

## **REQUEST FOR PROPOSAL (RFP)**

### **Provision of Air Travel Management Services**

**Issued by: Public Services International (PSI) – Ghana Office**

**RFP Reference: PSI-COP/RFP/04/02/26**

**Issue Date: 13th April 2026**

#### **1. Introduction**

Public Services International (PSI) Ghana Office invites qualified and reputable **travel agencies** to submit proposals for the provision of **air travel management services**. The selected travel agent will be responsible for efficiently managing and coordinating **all official air travel** for PSI Ghana Office, including **domestic (in-country) and international air travel**, for staff, consultants, project participants, and partners.

This RFP outlines the scope of services, proposal requirements, evaluation criteria, and submission procedures.

#### **2. Background**

PSI Ghana Office coordinates and implements trade union and development programmes that require regular and sometimes urgent air travel. These activities involve travel by PSI staff, consultants, Global Union partners, national affiliates, and project participants across Ghana and internationally.

To ensure **cost-effective, timely, and policy-compliant travel arrangements**, PSI Ghana Office seeks to engage **one travel agency** to provide centralized and professional air travel management services. The selected agency will work closely with designated PSI Ghana Office focal persons and must demonstrate reliability, responsiveness, and transparency.

#### **3. Objectives of the Assignment**

The objectives of this engagement are to:

- Ensure **efficient and cost-effective booking of air travel**
- Support PSI Ghana Office in complying with internal travel and donor requirements
- Provide timely assistance for changes, emergencies, and last-minute travel
- Improve coordination, documentation, and reporting of travel expenditures

#### **4. Scope of Services**

The travel agency shall provide the following services:

##### **4.1 Air Travel Booking**

- Booking of **domestic (in-country) and international air tickets**
- Offering the **most economical and practical flight options**, in line with PSI travel rules

- Access to a wide selection of airlines and fare classes

#### **4.2 Ticketing and Modifications**

- Issuance of electronic tickets
- Processing of itinerary changes, re-routing, cancellations, and revalidation
- Management of refunds and travel credits, where applicable

#### **4.3 Traveller Support and Emergency Assistance**

- Immediate notification of flight schedule changes or disruptions
- Assistance during delays, cancellations, or missed connections
- Availability of emergency support outside normal business hours

#### **4.4 Documentation and Reporting**

- Provision of detailed booking confirmations and invoices per trip
- Clear breakdown of airfare, taxes, fees, and service charges
- Periodic travel expenditure summaries when requested by PSI Ghana Office

#### **4.5 Compliance Requirements**

- Strict adherence to PSI Ghana Office authorization procedures
- No ticket issuance without prior written approval from designated officers
- Full transparency in pricing, with no hidden or unauthorized fees

### **5. Contract Duration**

The initial contract period will be **one (1) year**, with the possibility of renewal based on performance, mutual agreement, and continued need.

### **6. Qualifications of the Travel Agency**

Interested travel agencies must demonstrate:

- Legal registration and valid license to operate as a travel agency
- Relevant years of experience
- Proven experience providing travel services to **corporate, NGO, or international organizations**
- Access to recognized airline reservation systems (GDS)
- Capacity to respond quickly to urgent and last-minute requests
- Operational presence or strong service capability in **Ghana**

## 7. Proposal Requirements

Proposals must include the following:

### A. Technical Proposal

- Company profile and registration documents
- Description of experience with similar organizations or clients
- Details of booking systems and airline partnerships
- Customer service arrangements, including emergency support
- Description of internal quality control processes

### B. Financial Proposal

- Detailed service fee structure (e.g. per ticket, flat fee, or percentage)
- Disclosure of any additional charges
- Currency of pricing

## 8. Evaluation Criteria

Proposals will be evaluated using the following criteria:

Criteria	Weight
Relevant experience and institutional capacity	30%
Quality and responsiveness of proposed services	30%
Cost competitiveness and transparency	25%
References and past performance	15%

## 9. Submission Instructions

Proposals must be submitted electronically to:

[Daniel.oberko@world-psi.org](mailto:Daniel.oberko@world-psi.org)

Cc: [Enoch.tawiah@world-psi.org](mailto:Enoch.tawiah@world-psi.org)

**Email subject line:**

**“Proposal – Air Travel Management Services (PSI Ghana Office)”**

**Submission Deadline:** 30th April 2026

## 10. Requests for Clarification

All requests for clarification should be submitted by email to:

[Daniel.oberko@world-psi.org](mailto:Daniel.oberko@world-psi.org)

Cc: [Enoch.tawiah@world-psi.org](mailto:Enoch.tawiah@world-psi.org)

### **11. Confidentiality**

All information provided by PSI Ghana Office as part of this RFP process shall be treated as confidential and used solely for the preparation of proposals.

### **12. Right to Accept or Reject**

PSI Ghana Office reserves the right to accept or reject any proposal, in whole or in part, and is not obliged to award the contract to the lowest-priced bidder.