

Raydoll Tours and Travel Limited



Company Profile

Head Office

**Office No 8, 2nd Floor, Western Heights,
Karuna Road, near Sarit Centre, Westlands
P.O. Box 408-00606, Nairobi
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E -mail: bookings@raydolltours.co.ke**

TABLE OF CONTENTS

1. Background

1.1. Brief Description, Years in Business & Key attributes	2
1.2. IATA Accreditation & other Professional Affiliations	2
1.3. Physical Location.....	2
1.4. Tax Registrations and Compliance... ..	3
1.5. Industry Experience, Major Clients and Client References.....	3
1.7. Staff Strength.....	4
1.8. Reservations and Ticketing Equipment... ..	5
1.9. Online Booking Portal.....	5
1.10. List of Airlines/Global Presence... ..	5
1.11. Financial Capacity	5

2. Description of Our Travel Services

2.1. Air Reservations... ..	6
2.2. Hotel Accommodation... ..	6
2.3. Tours, Excursions, Inclusive Tours... ..	6
2.4. Car Hire Services.....	6
2.5. Airport Services... ..	6
2.6. Visa Processing... ..	6
2.7. Travel Insurance... ..	7
2.8. Travel Information.....	7
2.9. Conference Support Services... ..	7

3. Resource Management, Methodology and Work Approach

3.1. Automation of the Travel Agency Tasks... ..	9
3.2. Focus on Your Travel Objectives.....	9
3.3. Raydoll Tours Online.....	9
3.4. Travel Reports.....	10
3.5. Creation of Client Files... ..	10
3.6. Trainings.....	10
3.7. Travel Policy... ..	11
3.8. Compliance with Procurement Policy.....	11
3.9. Cost Savings and Efficiencies... ..	11
3.10. Destination Expertise.....	11
3.11. Duty of Care and Evacuation Services.....	11
3.12. Negotiation of Airline Discounts	11
3.14. Hours of Operation.....	12

4. Manpower Capability

4.1. Organization Chart	13
4.2. Proposal on Staffing.....	14
4.3. Qualifications of Key Technical Personnel... ..	15

5. Declarations

i. Client Confidentiality.....	28
ii. No Subcontracting... ..	28
iii. Litigation.....	28
iv. Integrity Declaration	28



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Email: bookings@raydolltours.co.ke/ raydoll@africaonline.co.ke,
Website: www.raydolltours.co.ke.

1: Background

1.1. Brief Description, Years in Business & Key Attributes

Raydoll Tours and Travel Limited was incorporated in November 1994 under Certificate No C 62080 of the Company's Act, Cap 486 of the Laws of Kenya and operates as a full-service travel agency dedicated to providing a wide range of travel benefits, consulting and conference support services to our customers. The Company is registered as a Travel Agent number **UNGM #663405** under the **United Nations Global Market**. The current directors of the Company are all Kenyan citizens. In the attachment section, please find a copy of our Certificate of Incorporation.

1.2. Valid Registration with IATA

Raydoll Tours and Travel Limited is an IATA Travel Agency registered under Numeric Code No 41- 2 2044 3 with effect from 05 April 1995, and have operated for 26 years as an accredited Agent, with full access to the ticketing products, management procedures and payment arrangements under the IATA Billing Settlement Plan (BSP). Our valid current (2021) IATA Certificate is attached.

1.3. Physical Location

We provide our Travel Services from our office located on the 2nd floor of Western Heights Office Building located on Karuna Road, Nairobi. For ease of communication the following are details of the physical location of our offices:

**Western Heights Office Building,
Office No 8, 2nd Floor,
Karuna Road, Westlands,
P.O. Box 408-00606
Sarit Centre,
Nairobi**

**E mail (1): bookings@raydolltours.co.ke
E mail(2): raydoll@africaonline.co.ke**

1.4 Tax Registration and Compliance

We are registered for tax purposes under PIN # P051105340M, and hold a current Tax Compliance Certificate No KRANON1194850220 valid until 24th September 2021, copies of which, are both herewith attached.

1.5 Industry Experience, Major Clients and Client References

Our Travel Agency has many years of experience providing travel services to the government of Kenya in many key ministries and other departments within the public sector. We also have a good track record working with non- governmental organizations and private companies, some of whom have placed very substantial travel business with us. We are also a well- known and experienced provider of Conference Support Services and have, over the years, provided these services to a number of international organizations including selected UN Agencies. Please find herewith a list of the top accounts to which we have offered various travel services including preparation of travel itineraries, reservations and ticket issuance both local and international, negotiation of group fares, assistance with visa processing, car hire services, and airport transfers.

1.6 List of Top 10 Travel Accounts within the last 5 years

	NAME AND ADDRESS OF CLIENT	TEL NO	NAME OF CONTACT
1	KENYA REVENUE AUTHORITY, P.O. BOX 48240-00100 NAIROBI	(020)20816 090	AMY WAKABA TRAVEL DESK
2.	NATIONAL INTELLIGENCE, SERVICE P.O. BOX 30091 00100, NAIROBI	344248	ROSELINE MUTHONI, SUPPLY CHAIN MANAGEMENT OFFICER
3.	KENYA ELECTRICITY GENERATING COMMISSION, P.O. BOX 47936-00100, NAIROBI	3666000	ABIGAIL NJOROGE HR ASSISTANT
4	ETHICS AND ANTI- CORRUPTION COMMISSION, P.O BOX 61130-00200 NAIROBI	4997179	MARTIN BARAZA SUPPLY CHAIN MANAGEMENT OFFICER
5	SIAYA COUNTY GOVERNMENT, P.O BOX 803-40600 SIAYA	0724510254	NAOMI OBONDO PROCUREMENT OFFICE
6.	ATHLETICS KENYA, P.O. BOX 4722-00100, NAIROBI	0736747217	SUSAN KAMAU CHIEF ADMINISTRATION OFFICER
7	AGRUCULTURE, FISHERIES AND FOOD AUTHORITY (AFFA), P.O. BOX 20064-00200, NAIROBI	600994	MARY MKAMBURI PROCUREMENT MANAGER

8	CONSTITUENCIES DEVELOPMENT FUND, P.O. BOX 46682-00100 NAIROBI	2230015	DOROTHY AJOWI PROCUREMENT OFFICER
9.	PARLIAMENTARY SERVICE COMMISSION, P.O. BOX 41842-00100 NAIROBI-KENYA	2221291	MARY MWANGANGI SENIOR SUPPLIES OFFICER
10	KISUMU COUNTY GOVERNMENT P.O. BOX 2738-40100, KISUMU	0720572932	PATRICK OCHIENG, PERSONAL ASSISTANT TO THE COUNTY SECRETARY

For your information, we have attached, copies of Letters of Reference and supporting LPOs from five (5 No) clients as evidence of their existence among the list of our key clients indicated above.

1.7. Staff Strength

Raydoll Tours and Travel has a combined staff strength of fifteen (15) No employees, ten (10) of which are in the professional ranks, while five (5) are support staff in the clerical cadres. We believe this number is sufficient for our current level of ticketing operations and can devote one of our existing Travel Consultants to exclusively handle the ticketing assignments of your organization. However, should your ticketing procurement services increase to the level that more staff would be required, we would have no problem with assigning additional staff. The designated Travel Consultant will work under the overall supervision of our Project Manager, who is the senior staff in our Agency in charge of the coordination of all Travel and related activities and management of our relationships with clients who have appointed us to manage their Travel services.

Our above core team of Travel experts work with the support of professionals in the Finance and Accounts Department whose responsibility it is to manage the financial aspects of our travel contracts including processing of invoices and reconciliation and reporting of all travel-related payments. We have attached at least five (5 No) Resumes and Certificates detailing the skills and experience of key staff that will be directly involved in the Travel Service assignment.

1.8. Reservations and Ticketing Equipment

To serve the varied clientele listed above, we have put in place, adequate communication and reservations equipment required to perform and professionally manage all travel and ticketing assignments. We are currently linked to two Global Distribution Systems (GDS) namely AMADEUS and TRAVELPORT GALILEO, on which we have trained all our Travel Consultants. Our reservation software has incorporated the most recent enhancements, which gives the Agency access to all the information necessary for efficient and up to date management of travel operations. These include software for fare quote planning and least cost pricing on designated travel itineraries, access to private fares, search engine for availability of hotel accommodation and car hire services in many cities worldwide and the ability to book and confirm the same directly into the travel itinerary. We also have the capability to pay for all travel products online within the booking platform using most credit cards. Separately we are linked to Direct Pay Online, which offers an alternative platform for paying for travel services. Through our affiliation with a number of Insurance providers, we are able to book online and offer our clients Travel Insurance to cover a wide variety of travel related risks. We would have no problem sharing the insurance platform links with your employees to enable them make direct access to the information on cover contained therein and the respective premiums.

1.9 Online booking Portal

Our Travel Agency now offers our clients an opportunity to book online for the various travel services we offer - air ticketing, hotel accommodation, car hire service, holiday packages, tours and excursions. To access the Online booking portal, please click on the following link: <https://raydolltours.co.ke>

1.10 List of Airlines /Global Presence

We confirm that our Agency is affiliated to airlines all over the world which have given us their authority to issue their documents. We therefore have a complete global presence in the ticketing services we offer.

1.11 Financial capacity.

i) Audited Accounts

Because of the severely adverse impact of the COVID-19 Pandemic on Tourism and Travel related businesses all over the world, the year 2020 was a lost year globally. IATA has predicted that recovery in Tourism and Travel related businesses will most likely commence in the year 2023. In the meantime ,please find below herewith a summary of the Audited results of our operations in the three most recent years prior to the commencement of the COVID -19, being Financial Years 2017, 2018 & 2019. Overall, the Agency achieved the following results:

	<u>YEAR</u>	<u>TOTAL SALES</u>
i)	FY 2017	KSHS 205,934,862/=
ii)	FY 2018	KSHS 148,377,066/=
iii)	FY 2019	KSHS 118,000,746/=

ii)Summary of Quick Assets and Liabilities

The following is a summary of the Company's quick assets and liabilities as at 31 Dec 2019.

WORKING CAPITAL

Current Assets in Kshs: Kshs 80,065,225

Current Liabilities in Kshs: Kshs 31,670,151

Working Capital Kshs 48,395,074

NET WORTH

Total Assets: Kshs 94,216,054

Total Liabilities: Kshs 31,670,151

Net Worth: Kshs 62,545,903

TOTAL REVENUE Kshs 118,009,746

GROSS PROFIT Kshs 20,354,734

iii) Bank Details

Our Bank Details are:

ABSA BANK KENYA PLC (Formerly Barclays Bank (K) Ltd

HARAMBEE AVENUE PREMIER

A/C NAME RAYDOLL TOURS AND TRAVEL LIMITED

KES A/C NO: 0821209684

USD A/C NO: 022 7181354

We have no problem with your contacting our above Bank for direct information on whether or not our Agency is good for normal business engagements.

(Please note that due to COVID 19 pandemic, all air travel in Kenya, both domestic and international was stopped between March and August 2020 through a Government directive, and even when the Government allowed travel from August 2020, international travel has been severely affected due to the lockdowns and existing travel protocols and restrictions in many countries. We have therefore not provided our turnover for year 2020 because it was grossly curtailed due to the travel business closure and does not in any way reflect our regular business performance)

2. Description of our Travel Services

Our Agency's main objective is to provide professional travel services acting as an effective link between the customers we serve and the principal travel suppliers such as airlines, hotels, railways, road transport operators, ferry services, tour and cruise providers, etc. For this purpose, we have employed a team of highly qualified and experienced Travel Consultants with the necessary knowledge to handle any aspect of travel. Below is a brief summary of the basic travel services we offer:

2.1. Air Reservations

- We receive travel instructions from customers regarding their plans whether domestic or international, plan itineraries that best meet client specifications regarding class of travel and fare types including non GDS and other web-based fares, book, reserve and confirm airline seats providing at least three different options from which the client can choose the best fit;
- We fare quote the itineraries, discuss key aspects such as hidden stops, length of airport layovers, restrictions regarding length of stay and other special conditions for changes, cancellation and refunds, and share the information for approval. Along with the travel itineraries, we provide information on baggage allowance as well as charges for excess baggage
- Once we receive approval, we issue and deliver tickets, provide the travelers with advance seating plans and issue boarding passes;
- After travel has started, we provide prompt information on all flight interruptions including delays, cancellations, airport closures etc, and assist with re-scheduling and re-routings as the case may be.

2.2. Hotel Accommodation

We reserve, pay and issue confirmation vouchers to our customers for various hotels both domestic and international.

2.3. Tours, Excursions, Inclusive Tours

We plan and arrange tours and excursions both inbound and outbound and sell Inclusive and Packaged tours.

2.4 Car Hire Services

We facilitate, book and confirm car rental services anywhere in the world.

2.5 Airport Services

- We provide meet and assist services, including VIP Services at the airport for customers who require such a service ;
- We facilitate Airport transfer services from designated points to and from airports to hotels anywhere in the world;
- We provide assistance with tracking and retrieval of lost/misrouted baggage and assist with filing of claims;
- We provide information on conditions for access to airport lounges for customers holding non-qualifying tickets, accept payments, and book and provide them with vouchers.

(Please note however that since the commencement of the COVID-19 Pandemic, and the resultant travel restrictions, it has not been possible to continue offering the above airport services)

2.6 Visa Processing

We provide assistance with visa processing in line with existing immigration rules. Where immigration rules require clients' personal appearance, we provide all the necessary information to enable a speedy processing of the visa by the relevant authorities

2.7 Travel Insurance

We provide travel insurance to cover any of the following travel risks:

- (i) Ticket Loss;
- (ii) Travel Interruptions;
- (iii) Flight Delays and Cancellations;
- (iv) Baggage Irregularities and Baggage Loss;
- (v) Medical Care resulting from accidents or general sickness;
- (vi) Repatriation of Human Remains, in the unfortunate incidence of death during travel.

2.8 Travel Information

- We provide travel information on health requirements including the necessary vaccinations and inoculations required before travel, including an updated position on the COVID-19 travel protocols;
- We provide destination information including weather conditions and information on security issues;
- We provide periodic information on special fare offers by various suppliers including airlines and hotels;

2.9 Conference Support Services

Raydoll Tours and Travel has an impressive track record of providing conference support services and transport and logistical support to many international organizations. A full list of the conferences we have managed or to which we have provided essential support services over a period spanning 26 years, is available for your information. Here we give only a selected summary of ten (10) big conferences with diverse themes and attended by over 100 delegates which we have handled within the period we have been in the travel agency business.

1. The Kenya Electricity Generating Company Ltd (Kengen) in collaboration with the United Nations University (UNU) organized a course on Geothermal Training Programme (UNU-GTP) in Naivasha, Kenya, 13 Nov-04 Dec 2019.

Participants for the 13-week course came from Burundi, Comoros, Djibouti, DRC, Eritrea, Ethiopia, Malawi, Mozambique, Nigeria, Rwanda, Tanzania, Uganda and Kenya.

Raydoll Tours and Travel was contracted by our client Kengen to provide full travel arrangements and logistical support for the course participants from various destinations to and from Naivasha.

2. The Kenya National Academy of Sciences (KNAS) in partnership with the World Academy of Sciences Sub-Saharan Africa Regional Partners (TWAS-SAREP) hosted the Annual Regional Young Scientists Conference in Nairobi, Kenya, 23-26 October 2019. The conference brought together over 90 young African Scientists and Policy Makers from Benin, Burundi, Cameroon, Ethiopia, Kenya, Lesotho, Madagascar, Mozambique, Nigeria, Tanzania, Uganda and Zimbabwe, to engage with a number of experts, through rigorous scientific debate and interrogation of policy decisions in the five subthemes round Food security, Climate change, Environmental protection, Water resource exploitation and Energy and Sustainable Development in Africa.

Raydoll Tours and Travel was appointed to provide full ticketing, accommodation, airport transfers, and complete logistical support for the conference.

3. Athletics Kenya participated in the IAAF World Championships, London UK, 4-13 August 2017

Raydoll Tours and Travel was appointed Kenya's official Travel & Ticketing agent to IAAF World Championship

4. African Continental Olympic Qualification Tournament, Yaounde Cameroun, 9-20 Mar 2016

Raydoll Tours and Travel was appointed the Official Travel and Ticketing Agent to the African Olympic Qualification Tournament

5. The University of Manchester, UK sponsored “CAPTURING THE GAINS”- East Africa Regional Workshop on Strategies for Upgrading Global and Regional Value Chains.

Raydoll Tours and Travel were contracted by the University of Manchester on a full management contract, which included contacting and confirming attendees from a list of possible participants, planning their travel itineraries, issuing tickets, arranging their accommodation, providing airport transfers, arranging meeting rooms, conference documentation and payment of per diems. 100 participants from Kenya, Uganda and Tanzania attended the meeting held in Nairobi between 24-28 Nov 2012.

6. African Export Import Bank (AFREXIMBANK) headquartered in Cairo, Egypt “held its 3RD Extraordinary General Meeting, in Nairobi between 11-17TH Sept 2012.

Raydoll Tours and Travel were contracted by the Bank to provide coordination, facilitation and logistical support as well as ticketing hotel reservations, visa processing, security arrangements and a fully-fledged VIP service at the airport complete with hostesses and a 24-hour information helpdesk. 110 participants consisting of Finance Ministers, Advisors and Senior Finance Officials from African Governments attended the meeting.

7. The Great Lakes University of Kisumu (GLUK), hosted the 4th Social Aspects of HIV/AIDS Research Alliance (SAHARA) conference in Kisumu between 29th April-2nd May 2007. SAHARA is a network of researchers with a common vision to reduce the number of HIV infections through the promotion and dissemination of collaborative research and to provide a platform for the exchange of new knowledge in the Social aspects of HIV and AIDs. 200 research scientists attended the meeting in Kisumu.

Raydoll Tours and Travel was appointed by GLUK to provide conference support services and to manage the air travel, immigration and transport logistics.

8. The Kenya National Academy of Sciences (KNAS) hosted the 1st International Conference on African Science Academies Development Initiative between 7th-10 November 2005. The conference whose main aim was to implore public policy to achieve the Millennium Development Goals in Africa by harnessing Science and Technology Capacity, was attended by 200 eminent personalities and scientists.

Raydoll Tours and Travel was appointed to provide ticketing, accommodation, airport transfers, excursions and logistical support for the conference.

9. The United Nations Environment Programme held its 21st Governing Council in Nairobi between 5-10th February 2001.

Raydoll Tours and Travel was awarded **UN Contract No CON/UNEP/01/0003** to provide transport, organization and logistical support for the **Dialogue in the Field**, the side event on **Renewable Energy Technology: Opportunities for Africa** held at Lake Naivasha Country Club with field visits to OlKaaria and Ormat. A total of 250 delegates comprising of Environmental Ministers and Heads of Delegations from various countries, participated in the field event.

10. The 2nd International IDEAL Symposium/GEF-STAP African Lakes Review Meeting was held at Club Makokola, Lake Malawi in January 2000.

Raydoll Tours was privileged to be appointed to organise the second of its regional programs outside Kenya, the first one having been in 1994 in Johannesburg. The Agency handled all the air ticketing, ground transport and conference coordination arrangements in Malawi for 154 delegates, which came from USA and Canada, various countries in Europe, Australia and a number of African countries.

3. Resource Management, Methodology and Work Approach

Effective Corporate Travel management demands a clear vision, in-depth knowledge and know-how in order to put together the many pieces that make for a satisfactory travel outcome. In many respects, this is the outcome of having long time relevant experience. Raydoll Tours and Travel has been an operator in the industry for **26 years** and although we are not a big travel agency by industry standards, our pride is in being able to operate as one of the most knowledge- based and professionally run travel service providers available in Kenya. With the above in mind, our Agency has put in place a number of facilities for a customized travel process designed to provide your organization with high quality travel services, always at the best prices. We do this through responsible and creative management of your travel portfolio with full understanding of your business needs, and with a keen eye on your travel budget. Through the use of technological innovation, we help you to boost your travel plans efficiency, save time and reduce travel related spending especially on flights and hotels.

Here are some of the assets we bring to the table:

- In-depth knowledge of the travel industry by our staff gained from many years engagement both in the airline and tourism business, spanning over a **combined** period of 65+ years;
- Employment of advanced technological solutions in our reservations and accounting systems;
- Installation of a superior system for reporting and analyzing of travel data;
- Good negotiating ability with airlines and other suppliers of travel products;
- Customized solutions to our client's travel needs and the ability and willingness to solve problems, when they occur, in an expeditious and professional manner

The following is a brief description of our Methodology and Work approach to the management of the Travel services we provide:

3.1 AUTOMATION OF THE TRAVEL AGENCY TASKS

A principal area to start is in our Front Office operations where travelers' specifications are normally translated into travel itineraries and ticket and hotel accommodation prices. Our Travel Agents work with search engines incorporated in the GDS to process and streamline travel reservations permitting travelers to reach their destinations faster without unnecessary delays. Our Travel consultants have been fully trained on various methods for achieving least cost pricing for travel itineraries at any given time including a price optimization interface that constantly monitors fare changes even after bookings are completed. We confirm that we will use all the GDS related tools at our disposal to obtain huge savings on the travel budget.

3.2 FOCUS ON YOUR TRAVEL OBJECTIVES

Raydoll Tours and Travel understands the need to stay close to the customer at all times. In this connection we have carefully selected a team of experts in various disciplines that will work together to bring you the experience and connections we have established with global travel suppliers over a period of nearly three decades in order to get the maximum out of every travel expense you make. We have made sure that the frontline staff we have deployed as the first line of contact with our clients, and the back-up support they work with, take care of our clients travel needs 24 hours a day every day of the year.

3.3 RAYDOLL TOURS ONLINE

Our Agency's online platform allows our customers to quickly and easily book and confirm air tickets, execute hotel orders, airport transfers and reserve local excursions and other leisure activities at the click of a button, at the convenience of travelers from their respective stations anywhere in the world. To ensure cost savings in this area we have negotiated special discounts with a number of airlines and hotel chains and allowed our customers to access the same negotiated rates in our Online booking platform. We will share this platform with your travelers especially those wishing to book for leisure travel at their own private expense

3.4 TRAVEL REPORTS

Our Agency has put in place and uses the E-Travel Computerized Travel Accounting System which we put at the disposal of our clients to better manage their ticket stock entries and reports, which in turn enables our clients to always know what their travel expense situation looks like. Below is a summary table of the reports from our E-Travel accounting system that we deliver to our clients regularly at agreed intervals.

<u>RAYDOLL TOURS AND TRAVEL- E-Travel</u> <u>System Capability by Module</u>	
1. Travel Management Information System Module	Description
Management Information System Reports	For generating general travel reports
Management Information System Reports by currency	For generating general travel reports by currency
2. Finance Module	
General Ledger Reports	For generating general ledger reports
Account Receivables and Individual Client Reports	For generating individual accounts receivable reports

It is our normal procedure to hold seasonal meetings with our clients to look at and analyze the key results of such reports and identify areas that need to be dealt with especially in the enforcement of their travel policies and budget controls and to identify other opportunities to save money.

3.5 CREATION OF CLIENT FILES

Raydoll Tours and Travel confirms that we currently keep information on corporate client accounts as part of our Agency information base on **AMADEUS AND TRAVELPORT GALILEO**. By having this stored information, we can easily move employee travel data from the client file directly into the traveler's booking file. For ease of information sharing, we keep two sets of files - a Corporate business file and a Personal file. The Business file contains important information such as organizations' contact points, travel policy, travel approval workflow, form of payment and any applicable special fares and discounts. Personal Client files, on the other hand, contain information specific to individual travelers or consultants and include their names, individual telephone contact, preferred form of payment, frequent flyer numbers, meal and seating preferences, passport numbers and their expiry dates, etc. Your organization may wish to consider the advantages to be gained by having us create Client Files for you to help manage your traveler's data, if you do not already have such a facility in place.

3.6 TRAININGS

The Travel world is dynamic and continuously evolving. Travel rules are always changing depending on new experiences. Certainly, new rules have come into play during this COVID-19 pandemic era, which could greatly alter the way air travel will be done for some time into the foreseeable future. There will therefore be need for those responsible for designing travel policies to be appraised from time to time, on the changes taking place in the travel world and how such changes could affect budgetary outlays etc. We hold trainings for all the relevant department or personnel dealing with the execution of travel in organizations we work with, to share our knowledge and bring them up to speed on what would be the "new norms" in as far as travel management is concerned.

3.7 TRAVEL POLICY

Our Agency believes that the availability of a well-defined, readily understood and effective travel policy being in place, will assist in achieving cost savings and ensuring quality travel. Working with staff responsible for the procurement of travel in organizations we work with, our implementing team ensures that **every detail** of the specific Corporate travel policy is made available right at the beginning of the contract. It is often necessary to walk our implementing team consisting of assigned staff in the ticketing department and support staff in the accounts department, through a short training on each client **travel approval workflow** to ensure complete understanding of the processes involved and approvals required at each stage before ticket issuance.

3.8 COMPLIANCE WITH PROCUREMENT POLICY

In connection with the above, our Agency herewith confirms that we will take all valid instructions from authorized persons in your organization to book and prepare travel itineraries and make bookings, and give fare quotations, but will **NOT** commit your organization **WITHOUT** a valid travel authorization instruction or LPO duly filled in and assigned to our Agency, specifying the name of the person (s) travelling, the approved fare, the project number or fund code to be charged or project reference number (as applicable), and signed by a person competent to do so. Any breaches of the existing Travel policy will be cleared with the designated Travel Authorization Manager in your Organization before any further action can be taken.

3.9 COST SAVINGS AND EFFICIENCIES- ADVANCE TRIP PLANNING

Many organizations have made very considerable savings by enforcing a policy of advance trip planning and ticket issuance. This requires that all travel clearances-visa, medical and security clearance, if any, are completed at least 8-10 days in advance to allow for advance purchase fares to apply at the time of ticket issuance. Raydoll Tours and Travel uses advance trip planning and advance purchase fare quote procedures to make substantial savings on cost of tickets for Corporate travel.

3.10. DESTINATION EXPERTISE

Raydoll Tours and Travel believes that destination knowledge is a very important part of our travel offering and will take great care to ensure that the proposed team of Consultants handling your account study and gain insider knowledge of almost all the destinations you are likely to travel to in order to make the best recommendations and book the best options available for your staff.

3.11. DUTY OF CARE AND EVACUATION SERVICES

Raydoll Tours and Travel confirms that we have a system in place to provide organizations, who as part of their **Duty of Care**, need to be provided with reliable information on medical and security risks in destinations to which we have ticketed their employees. To this end we have a data base of the most reliable international security companies which we can access, at very short notice, to provide us with round the minute, real time destination evaluation of security risks on the ground and who can quickly arrange for evacuation services from any part of the world should such a service be urgently required. Raydoll Tours and Travel confirms that the travel itineraries created by us on the GDS are represented on a dynamic map interface, allowing us to quickly locate your travelers by using geolocation information present in the itinerary, and that, if required, we would be able to provide your organization with passenger itinerary **Travel tracking** services through our AMADEUS GDS Selling Platform.

3.12 NEGOTIATION OF AIRLINE DISCOUNTS

Through experience, our Agency knows that substantial cost savings can be made through negotiations with most frequently travelled airlines but that this requires the negotiating party to have a good understanding of how airline revenue management works in order to take full advantage of the various areas of negotiation that can result in big savings. We have at our disposal an in-depth understanding of how airline revenue management processes work and would use this knowledge to work alongside your Organization's Travel Department to negotiate best discounts especially when the organization is able to deliver on volumes. We also know from experience that discounts spread over many airlines give better results than overcommitting with one or two large ones and that soft benefits such as perks, upgrades, fare rule waivers etc. (which are often ignored at negotiation times), can reduce costs quite substantially.

3.13 HOURS OF OPERATION

Our Agency's normal working hours for providing travel services are as follows:

Working Days

Monday to Friday: 08h00-17h30

Saturdays: 08h30-13h00

Our contacts during working hours are:

Landline (s): (+254 020) 2213436/2212791/2243988

Cell Phone(s): (+ 254) 719390848/792415141

Telcom Line: 0773449117

Email: bookings@raydolltours.co.ke ; raydoll@africaonline.co.ke

Website: <https://www.raydolltours.co.ke>

24/7 Emergency service

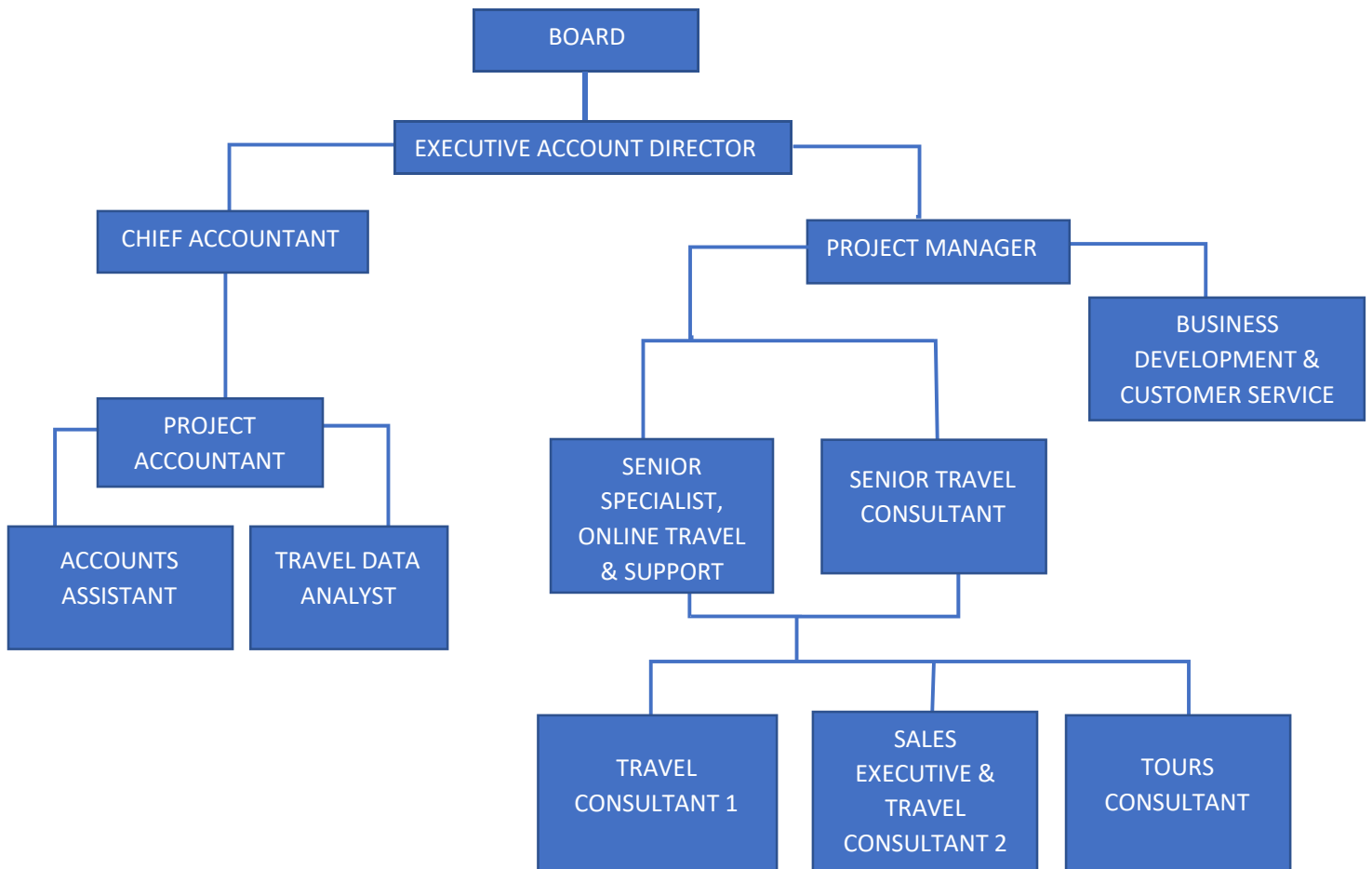
In addition, our Agency provides all year round emergency service including during weekends and official holidays to ensure continuous availability to provide assistance should such be required when our offices are closed. After hours, callers are able to make contact with two dedicated Travel Consultants to make new reservations and have tickets issued, alter existing ones or have tickets cancelled in line with pre-advised ticketing regulations. The following are our 24/7 emergency contacts:

Line 1: +254 719390848

Line 2: +254 722364174

3.Manpower Capability

4.1 Organization Chart



4.2 Proposal on Staffing

To implement our clients' Travel Services Account, we work with a four-tiered staffing program as follows:

i) Primary Point of Contact

Our proposal is to set aside one of our current Senior Consultants who is completely familiar with our ticketing policy procedures and work approach to act as the primary point of contact for all travel related services including hotel accommodation, car hire, airport transfers, visa processing services etc. The appointed staff handles the account on a 24/7 basis and is available throughout for both normal and emergency air ticketing and other travel related transactions

ii) Alternate Point of Contact

The primary staff works with an alternate who provides normal consultations and /or acts as an emergency replacement should the primary staff be indisposed.

iii) Project Management

As is our normal procedure, both the primary and the alternate contact continue to work under the direct supervision and keen eye of our current **Project Manager**, who also directly supervises the arrangements for meetings and large conferences.

iv) Overall Strategic Direction and Policy Execution

Overall strategic direction and policy execution remains at the level of the Executive Director, who also handles staff appraisals and identifies any trainings and short-term bridging courses that would enhance even further the quality of the service offered by the Travel Team

In summary, working together in a seamless manner, no effort is spared to achieve for our clients, quality travel services at the best prices. But what really differentiates us from others, is the personal attention we give to the management of clients travel accounts, the care and attention to every small detail surrounding flights, hotel accommodation, etc.- in other words, everything that will make a difference to the passengers' travel experience:

- We carefully store clients specific travel needs and preferences and match routes and flights accordingly;
- We accumulate miles for our clients with airlines, and work with them to upgrade customers whenever possible;
- Depending on volumes, we negotiate with airlines to minimize or even waive altogether, costs of changes or cancellations to flights, additional costs on extra baggage, seating upgrades etc.
- We work to get client visas with utmost speed to enable their business plans to always start on time.

The detailed CVs of the above team of five (5) key Technical Personnel are provided here-below.

4.3 Qualifications of Key Technical Personnel

4.3.1. Executive Director



MRS PATRICIA A.O. ADALA
EXECUTIVE DIRECTOR (TEAM LEADER)

Functions:	Raydoll Tours and Travel believes that implementing a successful travel program depends on the availability of a well-defined, readily understood and effective policy being in place to assist in achieving cost savings and ensuring quality travel to our corporate clients. The Executive Director (Patricia Adala) provides leadership and direction in analyzing and shaping a travel policy that is compatible with the unique travel needs and expectations of each client and plays a key oversight role to ensure quality and efficiency is maintained at all levels in the management and implementation of the travel contract.
Nationality:	KENYAN
Contact information:	Tel: + (254-020) 2212791/2243988; Cell: +254 (0) 722364174 E-mail : adalapatricia@raydolltours.co.ke
Country of acquisition of professional experience:	KENYA
Languages:	ENGLISH
Training and other qualifications:	• Master of Arts (Economics), University of Nairobi (1978) • Bachelor of Philosophy (Economics) University of Nairobi (1975) • Bachelor of Arts (Economics) University of Nairobi (1973) • Certificate in Airline Market Analysis (KENYA AIRWAYS) • Certificate in Strategy and Management of Public Enterprises(GROUP ESSEC, PARIS)
Experience: Mrs Adala is currently the Executive Director of Raydoll Tours and Travel Limited. Prior to founding Raydoll Tours and Travel, Mrs Adala was the Marketing General Manager in the national carrier Kenya Airways where she worked for five years. Before that she worked for nearly ten years with Kenya Tourist Development Corporation as a Projects Manager. Mrs Adala offers very considerable experience in planning and marketing of travel services both within the airline and travel agency setup and has a good and practical knowledge of the local business environment where she has been a player for over 26 years. She is a results - oriented leader and a person of high integrity, qualities that are key in the management of a travel program that involves a large amount of travel spend. Fully trained on both the Galileo and Amadeus Global Distribution Systems, Mrs Adala is able to provide effective supervision and practical hands on advise on reservation enhancements, tools for competitive fare pricing and cost saving strategies. Mrs Adala is completely familiar with all aspects of travel agency administration and has full and practical knowledge of the methods necessary for accurate processing of large amounts of travel data. She will personally handle staff appraisals and identify any trainings and short term bridging courses that would enhance even further the quality of the service offered by the proposed Travel Team	

Useful experience (from the most recent):		
Period: from ____ to ____	Name of Organization	Functions and activities undertaken / description of the actual role:
From June 1993-	Raydoll Tours and Travel	Job Title: Executive Director Founded Raydoll Tours and Travel, bringing into the Agency, a strong sense of business management and expertise in the area of tourism planning and airline marketing. She is overall in charge of operational and strategic direction of the Agency which includes: i) Developing strategies and policies to ensure the Agency's objectives are met and managing all aspects of the Company's day to day operations to ensure profitability; ii) Preparing annual business plans and overseeing the preparation of budgets iii)Overseeing the preparation of marketing and promotional plans, product design, and quality of service delivery iv) Hiring, training and motivating the company's staff to be high achievers.
April 1990- Dec 1992	Kenya Airways	Job Title: General Manager Marketing Responsible for the development of the Corporation's marketing program including the Airline's new route schedules, pricing policies and promotional campaigns.
Oct 1989- Mar 1990	Kenya Airways	Job Title: Manager Passenger Sales • Responsible for the supervision of sales activities of field personnel and appointed agents in the entire airline network; • Responsible for the development and implementation of sales policies in all airline offices throughout the world; • Responsible for budgeting and production of annual sales plans and reports
Dec 1984- Sept 1989	Kenya Tourist Development Corporation	Job Title: Projects Manager Responsible for identification and appraisal of hotel projects, preparation of tourist sector plans, budgeting, monitoring and evaluation and general expansion of KTDCs equity investments
Reference No.	Name: Ms Lydia Gaitirira, Functions: Executive Director, Organization: AMKA- Space for Women's Creativity Contact Information: P.O. Box 43844, NAIROBI. Tel: 0722781202 Email: lydiagaitirira@yahoo.com, etc.	
Reference No. 2	Name: Mr. Tom Amere Osiru, Fonctions: Lead Consultant, Human Resource Management and Corporate Planning, Organization:Thomas and Associates Management Consultants Contact Information: P.O. Box 14322-20100 NAKURU Tel: 0721390679 Email: t_associates@yahoo.com, etc.	

4.3.2 Project Manager



Ms SUSAN OLOO-ORUYA ,PROJECT MANAGER
Overall Management and Coordination of Travel accounts

Functions under the contract:

Raydoll Tours and Travel proposes the services of Ms Susan Oloo- Oruya as the Project Manager responsible for the overall management and coordination of the Travel Services Accounts.

The Project Manager will work as the key focal person responsible for identifying your Organization's specific travel needs and ascertain how best our Agency can meet those requirements. In this role she will attend key meetings especially concerning issues to do with travel, to exchange knowledge and experiences that would enable her perform the role of a key actor in the coordination and organization of both individual as well as group travel.

She will also be the person overall in charge of transport logistics, coordinating meet and assist and airport transfer services, arranging for ground transport to key project sites, arranging for air charters, if and when required, meetings, workshops and conference events including registration, distribution of key meeting materials, cocktails and special dinners etc. and generally taking charge of your organization's key events involving the movement or assembly of big numbers.

Ms Oloo Oruya has extensive experience in Project Planning and Implementation, Organizational skills and Logistics, Conference handling, Brand Marketing, Fundraising, Communications and Media. In addition she has, for a long time, offered customized services at a high level both locally and internationally within the Conference and meetings industry and has created lasting strategic alliances with organization leaders in the NGO world, working with a number of donors to effectively align and support key funding initiatives both in Kenya and elsewhere.

Nationality :	KENYAN		
Contact information :	Tel : + (254-020) 2212791/2213436; Cell : +254 (0) 722-725434 E-mail : soruya@raydolltours.co.ke		
Country of acquisition of professional experience :	KENYA, USA		
Languages:	ENGLISH		
Educational Qualifications	YEAR	TRAINING BODY	AWARD
	1987	UNIVERSITY OF BALTIMORE,MARYLAND,USA	MASTER OF ARTS PUBLICATIONS DESIGN
	1984	KENYATTA UNIVERSITY	BACHELOR OF ARTS KENYA DESIGN

Skill Highlights/Relevant Experience		
- Project management - Conference and Event Management - Market- research and analysis - Client Account Management - Business operations organization - Fundraising - Contract Negotiations and product delivery - Budget Development - Donor Funds Management - Community Outreach - Grant writing		
Useful experience (from the most recent)		
Jan 2004- Dec 2019	Real Useful Travel and Marketing	Job Title: Executive Director Summary of activities • Consultant IFC — Washington DC, USA □ March 2011: IFC (DC) Doing Business in Juba, South Sudan, a meeting between International investors and Ministers of South Sudan. □ Coordinated and convened the meeting for international investors into South Sudan for prospective business opportunities and partnerships. 250 Pax • Consultant World Vision Africa Region Office — Nairobi, Kenya 16th November 2009: Global Child Health Now Campaign.: Africa based Launch simultaneously launched in New York for vulnerable orphaned children and at Nairobi Serena Hotel for 250 pax • Consultant - Team Manager & Meetings Coordinator USAID — Nairobi, Kenya As part of the GATE team organizing and attending meetings with the Mission, relevant Kenyan Stake holders, NGO's Government Officials and International Donors • In- House Travel & Conferencing Company, World Vision Kenya Granted a 1 ½ year contract to: - Provide, analyze, consolidate and coordinate all travel ; - Apply best buying practices at lowest and most logical rates; - Analyze overall travel, accommodation and surface travel volumes; - Collect and analyze data on traffic; - Market World Vision Kenya to donors for funding from church to communities in Kenya & Uganda; - Assist and coordinate all conferences and retreats and analyze volumes and expenditure.

Oct 1996- Aug 2003	Name of Employer: The Express Travel Group The American Express Company	Job Title: Sales & Marketing Manager Summary of activities • Spearheading sales and marketing activities • Handling travel, tours, car hire, and American Express services. • Representative in the region in both Travel and Travelers Cheques. • Reporting to the Managing Director as Regional Sales and Marketing Manager on sales objectives, marketing intelligence, General Sales Agencies and updates on business performance. • Responsible for public and media relations and Company advertising • Organization of marketing and sales exhibitions locally and internationally • Responsible for pricing policies based on demand
Aug 1990-Oct 1996	Hotel Intercontinental	Job Title: Sales & Public Relations Manager Summary of activities • Responsible for establishing the Hotel's PR department with clear operation guidelines to enhance the prestige and credibility of the hotel chain both among the local and international community • Responsible for maintaining sales levels and relations for 30 selected accounts • In charge of all internal and external communication channels • Responsible for creating a positive environment to inspire and motivate staff towards goal achievements
Reference No. 1	Ambassador Dr. Eunice Brookman-Amissah Advisor to IPAS President IPAS Reproductive Health Management Kenya Tel: 254 +254 722811320 brookmane@ipas.org.	
Reference No. 2 :	Prof. Khama Odera Rogo Lead Health Sector Specialist / Health in Africa Head World Bank/ IFC Tel: +254-714 053600 rogokhama@gmail.com	
Reference No 3 :	Mr. James Nyoro Director for Agriculture Africa Bill & Melinda Gates Foundation. Tel: +254 722147359 Jnyoro@yahoo.com	

4.3.3 Senior Travel Consultant



FIRST LINE OF CONTACT

Name:	CATHERINE OPILE
Position in the Agency:	SENIOR TRAVEL CONSULTANT
Nationality:	KENYAN
Contact information:	TEL: (+254 2) 2212791/2213436 CELL: (+254) 792415141 E mail: bookings@raydolltours.co.ke / raydoll@africaonline.co.ke
Countries of Work Experience:	KENYA
Language Skills:	ENGLISH
Qualifications:	• TRAVELPORT SMARTPOINT AIR SPECIALIST • AMADEUS GDS FUNCTIONALITY TRAINING • IATA /UFTAA DIPLOMA IN TRAVEL OPERATIONS • EATI DIPLOMA IN TRAVEL OPERATIONS • KENYA CIVIL AVIATION AUTHORITY- CERTIFICATE IN TRAVEL AND TOURISM

Summary of Experience: .

Raydoll Tours and Travel proposes Ms Catherrine Opile as the **Senior Travel Consultant** in charge of the day to day operations of your organizations Travel Services Account.

Catherine did her professional studies in Travel Agency Operations at the IATA Training and Development Institute and at the Eldoret Aviation Training Institute (EATI) and graduated with an IATA/UFTAA DIPLOMA in Travel Operations and a Certificate in Travel and Tourism Foundation. On graduation in 2007, Catherine worked with several Travel Agents including Crown Tours and Yuanda Tours, before joining Raydoll Tours and Travel as a Senior Travel Consultant. In this capacity, Catherine manages most of the top ten Corporate accounts which include Kenya Revenue Authority, the National Assembly, the National Intelligence Services, the Constituencies Development Fund, the Office of the Controller of Budget, KENGEN, and the County Governments of Kisumu to mention just a few. Catherine also handles a number of NGO clients and is a very knowledgeable travel service provider to Action Aid, Africa Re, Church World Service, ACDI VOCA, and World Neighbours Inc. and Care for Aids

Her main areas of specialization are:

- An expert in itinerary planning and competitive pricing of travel products
- Documentation expert in charge of volume sales reports,
- Scrutiny of organizations travel policy to ensure all travel requests have completely complied with the regulations with respect to receipt of corporate travel approvals, relevant visas to the travel destination including all transit points, medical clearance, if any etc
- Creation and update of corporate client booking files.

Her responsibilities include all aspects of travel including computer reservations, itinerary planning, fare quotations, auto ticketing and provision of travel information including travel advisories, visa and health requirements

Period: From – To	Name organization	Job Title and Activities undertaken/Description of actual role performed:
2017- current	Raydoll Tours and Travel Limited	Job Title: Travel Consultant 1 Duties include: ☐ Itinerary planning giving at least three options to choose from, reservations and monitoring of waitlisted flights, providing regular updates on flight status; issuance and re-issuance of tickets; Electronic ticketing and delivery of tickets ☐ Advance seat assignments and Issuance of advance boarding passes ☐ Information on baggage allowance as well as charges for excess baggage; Providing travel information on health requirements including the necessary vaccinations and inoculations required before travel; Providing information on weather conditions at the destination city; Providing prompt information on all flight interruptions including delays, cancellations, airport closures. ☐ Reservation and confirmation of hotel accommodation both locally and abroad; ☐ Issuing of Travel Insurance to cover the risk of Ticket Loss, Travel Interruptions, Flight Delays and Cancellations, Baggage Irregularities and Baggage Loss, Medical Care resulting from accidents or general sickness and repatriation of Human Remains in case of death. ☐ Providing periodic information on special fare offers by various suppliers including airlines and hotels
References no.1	Name: Faisal Ghafour Organization: Crown Tours and Travel Contact: 0722900270 E mail: info@crowntours.net	
Reference no.2	Godfrey Isenye Manager, Yuanda Africa, Contact: 0712215249 E mail: yuandatickets@gmail.com	
Reference no.3	Name: Joe Marenya, Smart Suppliers Contact: 0721267957	

4.3.4 Senior Specialist, Online Travel and Technical Support



(ALTERNATIVE LINE OF CONTACT)

Name:	GLORIA OMONDI - ADALA
Position in the Agency:	SENIOR SPECIALIST, ONLINE TRAVEL & SUPPORT
Nationality:	KENYAN
Contact information:	Land line: (+ 254)020 2212791 Cell phone: +254 0792415141 E mail: bookings@raydolltours.co.ke
Countries of Work Experience:	CANADA, KENYA
Language Skills:	ENGLISH
Qualifications:	1. Bachelor of Science degree in Health Systems Management from Kenya Methodist University, 2. Honours in Computer Networking and Technical Support from York University, Seneca College of Applied Arts and Technology, 3. Post graduate Diploma in Health Informatics from George Brown College, Toronto,

Summary of Experience: .

Gloria is currently deployed in the position of Senior Specialist, Online Travel and Support and is the lead person in charge of our Online Travel Agency. Working alongside other Travel Consultants, it is the responsibility of Gloria to spearhead the marketing campaign for the Online Travel Agency and to provide in house Network support for the online platform. Fully trained on the AMADEUS GDS for reservations and issuance of tickets, Gloria currently doubles as Travel Consultant for a number of large Government accounts including Kenya Revenue Authority, Agriculture and Fisheries Authority (AFA), and the travel account for the County Government of Siaya.

Gloria holds a Bachelor of Science degree in Health Systems Management from Kenya Methodist University, an Honours in Computer Networking and Technical Support from York University, Seneca College of Applied Arts and Technology, and a Post graduate Diploma in Health Informatics from George Brown College, Toronto, Canada. Her qualification highlights include i) Data Communications Technology ii) Network Diagnostics and Design iii) AS/400 Connectivity iv) Web Server installation, maintenance and security iv) Pc Hardware, Operating systems, Internet, HTML, Linux/Unix and Microsoft Windows Server Administration.

Prior to joining Raydoll Tours and Travel Gloria worked worked as an Operations Officer at NHIF Kenya, and prior to that, as A Help Desk Analyst at ST&J Retail, Woodbridge, Ontario, Canada.

Period: From – To	Name organization	Job Title and Activities undertaken/Description of actual role performed:
March 2017- current	Raydoll Tours and Travel Limited	Job Title: Senior Specialist, Online Travel & Technical Support Duties include: - Using the online booking system to assist online buyers secure tickets, holiday tours and excursions on our portal. - Collecting and processing Online Payments - Advising clients on travel arrangements, e.g. visas and passports - Sending out tickets to clients - Keeping clients up to date with any changes in their travel arrangements - Arranging for travel refunds - Dealing with complaints
February 2017	National Hospital Insurance Fund	Job Title: Operations Officer
	ST&J Retail, Woodbridge, Ontario, Canada.	Job Title: Help Desk Analyst
References no.1	Name: Joseph Kangethe Designation: Deputy Manager Organization: National Hospital Insurance Fund Contact: 0724797366 E mail: jkangethe@Nhif.or.ke	
Reference no.2	Name: James Gondi Designation: Programme Director Organization: Inform Action Contact: 07237370492 E mail: james.gondi@gmail.com	
Reference no.3	Name: Brenda Zeng Designation: Product Manager Organization: STJ RETAIL CANADA Contact: +1905 660 6630 E mail: Bzeng@yahoo.ca	

4.3.5 Sales and Administration Executive



Name:	YATTOR KORIR
Position in the Agency:	SALES AND ADMINISTRATION EXECUTIVE
Nationality:	KENYAN
Contact information:	Cellphone: + 254 721323190 E mail: raydollksm@africaonline.co.ke
Countries of Work Experience:	KENYAN
Language Skills:	ENGLISH
Educational and other Qualifications:	1. Diploma in Tours and Travel Operations 2. Certificate in Car Hire and Sales 3. Kenya Certificate of Secondary Education

Summary of Experience:

Yattor Korir first joined the Travel Industry back in 1998 and worked with several prominent Travel Agencies before joining Raydoll Tours and Travel as a Tours and Travel Consultant between year 2005 and year 2011 in our Nairobi office. Thereafter he was appointed as in charge of our Kisumu Branch office when it was established in the year 2012. After a stint of one year, he left to work in Southern Sudan as a Travel Manager with another Agency between year 2013-2017. Upon his return to Kenya recently Korir REJOINED Raydoll Tours and Travel Limited as the Sales and Administrative Officer, Kisumu, in charge of the whole of our Western Kenya operations, including sales and marketing activities, credit control, air reservations and ticketing, car hire services and meet and assist services at the airport.

In his day to day activities Korir is responsible for providing travel services to a number of the Western County Governments including the County Government of Kisumu, The County Government of Siaya, Siaya County Assembly and the County Government of Kakamega. Other key accounts include Kenya Revenue Authority, Western Kenya, Lake Basin Development Authority, the Great Lakes University of Kisumu and Omega Foundation.

Korir holds a Diploma in Travel Operations and a Certificate in Car Hire Sales. He is also a full time Travel Consultant with proficiency in computer reservations, itinerary planning, fare quotations and ticketing, using both the AMADEUS and GALILEO GDS on which he is fully trained.

Relevant Experience (From most recent):		
Period: From – To	Name of organization,	Job Title and Activities undertaken/Description of actual role performed:
Jan 2020 -	Raydoll Tours and Travel	Job Title: Sales and Administration Executive, Western Kenya - Responsible for Western Kenya Operations and in charge of Kisumu branch office - Handles passenger sales and customer service, computation of travel costs, Itinerary planning, computerized reservations & ticketing, travel information, information on health and visa requirements. - Creating new markets and maintaining existing ones and identifying new business opportunities - Pitching for prospects - Follow-up of ticket payments and collection of debt - Travel insurance
2018- 2019	ALINA TOURS AND TRAVEL	Job Title: Director Car Hire Services, Hotel Bookings, Tours and safaris, Organization of Conference
2014-2017	JONGWIR TRAVEL CENTRE, JUBA, SOUTHERN SUDAN	Job Title: Travel Manager General Management, Marketing and Sales, Hotel and lodges reservations, airport meet and assist services
2013-2014	TRAVELODGE SAFARIS, JUBA, SOUTHERN SUDAN	Job Title: Travel Manager General Administration, Marketing, Hotel bookings
2005-2013	RAYDOLL TOURS AND TRAVEL LIMITED	Job Title: Tours and Travel Consultant, Kisumu - Itinerary Planning and tour costing - Air Reservations and Ticketing - Car Hire Sales, Hotel reservations - Customer Service, airport meet and assist duties.
1998-2004	AFRICAN TOUCH SAFARIS LTD	Job Title: Tours Consultant In charge of Tour costing, Car hire sales, outbound tours and reservations of hotel bookings
Reference	Name: Bec George E mail: Georgebec@gmail.com JONGWIR TRAVEL CENTRE LTD P.O. Box 36, JUBA, SOUTH SUDAN	
Reference no.2	Name: Robert Munene Njogu, Managing Director, Travel lodge Safaris, JUBA, SOUTH SUDAN E mail: info@travelodgejuba.co.ke	

4.3.6 Program Accountant



Providing Technical Support in Financial Accounting, Reporting and Billings

Name:	BARRACK O ONONO
Position in the Agency:	PROGRAM ACCOUNTANT
Nationality:	KENYAN
Contact information:	Land line: (+ 254) 020 2212791/2213436 Cell phone: +254 723397140 E mail: accounts@raydolltours.co.ke
Countries of Work Experience:	KENYAN
Language Skills:	ENGLISH
Educational and other Qualifications:	1. Bachelor of Science degree in Accounting and Finance (United States International University- USIU) 2. Certificate in Computer Applications (Multiface Computer College)

Summary of Experience:

Barrack is currently employed in our Agency in the position of Program Accountant and is the lead expert in charge of the back office eTravel 2000 Accounting application used for invoicing, billings and preparation of clients' monthly statement of accounts. Working independently of the Travel Consultants, it is the duty of Barrack to ensure that full transparency is maintained in the billing records and that the invoices reflect a true record of ticket prices as captured in the GDSs at the point of sale.

Prior to joining Raydoll Tours and Travel Barrack worked as a Bookkeeping Consultant at Grind Group Limited for a period of one (1) year. Between the year 2012 to the year 2013, Barrack was employed by an NGO, Little Angels Network, as Head of Finance and Administration with responsibilities over preparation of projects for donor funding, management of day to day accounts for three local branches.

Barrack was one of the finalists in the “**Next Best Thing**” innovation competition that was sponsored by the Business Daily in Nairobi, Kenya in the year 2015.

Fully trained in all aspects of accounting for travel services, Barrack provides Technical support to the team handling the Travel Services Accounts and is responsible for the preparation of Monthly Invoicing and Billing Reports.

Period: From – To	Name organisation	Job Title and Activities undertaken/Description of actual role performed:
2014 to Current	Raydoll Tours and Travel Limited	Job Title: Program Accountant Key Competencies • Expert on application and use of eTravel accounting solution • In charge of daily invoicing of ticket sales, preparation and dispatch of invoices and client statements • Reconciliation and verification of BSP Billings • In charge of the preparation and analysis of all Travel accounts and financial records, • Documentation Expert in charge of the preparation of monthly Management reports an in charge of the preparation of quarterly financial returns and end year financial report for Audit.
2013-2014	Grind Group Ltd	Job Title: Bookkeeping Consultant • Preparation of daily accounts • Preparation of financial records
2012-2013	Little Angels Network (NGO)	Job Title : Head of Finance and Administration • Preparation of projectsfordonor funding • Management of day to day accountsfor threebranchoffices • In charge of introducing and implementing cost cutting measures across the entire organization as a performance improvementexercise.
References no.1	Name: Godfrey Philip Otieno Designation:StakeholderRelations Manager Organization:Sasini Tea and Coffee Limited Contact: +254 733604408 E mail:otieno@sasini.co.ke	
Reference no.2	Name: Susan Otuoma Designation: Chief Executive Officer Organization: Little Angels Network Contact: +254 735271297 E mail:susan@littleangelsnetwork.org	

4. DECLARATIONS

i) Client Confidentiality

Our Agency maintains a data base of client profiles, including profiles of close family members and other approved associates. We also maintain a data base of client travel preferences, nationalities, special visa requirements, Frequent Flyer numbers with various airlines etc. We wish to clarify that Raydoll Tours and Travel does not collect personal identifiable information from individuals unless they provide it to us voluntarily and knowingly and that we will only share such information with third parties when (a) the person submitting the information authorizes us to share it; (b) sharing the information is a necessary operation of the transaction; or (c) we are required by law to do so.

The above information which has come into our possession as a result of our business dealings with our clients is kept in the strictest confidence and we take appropriate security measures to protect our data collection, storage and processing, to limit its use to the purposes for which it was provided, and to guard against unauthorized access to our systems.

ii) No Subcontracting

We confirm that we **neither** subcontract **nor** assign to any third party, in whole or in part, any of our air ticketing and travel services but should there be need for such sub-contacting in future, we would **not** do so, unless we have requested and obtained prior written consent from your organization.

iii) Litigation

We hereby declare that none of our Directors or Officers have been convicted of any criminal offence relating to professional conduct or the making of false statements or misrepresentations as to its qualifications to enter into a procurement contract.

iv) Integrity Declaration

We declare that we will not offer or facilitate, directly or indirectly, any inducement or reward to any official in any organization we deal with, their relations or business associates, in connection with any of our Prequalification proposals for Provision of Travel Agency Services.

Respectfully yours,

Raydoll Tours and Travel Limited

P.O. Box 20731 Nairobi 00202, Kenya

Tel: +254 (0) 722364174

E mail: adalapatricia@raydolltours.co.ke



PATRICIA A.O ADALA
EXECUTIVE DIRECTOR