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Tender No. ICRAF/TM/06/2020

Request for Proposal: Travel Management Services

Planned Timetable	
Issue Tender	30th June 2020
Questions from Supplier due date	10th July 2020
Response to the questions	15th July 2020
Deadline for submission	21st July 2020

Dear Sir/Madam,

The International Centre for Research in Agroforestry – ICRAF (also known by the brand name 'World Agroforestry Centre') invites proposals for provision of Travel Management Services.

Please be guided by the form attached hereto as Annex 3, in preparing your Proposal.

Submit your completed response/proposal electronically to icraf-traveltender@cgiar.org with the email subject line "ICRAF/TM/06/2020- Travel Management Services" by close of business on **21st July 2020** by **1700hrs (EAT)**

Your Proposal must be expressed in the English language and be valid for a minimum period of 120 days.

While preparing your Proposal, it shall remain your responsibility to ensure that it reaches the address above on or before the deadline. Proposals that are received by ICRAF after the deadline indicated above, for whatever reason, shall not be considered for evaluation.

Services proposed shall be reviewed and evaluated based on completeness and compliance of the Proposal and responsiveness with the requirements of the RFP and all other annexes providing details of ICRAF requirements.

The Proposal that complies with all the requirements, meets all the evaluation criteria and offers the best value for money shall be selected and awarded the contract. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price shall be re-computed by ICRAF, and the unit price shall prevail, and the total price corrected. If the Service Provider does not accept the final price based on ICRAF's re-computation and correction of errors, its Proposal will be rejected.

No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by ICRAF after it has received the Proposal. At the time of Award of Contract or Purchase Order, ICRAF reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

Payment terms for Invoices in the name of ICRAF shall be 30 days upon receipt of invoice.

Any Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the *General Terms & Conditions* and *Supplier Code of Conduct* attached hereto. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of ICRAF, provided as a supplementary document to this request for proposal.

Please be advised that ICRAF is not bound to accept any Proposal, nor award a contract or Purchase order, nor be responsible for any costs associated with a Service Providers preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

ICRAF encourages every prospective Service Provider to prevent and avoid conflicts of interest, by disclosing to ICRAF if they, or any of their affiliates or personnel, were involved in the preparation of the requirements, design, cost estimates, and other information used in this RFP.

ICRAF implements a zero tolerance on fraud and other proscribed practices, and is committed to preventing, identifying and addressing all such acts and practices against ICRAF, as well as third parties involved in ICRAF activities. ICRAF expects its Service Providers to adhere to the ICRAF Supplier Code of Conduct provided as a supplementary document to this request for proposal.

Thank you and we look forward to receiving your Proposal.

Sincerely,

ICRAF Procurement

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iii. ICRAF Travel Policy ..... **Error! Bookmark not defined.**

iv. Disclosure and Certification ..... **Error! Bookmark not defined.**

ANNEX 1: DESCRIPTION OF THE SERVICES

Environment	**Details**
Overall context of the Requirement	Provision of Travel Management Service to ICRAF
Brief Description of the Required Services	Travel Management Services
List and description of expected outputs to be delivered	As per Terms of Reference Annex 3
Entity to supervise the work/performance of the service provider	ICRAF Operations Unit
Frequency of reporting	Monthly (however ad-hoc reports might be requested on-demand)
Location of work	Remote Agency offering 24-hour services
Expected duration of work	3 years (Initial period of one (1) year). Renewable based on performance
Target start date	1st January 2021
Latest completion date	31st December 2024
Currency of proposal	US Dollars (USD)
Value added tax (VAT) on price proposal	Must be exclusive of VAT and other applicable taxes
Validity period of Proposal (counting from the last day of submission of quotes)	120 days (In exceptional circumstances, ICRAF may request bidder to extend the validity of the proposal beyond what has been initially indicated in this RFP). The bidder shall then confirm the extension in writing without modification whatsoever on the proposal
Person(s) to review/inspect/approve outputs/completed services and authorize the disbursement of payment	ICRAF Head of Operations
Type of Contract to be signed	☐ Purchase Order ☐ Institutional Contract ☒ Contract/Service Level Agreement (Initial period of one (1) year) ☐ Other type of contract
Criteria for contract award	Award of the contract will be based on the following criteria **Essential criteria** Bidders must meet the following criteria: • Address all aspects of the specified services • Compliance with the RFP Instructions, Terms and Conditions and Supplier Code of Conduct • Bid documentation is complete

	• Registered as a company and as an IATA agent, and has BSP
	• Access to discounted Corporate fares (proof from current / previous contracts required). Our research indicates that as an international, non-profit organisation we are eligible for Corporate Fares.
	• Flexible service model (with 24-hour support)
	
	Required criteria
	The following criteria are considered very important in the evaluation of this tender:
	• Competitive pricing, which will be assessed across the various categories of service provision
	• Proven experience in providing travel management services for non-profit organisations, with emphasis on:
	  o Transparency in all travel, hotel and administrative fees charged by your agency
	  o Provision to ICRAF of full real-time access to the Bidder's in-house GDS system
	  o Ability to respond to the demands of urgent situations
	• Ensure accrual of Corporate frequent flyer scheme.
	• International airfares and accommodation - *(domestic airfares, local transport and visa services to be dealt with in a separate agreement)*
	• Management reporting – including carbon emissions
	• Risk and duty of care to travellers and tracking system (Interface to ISOS)
	• Service Level Agreement
	• Favourable credit terms

Criteria for assessment of proposal	**Technical Proposal** (60%) ***Expertise of the firm*** (30 points) *Track record and experience*: Evaluated on information provided regarding bidder's corporate experience during the last two-year period. This will include an assessment of the number of tickets sold and turnover by airline and an assessment of clients with similar requirements to ICRAF. *Industry Awards*: List the industry awards received during the past two years. *Qualifications of key personnel proposed for this contract*: Provide CVs indicating service industry experience Proficiency in written and oral English language required. ***Methodology, Quality Assurance mechanisms, reporting***

	conditions (30 points) *Approach to the service/work required*: An assessment of the methodology and approach the company will take to achieve the Terms of Reference, including standard operating procedures [itinerary design, use of budget airlines], keeping in mind both the environment and various service requirements. *Operation Quality Assurance Review mechanisms*: The assessment shall also appraise the methodology and details of the bidders internal and quality assurance review mechanisms [ISO/industry specific certification]. Performance standards and key performance indicators must be established for the contract, with client satisfaction as a key focus. *Risk/Mitigation Measures*: The assessment will also look at the bidders' understanding of potential risks in performing this service, which may impact on the achievement and quality of the expected results. and the measures that will be put in place to mitigate these risks. **Financial proposal** (40%) In the second stage, only the financial proposals of those bidders who achieved a minimum technical score of 40 points, will be opened for evaluation for comparison and review. The evaluation will be based on the prices proposed in annex 4. *Financial Capacity*: Provide Audited Financial Statements (Income Statement and Balance Sheet) for the past 3 years, to indicate liquidity, credit rating and proven financial stability. **Presentation/Due diligence** This section includes an assessment of the company's presentation to ICRAF and due diligence including reference checks to be conducted as part of the evaluation.
ICRAF will award the contract to:	ICRAF may award contract to one or more service providers for adequate global coverage
Annexes to this RFP	• Terms of Reference (*Annex 2)* • Form for Submitting Providers proposal (*Annex 3*) • Financial Proposal *(Annex 4)*

	• List of Documents Attached *(Annex 5)*
	  ○ General Terms and Conditions/Special Conditions
	  ○ ICRAF Supplier Code of Conduct *(to be signed off)*
	  ○ ICRAF Travel Policy
	  ○ Disclosure and Certification Form (*to be filled & signed off)*

Contact email for enquiries (Written enquiries only)	ICRAF-HQProcurement@cgiar.org Any delay in ICRAF's response shall not be used as a reason for extending the deadline for submission, unless ICRAF determines that such an extension is necessary and communicates a new deadline to the bidders.

ANNEX 2: TERMS OF REFERENCE

PROVISION OF TRAVEL MANAGEMENT SERVICES TO ICRAF

1. Background

The International Centre for Research in Agroforestry – ICRAF (also known by the brand name 'World Agroforestry Centre') is a centre of scientific excellence that harnesses the benefits of trees for people and the environment. Leveraging the world's largest repository of agroforestry science and information, we develop knowledge practices, from farmers' fields to the global sphere, to ensure food security and environmental sustainability.

ICRAF is a member of the CGIAR System Organization and is therefore guided by the Strategic Results Framework comprising three high-level goals – poverty reduction, increasing food and nutritional security, and improved natural resource systems and environmental services.

ICRAF's work also addresses many of the issues being tackled by the Sustainable Development Goals (SDGs) that aim to eradicate hunger, reduce poverty, provide affordable and clean energy, and protect life on land and combat climate change.

We receive our funding from a wide range of investors, including governments, private foundations, international organizations and regional development banks. Our work is conducted with partners from several scientific and development institutions.

Headquartered in Nairobi, Kenya, ICRAF operates six regional programmes in Sub-Saharan Africa, Asia and Latin America and conducts research in 33 other countries around the developing world.

2. RFP process timeline

Invitation to tender/Notice	30th June 2020
Closing date for submission	21st July 2020
Tender evaluation	22nd – 29th July 2020
Presentation/Demo	30th July to 3rd August 2020
Award contract	TBA
Contract start date	TBA

3. Indicative information

The estimated value of the travel business for ICRAF in the past two years was in excess of USD 1.5 million per annum. This represents international flights and hotel bookings.

4. Objective

ICRAF is seeking proposals from travel agencies interested in providing Travel Management Services. The successful bidder shall be contracted for an initial period of one year, renewable up to a maximum period of three years, upon satisfactory evaluation of performance.

The contract shall not set a minimum guarantee on volume sales on the part of ICRAF, nor will

ICRAF or the Travel Agency be allowed to impose such a guarantee of volume any time before or during the contract period.

5. ICRAF Travel Policy Requirements (see Annex 5)

The Travel Agency will abide by the ICRAF travel policy which will be provided to them upon signature of the contract. The objectives of ICRAF's travel policy are:

- To procure travel and related services efficiently and as cost-effectively as possible.
- To ensure equitable provision of travel and related services to all staff.
- To put in place a system through which travel funds are utilized in a transparent manner, and staff are fully accountable for travel funds allocated to them.
- To offer a set of clearly understood policies and guidelines, which will enable the Centre to manage its travel budget in an optimal manner.
- To ensure that travellers strive to make arrangements that result in the least expense to ICRAF, providing, of course, that such arrangements do not result in either ineffective use of the traveller's work time, unreasonable inconvenience, or have a negative impact on the traveller's safety or health.

ICRAF's travel policy embodies the following basic principles which, at ICRAF's discretion, may be subject to waivers or subsequent revision:

- The ICRAF policy is that, regardless of where the travel occurs, the lowest available airfare in economy class for the most direct routing is authorized.
- The Travel Agency will be required to give information on the cheapest flight available to the traveller among a minimum of three options (whenever feasible).
- If circumstances are such that very heavily restricted tickets risk having to be changed with costly penalties or are inflexible to the point of not being suitable, an exception for a higher grade of travel (still in economy class) may be requested.
- The particular circumstances of each type of ticket are expected to be presented by the Travel Agency but the traveller should also ensure that s/he fully understands the available options and their consequences.
- Travellers may personally pay the cost of an upgrade to business class or use airline frequent flier points to do so. Travellers may also pay the additional cost for an economy class fare that is upgradeable to business class with frequent flier points. The Travel Agency arranges upgrading for travellers on official ICRAF business.
- Business class travel may be approved in advance, in some circumstances, by the Director General. Such circumstances include exceptionally long flights, meetings scheduled immediately upon arrival, no available economy seats for impossible-to-delay travel, health concerns for the traveller, and other specific circumstances where it is judged in the best interest of both ICRAF and the employee that he/she travels business class.

6. Qualification of the successful Travel Agent

The successful Travel Agency shall have the following minimum qualifications:

- Accredited IATA certification
- A good track record of serving international organizations, embassies, multinational corporations with similar capacity and required volumes for a minimum of five years (list

of corporate clients should be provided).

- Financially capable of rendering services to ICRAF (Audited financial statements for 2019, 2018 and 2017 should be provided).
- Maintains a platform for online bookings/airline reservations (i.e., Amadeus, Sabre, Galileo, etc.). Has the ability to view fares of 'Low-Cost Carriers' and where applicable, the ability to book with 'Low-Cost Carriers' both through the Online Booking tool and offline.
- Currently maintains a global network affiliation.
- Ability to secure Corporate fares.
- Has in its employment competent and experienced travel consultants, especially in ticketing and fare computations.
- Has a robust business resilience plan to ensure delivery of the contract in the event of any aspect of its operations being disrupted due to unforeseen circumstances. This includes a sound corporate governance structure and strategy.
- Is able to guarantee the delivery of products and services in accordance with the performance standards required in this Proposal.

7. Requirements

ICRAF is seeking to appoint a travel management company to deal with all our global travel needs, as further described below. We will require this company to demonstrate experience in dealing with International Organisations and the Not-for-Profit sector, and to propose a team of travel consultants who understand the various challenges that we are likely to face.

We will require access to a 24-hour service which is able to respond to requests. It is an essential requirement that we are provided with full access to the Bidder's in-house GDS system and will require full transparency of pricing.

Other general service requirements include:

- Regular, high quality management reports.
- Ability to seamlessly and comprehensively interface with ICRAF's contracted, International SOS Travel Tracker with the ability to alert travellers of any security events.
- A strong environmental policy with a drive to reduce carbon emissions.
- Regular meetings to ensure the smooth running of the contract, to discuss performance and to propose improvements.

We have identified the following specific travel services as being covered by this tender:

i. International air travel services

We are looking for both normal and Corporate fares to be provided by a company with a proven record in dealing with not-for-profit organisations. We require best value prices with appropriate airlines, as well as transparency in all administrative and airline fees (including without limitation fees for changes or cancellation).

ii. Hotel bookings

Book hotels for ICRAF worldwide using the GDS system and other channels providing the best rates available. Hotel bookings can be on prepaid basis or payment on departure.

iii. Visa services

Provide fast and competitive visa services for ICRAF when necessary. Advise ICRAF staff on visa and health requirements for their itinerary, and where possible, assist in obtaining the required visas. Verify that documents to be submitted are accurate and complete before they are presented at the relevant diplomatic mission. ICRAF may contract local companies to assist with the visa application process, where necessary.

iv. Travel services

The Travel Agency will provide professional and diligent travel services for both staff members and ICRAF visitors for official travel purposes. The Bidder should note that, in addition to providing services to ICRAF, it may also be required to provide services on the same basis to institutions hosted by ICRAF. The agency will also provide reports and invoices in a timely manner.

The Travel Agency will provide full, prompt, accurate and expert international travel products and services to staff of ICRAF. The products and services include, but not limited to, the following:

A. Reservation and Ticketing

- For every duly approved ICRAF Travel Authorization (TA) the Travel Agency will immediately make offers and prepare appropriate itineraries and formal quotations based on the lowest fare, and the most direct and convenient routing.
- The Travel Agency will promptly issue accurate tickets and detailed itineraries, showing the accurate status of the airline on all segments of the journey including scheduled stops for changing planes or refuelling.
- The classification of the tickets by economy or business class travel will be determined as per ICRAF's travel policy. The Travel Agency will be expected to abide by this policy in respect of all travel bookings.
- In the event that the required travel arrangement cannot be confirmed, the Travel Agency will notify ICRAF of the issue and present alternative routings and quotations for consideration.
- For wait-listed bookings, the Travel Agency will provide regular daily feedback on the status of the flight booking.
- The Travel Agency will reconfirm and revalidate airline tickets, and re-issue tickets which are returned as a result of changed routing or fare structures.
- The Travel Agency will accurately advise ICRAF of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings.
- The Travel Agency will monitor and provide feedback on refunds of cancelled flight bookings.
- The refund should not take more than one month to process.
- The Travel Agency will maintain a comprehensive database that will include, but is not limited to, all relevant and important passenger information for ICRAF travellers such as passport details, frequent flyer data, seat and meal requests/preferences, and other services.

- The Travel Agency will provide information on ticketed schedules and monitor outbound and inbound flights to advise passengers of schedule changes and ensure protection for cancelled, delayed, diverted and misconnected flights.
- The Travel Agency will always include the contact details of the passenger for all departures, to enable the airline to advise the passenger directly of any changes in the flight schedule, if required.
- The Travel Agency will provide an explanation on all restrictions and limitations when using special fares.
- Provide ICRAF with an updated list of emergency contact numbers outside of normal working hours.
- Promptly investigate any traveller's complaint.
- Assist ICRAF in negotiating corporate deals and special fares with various airlines based on the characteristics of ICRAF's travel history handled by the agency and apply the negotiated discounts when ticketing.

B. Travel Information/Advisories/Documentation

- The Travel Agency will provide quick reference for requested destinations.
- The Travel Agency will provide travellers 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.
- The Travel Agency will inform travellers, upon booking confirmation, of flight/ticket restrictions, involuntary stopovers, hidden stops, and other inconveniences of the itinerary.

C. Billing and Invoice

The Travel Agency will provide a monthly invoice detailing:

- Name of passenger
- Dates and destination of travel
- Copy of ICRAF's authorization (TA) for each trip
- Copy of the ticket (Agent coupon)
- Acknowledgement of receipt of the ticket by the requester
- Breakdown of the price, showing discounts and taxes
- Refunds received during the month with the necessary information to evaluate the amount and timeliness of the refund.

The Travel Agency will send the invoice promptly to ICRAF at the end of each month. ICRAF will make the payment to the Travel Agency after the approval of all transactions following the agreed credit terms.

All invoices presented for payment must have the Value Added Tax (VAT) and other taxes shown clearly and separately, if applicable VAT exemption may be requested.

D. Flight Cancellation/Rebooking and Refunds

- The Travel Agency will process duly authorized flight changes/cancellations as and when

required.

- The Travel Agency will immediately process airline refunds for cancelled travel requirements, unutilized pre-paid tickets and credit these to ICRAF as soon as possible.
- The Travel Agency will refund tickets within one (1) month only (an offer of less than one month will be an advantage).
- The Travel Agency will absorb cancellation and/or change reservation date charges which are due to no fault of ICRAF or the traveller.
- The Travel Agency will report back to ICRAF on the status of ticket refunds.

E. Management Reporting System

The Travel Agency will provide monthly management reports to ICRAF including:

- Passenger traffic (no. of tickets and value) by carrier
- Number and amount of outstanding ticket refund claims
- Amount of commissions and rebates earned by ICRAF
- Summary of other services offered e.g. visa processing, hotel accommodation etc.
- Complaint/incident/complimentary analysis and summary
- Other information as may be required by ICRAF

F. Contract monitoring

The Travel Agency and ICRAF will meet on a regular basis to discuss any issue arising in the course of the contract. The Travel Agency accepts that ICRAF may require external evaluations of the Agency's services and prices and will extend its fullest cooperation during such evaluations.

G. Availability of Other Products and Services

- Preferred Seating Arrangements/Upgrades
- Hotel Reservations
- Excess Baggage/Lost Baggage
- Ground Transportation - Car Rental Reservations, Train, etc.
- Open Book Policy: ICRAF shall have access to the Travel Agency's commission rates, overrides, rebates, etc. to determine/audit the return of commissions to the company

H. Availability of Travel Agency

- ICRAF expects its Travel Agency to be available and on-call on a 24x7 basis.

I. Roles and Responsibilities of ICRAF

A designated ICRAF staff member will serve as a focal point with the Travel Agency for:

- Contract management and overall point of contact
- Conducting performance surveys
- Obtaining the required reports from the Travel Agency
- Performing inspection of services, including verification of fares, rates, etc.
- Monitoring via GDS

J. Performance Standards and Service Level Guarantee

The contracted travel agent shall perform its services and deliver its products in accordance with the prescribed performance standards set by ICRAF.

	Product/Service	Performance Attribute	Definition	Standard/Service Level
1	Airline Reservation	Accuracy	Ability to perform task completely and without error	Zero-error in passenger records/ticket booking, cancellation of travel, routing and airfare computation
		Speed and Efficiency	Ability to deliver product or service promptly	For confirmed bookings, within one hour from the time of request. For wait-listed bookings, updates everyday
2	Travel Documentation	Clarity/Accuracy	Ability to ascertain requirements for various destinations/ nationalities	Zero incident of complaints/ cancellation of travel due to incomplete travel documents
3	Billing	Accuracy	Ability to generate billing statements without errors	Zero-error/no discrepancy between invoices, attachments and actual travel documentation
		Clarity	Ability to generate bills that are transparent and easy to understand	Zero returns for clarifications/ explanation
4	Rates/Pricing	Fairness	Reasonable charges for services offered	At same or rates lower than market standards
		Best value for money	Ability to quote competitive fair	At same or lower than airline preferred rates. Guarantee that quotation is the lowest obtainable fare
5	Service Quality	Accessibility and Responsiveness	Ability to contact the Travel Agency and willingness to help the traveller.	Telephone: Accommodate all calls Emergency: 24 hours Email: Available Website: Available
6	Problem Solving	Refunds	Ability to process and obtain ticket refunds on a timely basis.	100% within one month from the date of cancellation
		Complaint Handling	Ability to resolve complaints	Within one week

7	Communication	Awareness level regarding Travel Agency product and services	Services and policies are communicated to travellers	Regular meetings on a bi- annual basis

ANNEX 3: FORM FOR SUBMITTING PROVIDER'S PROPOSAL

(This form must be submitted only using the Service Provider's Official Letter head/Stationery

We the undersigned, hereby offer to render the following services to ICRAF in conformity with the requirements defined in the RFP dated *[specify date……],* and all attachments, as well as the provisions of ICRAF's General Terms and Conditions.

Please do not submit generic marketing materials, broadly descriptive attachments, or other general literature. Responses to this RFP shall consist of the following:

a) Cover Letter
b) Technical Proposal
c) Financial Proposal
d) Disclosure & Certification (see annex 5)

B. Technical Proposal

(Mandatory Section)

The Service provider must describe and explain how and why they are the best entity that can deliver the requirements of ICRAF indicating the following;

a) **Profile** – describing the nature of the business, field of expertise, licenses, certifications (IATA reg., BSP, accreditations, association/affiliation with any other Travel Agency,
b) **Business Licenses** – Certificate of Registration/Incorporation, VAT/PIN Certificate, Tax & ETR compliance Certificate (local firms).
c) **Audited Financial Statements for last (3 years)** – income statement and balance sheet to indicate its financial stability, credit standing, and market reputation etc.
d) **Written self-declaration** that the company is not barred by the World Bank, the UN or any other CGIAR Centre.
e) **Litigation** – Does your company have any pending or threatened litigation? If yes, provide details.

C. Proposed Methodology for the Completion of Services

Please answer the questions in the order and format provided below:

1. Describe how you will address/deliver the demands of this RFP; provide a detailed description of the essential performance characteristics, standard operating procedures (itinerary design, use of budget airfares, negotiate Corporate fares), reporting conditions and quality assurance mechanisms that will be put in place, keeping in mind both the environment and various service requirements, while demonstrating that the proposed methodology will be appropriate to context of the work.

2. Provide the corporate governance structure of your organization clearly indicating the decision-making and management processes. This should clearly demonstrate how your organization ensures service delivery in the event of any aspect of its operations being disrupted due to unforeseen circumstances.
3. State where your offices are located including your branches and how the systems in such branches are integrated.
4. Provide names and qualification of key personnel/focal persons who will be assigned to the contract, CVs.
5. Provide a listing of your lines of credit/guarantees registered with IATA.
6. Insurance Coverage – provide information on your insurance coverage in regard to the implementation of this possible contract (type and extent of coverage)
7. Track record - provide a list of top 5 clients for similar service as those required by ICRAF, indicating description of contract scope, contract duration, contract value, transaction volumes and key contact for reference purposes.
8. List the six airlines you do most business with (in terms of tickets issued as well as turnover) and the top four destinations you serve on those airlines. Please explain the factors that led you to do this level of business with those airlines.
9. Explain the criteria you would use to present a set of alternatives to a traveller. How do you ensure that you obtain lowest fares?
10. What method does your agency use for keeping up with daily airfare changes? How do you ensure obtaining the lowest fare when airfare increases/decreases are announced?
11. Explain the mechanisms you have in place to receive and handle problems. Give the example of: i. a cancelled/re-scheduled flight coming from Europe, ii. lost baggage for a traveller coming back to Kenya, and iii. an on-route passenger suddenly has to change routes to attend an unplanned meeting at another location.
12. Please explain what escalation procedure you have in place for problem solving. Please give an example of a complex problem you have ever encountered with a major client and how this escalation procedure was applied to resolve the problem efficiently.
13. Identify potential risks in performing this service, which may impact on the achievement and quality of the expected results and the measures that will be put in

place to mitigate these risks.
14. Briefly explain how you differentiate yourselves from your competition i.e. what do you consider as your competitive advantage?
15. Provide information on how the agency incorporates potential cost savings that could accrue from making travel bookings via the internet.
16. Indicate what your business hours are. How do you service travellers after normal business hours? Please include how you will access current information on travellers on route.
17. Detail how your organization manages unused and non-refundable tickets. How do you help the client keep a record of such tickets?
18. ICRAF is interested in keeping up with technological advances in the travel industry. Please explain how your organization intends to embrace new technological skills in the next one year and how these would benefit ICRAF.
19. Explain briefly how soon you are able to set up an interface platform to have all travellers linked to the INSOS (Risk and duty of care to travellers and tracking system).

Financial Proposal

To be submitted separately from the technical proposal using the template provided in Annex 4. This information is to be used to assess the prices to be offered by the potential bidder. Please note that more details can be provided by the bidder if they are compliant with the Terms of Reference in Annex 2).

[*Name and Signature of the Service Provider's Authorized person]*
[Designation]
[Date]

ANNEX 4: FINANCIAL PROPOSAL

NB: All prices quoted should be exclusive of VAT.

1. Clearly indicate how you would treat any commissions received from the airlines when operating either under the management fee or transaction fee option.
2. Explain how you will charge, if anything, for the services listed in the "Requirements" section of this RFP.
3. List other benefits, advantages or complementary services you provide to your customers.

Propose up to 3 itineraries and airfares for each of the following situations involving an ICRAF staff member. Please note that travellers want to maximize the amount of time they spend at each destination. "In the morning" means to be able to be in the city (downtown/CBD) by 9 a.m. and "in the afternoon" means to be able to be in the city by 2 p.m.

Itinerary 1	
Nairobi London Washington DC Rome Nairobi	Need to be in London August 25 for a meeting starting in the morning Need to be in DC August 28 for a conference starting in the afternoon Need to be in Rome September 2 in the morning Need to be back in Nairobi September 6 in the morning
Itinerary 2	
Nairobi Dubai Beijing Seoul Kuala Lumpur Manila Nairobi	Need to be in Dubai on 10th September afternoon Need to be in Beijing on 15th September morning Need to be Seoul in 18th September afternoon Need to be in Kuala Lumpur on 21st September morning Arrive Manila on 23rd September evening Travel back to Nairobi on the last flight out on 25th night.
Itinerary 3	
Nairobi Jakarta Hanoi Delhi Bangkok Nairobi	Need to be Jakarta on 5th July afternoon Hanoi meeting starts on 7th July morning Delhi meeting starts 10th July Afternoon Bangkok conference starts on 13th July afternoon First flight out of Bangkok on 17th July
Itinerary 4	
Nairobi New York Bogota Rio de Janerio London Nairobi	Need to be in New York 25th August for a meeting starting in the morning Need to be in Bogota 29th August for a conference starting in the afternoon Need to be in Rio 2nd September in the morning London meeting starts 5th September afternoon

	Need to be back in Nairobi September 9th in the morning
Itinerary 5	
Nairobi Yaoundé Abidjan Bamako Dakar Nairobi	 Need to be in Yaoundé on 10th January morning Need to be Abidjan 13th January afternoon Need to be in Bamako 16th January morning Need to be in Dakar 19th January afternoon Back to Nairobi 21st January Evening
Itinerary 6	
Nairobi London Manchester Delhi Bangkok Nairobi	 Need to be in London 15th March evening Depart for Manchester on first train/flight on 18th March to arrive in time for 2.00 p.m. meeting Meeting in Delhi starts on 21st March afternoon Bangkok conference starts on 25th March morning Back to Nairobi on 28th March evening.
Itinerary 7	
Nairobi Cologne Rome Toronto Los Angeles New York Nairobi	 Need to be in Cologne 15 April morning Need to be in Rome on 18th April morning Need to be in Toronto exhibition on 21st April afternoon Los Angeles conference on 26th April morning New York engagement starts on the morning of 29th April Last flight out the next day evening on the direct flight.
Itinerary 8	
Nairobi Port Harcourt Tamale Abidjan Doula Nairobi	 Need to be in Port Harcourt meeting starts 15th April morning Tamale city tour starts 18th April afternoon Need to attend a conference in Abidjan conference 21st April afternoon Doula interviews start on 24th April morning Nairobi arrive on 28th April evening

EVALUATION CRITERIA

Technical and financial aspects of the bid will be weighed as shown below;

Description	**Weight (%)**
Eligibility	**Mandatory**
Technical Proposal	40%
Financial proposal	40%
Post-qualification	20%
Total Score	**100%**

ICRAF's review and evaluation of the bids received will be carried out using the evaluation criteria set below. Your response must be clear enough for ease of assessment:

EVALUATION CRITERIA	**Description**	**Weight (%)**
Eligibility	Refers to the tenderer's ability to demonstrate eligibility to offer required service, compliance with statutory business requirements in country of operation, compliance to required disclosures and certification. Vendors will be assessed on evidence provided for experience over the past 2-year period; authority to conduct business; compliance to state Tax requirement; Relevant state authorization/licenses and general completeness of the bids. a) Profile – describing the nature of the business, field of expertise, licenses, certifications (IATA reg., BSP, accreditations, association/affiliation with any other Travel Agency, b) Business Licenses – Certificate of Registration/Incorporation, VAT/PIN Certificate, Tax & ETR compliance Certificate (local firms). c) Audited Financial Statements for last (3 years) – income statement and	**Mandatory**

		balance sheet to indicate its financial stability, credit standing, and market reputation etc. d) Written self-declaration that the company is not barred by the World Bank, the UN or any other CGIAR Centre. e) Litigation – Does your company have any pending or threatened litigation? If yes, provide details	
Technical Proposal	**Expertise of the firm**	Refers to Bidders ability to demonstrate relevant experience and technical knowledge of the services required as stated in Annex 2: Terms of references, *Track record and experience:* Evaluated on information provided regarding bidder's corporate experience during the last two-year period. This will include an assessment of the number of tickets sold and turnover by airline and an assessment of clients with similar requirements to ICRAF. *Industry Awards:* List the industry awards received during the past two years. *Qualifications of key personnel:* proposed for this contract: Provide CVs indicating service industry experience Proficiency in written and oral English language required.	30%
	Methodology, Quality Assurance mechanisms, reporting	A detailed description on how the service is going to be delivered. This should cover delivery approach, methodology work plan and quality of service provision. Annex 3 provides a guide on how to present this. *Approach to the service/work required:* An assessment of the methodology and approach the company will take to achieve the Terms of Reference, including standard operating procedures [itinerary design, use of budget airlines], keeping in mind both the environment and various service requirements.	30%

		Operation Quality Assurance Review mechanisms: The assessment shall also appraise the methodology and details of the bidders internal and quality assurance review mechanisms [ISO/industry specific certification]. Performance standards and key performance indicators must be established for the contract, with client satisfaction as a key focus. *Risk/Mitigation Measures:* The assessment will also look at the bidders' understanding of potential risks in performing this service, which may impact on the achievement and quality of the expected results. and the measures that will be put in place to mitigate these risks.	
Financial proposal		Refers to the financial capability of the organization and the Offer as contained in form of tender. A review of financial health of the organization will be conducted based on provided most recent three (3) years financial statements. From the financially healthy bidders, Lowest vendor will be awarded full score with other competing bids' scores pro-rated based on the applicable full score	40%
Post-Qualification:		***Presentation/Due diligence:*** An assessment of the company's presentation to ICRAF and due diligence including reference checks will be conducted as part of the evaluation process.	

ANNEX 5: SUPPLEMENTARY DOCUMENTS RELEVANT TO THIS REQUEST FOR

TENDER

1. General Terms and Conditions
2. Supplier Code of Conduct (Sign off)
3. Disclosure and Certification form (Fill and sign off)