TENDER FOR THE SELECTION OF A PROVIDER OF COMPREHENSIVE TRAVEL MANAGEMENT SERVICES FOR THE BANK
REF.: ADB/RFP/CHGS/2021/0182
MINUTES OF THE BIDDERS’ CONFERENCE

Date: Wednesday, 16 November 2021
Location: Video conference (Zoom)
Time: 11:00 am, Abidjan time

Summary of questions and responses provided by the bank, including those raised during the pre-bid conference held on 16 November 2021.

1. Introduction

1.1. In accordance with the Request For Proposals ADB/RFP/CHGS/2021/0182 published by the Bank, a non-compulsory conference was organized on 16 November 2021 for potential bidders.

1.2. The purpose of the conference was to provide clarification and answer the questions raised by potential bidders.

1.3. Thus, an overview of the contents of the RFP including the terms of reference, the various important dates and the nature of the services was clarified.

1.4. The User Department made a presentation recapitulating the overview of the travel activities, the current processes and systems used at the Bank, the service requirements, insurance requirement, live presentation, disaster recovery, performance evaluation, group’s service and events.

1.5. The potentials bidders were informed that at the conclusion of the competitive process, the Bank intends to conclude a service contract of three (3) years including the first year as trial period. The contract may be extended, on the same Terms & Conditions, for two (2) additional periods of one (1) year each or other period as decided by AFDB at its sole discretion upon satisfactory performance of the supplier.

1.6. The Requisitioner pointed out that the activities are very sensitive, and the emphasis has been out on the reliability and confidentiality of the services.

2. Explanation of the RFP document

It was recalled that it is a two Stage Tendering process. Evaluation will be carried out on a lot-by-lot basis. A qualification (pass/fail) assessment will be carried out to determine whether proposals meet the eligibility and qualification criteria. Proposals determined to meet the eligibility and qualification criteria shall be considered for the next stage. Proposals not meeting the eligibility and qualification criteria shall be rejected. The Bidders were further informed that a one-stage process will be adopted in evaluating proposals. The selection of bidders will be based on technical quality only. Following evaluation of the pass/fail assessment, responsive offers will be subject to a technical analysis.

It was further added that Proposals submitted in response to this RFP shall be evaluated in accordance with:
Bidders shall obtain a **minimum of 75 points** following evaluation of technical proposals (“Qualifying Technical Score”) to be considered for the next stage.

Following the technical evaluation, the Bank shall notify the Bidders with the Highest Qualifying Technical Score, by e-mail that their proposals were accepted, by inviting him to negotiate its financial offer.

**a.** The Bank clarified the following specific points:

- Compliance of offers with the submission deadline: Proposals must be submitted electronically exclusively through the following link: [https://eprocurement.afdb.org/irj/portal](https://eprocurement.afdb.org/irj/portal) and before the date and time indicated in the RFP. Proposals submitted after this deadline and via a link other than the one above will be rejected.

- RFP forms: It is imperative to complete, sign and affix the company stamp on the forms.

3. **Instructions to Bidders:** the bidders were advised to carefully read the instructions before submitting their proposals and that it is their responsibility to ensure that the proposals have been properly prepared and correctly submitted by the closing date and time through the AfDB’s online procurement portal mentioned above. **In order to submit a bid, Bidders must register using the link below:** [https://eprocurement.afdb.org/sap/bc/webdynpro/sap/zsup_reg_submit#](https://eprocurement.afdb.org/sap/bc/webdynpro/sap/zsup_reg_submit#)

4. Bidders were informed that no verbal statement made during the conference shall modify the terms and conditions of the RFP unless such statement is specifically written in the Minutes of the Conference or issued/posted as an amendment in the form of a Supplemental Information to the RFP.

5. Then opened a series of questions and answers below including questions sent before the pre-bidding conference:

<table>
<thead>
<tr>
<th>Questions asked by participants</th>
<th>The Bank’s Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1.</strong> I would like to know, once we get the section, where we can get the electronic copy of the pricing schedule and others we will require to complete and submit.</td>
<td>The electronic copies of the forms are posted on the Bank’s website and this will also be sent to all bidders.</td>
</tr>
<tr>
<td><strong>2.</strong> The RFP is rather lengthy, can the Bank accept official electronic signature? The company has a policy for two signatures, both signatories to sight document and sign , it is impossible to have all documents wet signed by authorized signatories.</td>
<td>Yes please, official electronic signature from the authorized representative is accepted</td>
</tr>
<tr>
<td></td>
<td>Question</td>
</tr>
<tr>
<td>---</td>
<td>--------------------------------------------------------------------------</td>
</tr>
<tr>
<td>3.</td>
<td>Do you mind if I send this through? Also our legal team had looked at the General Conditions of Contract and marked them up, are you happy to look at that prior to the RFP submission?</td>
</tr>
<tr>
<td>4.</td>
<td>Please confirm that the turnover will be of the local point of the GTMC Abidjan or the GTMC as a whole specifically. In addition to the above point the balance sheet &amp; documents needs to be of the Group as a whole or the local point - CI (Abidjan) can work</td>
</tr>
<tr>
<td>5.</td>
<td>Please confirm for if a new registration is needed again or the old one can work.</td>
</tr>
<tr>
<td>6.</td>
<td>Will the presentation recording be shared?</td>
</tr>
<tr>
<td>7.</td>
<td>Is the bank considering a travel lodge card.</td>
</tr>
<tr>
<td>8.</td>
<td>What exactly we want in innovation plan (roadmap) over the next 12 months?</td>
</tr>
<tr>
<td>9.</td>
<td>Is it mandatory to have a registered office or JV office in CI?</td>
</tr>
<tr>
<td>11.</td>
<td>6J asks for average annual turnover- can we confirm this is for the lead agency who will sign the contract on behalf of the network?</td>
</tr>
<tr>
<td>12.</td>
<td>7B asks for The Base Offer- can we ask if you expect to see one of these for each country who will provide the services?</td>
</tr>
<tr>
<td>13.</td>
<td>The currency required in the base offer is USD do you also want local currency as well?</td>
</tr>
</tbody>
</table>
6. Furthermore, the bidders were given a presentation on the procedures and steps to follow to submit their proposals electronically. Bidder’s were inform that:

6.1. For the Bank’s tenders published in the Electronic Tendering System (hereafter “SRM system”), the Bank will only accept documents received electronically, unless explicitly stated otherwise by the Bank as an additional Instructions to Bidders or upon the Bank’s prior written authorization. The Bank will NOT ACCEPT email, mail and/or hand delivery submissions.

6.2. A proposal submitted electronically is deemed for all intents and purposes to be the true and legal version, in writing, duly authorized and executed by the Bidder with binding legal effect.

6.3. If the electronic files containing the proposal are corrupted, contain a virus or are unreadable for any reason, the Bank reserves the right to reject the proposal.

6.4. The Bank accepts no responsibility for Bidders’ misunderstanding of the instructions or incorrect use of the system.

6.5. Bidders acknowledge and accept, with respect to electronically transmitted proposals, that:
- For this RFP, ensure the appropriate SRM section (c-folder technical documents or Notes & Attachment section for the list of Financial Documents
- Important: Bidder needs to ensure that in Notes & Attachment section only financial offer related document needs to be uploaded and there should not be any technical response related document should be uploaded in the Notes & Attachment section of RFx Document. All the technical response documents should be uploaded only in cFolder area of the RFx Response document to avoid disqualification of your offer.
  - Vendor should take care of this very carefully and any discrepancies from bidder end here could lead to the disqualification of bidder response and bidder will be out of the tendering process.
- The uploading of large electronic files may take time and as such they must allow for sufficient time to fully transmit all files prior to the bid closing time.
- The Bank shall not be liable for the loss, damage, destruction, or corruption of any offer/bid/proposer, however caused.
- Bidders are advised that the Bank may not discover corrupted or unreadable files submitted via the SRM until after the tender submission deadline.
- The Bank is not responsible for errors or failures in the Bidders’ own systems, and no extension of the submission deadline or time will be granted unless the Bank deems that such an extension is justified and necessary.
- The Server Clock displayed within the SRM shall govern the time.
• **WARNING:** All components of an offer must be submitted before the deadline. Once the submission deadline has expired, the system will block any further uploads, even if partially completed. Depending on the quality of bidders’ internet connection and the size of the files, the upload may require some time. The Bank strongly recommends for offers to be uploaded well in advance (72 hours) of the submission deadline.

7. Bidders have been informed of the possibility of submitting any questions for clarification no later than **17 November 2021** to tender@afdb.org. The Bank shall endeavor to provide responses to clarifications in an expeditious manner, but any delay in such response shall not cause an obligation on the part of Bank to extend the submission date of the Bid, unless the Bank deems that such an extension is justified and necessary. Bidders shall read carefully all the Clarifications sent by the Bank as Clarifications are considered as part of the tender document.

8. Minutes of the Bidder’s conference will be either posted on the Bank’s website or disseminated to the individual firms who have registered or expressed interest to participate, whether or not they attended the conference.

9. The conference ended at **12:36** p.m., the deadline for submitting bids via the AfDB's online procurement portal remains the same.