



Federal Republic of Somalia  
Ministry of Agriculture & Irrigation

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Terms of Reference for Consulting Services

for

**Procurement and Delivery of Domestic Travel Management Services and  
Provision of Transport and Vehicle Hire to the Ministry of Agriculture and  
Irrigation (MoAI)**

Ref No: *WB&W/HR/126/2025*

## 1. BACKGROUND

The Ministry of Agriculture and Irrigation (MoAI), Federal Government of Somalia, is implementing the project:

**“Climate Resilient Agriculture in Somalia (UGBAAD)” – GCP/SOM/083/GCF, as an Operational Partner (OP) under an Operational Partner Agreement with the Food and Agriculture Organization of the United Nations (FAO).**

To ensure efficient implementation of project activities including monitoring and evaluation missions, field supervision, coordination meetings, trainings, and other official duties—MoAI requires a qualified service provider to supply DOMESTIC AIR TRAVEL SERVICES WITHIN SOMALIA ONLY.

To effectively implement programme activities such as field supervision, monitoring and evaluation, trainings, coordination meetings, technical missions, and official travel—MoAI requires reliable, safe, and cost-effective vehicle/car hire services.

These Terms of Reference (ToR) is prepared in accordance with:

**OPA No. 581**, particularly provisions on procurement, fiduciary responsibility, eligible expenditures, and documentation

- **MoAI Financial and Procurement Policy Manuals** governing travel authorization, internal controls, approvals, payments, and record keeping

## 2. OBJECTIVE OF THE ASSIGNMENT

The objective of this assignment is to establish a **Three-year framework agreement** with a licensed domestic air travel service provider (travel agency) to facilitate official domestic air travel within Somalia, ensuring:

- Value for money
- Timely and reliable delivery service
- Transparency and accountability
- Full compliance with MoAI, FAO, and donor regulations

## 3. SCOPE OF SERVICES (DOMESTIC ONLY)

The Service Provider shall provide DOMESTIC air travel services within Somalia only, including:

- Issuance of domestic airline tickets

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- Reservation, booking, re-issuance, and cancellation of domestic flights
- Fare quotation and comparison between available domestic airlines
- Issuance of confirmed itineraries and e-tickets
- Emergency support for schedule changes, delays, or cancellations
- Advisory support on the most cost-effective domestic routes
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- Hire of **4x4 vehicles, SUVs, and other suitable vehicles** •

Vehicles **with or without drivers**, as specified per assignment

- Transportation for:
- Monitoring and evaluation missions
- Field supervision and inspections
- Training, workshops, and meetings
- Official duty travel of MoAI staff and consultants
- Airport transfers (domestic)
- Short-term and daily vehicle hire based on approved requests

#### **4. GEOGRAPHICAL COVERAGE**

The services shall cover domestic air routes within the Federal Republic of Somalia, including but not limited to:

- Southwest, Hirshabelle, Galmudug, Jubaland, Puntland & Benadir Region
- Any other domestic destination officially approved by MoAI and selected landscapes within the Project targets.

#### **5. DURATION OF THE ASSIGNMENT**

The framework agreement shall be valid for **thirty six (36) months**, commencing on:

- **Start Date:** \_\_\_\_\_
- **End Date:** \_\_\_\_\_

The contract may be renewed or terminated subject to performance, funding availability, and compliance with MoAI regulations.

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## **6. TECHNICAL REQUIREMENTS (MANDATORY)**

### **6.1 Legal & Institutional Requirements**

The Service Provider must:

- Be a legally registered travel agency in Somalia
- Hold a valid business license for travel services
- Be authorized to issue domestic airline tickets
- Have at least three (3) years of proven experience in domestic air travel services

### **6.2 Operational & Technical Capacity**

The Service Provider shall demonstrate:

- Capacity to issue tickets from recognized domestic airlines
- Access to airline booking systems or authorized airline portals
- Ability to process same-day or urgent bookings

- Availability of a dedicated focal person during working hours
- After-hours emergency contact for urgent travel support

### **6.3 Vehicle Specifications**

The Service Provider shall provide vehicles that:

- Are roadworthy and well-maintained
- Are suitable for urban and rural/field conditions
- Are insured with valid comprehensive insurance
- Have valid registration and inspection certificates
- Include functional seat belts, spare tires, and safety equipment

### **6.4 Service Quality Standards**

The Service Provider must ensure:

- Accurate ticket issuance (names, dates, routes)
- Prompt delivery of e-tickets and itineraries
- Transparent fare breakdowns (base fare, taxes, service fees)
- Professional communication and customer support
- Strict compliance with MoAI-approved travel authorizations only **6.4 Cost &**

**Value-for-Money Assurance** The Service Provider shall:

- Offer competitive domestic fares
- Demonstrate fare comparison where multiple airlines operate
- Avoid hidden or unauthorized charges
- Apply service fees strictly as approved in the financial proposal

### **6.5 Driver Requirements (Where Applicable)**

Where drivers are provided, they must:

- Hold valid driving licenses
- Have minimum 3 years' professional driving experience

- Be familiar with local routes and security conditions
- Demonstrate professional conduct and confidentiality
- Maintain daily driver logbooks

## **6.6 Service Quality Standards**

The Service Provider must ensure:

- Timely availability of vehicles as requested
- Replacement vehicles in case of breakdown
- Professional and courteous service
- Compliance strictly with MoAI-approved transport requests

No unauthorized use of vehicles **6.5 Cost**

## **& Value-for-Money Assurance**

The Service Provider shall:

- Provide competitive daily or trip-based rates
- Avoid hidden or unauthorized charges
- Apply rates strictly as approved in the financial proposal
- Ensure cost efficiency in line with donor requirements

## **7. DELIVERABLES**

The Service Provider shall provide:

- Issued domestic air tickets
- E-tickets and travel itineraries
- Fare quotations and detailed breakdowns
- Monthly travel summary reports (upon request)
- Valid invoices supported by complete documentation
- Vehicles as per approved transport requests
- Daily vehicle and driver logbooks
- Signed service confirmation sheets
- Monthly utilization summaries (upon request)

- Valid invoices with full supporting documentation

## **8. REPORTING & SUPERVISION**

- The Service Provider shall report to the MoAI Project Coordinator or designated focal person

All ticket requests must be supported by approved Travel Authorization Forms

MoAI reserves the right to verify fares, airlines, and compliance at any time

## **9. PAYMENT & FINANCIAL ARRANGEMENTS**

- Payments shall be made upon satisfactory issuance of domestic tickets
- Invoices must include:
  - Approved travel authorization
  - Copy of issued e-ticket
  - Fare breakdown
- Payments shall be made in **United States Dollars (USD)**
- All payments must comply with MoAI Financial Policy and donor eligibility rules

## **10. COMPLIANCE & ETHICAL STANDARDS**

The Service Provider shall:

- Comply with MoAI procurement and financial regulations
- Not appear on UN or national sanctions lists
- Avoid conflict of interest, fraud, or corruption
- Always uphold professional and ethical conduct

Non-compliance may result in immediate termination of the agreement.

## **11. RECORD KEEPING & AUDIT**

The Service Provider shall:

- Maintain all records related to this assignment for at least five (5) years
- Provide access to records to MoAI, auditors, or donor representatives upon request
- Ensure all expenditures are verifiable, accurate, and fully documented

## 12. LIABILITY & RESPONSIBILITY

The Service Provider shall:

- Be responsible for booking accuracy and ticket validity
- Rectify errors resulting from incorrect ticket issuance
- Support refunds or changes in accordance with airline rules

## 13. TERMINATION

MoAI may terminate this assignment:

- With **thirty (30) days' written notice**, or
- Immediately in cases of breach, misconduct, or financial irregularities

## 14. GOVERNING LAW

This ToR shall be governed by the laws and regulations of the Federal Government of Somalia.

## 15. EVALUATION CRITERIA (TECHNICAL – SUMMARY)

Criteria	Weight
Legal registration & licensing and IATA Accreditation Status	15
Experience in domestic air travel	20
Technical capacity & booking systems	20
Service quality & responsiveness	20
Cost competitiveness & value for money	25
<b>TOTAL</b>	<b>100%</b>

## **16. SUBMISSION OF APPLICATIONS / BIDS**

Interested and eligible service providers are invited to submit their **Technical and Financial Proposals in English** by hard copy, in accordance with the requirements of this ToR.

### **Submission Method**

- Proposals must be submitted **by hard copy**

### **Physical Address for Submission**

All correspondence related to this contract shall be formally submitted to the following physical address

Ministry of Agriculture and Irrigation, KM4 Street, Hodan, Mogadishu Somalia

### **Submission Deadline**

- **Date:** September 10<sup>th</sup> 2025
- **Time:** 12pm (Mogadishu local time)

Late submissions will not be considered.

### **Submission Format**

- Submission of both the Technical Proposal and the Financial Proposal is mandatory; applications that do not include both will not be evaluated