

## **Request for Proposal (RFP)** ***Travel Services Provider***

Date: 5 December 2017

### **Subject: Request for Proposal**

TechnoServe Inc. – The Home Office of TechnoServe invites your firm to participate in this competitive solicitation for international travel booking service for TechnoServe’s global operations.

### **INTRODUCTION**

TechnoServe works with enterprising men and women in the developing world to build competitive farms, businesses, and industries. A nonprofit organization operating in 30 countries, TechnoServe is a leader in harnessing the power of the private sector to help people lift themselves out of poverty. By linking people to information, capital, and markets, we have helped millions to create lasting prosperity for their families and communities.

### **BACKGROUND**

In order to work with the populations targeted by existing programs, TechnoServe staff travel internationally frequently, both from the US to countries with activities and between countries with field offices. Staff are permanently located in 30 countries (primarily in sub-Saharan Africa, with some travel to Latin America), and will frequently travel to additional countries. Travel may be for short-term missions, for several months, or for long-term in-country placement. In a given year, the number of travel bookings may, but is not guaranteed to, exceed 600. Individual trips are often made through multiple countries and cities, and can be made over the course of several weeks. The travel agency contracted should be prepared to work with at least 30 individual administrative officers, as well as some individual staff members for travel booking.

### **GENERAL REQUIREMENTS & SCOPE OF WORK**

The contract for this work will be held for one year, with the option for renewal for up to three years. Proposals should remain valid for no less than three months from the date of submission. Bidding agencies should provide comprehensive travel procurement support, with a single agent as the primary point of contact for travel planning. All bids should clearly state the costs incurred for each service rendered. Payment for services will be made on a rolling basis, with all payments made within 30 days of receipt of invoices. Relevant services are divided below into required services and preferred services.

#### **HEADQUARTERS**

1120 19th Street NW | 8th Floor | Washington, DC 20036  
T +1 202 785 4515 | F +1 202 785 4544

**Required Services:**

1. Service international travel between the US, Europe, and all African, Latin American, and Asian countries;
2. Customer support provided 24/7;
3. Confirm appropriate approvals of individual travel procurements by TechnoServe staff. Billing should be provided with reference to TechnoServe project coding;
4. Conduct individual travel purchases in accordance with relevant donor regulations (e.g. USAID, DFID);
5. Provide at a minimum 3 options within 24 hours of each travel request;
6. Customer support available in English and French. Spanish and Portuguese highly desirable;
7. Traveler tracking tool for confirming location of staff traveling internationally;
8. Provide most competitive price by market rate.

**Preferred Services**

1. Online portal for travel planning;
2. Service airlines based in Africa, Latin America, and Asia;
3. Visa procurement services;
4. Hotel and ground transportation procurement and/or recommendation.

Proposal submissions should include a detailed description of the travel procurement process.

**PERIOD OF PERFORMANCE**

The period of performance of any contract resulting from this solicitation is anticipated to begin on or about 1 February 2018. Proposals shall detail the estimated length of time required to accomplish all requirements, with detail on individual activity implementation dates, as referenced in the Scope of Work.

**CRITERIA FOR SELECTION**

The evaluation of each response to this RFP will be based on the requirements set out in the solicitation and any addenda thereto. At the sole discretion of TechnoServe, the top proposals may be selected for follow-up questions or to provide an oral presentation.

The following weighting and points will be assigned to the proposal for evaluation purposes. Items in the first column reference items from the Scope of Work. Each required item will be weighted between 1 and 2 based on the quality of the service proposed. Submissions lacking any of the required services will not be considered.

	Points
Required Services	16
Preferred Service 1	2
Preferred Service 2	2
Preferred Service 3	2
Preferred Service 4	2
Total Possible	22

TechnoServe reserves the right to award the contract to the organization whose proposal is deemed to be in the best interest of TechnoServe.

The Organization with the winning proposal will be notified in writing. Those who were not selected may or may not be notified, at the sole discretion of TechnoServe.

#### **TERMS AND CONDITIONS**

1. The Request for Proposal is not and shall not be considered an offer by TechnoServe.
2. All responses must be received on or before the date and time indicated on the RFP. All late responses will be rejected.
3. All unresponsive responses will be rejected.
4. All proposals will be considered binding offers.
5. All awards will be subject to TechnoServe contractual terms and conditions.
6. TechnoServe reserves the right to accept or reject any proposal or cancel the solicitation process at any time, and shall have no liability to the proposing organizations submitting proposals for such rejection or cancellation of the request for proposals.
7. TechnoServe reserves the right to accept all or part of the proposal when award is provided.
8. All information provided by TechnoServe in this RFP is offered in good faith. Individual items are subject to change at any time, and all bidders will be provided with notification of any changes. TechnoServe is not responsible or liable for any use of the information submitted by bidders or for any claims asserted therefrom.
9. TechnoServe reserves the right to require any bidder to enter into a non-disclosure agreement.
10. The bidders are solely obligated to pay for any costs, of any kind whatsoever, which may be incurred by bidder or any third parties, in connection with the Response. All responses and supporting documentation shall become the property of TechnoServe, subject to claims of confidentiality in respect of the response and supporting documentation, which have been clearly marked confidential by the bidder.

#### **FORM/CONTENT OF RESPONSE**

All proposals shall:

1. Be in the English language.
2. Provide requested payment terms and conditions.
3. Describe the qualifications, experience and capabilities of the firm in providing the type of services being requested by this RFP. Resumes or CVs of "key personnel" shall be submitted as an attachment.
4. Include a contact name, email address, and telephone number to facilitate communication between TechnoServe and the submitting organization.
5. A brief outline of the organization and services offered, including:
  - Full legal name, jurisdiction of incorporation and address of the company
  - Full legal name and country of citizenship of company's President and / or Chief Executive Officer, and all other officers and senior managers of the company

- Year business was established

#### **SCHEDULE OF EVENTS**

1. Questions regarding this request may be addressed to [dwestervelt@tns.org](mailto:dwestervelt@tns.org). Questions must be received no later than 01/20/2018. Responses to questions will be distributed to all interested parties no later than 01/22/2018.
2. Submissions to the RFP should be addressed to [contracts@tns.org](mailto:contracts@tns.org), and be submitted **no later than 02/05/2018**. All submissions must be made with the subject line "Travel Service Provider Proposal."

End of RFP

Countries of Origin:

Benin

Botswana

Brazil

Chile

Colombia

Cote d'Ivoire

The Democratic Republic of Congo

El Salvador

Ethiopia

Ghana

Guatemala

Haiti

Honduras

India

Kenya

Malawi

Mexico

Mozambique

Nicaragua

Nigeria

Peru

Rwanda

South Africa

Swaziland

Tanzania

Uganda

United Kingdom

United States of America

Zambia

Zimbabwe