

EXPRESSION OF INTEREST (NON CONSULTANCY SERVICES)



NATIONAL MEDICAL STORES
Plot4-12 Nsamizi Road, P.O. Box 16 Entebbe -UGANDA

EXPRESSION OF INTEREST

1. **National Medical Stores** invites sealed bids from eligible bidders for Expression of Interest to provide Air Ticketing Services.

<i>PROCUREMENT REFERENCE NUMBER</i>	<i>SUBJECT MATTER OF PROCUREMENT</i>
NMS/NCONS/16-17/00094	Expression of Interest For Provision of Air Ticketing Services

2. The Bidding document(s) shall be inspected and issued at **Procurement and Disposal Unit**, National Medical Stores, Plot4-12 Nsamizi Road, P.O. Box 16 Entebbe -UGANDA

3. The deadline for bid submission shall be at **.11:00 AM** on the **18th April, 2017**.

4. The detailed bid notice is available at the Entity's website at www.nms.go.ug

ACCOUNTING OFFICER



**NOTICE OF EXPRESSION OF INTEREST FOR PROVISION OF
AIR TICKETING SERVICES UNDER TENDER REFERENCE NUMBER
NMS/NCONS/16-17/00094**

1. The **National Medical Stores** has allocated funds to be used for the acquisition of *air ticketing services*.
2. The Entity now invites eligible service providers to submit sealed expressions of interest for provision of *Air Ticketing Services*.
3. Interested service providers should provide information demonstrating that they are eligible and possess the required qualifications to perform the services supported with relevant documentation.
4. The short listing criteria will include the following requirements and documents:
 - a. A copy of valid trading licence or its equivalent;
 - b. A copy of the certificate of registration or its equivalent;
 - c. A registered/Notarized powers of attorney;
 - d. A valid tax clearance certificate.
 - e. PPDA certificate of registration.
 - f. Experience of providing air ticketing services to at least three public companies in Uganda. (Attach reference letters).
5. Service providers may associate with other firms in the form of a joint venture to enhance their qualifications. The form of association, where applicable, should be indicated in the Expression of Interest.
6. The detailed Terms of Reference for the provider are as shown in Annex 1.
7. Interested eligible consultants may obtain further information at the address given below from Monday to Friday between 0800hrs to 1700hrs:

The General Manager,
National Medical Stores,
Plot4-12 Nsamizi Road,
P.O. Box 16 Entebbe –UGANDA
[Tel: 256 414 320542](tel:256414320542)
E-mail : nms.go.ug

8. Sealed Expressions of Interest must be delivered to the address above by **11:00AM** local time on 03rd February, 2017 at the address in number 6 above.

9. The notice of expression of interest is available at the Entity's website at www.nms.go.ug

10. The planned Procurement schedule (Subject to changes) is as follows:

Activity	Date
a. Publication of Notice of Expression of Interest	03 rd April 2017
b. Closing date for receipt of Expression of Interest	18 th April 2017
c. Evaluation of Expressions of Interest	Within 15 working days after closing date.
d. Display of shortlist	Within 2 working days after Contract Committee's approval

ACCOUNTING OFFICER

ANNEX 1

TERMS OF REFERENCE

The selected service provider(s) shall be expected to provide the following services:

RESERVATION AND TICKETING:

- The travel service provider(s) shall perform a full range of travel management services for National Medical Stores including:
- Within 2 hours of receiving a request by E-mail: make a minimum of two bookings in accordance with the corporation travel policy.
- Quotations will include price guarantee and include comments for rules on request. Provide the best-suited and available airlines operating on the route, and prepare appropriate itineraries and formal quotations based on the lowest fare and the most direct and convenient routing in accordance with the corporation travel guidelines and the authorization provided for the travel.
- While providing the quotations, the corporation should be notified in writing of full terms and conditions related to the ticket. This includes e.g. the validity of the quotations, the restrictions on the tickets, etc. Price should be broken down into ticket price and all-inclusive fee per ticket.
- Accurately advise the corporation of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellation of bookings.
- In the event that required travel arrangements cannot be confirmed, notify the requesting party of the problem and present alternative

routings/quotations for consideration. For wait-listed bookings, provide regular feedback on the status of each flight every two days.

- Provide computer-printed itineraries to the corporation travelers, in English with complete information on status of reservation on all carriers for each trip as well as contact addresses/telephone number/department and arrival times/transfer/seat assignment/telephone emergency numbers.
- Provide prompt telephone answering and reception service. If telephone calls are not dealt with immediately or questions raised are not attended to the same day, messages and calls must be acknowledged and an explanation provided as to when an answer will be given.
- Electronic mail messages must be responded to within the same day before closure of business at 05:00pm.
- Render assistance as may be required to the corporation travelers in case of accident, sickness, injury or death, or loss or damage to baggage while on official travel status.
- Follow-up with the travelers on flight and baggage insurance coverage; follow-up on lost luggage.
- Issue and update traveler's profile including traveler's preference: seat, special meal, frequent flyer programme numbers, address, telephone, cell phone, e-mail, etc., with traveler's consent.

- Promptly investigate and resolve any complaint from the corporation travelers consulting with the designated contact person from the corporation.
- Deliver/mail tickets/travel documents directly to the corporation or, in emergencies, at the airport.
- Invoicing as requested by the corporation per ticket issued.
- The travel service provider(s) shall perform the tasks completely and without error; accuracy in this regard shall mean zero-error in passenger records and airline bookings, fare computation, routing, and zero-error in the issuance of tickets, i.e. there shall be no aborted travel due to incomplete travel documents.
- The travel service provider(s) shall be willing to provide quotes/estimates for travel costs to be used for e.g. budgets or proposals.

TRAVEL DOCUMENTATION:

The travel service provider(s) shall ascertain the documentation requirements for various destinations and nationalities.

FLIGHT CANCELLATIONS/ REBOOKING AND REFUNDS:

The travel service provider(s) shall:

- Process duly authorized flight changes/cancellations when and as required and ensure that cancellation fees and charges imposed by airlines are minimized in such cases.

- Limit refund charges to airline rates only, i.e. no additional charges shall be raised by the travel service provider(s); all refund fees shall be advised to the corporation when a request or service is made.
- Immediately process airline refunds for cancelled travel and unutilized pre-paid tickets and promptly credit them to the corporation and its travelers.
- Absorb all cancellation charges which are due to no-fault of the corporation or the traveler.