



REQUEST FOR QUOTATION HIGH

To: **Whom it may concern**

From:
AIMS RWANDA

cc:

Our file ref.: **RFQ-AIMSRW/053-2025/LR-08-0929**

Date:
22/08/2025

N° of pages including this page: 15

Re: **Request for quotation for the Provision of Air travel and ticket services.**

If you do not receive all pages, please contact us immediately. Thank you.

MESSAGE:

Dear Sirs/Madam,

This is the African Institute for Mathematical Sciences, Rwanda (AIMS RWANDA). We would like to invite potential Travel or service providers who are interested in providing Air tickets to submit bid proposals. The successful bidder shall be contracted for a period of one-year renewable following a successful evaluation.

1. Service

Provision of air travel and ticketing services for AIMS staff or any other stakeholder on a need basis.

2. Scope of work

The Travel Agency shall provide full, prompt, accurate and expert international travel products and services to staff and any other stakeholders of AIMS.

3. Deliverables:

The products and services include, but are not limited to, the following:

a) Reservation and Ticketing

For every duly approved AIMS Travel Authorization, travel agency shall:



- Propose three (3) tickets of different appropriate itineraries and/or different appropriate airfares, make bookings and prepare formal quotations based on the lowest fare and the most direct and convenient routing.
- In the event that required travel arrangement cannot be confirmed, travel agency shall notify AIMS of the problem and present another three (3) alternative routings/quotations for considerations.
- For wait-listed bookings, provide regular daily feedback on the status of the flight.
- Reconfirm and revalidate airline tickets, re-issue tickets which are returned as a result of changed routing or fare structures and printed itineraries after receiving the confirmation from AIMS travel portal.
- Promptly issue and deliver accurate tickets and detailed itineraries, (in electronic format)
- Show the accurate status of the airline on all segments of the journey.
- Travel agency shall provide information on airline tickets schedules.

b) Airfares and Airlines Routings / Itineraries

- Travel agency shall advise market practices and trends that could result in further savings for AIMS including the use of corporate travel booking tools with automated travel policy compliance and enforcement, and travel management reporting.
- Travel Agency shall provide AIMS with a complete automated itinerary document to include carrier(s), flight and voyage numbers, departure and arrival times (s) for each segment of the trip, tax-exempt information, etc.;
- Travel Agency shall inform AIMS upon booking confirmation, of flight/ticket restrictions, involuntary stopovers, hidden stops, and other inconveniences of the itinerary and provide required documentation for travels;
- Travel Agency shall provide, upon request, AIMS with online and offline relevant information on official destinations, i.e. VISA requirements, security procedures, airport transfers/land transportation facilities, local points of interest, currency restrictions/regulations, health precautions, weather conditions, etc.
- Travel Agency shall promptly notify AIMS of airport closures, delayed or canceled flights, as well as other changes that might affect or will require preparations from travelers, sufficiently before departure time;

d). Billing and Invoice

- Travel Agency shall send an itemized official invoice to AIMS on a monthly basis as per the date agreed by both parties (end of the month) for all transactions that took place in the preceding month. **The Travel agent shall submit monthly reports to AIMS in a format that includes the tickets issued, routes, officers ticketed, and cost of ticket by the agency, the airline charges and the variances including the reasons for the variances between the agency and the airline charges along with the invoice.**
- AIMS shall provide payment to the Travel Agency within 30 days after receiving the invoices, considering the credit line in place.

e) Flight Cancellation / Rebooking and Refunds



- Travel Agency shall process duly authorized flight changes/cancellations when and as required.
- Travel Agency shall immediately process airline refunds for canceled travel requirements / unutilized prepaid tickets and credit these to AIMS as expeditiously as possible (if applicable);
- Travel Agency shall limit refund charges at airline rate only, i.e. no additional charges will accrue to the Travel Agency;
- Travel Agency shall bear charges for cancellation and/or change in reservation dates, which are due to no fault of AIMS.

4. AIMS Roles and Responsibilities

AIMS travel portal shall serve as the focal point for the following:

- Ticket booking related communication with the travel agent.
- Obtain monthly Invoice and pay in time.
- Perform inspection of services, including verification of fares, rates, etc.

5. Submission of proposal to offer services

This will include.

a) Mandatory Requirements (MR)

- Letter of application
- Company profile and experience
- Copy of Valid RATA/RTTA Certificate of Accreditation.
- Copy of Certificate of incorporation/Registration
- Copy of RSSB compliance certificate (Local company) equivalent to the international bidder
- Copy of Validity Tax clearance certificate
- AIMS Supplier registration form.

b) Technical requirement.

- Methodology and Implementation (Turnaround time)

Model diagram of proposed system

Flowcharts for cancel or change reservations.

- Proof of number of years in Air travel and ticketing industry (Five years and above, contracts from 2020)
- At least Five (5) up-to-date Letters of Recommendations from corporate clients and NGOs the tenderer worked with from the past five years (Duly signed and stamped)
- Financial strength:

Submit audited accounts for the last two years.

- Profile and Key management personnel.

Organization chart and Team member names and roles (Details of at least 4 staff members, provide their CVs, with details)



6. Financial proposal.

A clear breakdown of the financial proposal including:

- all the chargeable taxes.
- Credit line offered.
- Applicable discounts and Terms of payment

7. Compensation Scheme

Travel agency shall generate its income on a per-ticket/transaction basis.

AIMS travel portal shall, from time to time, evaluate and verify with other travel agencies and other industry indicators the comparability and competitiveness of the rates.

AIMS reserves the right to terminate contract with the selected Travel Agency at any time if the Travel Agency charges AIMS on higher rates than market standards or does not render minimum services described in this tendering document.

8. Duration

The duration of the contract is anticipated to run for a period of one year which can be extended if the annual review is satisfactory.

09. Contract Parameters

AIMS recognizes the importance of confidentiality of the data provided: the proposal information and the travel itineraries and reservations of its travelers. Accordingly, the selected agency must keep confidential all dealings with AIMS.

A Service Framework Agreement will be signed once the best bidder has been Selected.

09. Bid submission.

The application files (bids) will include the following:

Technical and financial proposals

10. Modification and withdrawal of tenders

The tenderer may modify or withdraw its tender after the tender's submission, provided that written notice of the modification, including substitution or withdrawal of the tender's is received by the AIMS prior to the deadline prescribed for the submission of tenders. No tender may be modified after the deadline for submission of tenders.

AIMS may at any time terminate procurement proceedings before contract award and shall not be liable to any person for the termination.

**11.Evaluation and comparison of tenders**

AIMS will evaluate and compare the tenders which have been determined to be substantially responsive, the comparison shall be of the price including all costs as well as duties and taxes payable on all the materials to be used in the provision of the services. In addition to the tender price (Credit line and commission), the technical evaluation will be conducted (Operational plan)

12.Award Criteria and Notification of award

AIMS will award the contract to the successful tenderer whose tender has been determined to be substantially responsive and has been determined to be the lowest evaluated tender, provided further that the tenderer is determined to be qualified to perform the contract satisfactorily.

AIMS reserves the right to accept or reject any tender and to annul the tendering process and reject all tenders at any time prior to contract award, without thereby incurring any liability or obligation to inform the affected tenderer or tenderers of the grounds for AIMS's action.

Prior to the expiration of the period of tender validity, AIMS will notify the successful tenderer in writing that its tender has been accepted. The notification of award will signify the formation of the Contract subject to the signing of the contract between the tenderer and AIMS Simultaneously the other tenderers shall be notified that their tenders have not been successful.

14. Validity:

Your offer must remain valid until 30/11/2025 before which a flame work agreement, if placed, should be accepted by you.



AIMS

African Institute for
Mathematical Sciences
RWANDA

Road KG3 ST, District Kicukiro,
Sector Niboye, Nyakabanda Cell
Plots 559-560-561, P.O. Box 7150
Kigali, Rwanda

15. Offer:

Offer in one full set (a single PDF file) must be sent no later than 5:00 pm, Kigali Time, on Tuesday 2nd/09/2025.

to the email airtickets@aims.ac.rw

Only bids submitted to this email address above will be considered.

Please send your enquiries to this email enquiries.airticket@aims.ac.rw

Thank you and best Regards



Prof Sam Yala,
AIMS Network President,

Enclosures:

1. AIMS terms and general conditions.
2. Supplier registration form



ANNEX 1

AIMS GENERAL TERMS AND CONDITIONS FOR ALL SERVICE CONTRACTS

1. LEGAL STATUS

The service provider shall be considered as having the legal status of an independent service provider. Agents or employees of the service provider shall not be considered in any respect as being employed or in any manner officials or staff members of the AIMS.

2. ASSIGNMENT OF PERSONNEL

The service provider shall not assign any persons other than those accepted by the AIMS for work performed under this contract.

3. OBLIGATIONS

The service provider and all individuals assigned by it to perform services under this contract:

- (a) Shall neither seek nor accept instructions from any authority external to the AIMS in connection with the performance of its/their services under this contract;
- (b) Shall refrain from any action which may adversely affect the AIMS and shall fulfil its/their commitments with the fullest regard for the interests of the AIMS;
- (c) Shall assure compliance with all applicable laws of the country where the service provider is registered as well as those in which the activities are performed;
- (d) Assure that all duties are conducted with integrity, free from any taint of dishonesty or corruption and that all persons are respected equally without any distinction or discrimination based on nationality, race, gender, religious beliefs, class or political opinions;
- (e) Shall not advertise or otherwise utilize to its/their advantage the fact that it is or has been a service provider with the AIMS;
- (f) Shall not, in any manner whatsoever use the name, emblem or official seal of the AIMS or any abbreviation of the name of the AIMS in connection with its business or otherwise, except as required for the fulfilment of its contractual duties hereunder and then only with the express prior written approval of the AIMS Network President or his/her designate;
- (g) Shall not communicate at any time to any other person (legal or natural), Government or authority external to the AIMS any information known to it/them by reason of its/their association with the AIMS which has not been made public, except in the course of their duties or by authorisation of the AIMS Network President or his/her designate; nor shall service providers or



assigned individuals at any time use such information to its/their private advantage;

- (h) When performing the services on AIMS premises or at any location when representing the AIMS, shall act in a manner consistent with the values of the African Institute for Mathematical Sciences (AIMS) and shall abide by the rules of conduct set out in the AIMS's Code of Conduct (a copy of which has been provided by the AIMS). The service provider acknowledges and accepts that any violation of these rules of conduct by it or any individual assigned by it to perform services on its behalf shall be considered breach of an essential term of this contract;
- (i) The obligations set out in sub-clauses (e), (f) and (g) above shall continue upon expiration or termination of this contract with the AIMS;

4. REPRESENTATIONS AND WARRANTIES

The service provider represents and warrants:

- (a) It is not engaged in the sale or manufacture, either directly or indirectly, of anti-personnel mines or any components produced primarily for the operation thereof.
- (b) To ensure the respect of internationally agreed core labour standards, e.g. the ILO core labour standards, conventions on freedom of association and collective bargaining, elimination of forced and compulsory labour, elimination of discrimination in respect of employment and occupation, and the abolition of child labour.
- (c) It is not engaged in any practice inconsistent with the rights set forth in the Convention on the Rights of the Child, including the requirement that children be protected from performing any work that is likely to be hazardous, to interfere with their education, or to be harmful to their health and development.
- (d) It respects the basic social rights and working conditions of its employees, servants, agents and sub-service providers.

5. TITLE RIGHTS

- (a) During the term of this contract, the service provider shall disclose to the AIMS all ideas, inventions, business plans or any other materials developed by it during the term of this contract as a consequence of the services provided to the AIMS by the service provider.
- (b) The AIMS shall be entitled to all property rights including but not limited to patents, copyrights and trademarks, with regard to material which bears a direct relation to, or is made in consequence of, the services provided to the AIMS by the service provider. At the request of the AIMS, the service provider shall assist in securing such property rights and transferring them to the AIMS in compliance with the requirements of applicable law. At the request of the



AIMS, the service provider shall take all necessary steps, execute all necessary documents and generally assist in securing such property rights and transferring them to the AIMS in compliance with the requirements of applicable law.

- (c) All materials prepared as well as, all data collected and processed in the course of the service provider's work for the AIMS is the property of the AIMS. Such information cannot be used by the service provider for any purpose, other than that agreed under the terms of this contract, without the prior written approval of the AIMS Network President or his/her designate.
- (d) Title to any equipment and supplies which may be furnished by the AIMS shall rest with the AIMS and any such equipment shall be returned to the AIMS as soon as possible, when no longer needed by the Service provider. In any event, all equipment and supplies must be returned to the AIMS upon the termination or expiration of this contract. Such equipment, when returned to the AIMS, shall be in the same condition as when delivered to the service provider, subject to normal wear and tear. The service provider bears all responsibility for lost or damaged equipment and supplies.

6. TAX EXEMPTION

The service provider's fee shall reflect any tax exemption to which the AIMS is entitled by reason of any immunities which it enjoys. If it is subsequently determined that any taxes which have been included invoiced are not required to be paid, the AIMS shall deduct the amount from the service fee or, if it has paid any such taxes, it shall be refunded by the service provider.

7. DELAY

Without prejudice to clause 8 below, if the services have not been completed during the agreed time period, any additional costs or damages incurred by the AIMS due to such delay may be withheld from any amounts owed to the service provider.

8. TERMINATION OF CONTRACT

- (a) This contract may be terminated at any time by either party before the expiry date of the contract by giving written notice to the other party. The period of notice shall be five days in the case of contracts for a total period of less than two months and fourteen days in the case of contracts for a longer period.
- (b) This contract may be terminated by the AIMS with immediate effect at any time if the service provider has breached any of his contractual obligations with the AIMS or if in the reasonable opinion of the AIMS the service provider has brought or is reasonably likely to bring the AIMS's reputation into disrepute.
- (c) In the event of the contract being terminated prior to its due expiry date in this way, the service provider shall be compensated on a *pro rata* basis for no more than the actual amount of work performed to the satisfaction of the



AIMS. Additional costs or damages incurred by the AIMS resulting from the termination of the contract by the service provider or by the AIMS in accordance with para (b) above, may be withheld from any amount otherwise due to the service provider by the AIMS.

9. BANKRUPTCY

Should the service provider file any petition for bankruptcy, or should the service provider make a general assignment for the benefit of its creditors, or should a receiver be appointed on account of the service provider's insolvency, the AIMS may under the terms of this contract, terminate the same forthwith by giving the service provider written notice of such termination

10. FORCE MAJEURE

Force majeure, as used herein, shall mean acts of God, laws or regulations, industrial disturbances, acts of the public enemy, civil disturbances, explosions and any other similar cause of equivalent force not caused by, nor within the control of either party, and which neither party is able to overcome. As soon as possible after the occurrence of the force majeure and within not more than 15 days, the service provider shall give notice and full particulars in writing to the AIMS of such force majeure if the Service provider is thereby rendered unable, wholly or in part, to perform his obligations and meet his responsibilities under this Contract. The AIMS shall then have the right to terminate the Contract by giving in writing seven days' notice of termination to the Service provider, and the Service provider shall return any deposit paid by the AIMS.

11. INDEMNIFICATION AND INSURANCE

- (a) The service provider shall indemnify, hold harmless and defend at its own expense the AIMS, its officers, agents and employees from and against all suits, claims, demands and liability of any nature or kind, including costs and expenses, arising out of acts or omissions of the service provider or its employees in the performance of this contract.
- (b) The service provider shall provide and thereafter maintain for the duration of this contract and any extension thereof all appropriate workmen's compensation insurance and furnish proof to the satisfaction of the AIMS of adequate liability insurance (including as relevant employers' liability insurance, comprehensive general liability insurance, automobile liability insurance and professional liability insurance). The service provider shall further provide such health and medical insurance for its agents or employees as the service provider may consider advisable.

12. OFFICIALS NOT TO BENEFIT

The service provider represents and warrants that no official of the AIMS has been, or shall be, admitted by the service provider to any direct or indirect benefit arising from this contract or the award thereof. The service provider agrees that breach of this provision is a breach of an essential term of this contract.



13. AMENDMENTS AND ASSIGNMENTS

No change in or modification of this contract shall be made except by prior written agreement between the service provider and the AIMS's authorised representative. The service provider shall not assign, transfer, pledge, sub-contract or make other disposition of this contract or any part thereof, or of any the service provider's rights, claims or obligations under this contract except with the prior written consent of the AIMS.

14. ARBITRATION

Any dispute, controversy or claim arising out of or relating to this contract, or the breach, termination or invalidity thereof, shall be settled by arbitration in accordance with the United Nations Commission on International Trade Law (UNCITRAL) Arbitration Rules as at present in force. The place of arbitration shall Kigali, Rwanda, and the language to be used in the arbitral proceedings shall be English. The arbitral tribunal shall have no authority to award punitive damages. The parties agree to be bound by any arbitration award rendered in accordance with this paragraph as final adjudication of any such dispute, controversy, or claim.

15. GOVERNING LAW

This contract shall be governed by Rwanda law.

16. AIMS PRIVILEGES AND IMMUNITIES

Nothing in or relating to this contract shall constitute or be deemed a waiver, express or implied, of any of the privileges and immunities of the AIMS.

17. ANTI-CORRUPTION POLICY

AIMS has a ZERO tolerance for any corrupt practice or behaviour by any of the AIMS employees and its vendors and contractors. AIMS completely prohibits offering, giving or agreeing to give to any employee of AIMS any gift or commission or consideration of any kind as an inducement or reward for:

- doing or not doing (or for having done or not having done) any act in relation to the obtaining of any contract with AIMS; or
- showing or not showing favour or disfavour to any person in relation to any contract it enters into with any vendor or contractor;

IF any of AIMS employees or stakeholders contact the vendor or the contractor for any gift or commission or consideration of any kind (financial and non-financial), then the vendor must report that matter immediately to the Network President of AIMS centrepresidentoffice@aims.ac.rw with a copy to AIMS Ag. Chief Financial Officer at bmtoha@nexteinstein.org

**ANNEX 3-****SUPPLIER PROFILE / REGISTRATION FORM**

**Please fill in this questionnaire in order to register.
Information given in this questionnaire will be handled
confidentially.
Please attach all other documents requested in the
questionnaire.**

1	NAME OF COMPANY:				
	Mailing Address:				
	Country:				
	Contact Person(s):				
	Telephone:				
	E-mail:				
	Web site:				
	Tax Identification Number (TIN):				
2	TYPE OF ORGANISATION: (Please check)				
	Individual		Private Limited Liability Company		Non-Profit Organization
	Partnership		Public Limited Liability Company		Other*
	* (Please explain)				
	Year Established:				
	Under the laws of:				
	Quoted on the Stock Exchange of:				
	Please attach copy of registration certificate				
3	TYPE OF BUSINESS: (Please check)				
	Manufacturing		Construction		Trading
	Consultancy		Service Provider		Other*



* <i>(Please explain)</i>				
Please describe your company's major business activity:				
Please indicate the main commodities/services your company offers:				
4 SIZE OF BUSINESS:				
Please provide a copy of your latest audited financial statements.				
Turnover (last financial year)	Ended:	YYYY/MM/DD	US\$:	
(previous financial year)	Ended:	YYYY/MM/DD	US\$:	
(previous financial year)	Ended:	YYYY/MM/DD	US\$:	
No. of Employees:			No. of Branches:	
No. of International Offices:				
Location of Factories:				
No. of Plants:				
No. of Warehouses:				
Countries to which you do not export:				
5 AFFILIATED/HOLDING/SUBSIDIARY COMPANIES:				
<i>Name</i>	<i>Address</i>		<i>Nature of Affiliation</i>	
1.	1.		1.	
2.	2.		2.	
3.	3.		3.	
Please attach an organisation chart				
6 PERSONS AUTHORISED TO SIGN BIDS, OFFERS AND CONTRACTS:				
<i>Name</i>	<i>Position</i>	<i>Telephone</i>	<i>Email</i>	



7	BANKING INFORMATION:			
	Name:			
	Address:			
	Account Number:		SWIFT Code:	
	IBAN:			
8	REFERENCES:			
	<i>Date</i>	<i>Service or Product</i>	<i>Value (US\$)</i>	<i>Contact (Email & Telephone)</i>
	Please specify your quality assurance standards:			
9	NAMES OF OFFICERS, OWNERS OR PARTNERS:			
	Owner(s):			
	Chief Executive Officer:			
	Chief Financial Officer:			
10	PAYMENT TERMS:			
	<ul style="list-style-type: none">➤ The AIMS shall make payments within 30 days following receipt of goods in good order and all requested documentation.➤ Payments shall be made only against supplier's invoice and shall be subject to conformity of goods to specifications.➤ For your information, the AIMS's documentation requirements frequently include an acknowledgement of delivery certificate signed by a local representative of the AIMS.			



	➤ Please note that any non-acceptance of these terms may preclude your company from being considered as a potential supplier.	
11	QUALITY ASSURANCE:	
	Please attach any certificates or documents which denote quality assurance.	
12	TERMS AND CONDITIONS:	
	Please carefully read the attached Terms and Conditions of the AIMS, which shall be applicable for purchases by the AIMS. Signing and returning this form, confirms your acceptance of the Terms and Conditions.	
13	CERTIFICATION:	
	The undersigned, an authorised signer for the company, hereby certifies that the information provided herein, including that on any attached pages, is true and correct to the best of his/her knowledge. The same acknowledges having read and agreed to the AIMS's payment terms of 30 days credit:	
	Name and Title:	
	Date:	
	Signature:	