Request for Proposals

Title: PROVISION OF TRAVEL MANAGEMENT SERVICE
RFP No: CI-2024-SERVICE AGREEMENT-001
Date of Issuance: 20/5/2024

1. Background
Conservation International (CI) has been protecting nature for the benefit of all for over 30 years. Through science, policy, and partnerships, CI is helping build a healthier, more prosperous, and more productive planet. CI is a global organization active in Liberia for over 20 years, working closely with communities, the private sector, government, and civil society leaders to support conservation and sustainable development. Liberia is at a vital point in its development history with an enormous wealth of natural resources. It has an opportunity to encourage investors and promote development initiatives that support economic growth and development while maintaining Liberia’s critical natural capital for future generations. Proper stewardship of Liberia’s resources may prove to be the key to the future well-being of the Liberian people.

2. Service Overview:
Conservation International has a number of staff and visitors who travel within Liberia and throughout Africa Region and is therefore seeking to contract a Corporate travel agency that can offer the highest quality of service for travel management, including air ticketing, airport pickup and drop-off, and visa services.

3. Terms of Reference, Deliverables and Deliverables Schedule (See Attachment 2)

4. Submission Details
   a. Deadline. Proposals must be received no later than 7th June 2024. Late submissions will not be accepted. Proposals must be submitted via email to hrlr@conservation.org. All proposals are to be submitted following the guidelines listed in this RFP.

   b. Validity of bid. 120 days from the submission deadline

   c. Clarifications. Questions may be submitted to hrlr@conservation.org by the specified date and time in the timeline below. The subject of the email must contain the RFP number and title of the RFP. CI will respond in writing to submitted clarifications by the date specified in the timeline below. Responses to questions that may be of common interest to all bidders will be posted to the CI website and/or communicated via email.

   d. Amendments. At any time prior to the deadline for submission of proposals, CI may, for any reason, modify the RFP documents by amendment which will be posted to the CI website and/or communicated via email.

5. Minimum Requirements
   a. (Include minimum qualifications required here that may include years of experience, specific degrees, languages, certifications or licenses, familiarity with specific geographies, thematic areas)
   b. Must be able to provide Local and International Air ticketing for staff duty travel.
c. Must be in position to provide Local airport transfer in Liberia and Car hire Services.
d. Offer Meet and Assist services when requested.
e. Must be in position to offer Travel insurance.
f. Visa and Immigration Services.
g. Hotel and Accommodation
h. Where possible and on request. The service may include organizing international meeting and conferencing for staff in cities where the CI is not present, and vehicle hire.
i. MIS reporting.
j. Safety and security consideration, incident, and risk management.
k. Airline and Hotel Loyalty programs.
l. Lost luggage follow up.
m. Must be a registered Travel Agency.
n. Must have Travel Strategic Partners in areas where CI operates around the region

6. Proposal Documents to Include
   a. Signed cover page on bidder's letterhead with the bidder's contact information.
   b. Sample of your company Service Level Agreement. - **Share with us, the proposed SLA for engagement of this contract and explain Service level agreement standards that sets out the expected performance levels and the indicators. State how the indicators can be measured and monitored to ensure the expected level of service is attained.**
   c. Signed Representation of Transparency, Integrity, Environmental and Social Responsibility (Attachment 1)
   d. Technical Proposal.
      i. Corporate Capabilities, Experience, Past Performance, and 3 client references. Please include descriptions of similar projects or assignments and at least three client references.
      ii. Demonstrate capacity and expertise to assure a seamless service, from Airport transfers, flights, hotel accommodation, vehicle rental and other concierge services. Demonstrate your global service network in regard to provision of services specified in this contract. Technical Approach, Methodology and Detailed Work Plan for provision of service The Technical Proposal should describe in detail how the bidder intends to carry out the requirements described in the Terms of Reference (Attachment 2).
   e. Financial Proposal. Offerors shall use the cost proposal template (Attachment 3).

7. **Evaluation Criteria** In evaluating proposals, CI will seek the best value for money considering the merits of the technical and costs proposals. Proposals will be evaluated using the following criteria:

<table>
<thead>
<tr>
<th>Evaluation Criteria</th>
<th>Score (out of 100)</th>
</tr>
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<tbody>
<tr>
<td>Is the proposed approach and methodology appropriate to the assignment and practical in provision of Travel Agency and Management service. (will be based on sample SLA)</td>
<td>20%</td>
</tr>
<tr>
<td>Does the Bidder demonstrate capacity to provide global support to our staff during travel, considering the devise challenges that may be experienced by staff, including and not limited to; local flight connections, flight delays, lost luggage, long transit period, long range flights, security issues etc.</td>
<td>20%</td>
</tr>
</tbody>
</table>
Does the bidder’s past performance demonstrate recent proven experience doing similar work? For service performance certifications and standards, list regulatory organizations that you are members/affiliated to 10%

Does the bidder have any negotiated contracts with Airline, hotels or cab/car hire services that will enhance service delivery and cost savings? If yes, list the contract and the value they add 10%

What technological leverage does your company have that will be key to ensure service delivery 10%

Cost: Costs proposed are reasonable and realistic, reflect a solid understanding of the assignment 20%

References and Experience providing Service 10%

8. Proposal Timeline

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
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<tbody>
<tr>
<td>RFP Issued</td>
<td>20th May 2024</td>
</tr>
<tr>
<td>Clarifications submitted to CI</td>
<td>27th May 2024</td>
</tr>
<tr>
<td>Clarifications provided to known bidders</td>
<td>31st May 2024</td>
</tr>
<tr>
<td>Complete proposals due to CI</td>
<td>1st June 2024</td>
</tr>
<tr>
<td>Final selection</td>
<td>24th June 2024</td>
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</table>

9. Resulting Award CI anticipates entering into an agreement with the selected bidder by 1st July 2024. Any resulting agreement will be subject to the terms and conditions of CI’s Services Agreement. A model form of agreement can be provided upon request.

This RFP does not obligate CI to execute a contract, nor does it commit CI to pay any costs incurred in the preparation or submission of the proposals. Furthermore, CI reserves the right to reject any and all offers, if such action is considered to be in the best interest of CI. CI will, in its sole discretion, select the winning proposal and is not obligated to share individual evaluation results.

10. Confidentiality All proprietary information provided by the bidder shall be treated as confidential and will not be shared with potential or actual applicants during the solicitation process. This includes but is not limited to price quotations, cost proposals and technical proposals. CI may, but is not obliged to, post procurement awards on its public website after the solicitation process has concluded, and the contract has been awarded. CI’s evaluation results are confidential and applicant scoring will not be shared among bidders.

11. Code of Ethics All Offerors are expected to exercise the highest standards of conduct in preparing, submitting and if selected, eventually carrying out the specified work in accordance with CI’s Code of Ethics [for GCF-funded projects only, add: “and the Green Climate Fund’s Policy on Prohibited Practices”]. Conservation International’s reputation derives from our commitment to our values: Integrity, Respect, Courage, Optimism, Passion and Teamwork. CI’s Code of Ethics (the “Code”) provides guidance to CI employees, service providers, experts, interns, and volunteers in living CI’s core values, and outlines minimum standards for ethical conduct which all parties must adhere to. Any violation of the Code of Ethics, as well as concerns regarding the integrity of the procurement process and documents should be reported to CI via its Ethics Hotline at www.ci.ethicspoint.com.

12. Attachments
Attachment 1: Representation of Transparency, Integrity, Environmental and Social Responsibility
Attachment 2: Terms of Reference
Attachment 3: Cost Proposal Template
[Attachment X: any other attachments]
Attachment 1: Representation of Transparency, Integrity, Environmental and Social Responsibility

RFP No. XXXXXXX

UEI Number (if applicable): XXX-XXX-XXX

All Offerors are expected to exercise the highest standards of conduct in preparing, submitting and if selected, eventually carrying out the specified work in accordance with CI’s Code of Ethics. CI’s Code of Ethics provides guidance to CI employees, service providers, experts, interns, and volunteers in living CI’s core values, and outlines minimum standards for ethical conduct which all parties must adhere to. Any violations of the Code of Ethics should be reported to CI via its Ethics Hotline at www.ci.ethicspoint.com.

CI relies on the personal integrity, good judgment and common sense of all third parties acting on behalf, or providing services to the organization, to deal with issues not expressly addressed by the Code or as noted below.

I. **With respect to CI’s Code of Ethics, we certify:**
   a. We understand and accept that CI, its contractual partners, grantees and other parties with whom we work are expected to commit to the highest standards of Transparency, Fairness, and Integrity in procurement.

II. **With respect to social and environmental standards, we certify:**
   a. We are committed to high standards of ethics and integrity and compliance with all applicable laws across our operations, including prohibition of actions that facilitate trafficking in persons, child labor, forced labor, sexual abuse, exploitation or harassment. We respect internationally proclaimed human rights and take no action that contributes to the infringement of human rights. We protect those who are most vulnerable to infringements of their rights and the ecosystems that sustain them.

   b. We fully respect and enforce the environmental and social standards recognized by the international community, including the fundamental conventions of International Labour Organization (ILO) and international conventions for the protection of the environment, in line with the laws and regulations applicable to the country where the contract is to be performed.

III. **With respect to our eligibility and professional conduct, we certify:**
   a. We are not and none of our affiliates [members, employees, contractors, subcontractors, and consultants] are in a state of bankruptcy, liquidation, legal settlement, termination of activity, or guilty of grave professional misconduct as determined by a regulatory body responsible for licensing and/or regulating the offeror’s business.

   b. We have not and will not engage in criminal or fraudulent acts. By a final judgment, we were not convicted in the last five years for offenses such as fraud or corruption, money laundering or professional misconduct.

   c. We are/were not involved in writing or recommending the terms of reference for this solicitation document.

   d. We have not engaged in any collusion or price fixing with other offerors.
e. We have not made promises, offers, or grants, directly or indirectly to any CI employees involved in this procurement, or to any government official in relation to the contract to be performed, with the intention of unduly influencing a decision or receiving an improper advantage.

f. We have taken no action, nor will we take any action to limit or restrict access of other companies, organizations or individuals to participate in the competitive bidding process launched by CI.

g. We have fulfilled our obligations relating to the payment of social security contributions or taxes in accordance with the legal provisions of the country where the contract is to be performed.

h. We have not provided, and will take all reasonable steps to ensure that we do not and will not knowingly provide, material support or resources to any individual or entity that commits, attempts to commit, advocates, facilitates, or participates in terrorist acts, or has committed, attempted to commit, facilitate, or participated in terrorist acts, and we are compliant with all applicable Counter-Terrorist Financing and Anti-Money Laundering laws (including USA Patriot Act and U.S. Executive Order 13224).

i. We certify that neither we nor our directors, officers, key employees or beneficial owners are included in any list of financial or economic sanctions, debarment or suspension adopted by the United States, United Nations, the European Union, the World Bank, or General Services Administration’s List of Parties Excluded from Federal Procurement or Non-procurement programs in accordance with E.O.s 12549 and 12689, “Debarment and Suspension”.

Name: ______________________________________________

Signature: __________________________________________

Title: ______________________________________________

Date: ______________________________________________
Attachment 2: Terms of Reference

**Service Title:** Corporate Travel Agency to Provide Travel Management Services for Conservation International.

1. **Service Description**
   - **PROVISION OF TRAVEL MANAGEMENT SERVICES**

2. **Objectives, Deliverables & Key Tasks**
   **Air Travel**
   - Provide information and advice on itineraries; procure air tickets as and when requested by CI for domestic, regional and international travel.
   - Issue airline tickets within a maximum period of twelve (12) hours of receipt of CI travel authorization.
   - Upon CI’s written request, arrange for any changes and cancellations on reservations.
   - Request seat assignments on flights based on CI passenger preferences and subject to availability when making reservations.
   - Provide airport transfer services at the agreed rates unless otherwise specified.
   - Where requested by CI, facilitate and avail meet and assist services for CI.
   - Provide timely communication on special rates and offers, fare changes and relevant travel updates.
   - Ensure that CI obtains the best applicable fare on all travel.
   - Promptly investigate any complaints by CI and take the necessary remedial action. This would include post-trip check with every traveler.
   - Provide emergency telephone contacts of its personnel to CI to assist during emergencies outside the normal business hours.
   - **Furnish CI with monthly and consolidated annual MIS reports that shall include a report of carbon footprint.**
   - Provide CI staff the best ticket prices available for both official and personal travel. Handle any redemptions of tickets arising out of any airline loyalty schemes that CI staff participate in and to pass on to CI staff any other benefits and/or incentives that may be available from the airlines.
   - Advise CI on the appropriate travel mode (commercial airline or charter) for different groups of passengers.

   **Reservation and Ticketing**
   - For every duly approved CI travel authorization, immediately make offers and prepare appropriate itineraries based on the lowest fare, and the most direct and convenient routing as approved by the requester. All authorization must be granted in written form via email.
   - 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 refueling.
   - Accurately advise CI of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellation of bookings.
• Maintain a comprehensive database that will include, but not limited to, all relevant and important passenger information for CI travelers such as passport details, frequent flyer data, seat and meal requests/preferences, and other service information.
• Provide information on airline tickets schedules and monitor outbound and inbound flights to advise passengers of schedule changes and delayed and/or diverted flights.

**Booking System**
• Operate a Central Reservations System, which will include:
  • Bookings for the most economically feasible flight as per CI’s policy.
  • Bookings for low-cost carriers, where applicable.
  • An electronic facility to amend bookings.
  • A passenger tracking system.
  • Integration of the travel policy into the booking tool.
  • The capability to export the list of available flight options for external viewing, selection and authorization purposes.
  • On-line check-in (where possible).

**Travel Information / Advisories / Documentation**
• Provide quick reference information for requested destinations.
• Provide travelers 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.
• Inform travelers, upon booking confirmation, of flight/ticket restrictions, involuntary stopovers, hidden stops, and other inconveniences of the itinerary.
• Provide travelers with online and offline relevant information on official destinations, i.e. visa requirements, security procedures, airport transfers/land transportation facilities, local points of interest, currency restrictions/ regulations, health precautions, weather conditions, etc.
• Confirm with travelers that all documentation required for their journey is complete and valid, sufficiently before departure.
• Promptly notify travelers of airport closures, delayed or cancelled flights, as well as other changes that might affect or will require preparation from travelers, sufficiently before departure time.
• Advise of any changes and update on airline rates, promotions, policy changes, etc., immediately upon the receipt of the information.

**Immigration and Visas**
• Facilitate and assist in the issuance and processing of visa forms within reasonable time, when required at an agreed fee. Visa fees charged by respective consular offices will be paid by CI.

**Conference Handling and Hotel Bookings**
• Make accommodation reservations when requested. This service shall include initiating and confirming reservations, and confirming the bed and breakfast rate at which the reservation is made.
Airport Transfers and Transportation Services

• Provide and coordinate timely airport transfers and transportation services for domestic, regional and international travel for CI staff and visitors to and from the airports as and when required in Liberia and other CI Africa offices at an agreed fee.

3. Estimated Timeline
   • For a duration of one year starting July 1st, 2024, to June 30th, 2025.

4. Location of Task/Applicable Trips
   • Focus: Liberia and West Africa Region.

5. Required Skills and Experience
   • Company with a niche in Air-Travel Management services

6. Annexes to the TOR
   • If applicable, include reference or Service documents for the assignment.
Attachment 3: Cost Proposal Template

The cost proposal must be all-inclusive of profit, fees or taxes. Additional costs cannot be included after award, and revisions to proposed costs may not be made after submission unless expressly requested by CI should the offerors proposal be accepted. Nevertheless, for the purpose of the proposal, Offerors must provide a detailed budget showing major expense line items. Offers must show unit prices, quantities, and total price. All items, services, etc. must be clearly labeled and included in the total offered price. All cost information must be expressed in USD.

If selected, Offeror shall use its best efforts to minimize the financing of any taxes on goods and services, or the importation, manufacture, procurement or supply thereof. If Offeror is eligible to apply for refunds on taxes paid, Offeror shall do so. Any tax savings should be reflected in the total cost.

Cost Breakdown

### APPENDIX II
### FEE STRUCTURE

<table>
<thead>
<tr>
<th>Agency Fee for Air ticketing</th>
<th>USD</th>
<th>NOTES</th>
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<tbody>
<tr>
<td></td>
<td></td>
<td>Domestic tickets</td>
</tr>
<tr>
<td></td>
<td></td>
<td>West Africa/ Regional tickets</td>
</tr>
<tr>
<td></td>
<td></td>
<td>International tickets</td>
</tr>
</tbody>
</table>

### OTHER ADDITIONAL SERVICES

<table>
<thead>
<tr>
<th>Other Services</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local Hotel Bookings &amp; Confirmation</td>
<td></td>
</tr>
<tr>
<td>Regional Hotel Bookings &amp; Confirmation</td>
<td></td>
</tr>
<tr>
<td>International Hotel Bookings &amp; Confirmation</td>
<td></td>
</tr>
<tr>
<td>Visa Processing</td>
<td></td>
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<tr>
<td>Ticket Re-issue (All Regions)</td>
<td></td>
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<tr>
<td>Refunds (All Regions)</td>
<td></td>
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<tr>
<td>Change of reservation</td>
<td></td>
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<tr>
<td>24 Hours Emergency Assistance</td>
<td>Complimentary</td>
</tr>
<tr>
<td>Meet and assist inside terminal at Robertson and JKIA</td>
<td>Complimentary</td>
</tr>
<tr>
<td>Online Check-in</td>
<td>Complimentary</td>
</tr>
<tr>
<td>Travel Insurance Processing</td>
<td>Complimentary</td>
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</tbody>
</table>