



INTERNATIONAL CENTER FOR BIOSALINE AGRICULTURE

Travel Management Services

Request for Proposals

Procurement Section
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Procurement@biosaline.org.ae

International Center for Biosaline Agriculture - ICBA is an international, non-profit organization that aims to strengthen agricultural productivity in marginal and saline environments through identifying, testing and facilitating access to sustainable solutions for food, nutrition and income security.

I. GENERAL INFORMATION

1.1 Background and Purpose

The purpose of this RFP is to select and enter into a contractual agreement with a successful bidder (s) to manage and coordinate the official travels for ICBA employees, stakeholders and program participants over a period of 3 years.

ICBA is interested in securing the highest quality of travel services, maximizing service convenience for its employees and various program participants, while minimizing travel cost and developing a database that will give ICBA an accurate reference to its travel expenditure patterns.

As a non-profit agricultural research center, ICBA collaborates with International organizations around the world to develop solutions for saline and marginal environments.

These partnerships engage the scientists at the center who participate in workshops, seminars and training. Our main destinations include Morocco, Rome, China, Uzbekistan, Belgium, Germany and recently the Sub-Saharan African Region.

This makes travel one of the highest annual expenses for ICBA amounting to approximately to USD 1.5M.

1.2 Deadlines

| Deliverable | Deadline |
|--|------------|
| Closing date for clarifications | 26/09/2019 |
| Closing date for submission of proposals | 29/09/2019 |

1.3 Submission of Proposals

Submissions should be handed over in a plain sealed envelope marked Travel Management services for September 2019 to September 2022 to ICBA's head office reception or shared through the ICBA Procurement portal: <https://procurement.biosaline.org>

1.4 Proposal Contents

Proposal responses should include the following:

- a. The Bidder company valid trade license
- b. Technical Proposal
- c. Financial Proposal
- d. Portfolio of similar jobs
- e. If additional services are proposed, they should be identified separately

1.5 Validity of Proposal

Proposals must remain valid and open for the acceptance of ICBA for, at least, 90 days from the RFP closing date. Proposals specifying a shorter acceptance period may be considered as non- responsive proposals.

1.6 Incomplete and Late Offers

Incomplete and late proposals will not be accepted. It is the bidder's responsibility to ensure that the proposal is submitted complete, on time and in accordance with the RFP terms and conditions.

1.7 Inquiries

Bidders may submit questions in writing through e-mail to the following address and before the deadline stated above:

Contact name: Ms. Imane Boujidane
Head of Procurement
Tel. no. : 009714 304 6301
Email : Procurement@biosaline.org.ae

Any prospective bidders seeking to arrange directly individual meetings with ICBA employees concerning this contract during the bidding period may be excluded from the bidding process.

1.8 Alteration of Proposals

Bidders may alter their proposals by written notification prior to the deadline for submission of proposals stated in this RFP. No proposals may be altered after this deadline.

1.9 Eligible Bidder

Bidders considered eligible to submit proposals are defined as follows:

- Any entity/organization that is legally registered to do business in the UAE and can provide a valid certificate of legal registration/trade license and VAT Certificate.
- Bidder must have the technical and financial capacity to perform this Contract successfully.

1.11 Costs for preparing proposals

ICBA will not be liable for any costs incurred in connection to the preparation and submission of proposals even if ICBA decides to reject all the proposals or cancel the bid. Issuance of this RFP in no way constitutes a commitment by ICBA to award a contract.

1.12 Clarification

During the evaluation process, ICBA may request additional information and samples from bidders if it is necessary for further clarifications in regard to the submitted proposal.

1.13 Amendments

During the proposal submission period, if ICBA decides to modify/change any requirement/s of the RFP, the modification/s shall be released through the issuance of an amendment to the RFP. Any amendment will be issued in writing and will be sent to all bidders.

1.14 Confidentiality

The entire evaluation procedure is confidential, and all proposals are for official use only and may not be communicated either to the bidders or to any party other than ICBA.

1.15 Bid Cancellation

ICBA has the right at any stage of the bidding process to cancel the whole bid without the need to give a justified reason to any of the bidders. Bidders will be notified in writing of the cancellations.

1.16 Discussion/Negotiation

ICBA will initiate discussions should clarification or negotiation be necessary. Bidders should be prepared to provide qualified personnel to discuss technical and contractual aspects of the proposal.

1.17 Award Letter & Contract

ICBA reserves the option of contracting only for a portion of the specified project scope or of not awarding a contract to any bidder. Final approval to enter into a contract, the contract form and the scope of services to be provided pursuant to the contract, rests with ICBA. A contract may be awarded to more than one bidder based on the quality of the proposals and ICBA's needs. Please note that an award letter is not a contract and can be withdrawn at ICBA's sole discretion.

The bidder's failure to accept the award at the time of receiving notification will give ICBA the right to award the tender to the next bidder.

1.18 Bidder Responsibility

It is the responsibility of each bidder before submitting a proposal:

- To examine thoroughly the contract documents and other related data identified in the proposal documents.
- To consider federal and local laws and regulations that may affect costs, progress, performance or furnishing of the service.
- To promptly notify the Procurement Section of all conflicts, errors, ambiguities or discrepancies in or between the contract documents and such other related documents.

1.19 Governing Law and Language

This tender is subject to and shall be construed according to the applicable laws and regulations of the United Arab Emirates. The bid documents and all notices pursuant to the provisions thereof shall be in English.

II. SCOPE OF WORK

ICBA is soliciting proposals that illustrate service delivery and methodology for a range of travel services, including airfare ticketing, hotel booking, car services and other related travel requirements.

2.1 Customer Service

- Dedicated Account Manager and/or customer service Team
- The travel agency must provide service 24/7/365. The travel agency should describe how the after-hours service program functions.
- Real Time electronic travel alerts to cell phone and through email
- In the event of a travel emergency, describe the ability to identify, locate and assist travelers unused ticket tracking.
- The assigned agent(s) shall be available during regular business hours. The travel agency should describe the plan for back up assistance, covering absences and assisting with unexpected high volume of bookings.
- Ability to email agents to make reservations and update existing itineraries.

2.2 Ability to provide the best option and prices

- Provide discounted preferred rates based on volume commitments
- Analytical travel reports according to ICBA's requirement
- Provide best overall solution to travel needs
- Propose a competitive proposal both commercially and technically
- Give discounts (repeat bookings or bulk discounts) and special rate with some regional airlines
- Ability to provide multiple/various quotes on ticketing

2.3 Product Knowledge

- Accreditation

- Travel agent(s) should be well versed in ICBA's travel policies, procedures, forms and travel trends
- Industry Knowledge
- Customer Support department should be well versed with its operation and industry
- Knowledge of Non-profit organizations

2.4 Good Reputation

- Quality Assurance
- Sound Financial reputation
- Convenient online credit facility
- Detailed records automatically maintained online for all the trips purchased
- Invoices and payment records automatically stored online

2.5 Reporting

At a minimum, the following reports should be distributed on a monthly, quarterly and yearly basis: Travel overview including fees paid to the travel agency, top travelers, air usage and total spend, hotel usage and total spend, car usage and total spend, booking method, unused tickets and lost savings.

These reports should include traveler name, rate, arrival date, departure date, vendor and name of the travel coordinator.

2.6 Technology

- Travel booking tools (portal, application)
- Other travel digital solutions

2.7 Experience

The bidder should describe its travel management services, references, including the names, addresses, contact persons and telephone numbers of at least three clients, preferably including clients similar to ICBA.

The bidder should describe its organization, size, structure, areas of practice and office location(s). Indicate, if appropriate, if the firm is a small or minority/owned business. Also include a copy of equal opportunity/Affirmative policy if the firm has one.

2.8 Contractor Performance

The vendor must meet the highest standards prevalent in the travel industry for the services provided to ICBA.

2.9 Pricing

The financial proposal should be in the UAE Currency (AED). Any "other/additional services" should be priced separately.

The proposal must include the following;

| | Description of Service | Transaction Fee |
|----|---|------------------------|
| 1 | Economy Class Airfare | |
| 2 | Business Class Airfare | |
| 3 | Hotel | |
| 4 | Car Rental | |
| 5 | Bundled Fee (Air/Hotel/car) booked at the same time | |
| 6 | Amendment/Changes (Air ticket, Hotel, Car) | |
| 7 | 24/7 Emergency Support | |
| 8 | Refund Applications | |
| 9 | Visa Assistance Outbound | |
| 10 | Visa Assistance Inbound | |

The vendor may add separately, prices for other services which are not mentioned in the list above.

ICBA reserves the right to negotiate with the vendor on the structure of the billing and/or the transaction fee.

2.10 Proposal Evaluation

Evaluation Procedure and Criteria

ICBA's procurement committee will review proposals and make recommendations to the Director General for final approval. The Director General and Management may request a meeting with some qualified Offerors prior to final selection. Proposals will be reviewed in accordance with the following criteria;

| Criteria | Weight % | Point Value |
|----------|----------|-------------|
|----------|----------|-------------|

| | | |
|---|------------|-----------|
| Scope of Services (Proposal Vs RFP requirements) | 30% | /9 |
|---|------------|-----------|

- | | |
|---|----|
| 1. Customer service | 10 |
| 2. Ability to provide best option and prices | 10 |
| 3. Saving money and time | 10 |
| 4. Product knowledge | 10 |
| 5. Use of travel technologies (customized portal, traveler application) | 10 |
| 6. Good reputation | 10 |
| 7. Financial health | 10 |
| 8. Security | 10 |
| 9. Reporting | 10 |

| | | |
|--|------------|-----------|
| Experience in serving international organizations and/or government | 10% | /2 |
|--|------------|-----------|

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|------------------------|----|
| 10. Client Reference 1 | 10 |
| 11. Client Reference 2 | 10 |

| | | |
|------------------------|------------|-----------|
| Airfare Savings | 30% | /3 |
|------------------------|------------|-----------|

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|------------------------------------|----|
| 12. Airline deals | 10 |
| 13. Frequent destinations discount | 10 |
| 14. Bulk booking discount | 10 |

| | | |
|--------------|------------|------------|
| Price | 30% | /10 |
|--------------|------------|------------|

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|---|----|
| 15. Air Economy | 10 |
| 16. Air Business/First | 10 |
| 17. Hotel | 10 |
| 18. Car | 10 |
| 19. Bundled Fee [Air/Hotel/Car] booked at the same time | 10 |
| 20. Amendment/Changes [Air, Hotel, Car] | 10 |
| 21. 24/7 Emergency Support | 10 |
| 22. Refund Applications | 10 |
| 23. Visa Assistance Outbound | 10 |
| 24. Visa Assistance Inbound | 10 |