



## REPUBLIC OF KENYA

### THE NATIONAL TREASURY AND ECONOMIC PLANNING

#### EXPRESSION OF INTEREST (EOI) FOR PROCUREMENT OF TRAVEL MANAGEMENT SERVICE THROUGH ONLINE BOOKING TOOL.

REF: NT/EOI/004/2024-2025

#### 1. Background

The National Treasury seeks a qualified Travel Management System and Service provider company/firm through a competitive Request for Expression of Interest (EOI) and subsequently Request for Proposal (RFP) for qualifying bidders to provide an Online Travel Management System and Service that align with the National Treasury. Key focus is consolidation of travels within the National Treasury with a digitized system with possibility to integrate with the Approved ELECTRONIC Government Procurement system.

#### 2. Scope of Work

The National Treasury is looking for a firm to deliver a Travel Management System and service that meet the following requirements:

- a) User-friendly system integrating with THE NATIONAL TREASURY's ERP Cloud system.
- b) Highly stable system with efficient trip management, customizable electronic approval workflows, alerting system, online check-ins, and reliable Cloud Fusion integrations.
- c) Revolutionary travel application for desktop and mobile devices.
- d) An electronic facility to amend bookings.
- e) Online approval for travel
- f) Robust reporting functionality
- g) A passenger tracking system
- h) Support for multiple payment methods.
- i) Transparent electronic reconciliation process.
- j) Facilitates transparency through dashboards.
- k) Covers all state corporations under the National Treasury with customized profiles and process alignment
- l) Provides 24/7 remote support.
- m) The proposed travel system should provide price options with timed price blocks.  
The travel system provided must enable each registered traveler to instantly access

best travel rates and offer itineraries that enable selection of travel itineraries that are most competitive and align with & enforce the National Treasury's travel policies.

- n) Transparent electronic reconciliation process.
- o) Robust travel expense management customizable to the National Treasury's policy.
- p) Enforces the National Treasury's travel policy compliance for cost saving.
- q) Allows incorporation of a travel plan into the platform.
- r) Provides robust reporting and analytics capabilities. This should allow on-demand generation of any required travel reports including and not limited to:
  - a. Monthly summary (including year to date cumulative figures) of travels, visa, hotel and transfer activity data to be readily downloadable by THE NATIONAL TREASURY on demand.
  - b. A report containing detailed analysis of the number of trips, travelers, most frequent city-pairs, carriers used, savings achieved from the carrier's lowest available fare, costs incurred on ticket changes, savings for early ticketing, lost revenue for late ticketing, agency's value-add.
  - c. "Ticket refund" status report, hotels bookings, visas, and transfers reports.

## **2.1 Additional Requirements**

Additional requirements must include the following:

- a) Description of the costing model for the system.
- b) Description of cost-saving models applied by the system.
- c) Brief description of reporting and sample reports
- d) How the system addresses accommodation booking and airport transfers.

## **3. Eligibility Criteria and Requirements**

The National Treasury invites eligible Travel Management System and Service providers to indicate interest by submitting a maximum 15-page proposal in Word or PDF format, including company profile, similar assignments, client list, key personnel qualifications, and links to an online demo.

## **4. Shortlisting**

Three to six qualified firms will be shortlisted to submit detailed technical and financial proposals.

## 5. Documents to be submitted

Interested firms must provide: MANDATORY REQUIREMENTS

- a) Company profile and management/organization structure.
- b) Certificate of Registration/Incorporation.
- c) Expression of interest (15 pages maximum) responding to the eligibility criteria and requirements outlined above.
- d) List and description of similar assignments and clients.
- e) IATA accreditation
- f) Travel Management Online Solution.
- g) ISO certification proof
- h) Proof to access global inventory
- i) Proof that the system is scalable with capability to integrate all government travel into “One government approach “both National and County government
- j) Provide Data Protection Certificate
- k) Provide Payment Card Industry Data Security Standard (DSS) compliance certificate
- l) Proof of global affiliation with a Global Travel Management Company.
- m) KATA and TRA membership certificate
- n) Proof of client references that are using online self-booking tool.

## 6. Shortlisting Criteria

Only those companies, that will meet the eligibility criteria and threshold required will be shortlisted and invited to submit a Request for Proposal (RFP).