



JOINT SONGWE RIVER BASIN COMMISSION

REQUEST FOR TENDER FOR PROVISION OF AIR TICKET AND TRAVEL MANAGEMENT SERVICE

ITB NO: SONGWECOM/2026/2027/NC/09

Executive Secretary,
Joint Songwe River Basin Commission,
P.O. BOX 300,
Kyela Tanzania.
Tel: +255 25 2957412
E-mail: songwecombasin@gmail.com or procurement@songwecom.org

Date: 18th August, 2026

1. Background

The Joint Songwe River Basin Commission (SONGWECOM) is seeking proposals from qualified and experienced travel agencies from Republic of Malawi and United Republic of Tanzania to provide air ticketing and travel management services. The selected agency will be responsible for managing and coordinating travel arrangements for SONGWECOM for a period of two years. The contract will be performance-based, with payments made according to the services provided.

2. Objectives

- a. To ensure efficient and cost-effective travel arrangements for SONGWECOM staff and Stakeholders.
- b. To establish a reliable and professional travel management partnership.
- c. To streamline the travel booking process and enhance overall travel experience for SONGWECOM.

3. Scope of Services

The selected travel agency will be required to provide the following services:

- a. **Air Ticket Booking:**
 - i. International and domestic flight reservations and ticket issuance.
 - ii. Provide multiple flight options for each travel request to ensure the best prices and schedules.
- b. **Travel Itinerary Planning:**
 - i. Assist in planning travel itineraries to ensure optimal routes and convenience.
- c. **Travel Advisory Services:**
 - i. Provide up-to-date information on travel restrictions, visa requirements, health advisories, and other relevant travel information.
- d. **Customer Support:**
 - i. Customer support to address any travel-related issues, changes, or emergencies.
- e. **Management Reporting:**
 - i. Monthly and quarterly reports on travel expenditures, savings, and other key metrics.
- f. **Additional Services:**
 - i. Hotel reservations, car rentals, and other related travel services as needed.

4. Duration of Contract

The contract will be for a period of two years from the date of signing the agreement.

5. Payment Terms

- a. Payments will be made according to the services provided.
- b. Detailed invoices should be submitted monthly, outlining all travel services rendered.
- c. Payment will be made within 30 days of receiving the invoice.

6. Proposal Requirements

Interested travel agencies should submit a proposal that includes the following:

- a. **Company Profile:**
 - i. Brief description of the company, including history, experience, and areas of expertise.
- b. **Experience:**
 - i. Demonstrated experience in providing similar services to other organizations, particularly in the Public Sector or for International Organizations.
- c. **Methodology:**
 - i. Detailed approach for managing SONGWECOM travel requirements.
- d. **Financial Proposal:**
 - i. Detailed fee structure, including service charges, ticketing fees, and any other applicable costs.
- e. **References:**
 - i. At least three references from clients who have used your travel services within the last three years.
- f. **Compliance:**
 - i. Confirmation of compliance with all relevant regulations and industry standards.

7. Evaluation Criteria

Proposals will be evaluated based on the following criteria:

- a. Experience and expertise in providing travel management services.
- b. Quality and comprehensiveness of the proposed methodology.
- c. Cost-effectiveness and transparency of the financial proposal.
- d. Ability to provide comprehensive customer support and travel advisory services.
- e. Positive references and track record of previous clients.

8. Submission of Proposals

Proposals should be submitted in either electronic or hard copy formats by 31st August, 2026.

TO:

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9. Timeline

- a. Release Date: 18/08/2026
- b. Deadline for Submission Date: 31/8 /2026 at 10:00 am, EAT
- c. Evaluation of Date: 2/9/2026
- d. Notification of Award: 14/9/2026
- e. Contract Start Date: 1/10/2026

10. Terms and Conditions

- a. SONGWECOM reserves the right to accept or reject any proposal without assigning any reason.
- b. Proposals must remain valid for a period of 90 days from the submission deadline.
- c. Any form of canvassing will lead to automatic disqualification.

11. Confidentiality

All information provided in response to this RFP and during the course of the contract must be treated as confidential and should not be disclosed to any third party without prior written consent from SONGWECOM.

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