;
- e. providing regular feedback on status of flight for wait-listed bookings; and,
- f. accurately advise the Authority of any ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings.

### **3.0 REQUIREMENTS**

Eligible and interested firms are hereby required to submit the following requirements:

- a. legal status of the company, including Certificate of Incorporation and Articles of Association or Memorandum of Association;
- b. evidence of valid membership with IATA;
- c. company profile with at least three (3) years relevant experience in the provision of air travel management services;
- d. Signed curriculum vitae for key staff. The key staff must hold a minimum of a Diploma in Hospitality Management, Travel and Tourism Management or its equivalent;
- e. Audited financial statements for the years 2014 and 2015. The financial statements must be audited by a firm registered with the Zambia Institute of Chartered Accountants;
- f. valid Tax Clearance Certificate from the Zambia Revenue Authority;
- g. letters of reference from atleast two clients where similar services were provided in the last three years; and,
- h. good communication skills in the English language.

### **4.0 DURATION OF ASSIGNMENT**

The contract period for the successful travel agent(s) shall be for a period of one year.

## **5.0 DETAILS FOR SUBMISSION**

The expressions of interest addressed to the Director General, Zambia Information and Communications Technology Authority and clearly marked "**ZICTA/EOI/08/16 - REQUEST FOR EXPRESSIONS OF INTEREST FOR THE PROVISION OF AIR TRAVEL MANAGEMENT SERVICES ON CONTRACTUAL BASIS FOR A PERIOD OF TWELVE MONTHS**" should be appropriately bound, sealed and bold labelled and must be deposited in the tender box situated at the Authority Head Office, corner of Independence and United Nations Roads, Lusaka on or before **Friday, August 12, 2016 at 10:00 hours local time.**

The telefax number is +260 21 1 240 023. **HOWEVER, TELEFAX AND/OR ELECTRONIC SUBMISSIONS SHALL NOT BE ACCEPTED.**

The closing date for the receipt of expressions of interest is **Friday, August 12, 2016 at 10:00hrs local time** and any submissions received after the time and date stipulated above **SHALL NOT** be accepted. The applications will be opened in the conference room on the same date at 10:00 hours in the presence of respondents or their representatives who choose to attend.

**HEAD-PROCUREMENT  
FOR/DIRECTOR GENERAL  
ZAMBIA INFORMATION AND COMMUNICATIONS  
TECHNOLOGY AUTHORITY**

**ZICTA: PROMOTING ACCESS TO ICTs FOR ALL**

**DATE FIRST ISSUED: JULY 18, 2016**