

INTERNATIONAL LIVESTOCK RESEARCH INSTITUTE (ILRI)

**REQUEST FOR PROPOSAL FOR PROVISION OF TRAVEL MANAGEMENT
SERVICES**

Release Date: 7th June 2023

Last Date for receipt of bids: 28th June 2023 at 4.00 pm

Terms of Reference
Selection of Travel Agent for ILRI

1. Background

The International Livestock Research Institute (ILRI) works at the crossroads of livestock and poverty, bringing high-quality science and capacity-building to bear on poverty reduction and sustainable development.

ILRI is a non-profit-making and non-governmental organization with headquarters in Nairobi, Kenya, and a second principal campus in Addis Ababa, Ethiopia. ILRI works in Africa, South and Southeast Asia, and China (ILRI projects are located in Ethiopia, Nigeria, China, India, Mozambique, Thailand, Vietnam, Burkina Faso, Uganda, Tanzania, Southeast Asia, Botswana and Pakistan).

The estimated value of the travel business for ILRI in the past two years was in excess of USD 2.5 Million per annum.

ILRI's average transactions for the year 2019 are as shown below:

	TRANSACTION TYPE	NO. OF TRANSACTIONS	NO. OF TRANSACTIONS
		2019 (pre-covid)	2022
1	AIRPORT TRANSERS	3812	2338
2	HOTEL BOOKINGS	8	6
3	VISA PROCESSING	23	15
4	INTERNATIONAL TICKETS	771	986
5	LOW-COST CARRIER TICKETS	152	135
6	REGIONAL TICKETS	1388	754
7	DOMESTIC TICKETS	548	233
8	TICKET REFUNDS	73	37
9	TRAVEL INSURANCE	4	0

2. Objective

ILRI is requesting proposals from travel agencies interested in providing Travel Management Services regularly required by ILRI. The successful bidder shall be contracted for an initial period of one year, renewable thereafter 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 ILRI, nor will ILRI or the travel agency be allowed to impose such a guarantee of volume any time before or during the contract period.

3. ILRI Travel Policy Requirements

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

1. To ensure that travelers on official ILRI business are provided with the resources needed to accomplish required travel on missions outside of the duty post, and to provide resources such that conditions of such travel are safe, convenient, comfortable, and as conducive to productive output as would be the case at the duty station, all things being equal.
2. To ensure that travelers strive to make arrangements that result in the least expense to ILRI, providing, of course, that such arrangements do not result in either ineffective use of the traveler's work time, unreasonable inconvenience, or negatively impact the traveler's safety or health.

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

- The ILRI 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 traveler 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 traveler should also ensure that s/he fully understands the available options and their consequences.
- Travelers may personally pay the cost of an upgrade to business class or use airline frequent flier points to do so. Travelers 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 travelers on official ILRI 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 traveler, and other specific circumstances where it is

judged in the best interest of both ILRI and the employee that he/she travels business class.

4. Qualification of the successful Travel Agent

The successful travel agency shall have the following minimum qualifications:

- Accredited BSP/IATA certification
- Maintains 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 ILRI.
- (Audited financial statements for 2019, 2020 and 2021 should be provided).
- Maintains facilities of online bookings / airline reservations (i.e., Amadeus, Sabre, Galileo etc.). Has the facility to view fares of 'Low---Cost Carriers' and where applicable, the facility to book with 'Low---Cost Carriers' both through the Online Booking tool and offline (through the travel agency).
- Affiliation to a Multinational Travel Management Company.
- Having expenses management tool (system), e.g., Concur system.
- Has in its employment competent and experienced travel consultants, especially in ticketing and fare computations, as evidenced by their track record in their Curriculum Vitae.
- Has a fully-fledged transport department with sufficient fleet and systems to serve robust airport transfer requirements for ILRI travelers.
- Has the ability to supply invoices and accept payment electronically.
- 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 willing and able to guarantee the delivery of products and services in accordance with the performance standards required in this Proposal.

5. Proposed services/Scope of Work to be furnished by the Travel Agent

General

1. The travel agent should provide travel services from 7.45 am to 4.30 p.m. Monday to Friday (except on public holidays) and 8.30 am to 12.30 pm on Saturdays. In addition, the travel agent shall provide a 24-hours emergency

- service, as well as services during weekends and official holidays where emergency travel service is required. At least two of the travel agent's employees shall always be reachable by cellphone.
2. The travel agent shall 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.
 3. The travel agent shall assist ILRI in obtaining visas. This assistance shall consist of providing the forms and applications for visa requests, providing visa information to travelers, conducting visa assistance follow-ups, keeping appropriate records thereon, using and making arrangements for issuance of visas.
 4. The travel agent shall provide transportation services for ILRI members and workshop participants from Jomo Kenyatta and other Nairobi-based airports as necessary when required.
 5. For ease of tickets issuance, the travel agent will be required to have an implant based at the ILRI offices.

The Travel agency will provide professional and diligent travel services for staff members and ILRI visitors both for official and private travel purposes. (Official travel requests will take precedent over private requests when handling ILRI's requests). 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 ILRI. The products and services include, but not limited to, the following:

a. Reservation and Ticketing

- For every duly approved ILRI Travel Authorization Form, 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. If reservations made by the travel agency are not at the lowest available rate available, at the time of ticketing, the travel agency will refund the difference to ILRI.
- The travel agency will also be expected to recognize the authorized signatories to this form.
- 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 refueling.
- The classification of the tickets by economy or business class travel will be determined as per ILRI'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 ILRI 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, re-issue tickets which are returned as a result of changed routing or fare

structures.

- The travel agency will accurately advise ILRI 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 not limited to, all relevant and important passenger information for ILRI travelers such as passport details, frequent flyer data, seat and meal requests / preferences, and other service Information.
- The travel agency will provide information on airline tickets 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 ILRI with an updated list of emergency contact numbers outside of normal working hours.
- Promptly investigate any traveler's complaint. This would include post-trip check with every traveler.
- Assist ILRI in negotiation of corporate deals and special fares with various airlines based on the characteristics of ILRI's travel history handled by the agency. Apply the negotiated discounts when ticketing.
- Organize airport transfers to and from the airport for all ILRI travelers as requested.
- Meet travelers and facilitate customs and immigration formalities (on request).
- Make Hotel bookings outside Nairobi (at a discounted rate) i.e., worldwide.
- Provide a combination of travel, hotel and conference room bookings for external meetings, conferences, workshops (on request)
- Organize Vehicle rental (at a discounted rate)

b. Online Booking Tool

The travel agency will operate a web-based self-booking tool/online booking tool, which will include:

- Bookings for the most economically feasible flight as per ILRI's policy.
- Bookings for low-cost carriers, where applicable.
- Proven ability to integrate with commonly used Financial Management Systems.
- An electronic facility to amend bookings.
- A passenger tracking system.
- Integration of the travel policy into the online booking tool.
- The capability to export the list of available flight options for external viewing, selection and authorization purposes (for e.g., manually or through an ERP system).
- Request on-line check-in (where possible)

c. Travel Information / Advisories / Documentation

- The travel agency will provide quick reference for requested destinations.
- The travel agency will 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.
- The travel agency will inform travelers, upon booking confirmation, of flight/ticket restrictions, involuntary stopovers, hidden stops, and other inconveniences of the itinerary.
- The travel agency will 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.
- The travel agency will confirm with travelers that all documentation required for their journey is complete and valid, sufficiently before departure.
- The travel agency will 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.
- The travel agency will advise of any changes and update on airline rates, promotions, policy changes, etc., immediately upon the receipt of the information.

d. Airport transfers

- The travel agency will provide timely airport transfers for all official travel.
- The fleet of vehicles must be mechanically sound and must be owned by the travel agency. In the event that the travel agency is not able to provide its own vehicle (and has to sub-contract), this information must be communicated to ILRI well in advance.
- The travel agency will ensure that all cars to be used for ILRI transfers are clearly branded, clean and fresh smelling.
- Smoking in the transfer vehicle by either the driver or passenger will strictly NOT be allowed. Vehicles used by smoking clients should never be used to transfer ILRI travelers.
- The drivers must be smart, clean and in uniform.

e. Billing and Invoice

The Travel Agency will provide a monthly invoice detailing:

- Name of passenger
- Dates and destination of travel
- Copy of ILRI's authorization 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.
- Separate airport transfer invoices clearly signed by traveler and indicating the pick-up and drop off points and cost.

The travel agency will send the invoice promptly to ILRI at the end of each month. ILRI 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.

All transactions are VAT exempted.

f. 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 ILRI as soon as possible.

- The travel agency will refund tickets within one (1) month only (shorter period than 1 month offered will be an advantage);
- The travel agency will absorb cancellation and/or change reservation date charges which are due to no fault of ILRI or the traveler.
- The travel agency will report back to ILRI on the status of ticket refunds.

g. Management Reporting System

The Travel Agency will provide monthly management reports to ILRI 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 ILRI
- Summary of transfers done in the month
- 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 ILRI.

h. Office management

The Travel Agency will:

- Open an implant office in the ILRI campus. Space, basic furniture (desk, chair, filing cabinet), security, access to Internet and a telephone line will be provided free of charge but the Agency will be responsible for all operating costs (electricity, telephone communication, Internet charges, cleaning...)
- Provide full time services of qualified travel consultants: 7.45am-4. 30 pm with an hour free between 12.30 and 1.30 Monday-Friday and 8.30-12.30 Saturday.
- Agree to change the consultants if ILRI has grounds to be dissatisfied with the services of any of the Agency's employees.
- Provide the supporting facilities: a fully automated accounting system with the potential for interfacing with the computerized reservation system, second telephone line, fax, and ticket printing.
- Provide the necessary support staff (drivers, messengers, etc.) for efficient operation as required by the services

i. Contract monitoring

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

j. Availability of Other Products and Services as May Be Requested

- Package Tours and Promotions for Personal Travel
- Preferred seating arrangements/upgrades
- Privileged Check-In Services/Use of Airline Lounge Facilities

- VIP Services
- Hotel Reservations
- Excess Baggage/Lost Baggage
- Ground Transportation/Car Rental reservations including train and bus tickets (where available)
- Travel Insurance
- Emergency Services, e.g., sickness, injury, etc.
- Meet and Greet Facilities
- Airport Assistance
- Open book policy: to have access to the travel agency's commission rates, overrides, rebates etc. to determine / audit the return of commissions to the company.

k. Availability of travel agency

- Given the nature of ILRI's work, ILRI expects its travel agency to be available and on-call on a 24x7 basis.

l. Roles and Responsibilities of ILRI

A designated ILRI staff member will serve as a focal point with the travel agency for:

- Contract Management and overall point of contact
- Conduct performance surveys.
- Obtain the required reports from the travel agency.
- Perform inspection of services, including verification of fares, rates, etc.

m. 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 ILRI.

	Product /	Performance	Definition	Standard /
1	Airline Reservation	Accuracy	Ability to perform task completely and without error	Zero-error in passenger records / ticket booking, cancellation of
		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,

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
		Clarity	Ability to generate bills that are transparent and easy to understand	Zero returns for clarifications / explanations
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
5	Service Quality	Accessibility and Responsiveness	Ability to contact the travel agency and willingness to help the traveler	<u>Telephone:</u> Accommodate all calls <u>Emergency:</u> 24 hours <u>Email:</u> Available <u>Website:</u> Available
6	Problem Solving	Refunds	Ability to process and obtain ticket refunds on a timely basis	100% within one month from the date
		Complaint Handling	Ability to resolve complaints	Within one week
7	Communication	Awareness level regarding travel agency	Services and policies are communicated to travelers	Regular meetings on a bi-annual basis

RFP Instructions

6. Cost of tendering

The Tenderer shall bear all costs associated with the preparation and submission of its tender, and ILRI, will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process.

7.0 Contents of tender documents

The Tenderer is expected to examine all instructions, forms, terms, and specifications in the tender documents. Failure to furnish all information required by the tender documents or to submit a tender not substantially responsive to the tender documents in every respect will be at the tenderers risk and may result in the rejection of its tender.

8.0 Clarification of Documents

A prospective candidate making inquiries of the tender document may notify ILRI in writing or email at the entity's address indicated in the Invitation for tenders. ILRI will respond in writing to any request for clarification of the tender documents, which it receives no later than seven (7) days prior to the deadline for the submission of tenders, prescribed by ILRI. An email of ILRI's response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective tenderers who have received the tender documents.

ILRI shall reply to any clarifications sought by the tenderer within 3 days of receiving the request to enable the tenderer to make timely submission of its tender.

9.0 Amendment of documents

At any time prior to the deadline for submission of tenders, ILRI, for any reason, whether at its own initiative or in response to a clarification requested by a prospective tenderer, may modify the tender documents by issuing an addendum.

All prospective tenderers who have obtained the tender documents will be notified of the amendment by email and such amendment will be binding on them.

In order to allow prospective tenderers reasonable time in which to take the amendment into account in preparing their tenders, ILRI, at its discretion, may extend the deadline for the submission of tenders.

10. Tender Currencies

Prices shall be quoted in US Dollar (USD).

11. Taxes

ILRI is duty and VAT exempt. All the invoices supplied to ILRI will be less the applicable VAT. ILRI will issue the supplier with a VAT exemption certificate against each invoice.

12. Tenderers Eligibility and Qualifications.

The documentary evidence of the tenderers qualifications and experience to perform the contract if its tender is accepted shall establish to ILRI's satisfaction that the tenderer has the financial and technical capability necessary to perform the contract.

13. Format and Signing of Tender

The tender document shall be typed or written in indelible ink and shall be signed by the tenderer or a person or persons duly authorized to bind the tenderer to the contract. All pages of the tender, except for un-amended printed literature, shall be initialed by the person or persons signing the tender.

The tender shall have no interlineations, erasures, or overwriting except as necessary to correct errors made by the tenderer, in which case such corrections shall be initialed by the person or persons signing the tender.

14. Deadline for Submission of Tenders

All proposal submissions must be received by **4.00pm on 28th June 2023** to be deemed "received on time".

ILRI may, at its discretion, extend this deadline for the submission of tenders by amending the tender documents, in which case all rights and obligations of the procuring entity and candidates previously subject to the deadline will thereafter be subject to the deadline as extended.

15. Modification and withdrawal of tenders

The tenderer may modify or withdraw its tender after the tender's submission, provided that written notice of the modification, including substitution or withdrawal of the tender's is received by ILRI prior to the deadline prescribed for the submission of tenders.

No tender may be modified after the deadline for submission of tenders.

No tender may be withdrawn in the interval between the deadline for submission of tenders and the expiration of the period of tender validity specified by the tenderer.

ILRI may at any time terminate procurement proceedings before contract award and shall not be liable to any person for the termination.

ILRI shall give prompt notice of the termination to the tenderers and will not give reasons for termination.

16. Clarification of tenders

To assist in the examination, evaluation and comparison of tenders ILRI may at its discretion, ask the tenderer for a clarification of its tender. The request for clarification and the response shall be in writing, and no change in the prices or substance shall be sought, offered, or permitted.

17. Award Criteria

ILRI will award the contract to the successful tenderer whose tender has been determined to be substantially responsive and has been determined to be the lowest evaluated tender, provided further that the tenderer is determined to be qualified to perform the contract satisfactorily.

ILRI reserves the right to accept or reject any tender and to annul the tendering process and reject all tenders at any time prior to contract award, without thereby incurring any liability to the affected tenderer or tenderers or any obligation to inform the affected tenderer or tenderers of the grounds for its action. If the ILRI determines that none of the tenderers is responsive; it shall notify each tenderer who submitted a tender.

A tenderer who gives false information in the tender document about its qualification or who refuses to enter into a contract after notification of contract award shall be considered for debarment by ILRI from participating in future procurement.

18. Official email address

Please send all email enquiries regarding this process to **ILRIProcurementkenya@cgiar.org**

19. Method of submission

Soft copy tender documents (only) to be submitted to our closed tended email: **ILRItravelservicestender@cgiar.org** , marked “**Provision of Travel Management services**”.

NB: No hard copy documents will be accepted.

20. RFP Process timeline

ILRI will follow the timeline below for this RFP. Any changes to this timeline will be communicated to the tenderers.

Event	Responsible party	Dates
Send RFP	ILRI	June 25th
Last date for ILRI to respond to questions and/amend the RFP	ILRI	June 21st
Proposal submission deadline	Bidder	June 28th
RFP evaluation completed and provider selected	ILRI	ILRI TO DETERMINE
Negotiate agreement	ILRI/selected bidder	ILRI TO DETERMINE
Sign contract for service	ILRI/bidder	ILRI TO DETERMINE
Service commencement date	Selected Bidder	ILRI TO DETERMINE

Proposal format

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

- Cover letter
- Travel Agency Profile
- Technical Proposal
- Financial Proposal
- Certificate of Disclosure

Strictly answer the questions in the order and format below:

Section 1: Provider's profile

Question	Answer
1. Please provide copies of the registration and statutory documents of your company to include but not limited to: Certificate of Incorporation, Valid trading license, valid Tax Compliance Certificate, PIN etc.	
2. Please provide your company's audited financial statements for 2019, 2020 and 2021.	
3. Please provide your company's full organizational chart.	
4. Please provide information on your association with any other travel agency, including in Ethiopia.	
5. Please provide information on your insurance coverage in regard to the implementation of this possible contract (type and extent of coverage).	
6. Would you envisage that any portion of this contract would be sub-contracted? What portion and why?	
7. Does your company have any pending or threatened litigation? If so, please describe it.	

Section 2 – Technical Proposal

Question	Answer
1. Briefly explain if you are willing to provide the services listed in this this RFP. How would you provide those services (e.g. What standards would you be using? What procedures would you be following?	
2. Please 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. Please state where your offices are located including your branches and how the systems in such branches are integrated.	
4. Please provide a listing of your lines of credit/guarantees registered with IATA.	
5. Is your organization affiliated to a Multinational Travel Management Company? If so, which one(s). Explain how the affiliation works and what benefits this brings to your clients.	
6. Do you have an expenses management tool (system), e.g., Concur, that you use in your organization as well as us to manage/monitor your clients' expenses. If so, which one? Provide a simple graphical demo of how this works. What benefits does this bring to your client.	
7. Please provide a listing of your top 5 clients in the last five years (name, turnover, major types of services rendered, contact details of your contact person in that organization i.e., name, position, Tel No. email address). Explain how long you have been working with them and what type of contract you have with them (commissions, management fee, and transaction fee.). What is the transaction volume with each of the client. Please provide a sample copy of Service Level Agreement with any of your top clients clearly indicating any proposed penalties for not meeting agreed service level targets.	

8. Please explain the key performance indicators you use to manage similar contracts. Please provide your proposed service level agreement (SLA) for management of this (ILRI) service.	
9. Please provide a listing of your workforce showing qualifications, experience in the industry and length of service with your agency.	
10. Please explain the criteria you would use to present a set of fare alternatives to a traveler. How do you ensure that you obtain lowest fares.	
11. 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 lead you to do this level of business with those airlines.	
<p>12. Please describe the implementation plan/schedule of what you would do to roll out should you be awarded this contract to install your office in the ILRI compound. Please include key tasks and milestones (including timing). Please indicate the key employees in your organization who are ultimately responsible for ensuring the success of this implementation. Please include their cvs and latest performance appraisal. A "Certificate of Good conduct" from the Kenya Police will be required should the Agency be retained.</p> <p>Please also detail the method of dealing with incumbent agency personnel (transition methodology).</p>	
13. 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?	
14. Please explain the mechanisms you have in place to receive and handle problems. Give the example of 1- a cancelled/re-scheduled	

flight coming from Europe, 2- lost baggage for a traveler coming back to Kenya and 3- an en-route passenger suddenly has to change routes to attend an unplanned meeting at another location.	
15. Do you have an Account Manager for your existing contracts? If so, briefly describe the role, relationship and reporting structure of the Account Manager as it pertains to this account.	
<p>16. Please explain how you organize and ensure cost-effective and timely airport transfers.</p> <ul style="list-style-type: none"> a. What is your total fleet size available for airport transfers? What percentage of these is owned by your company and what percentage is rented? Please provide details of the fleet highlighting make/model, year of manufacture and mechanical condition. b. Please explain the qualification of the drivers assigned for airport transfers and what additional training you offer them to ensure that they offer efficient services to the travelers. c. Please explain how you manage to offer efficient airport transfers given the heavy traffic situation on the roads in Nairobi. d. How do you keep a record of transfers made and how do you hold the traveler accountable. Do you have in place transfer vouchers? If so, please provide a sample. 	
17. Do you intend to offer airport meet and greet services and at what cost?	
<p>18. Do you offer passport/visa services? If so, are there any costs associated with this service?</p> <p>Explain the mechanism you have in place to offer this service.</p>	
19. 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.	
20. Briefly explain how you differentiate yourselves from your competition i.e., what do you consider as your competitive advantage?	
21. How do you measure and report on customer satisfaction? Please provide specific examples.	
22. Please indicate the type of reports you submit to your client as well as how often these reports are issued. Please provide samples.	
23. Do you have any clients you are currently serving via on-line products? Please indicate if these products are internally developed, airline developed, or third party developed. Describe your process for fulfilling reservations made online and the associated costs.	
24. Please provide information on how the agency incorporates potential cost savings that could accrue from making travel bookings via the internet.	
25. Please indicate what your business hours are? How do you service travelers after normal business hours? Please include how you will access current information on travelers en route.	
26. Is your company's performance audited frequently by an auditing firm for efficiency/costing? If so, please provide summary findings from your most recent audit.	
27. Please detail how your organization manages unused and non-refundable tickets. How do you help the client keep a record of such tickets?	
28. Please describe any program you may have to provide incentive to employees to switch to a specific carrier with whom ILRI has a larger discount.	
29. ILRI 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 ILRI.	

Section 3 - Financial proposal

ILRI's level of transactions in 2019 and 2022 are as shown above:

Please quote for the following options:

Monthly management fee	
Transaction fee; Clearly show all possible transactions and your corresponding charge	
Give your transfer charge structure using either or both of the following options;	
a) Cost per kilometer covered	
b) Cost broken down into below zones within Nairobi and its environs. i) CBD to JKIA ii) ILRI to JKIA iii) Hurlingham to JKIA iii) Westlands to JKIA iv) Karen to JKIA v) ILRI to Wilson Airport vi) Embakasi to JKIA vii) CBD to Wilson Airport	
c) Car hire services offered and rates as per below breakdown. i) 5-Seater car ii) 7-seater car iii) Minibus iv) 62-Seater bus	
d) How would you ensure that personal travel costs are cheaper than individual booking	

NB: All prices quoted should be in USD and exclusive of VAT.

Please also clearly indicate how you would treat any commissions received from the airlines when operating either under the management fee or transaction fee option.

Please explain how you can reduce costs for ILRI on hotel reservations, car rentals and conferences- both in Kenya and abroad. Please specify any additional sources of savings e.g., split of savings, incentives etc. that you would offer ILRI.

Please explain what you would charge, if anything, for all the other services listed in the “Requirements” section of this RFP

Please list other benefits, advantages or complementary services you provide to your customers

Please propose 3 itineraries at most and airfares for the following situations involving an ILRI staff member. Please note that travelers 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 9am and “in the afternoon” means to be able to be in the city by 2pm.

Itinerary	
It 1: Nairobi- London- Washington DC- Rome- Nairobi	Need to be in London June 25 for a meeting starting in the morning. Need to be in DC June 28 for a conference starting in the afternoon. Need to be in Rome July 2 in the morning. Need to be back in Nairobi July 6 in the morning.
It 2 : Nairobi- Addis-Ababa Brussels Nairobi	Need to be in Addis June 25 in the afternoon. Need to be in Brussels July 1 in the morning. Need to be back in Nairobi July 5 in the afternoon
It 3 : Nairobi Hyderabad Beijing Nairobi	Need to be in Hyderabad July 9 in the morning. Need to be in Beijing July 12 in the afternoon. Need to be back in Nairobi July 17 in the morning.
It 4: Nairobi Lagos Bamako Nairobi	Need to be in Lagos July 4 in the afternoon. Need to be in Bamako July 9 in the morning. Need to be back in Nairobi July 13 in the afternoon.
It 5: Nairobi Harare Johannesburg Nairobi	Need to be in Harare July 5 in the morning. Need to be in Johannesburg July 10 in the afternoon. Need to be back in Nairobi July 13 in the afternoon.
It 6 : Nairobi Mexico Managua Nairobi	Need to be in Mexico July 5 in the afternoon. Need to be in Managua July 10 in the morning. Need to be back in Nairobi July 16 in the morning.

It 7 : Nairobi	
Zurich	Need to be in Zurich June 18 in the morning.
Brussels	Need to be in Brussels June 22 in the afternoon.
Copenhagen	Need to be in Copenhagen June 25 in the morning.
Nairobi	Need to be back in Nairobi June 28 in the morning.

Section 5 -Disclosure form and certification

To ensure that your Travel Agency has no conflict of interest with ILRI and that the company is able to provide the quality of services required, please submit the original of this form together with your proposal.

The information provided by you will be handled on a Strictly Confidential basis and is for the use of ILRI only.

This form must be fully completed. For those questions not applicable to your company, please fill in the blank with "N/A" or "NONE". Should the space provided after each question be insufficient please record the information on a separate typed page and attach to the original.

1. List below the names and nationalities of all the Directors, major shareholders and/or Partners of your company.

2. List any other Companies, Holding Companies or other organizations and their addresses who hold a substantial interest in your company.

3. List the name of the Chairman and the Managing Director of your company.

4. Do any of the company employees, particularly those in management positions, have any family members or friends employed by ILRI?

Yes

☐

No

☐

If yes, list their names and position in either organization.

5. Do you have a code of conduct or ethics governing your director's and your employees' behavior?

Yes

☐

No

☐

If yes, please attach a copy with your proposal.

6. Are the organization's owned or leased premises insured against fire, theft, storm, etc.

Yes

☐

No

☐

If yes, list below the companies Insurer(s), Classes of Policies held, Amounts Insured.

7. Are you insured for all third party or consequential liabilities and do you have a back-up system e.g., for disaster recovery?

Yes

☐

No

☐

CERTIFICATIONS

The following certification statements must be signed and submitted with the vendor's offer on this original form.

I. I, _____, the Chairman/Director/ Managing Director of

_____ hereby agree to all Provisions and caveats governing the submission of our Offer.

- II. I further certify that Request for Proposal, has been offered with the full intent of this company to supply the services as described at the rates we have indicated, which are guaranteed for the purposes of negotiating an agreement with ILRI and that all of the rates and charges have been verified, and are correct as indicated herein, and do not require any further amendment(s).
- III. I further certify that all of the information we have supplied in the Disclosure form is full and complete and true, to the best of my knowledge.
- IV. In addition, I certify that I have all of the necessary authority conferred upon me by this company to guarantee the rates and charges in this Offer, and all other information contained herein.

Signature: _____ Date: _____

Name: _____ Title: _____

Official stamp