

REQUEST FOR QUOTATIONS FOR NON-CONSULTANCY SERVICES

PROJECT TITLE: PROVISION OF TRAVEL MANAGEMENT AND RELATED SERVICES FOR A PERIOD OF THIRTY-SIX (36) MONTHS

PROCUREMENT REFERENCE NO: NCS/RFQ/NAMRA/01-13/2025

Cost: Free to be downloaded from NamRA website.

www.namra.org.na

BIDDER'S NAME	
CONTACT DETAILS	TEL:
	EMAIL:
TOTAL QUOTED AMOUNT EXCLUSIVE OF VAT	N\$
TOTAL QUOTED AMOUNT INCLUSIVE OF VAT	N\$

LETTER OF INVITATION

To: Prospective Bidders

Date: 08 January 2026

Procurement Reference No: **NCS/RFQ/NamRA/01-13/2025**

PROJECT TITLE: Provision of Travel Management and Related Service for a Period of Thirty-Six (36) Months

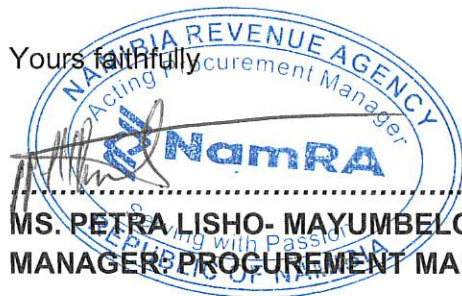
Dear Sir/Madam

NamRA hereby invites competent, qualified, and registered companies to submit their best technical and financial proposals for the procurement of non-consultancy services described in the above-mentioned subject matter. Clarifications and / or Enquiries, if any, shall be in writing only addressed to NamRA PMU at: procurementclarification@namra.org.na

The Quotation/Bid Box is located in Post Street Mall, NamRA Head Quarters, Town Square Building, Upper Retail Floor.

DEADLINE FOR BID SUBMISSION: MONDAY, 02 FEBRUARY 2026 AT 11h00 AM (Namibian Time).

Yours faithfully,



MS. PETRA LISHO- MAYUMBELO
MANAGER, PROCUREMENT MANAGEMENT UNIT

SECTION I - TERMS OF REFERENCE

SCOPE OF SERVICE AND PERFORMANCE SPECIFICATIONS

1. PURPOSE

The purpose of this procurement is to solicit proposals from potential bidders for the provision of travel management services to NamRA.

The bidding document details and incorporates, as far as possible, the tasks and responsibilities of the potential bidder required for the provision of travel management services to NamRA.

2. BACKGROUND

NamRA's primary objective in issuing this invitation is to enter into agreement with a successful bidder(s) who will achieve the following:

- a) Provide NamRA with the travel management services that are consistent, reliable and will maintain a high level of traveler satisfaction in line with the service levels.
- b) Provide NamRA with a dedicated key account manager that is suitably qualified for the duration of the contract.
- c) Achieve significant cost savings for NamRA without any degradation in the services.
- d) Contain NamRA' risk and traveler risk.

For more information, please visit the corporate website at <https://www.namra.org.na>

3. DEFINITIONS

Accommodation means the rental of lodging facilities while away from one's place of abode, but on authorized official duty.

After-hours service refers to an enquiry or travel request that is actioned after normal working hours, i.e., 8h00 am to 17h00 pm on Mondays to Fridays and twenty-four (24) hours on weekends and public holidays.

Air travel means travel by airline on authorized official business.

Authorizing Official means the employee who has been delegated to authorize travel in respect of travel requests and expenses, e.g., line manager of the traveler

Car Rental means the temporary hire of a vehicle by a Traveler for official

Domestic travel means travel within the borders of the Republic of Namibia.

Emergency service means the booking of travel when unforeseen circumstances necessitate an unplanned trip or a diversion from original planned trip.

International travel refers to travel outside the borders of the Republic of Namibia.

Management Fee is the fixed negotiated fee payable to the Travel Management Company (TMC) in monthly instalments for the delivery of travel management

services, excluding any third-party fees.

Quality Management System means a collection of business processes focused on consistently meeting customer requirements and enhancing their satisfaction. It is expressed as the organizational structure, policies, procedures, processes, and resources needed to implement quality management.

Regional travel means travel across the border of Namibia to any of the Countries in the African Continent.

Service Level Agreement (SLA) is a contract between the TMC and NAMRA that details the obligations and duties between NAMRA and the TMC.

Shuttle Service means the service offered to transfer a Traveler from one point to another, for example from place of work to the airport.

Third party fees are fees payable to third party service providers that provides travel related services on an ad hoc basis that is not directly provided by the TMC. These fees include visa fees and courier fees.

Transaction Fee means the fixed negotiated fee charged for each specific service type e.g. international air ticket, charged per type per transaction per traveler.

Traveler refers to a NamRA employee, consultant or contractor travelling on official business on behalf of NamRA

Travel Booker is the person coordinating travel reservations with the Travel Management Company (TMC) on behalf of the Traveler, e.g., the personal assistant of the traveler.

Travel Management Company or TMC refers to the Company contracted to provide travel management services (Travel Agents) to NAMRA

Travel Voucher means a document issued by the Travel Management Company to confirm the reservation and/or payment of specific travel arrangements.

Value Added Services are services that enhance or complement the general travel management services e.g., Rules and procedures of the airports.

VAT means Value Added Tax.

VIP or Executive Service means the Specialised and personalized travel management services to selected employees of NamRA by a dedicated consultant to ensure a seamless travel experience.

4. SCOPE OF WORK

4.1 Overall Requirement:

NamRA requires off-site travel management services for domestic, regional and international travel.

a) Air Travel

- Plan, arrange, make or amend bookings as requested, confirm bookings and execute payment by pre-agreed means of all air travel bookings.
- Negotiate discounts and the most cost-effective air travel options with all available airlines which meet the minimum standard on behalf of NamRA and report efforts made on this periodically. Negotiate discounts (dollars or credits) on accumulated expenditure for air travel with all available airlines on behalf of NamRA and revert back to NamRA for executive decisions as appropriate.

b) Vehicle Rental

- Arrange and amend bookings as requested and confirm bookings for all vehicle rentals and/or shuttle bookings and execute payment;
- Negotiate discounts/vouchers with all available vehicle rental and/or shuttle service providers on behalf of NamRA and report efforts made on this periodically.

c) Accommodation

- Arrange, amend bookings as requested and confirm bookings for all accommodation requirements and execute payment;
- Negotiate discounts/ vouchers with all major hotel groups or lodges that meet the standard requirements on behalf of NamRA and report efforts made on this periodically.

d) Visa and Passport

- The Travel Management Company should also, where applicable, provide service related to visas, passports, special and/or once off arrangements, etc.;
- The Travel Management Company should advise on all requirements when traveling to specific countries - including but not limited to visa requirements, vaccinations, weather, political, etc

5. PRICING MODEL

NamRA requires bidders to propose a pricing model based on transactional fee model.

5.1.1 The transaction fee must be a fixed amount per service. The fee must be linked to the cost involved in delivering the service and not a percentage of the value or cost of the service provided by third party service providers.

5.1.2 It is important for bidders to note the following when determining the pricing:

- i. TMCs are to book these negotiated rates or the best fare available, whichever is the most cost effective for the institution.

All dates and times in this bid are Namibian standard time.

Any time or date in this bid is subject to change at NamRA's discretion. The establishment of a time or date in this bid does not create an obligation on the part of NamRA to take any action or create any right in any way for any bidder to demand that any action be taken on the date established. The bidder accepts that, if NamRA extends the deadline for bid submission (the Closing Date) for any reason, the requirements of this bid otherwise apply equally to the extended deadline.

6. SUPPLIER DUE DILIGENCE

NamRA reserves the right to conduct supplier due diligence prior to final award or at any time during the contract period. This may include site visits and requests for additional information.

7. Duration

The contract will be valid for a period of three (3) years (36 Months)

8. Eligibility Criteria

Interested service providers must:

- Be legally registered and licensed (Have a Valid IATA membership, fully accredited member of the International Air Transport Association (IATA).
- The bidder must provide a valid certificate of registration with the Namibia Tourism Board (NTB) as a Booking Agent.
- Be legally registered and licensed (Have a Valid IATA membership, fully accredited member of the International Air Transport Association (IATA).
- Have a minimum of 3 years' experience in travel management
- Demonstrate capacity to manage both domestic and international travel
- Provide references from current or past clients

9. Evaluation

a. Evaluation Committee

- Bids will be reviewed and evaluated by a NamRA Bid Evaluation Committee. Bidders may be invited to give written or oral presentations and/or to participate in interviews with the committee.

b. Evaluation Criteria

Proposals will be evaluated based upon, but not limited to and in no order:

- i. Compliance with the bidding document, including provision of all information requested the bidding document.
- ii. Demonstrated ability to provide services and expertise as listed in the bidding document.
- iii. Demonstrated qualifications and experience of Bidder's staff, and in particular those staff proposed to be generally handling the contract.
- iv. Reference checks

SECTION III – EVALUATION AND QUALIFICATION CRITERIA

NamRA shall have the right to request clarifications in writing during the evaluation.

8. BIDDING EVALUATION PROCESS

The bids will be evaluated in four stages namely, stage one, two, three and four respectively by the Bid Evaluation Committee (BEC) appointed by the Accounting Officer / Commissioner and subsequently submitted to the Procurement Committee for recommendation of award to the successful bidder/s.

STAGE 1: MANDATORY DOCUMENTATION AND ELIGIBILITY CRITERIA (PASS/FAIL)

The following are mandatory documents to be submitted by bidders, non-submission of documents outlined below is automatic disqualification, bidder cannot be evaluated for Stage 2 Technical.

TABLE 1: MANDATORY AND ELIGIBILITY REQUIREMENTS	YES / NO
<p>1. Has the bidder submitted a valid original or certified copy of a certificate of business registration for an entity incorporated in Namibia or registered under the company or close corporation laws of Namibia certified by the Commissioner of Oaths or Namibian Police, clearly indicate all shareholders and principals?</p> <p>Provide copies of Identification Documents for all shareholders or owners.</p>	
<p>2. Has the bidder submitted a valid original or valid certified copy of a Good Standing Tax Certificate from Namibia Revenue Agency (NamRA) (valid at the deadline of submission of bid) duly certified by Namibian Police or Commissioner of Oaths?</p>	
<p>3. Has the bidder submitted a valid original or valid certified copy of a Good Standing Certificate from Social Security Commission (SSC) (valid at the deadline of submission of bid) duly certified by Namibian Police or Commissioner of Oaths?</p>	
<p>4. Is the bidder a fully accredited member of the International Air Transport Association and submitted a valid certified copy of IATA membership?</p>	
<p>5. Has the bidder submitted a valid certified copy of registration certificate with the Namibia Tourism Board (NTB) as a Booking Agent?</p>	
<p>6. Has the bidder completed a Company Shareholding Information Form on page 8 of the bidding document?</p>	

Note:

Documents are accepted as follows:

- (a) A valid original document;
- (b) A valid certified copy of an original document, as certified by a Commissioner of Oath appointed in terms of the Justices of the Peace and Commissioners of Oaths Act, 1963 (Act No. 16 of 1963) as amended; or
- (c) A printout of a valid electronic or online document issued in terms of the Electronic Transaction Act, 2019 (Act No. 4 of 2019), subject to the authentication or validation of such printout by a public entity during the bid evaluation process, in accordance with the authentication or validation guidelines of the issuing authority.

Note: The Bidders' submission will either be responsive or non-responsive. Bidders deemed non-responsive to any of the above Mandatory Requirements Document Evaluation Criteria will be disqualified from the entire evaluation process and will not be considered further.

COMPANY SHAREHOLDING INFORMATION FORM

PROCUREMENT REFERENCE NUMBER: NCS/RFQ/NAMRA/01-13/2025

List all persons who are OWNERS, PARTNERS, SOLE PROPRIETORS, TRUSTEES AND BENEFICIARIES (whichever is/are applicable) in the business/trust, who are involved in the management thereof and who exercise control over the business/trust commensurate with their degree of ownership/interest.

Name of Shareholder	Namibian (Yes/No)	Previously Disadvantaged Namibian (Yes/ No)	Non-Namibian Citizen (Yes/ No) If not Namibian, State Nationality	Full time employed by the bidder (Yes/No)	Percentage shares owned by woman and youth	Percentage shares
						Total = 100%

Date: [insert day, month, and year]

STAGE 2: TECHNICAL EVALUATION [100 MARKS]

TABLE 2 TECHNICAL EVALUATION CRITERIA AND SCORING

No.	Evaluation Criteria	Description / Basis of Evaluation	Maximum Points
1.	Company Experience	<p>The bidder must have a minimum of three (3) years' experience in the provision of travel management and related services. Provide references from at least three (3) current or past clients.</p> <ul style="list-style-type: none"> • 4 years and above substantiated by three reference letters = 20 points • 3 Years' experience Substantiated by three reference Letters = 10 points • Less than 3 years' experience = 0 point • No minimum of 3 reference letters submitted = 0 point 	20
2.	Service Footprint and Strategic Partnerships	<p>The bidder must provide details of its service footprint and demonstrate existing Service Level Agreements (SLAs), Memorandums of Understanding (MoUs), corporate or contractual agreements with airlines, car hire agencies, and hotel establishments globally.</p> <p>Points will be awarded based on the extent and coverage of partnerships:</p> <ul style="list-style-type: none"> • Global agreements with all three sectors (airlines, car hire, hotels) = 20 points • Agreements with any two sectors = 10 points • Agreement with one sector = 5 points • No agreement provided = 0 	20
3.	Key Personnel	<p>The bidder must provide details of key personnel dedicated to NamRA account, including names, qualifications, and relevant experience.</p> <p>Account Manager (8 points):</p> <ul style="list-style-type: none"> • Degree or higher = 5 points, • Diploma = 3 points • 5 and above years of experience – 3 points • 3–4 years – 2 points • 0-2 years of experience - 0 points <p>Travel Consultant(s) (7 points):</p> <ul style="list-style-type: none"> • Relevant qualification – 3 points • 3 and above years of experience – 4 points • No relevant qualification - 0 point • Less than 3 years of experience - 0 point <p>Support Staff (5 points):</p> <ul style="list-style-type: none"> • Relevant qualification – 2 points • 2 and above years of experience – 3 points • No relevant qualification - 0 point • Less than 2 years of experience - 0 point 	20
4.	Methodology and Approach	The bidder must outline its proposed approach and methodology for providing travel management services and related services,	20

No.	Evaluation Criteria	Description / Basis of Evaluation	Maximum Points
		including procedures for booking, cost control, cancellation management, and emergency assistance. <ul style="list-style-type: none"> • Comprehensive, clear, and practical approach – 20 points • Moderate detail and feasibility – 10 points • Limited or generic approach – 5 points • No approach – 0 point 	
5.	Technology and Systems Capability	The bidder must demonstrate the use of appropriate travel management systems, booking platforms, or online tools to ensure efficient service delivery, reporting, and client communication. <ul style="list-style-type: none"> • Demonstrated use of advanced or integrated systems – 20 points • Use of standard systems with limited integration – 10 points • Basic manual processes – 5 points • No system – 0 Point 	20
TOTAL TECHNICAL SCORE			100 Points

Note:

- *Only Bidders scoring at least 70 points or more on the technical criteria will proceed to the financial evaluation stage.*
- *Failure to provide adequate supporting documentation under any criterion may result in reduced or zero points for that section*

STAGE 3: FINANCIAL EVALUATION

This stage determines the lowest responsive bidder. This is the third and final stage of bid evaluation. The bids that obtained a minimum score of 70 marks under Technical Evaluation will be deemed to be responsive and subject to financial assessment. THEREFORE, BIDDERS WHO WILL REACH STAGE THREE (3) SHOULD NOTE THAT THE LOWEST BID PRICE WILL BE RECOMMENDED FOR AWARD OF CONTRACT.

PRICED ACTIVITY SCHEDULE

Procurement Reference Number: NCS/RFQ/NamRA-13/2025

Currency of Bid: Namibia Dollars

Note: The rates indicated shall represent the fees charged by the bidder for processing a specific transaction, i.e., the applicable service fees

ITEM NO.	BRIEF DESCRIPTION OF SERVICES	RATES (INCLUSIVE OF VAT, WHERE APPLICABLE) PER BOOKING			FEE CLARIFICATION (IF APPLICABLE)
		YEAR 1	YEAR 2	YEAR 3	
1.	Air Tickets International				
	Booking fee				
	Re-issue				
	Change of reservation				
	Bill back fee				
2.	Air Tickets Regional				
	Booking fee				
	Re-issue				
	Change of reservation				

ITEM NO.	BRIEF DESCRIPTION OF SERVICES	RATES (INCLUSIVE OF VAT, WHERE APPLICABLE) PER BOOKING			FEE CLARIFICATION (IF APPLICABLE)
		YEAR 1	YEAR 2	YEAR 3	
	Bill back fee				
3.	Air Tickets Domestic				
	Booking fee				
	Re-issue				
	Change of reservation				
	Bill back fee				
4.	Conferences/Venue Bookings				
	Conference Booking fee Domestic				
	Conference Booking fee Regional				
	Conference Booking fee International				
	Bill back fee				
5.	Accommodation International				
	Accommodation Reservation fees				
	Accommodation Bill back fee				
6.	Accommodation Regional				
	Accommodation Reservation fees				
	Accommodation Bill back fee				
7.	Accommodation Domestic				
	Accommodation Reservation fees				
	Accommodation Bill back fee				

ITEM NO.	BRIEF DESCRIPTION OF SERVICES	RATES (INCLUSIVE OF VAT, WHERE APPLICABLE) PER BOOKING			FEE CLARIFICATION (IF APPLICABLE)
		YEAR 1	YEAR 2	YEAR 3	
8.	Car Hire Domestic				
	Car Hire Reservation fees				
	Car Hire Bill back fee				
9.	Car Hire Regional				
	Car Hire Reservation fees				
	Car Hire Bill back fee				
10.	Car Hire International				
	Car Hire Reservation fees				
	Car Hire Bill back fee				
11.	Airport Transfers /Shuttle Services				
	Reservation fees regional				
	Reservation fees international				
	Reservation fees domestic				
	Airport Transfer Bill back fee				
12.	Other Services				
	Emergency after hours assistance				
	Visa Application and Management (for those that does not have Embassies in Namibia)				
	Insurance (Medical)				
	Insurance (Travel)				
	Ad-hoc reports				

ITEM NO.	BRIEF DESCRIPTION OF SERVICES	RATES (INCLUSIVE OF VAT, WHERE APPLICABLE) PER BOOKING			FEE CLARIFICATION (IF APPLICABLE)
		YEAR 1	YEAR 2	YEAR 3	
	Account recon				
	Foreign exchange				
	Airport lounge bookings				
	Other additional costs (If Applicable)				
	TOTAL				

Summary of the Priced Activity Schedule

ITEM NO.	DESCRIPTION	YEAR 1	YEAR 2	YEAR 3	GRAND TOTAL
1.	Rates (Inclusive of VAT, where applicable) per booking				

Note: Bidders may indicate scaled pricing based on booking values

Bidders may attach the detailed costs for the services on their company letterhead.

In instances where the service provider engages third parties, the service fees shall remain unchanged and in accordance with the contractual terms

Priced Activity Schedule Authorised By:

Name:	Signature:
Position:	Date:
Authorised for and on behalf of:	Company

11. BID CLARIFICATION AND ENQUIRIES

All technical / procurement clarifications and / or enquiries, if any, should be addressed by email to NamRA Procurement Management Unit (PMU) at: procurementclarification@namra.org.na

Taking part in this process does not commit or bind NamRA in accepting any bid. The RFQ process may be cancelled at any given time without prejudice.

12. CLOSING DATE, TIME, AND PLACE FOR BID SUBMISSION

Bids should be posted, or hand delivered in a single sealed envelope indicating the procurement reference number and detailing the project title for the service to be undertaken as per details below:

The Chairperson: Procurement Committee
Through the Head: Procurement Management Unit (PMU)
PROCUREMENT REFERENCE NO: NCS/RFQ/NamRA/01-13/2025
NamRA Head Office, Town Square Building,
Upper Retail Floor, Post Street Mall
P O Box 569
WINDHOEK
NAMIBIA
Email address: procurementclarification@namra.org.na

DEADLINE FOR BID SUBMISSION: MONDAY, 02 FEBRUARY 2026 AT 11:00AM (NAMIBIAN TIME)

- Bidders are responsible for ensuring that their bids reach NamRA in good time.
- Bids received after the deadline will not be considered and will be returned to the bidder's postal in sealed envelope.

PROCUREMENT REFERENCE NO: NCS/RFQ/NAMRA/01-13/2025

//END