



**REQUEST FOR PROPOSAL (RFP)
International Consulate and Emigration Services
(VISA/WORK PERMIT SERVICES)**

Title: International Consulate and Emigration Services (ICE)

RFP# 100B

Date Issued: 09/20/2010

Due Date: 10/15/2010

Time: 8:00pm PST

Contract Term: Approximately One Year with option to extend for additional years

Approximate number of employees and their dependents: 150

Services are required in the following countries: United States, Afghanistan, Angola, Brazil, Botswana, Barbados Cambodia, Cameroon, Cot d'Ivoire, Ethiopia, Germany, Ghana, Guyana, Haiti, India, Indonesia, Kenya, Lesotho, Malawi, Mali, Mozambique, Namibia, Nigeria, Russia, Rwanda, South Africa, Swaziland, Tanzania, Trinidad, Thailand, St. Lucia, Uganda, Vietnam, Zambia, Zimbabwe. . .and other countries.

In accordance with the requirements of this proposal, the undersigned offers and agrees, if their proposal is accepted to furnish any and all services for which the prices are submitted in accordance with the attached conditions as specified by the proposal.

Bidders Name and Address

Signature and Title of Authorized
Individual

Print Name

Title

Signature

1.0 Information for Bidders

1.1 Purpose and Intent of the Procurement

This RFP is being issued by CTS Global, Inc., a subsidiary of COMFORCE. The purpose of this RFP is to enter into a contract for the services of non-exclusive emigration and consular (expeditor) services to lead, manage and coordinate the required application process needed in order to obtain an entry visa and work permit within a foreign country for CTS Global employees and their dependents.

CTS Global is soliciting proposals from law firms/companies/agencies interested in servicing the business needs of its employees. The selected company must be able to demonstrate via knowledge and prior experience how to apply, follow-up and acquire an entry visa (as appropriate per country)/work permit from a designated foreign country. In addition, demonstrate via business references that such services have/are being provided to other similar organizations for employees in multiple countries. Furthermore, CTS Global is seeking an agency that will earnestly put forth their best effort in resolving any related problems or emergencies that may arise during the application process and that can demonstrate the achievement of cost savings for clients in comparable in size and complexity.

1.2 Background

CTS Global is an expert innovative leader in Human Capital Management staffing and Vendor Management Services. We sustain companies and organizations overall success longer than their competitors by implementing practical staffing personnel solutions at its full potential that meet the service needs of our clients.

CTS Global currently has 150 elite medical Doctors and Scientist as contracting personnel and their dependents deployed in numerous foreign countries. The contracting personnel are assigned to foreign in-country CTS Global client(s). The in-country client(s) from time-to-time do provide invitation letters for incoming CTS Global employees in order to obtain their visas and work permits. CTS Global is currently utilizing the services of various companies in order to acquire visas and work permits. The process of utilizing several vendors and various point of contacts has caused issues and is ineffective in making the application process transparent to the employees and their dependents.

1.3 Scope of Work

CTS Global is interested in securing the highest quality of emigration and consulate services that will assist CTS Global employees and dependents in completing a visa/work permit application, assist in collecting all the documentation needed for the permits, as well as following-up and expediting the process with the local foreign government. The goal is to maximize the services rendered by the winning bidder, making the application process as transparent as possible for the employees, while minimizing cost and communication with just one or a few point of contacts as issues or topics arise. In addition, a data base that will provide CTS Global with an accurate overview of the specific foreign country step-by-step visa and work permit application process. Moreover, a database that reflects on-going employees' visa and work permit expiration dates for each employee that can be monitored accordingly.

Questions

- 1.4 CTS Global will only accept written questions and inquires from all potential bidders receiving this RFP. Written questions should be emailed to services@ctsglobalusa.com The deadline to submit questions is **October, 01, ' 2010**

1.5 Bidder Responsibility

The bidder assumes sole responsibility for the complete effort required in this RFP. No special consideration shall be given after bids are open due to bidders failure to be knowledgeable of al the requirements of this RFP. By submitting a proposal in response to this RFP, the bidder represents that it has satisfied itself, from its own investigation, of all the requirements of this RFP.

1.6 Cost Liability

CTS Global assumes no responsibility and bears no liability for cost incurred by bidders in the preparation and submittal of proposals in response to this RFP.

1.7 Joint Venture

If a joint venture is submitting a bid, the agreement between the parties relating to such joint venture is required to be submitted with the joint ventures proposal. Authorized signatures from each party compromising the joint venture must sign the bid proposal.

1.8 Business Registration Notice

Any organization submitting a proposal is required to be in good business standing (not debarred) with the United States government by adhering to all applicable registrations laws. Proof of a valid business registration is required prior to conducting business with CTS Global. Failure to submit such valid registration with a bid will render the bid materially non-responsive.

1.9 Contractor Service Requirements

The contractor must be able to provide services for relocating employees from the United States and from a foreign country into a different foreign country. In addition, on occasion employees will already be within the foreign country itself and will require renewal permit assistance.

1.9.1 The contractor must be able to coordinate with CTS Global, employees and the local foreign government.

1.9.2 The contractor must have a global capability in order to provide services

1.9.3 The contractor must provide professional and excellent customer services to CTS Global. Due to the time difference in several countries, email will be considered the best method in servicing the CTS Global employees.

1.9.4 The contractor must effectively seek and identify the lowest available cost in order to render services

1.9.5 The contractor is required to make every effort to deliver the permits in a timely manner to the appropriate employees

1.9.6 The contractor is required to keep a profile for each employee that identifies the type of visa and work permit, as well as the expiration date for each document

1.9.7 The contractor is required to identify one designated point of contact that will manage CTS Global issues and questions

1.10 Management Responsibilities

1.10.1 The contractor is required to provide management cost reports or availability to on-line reporting to include spend analysis, activity management, reconciliation analysis, etc.

1.10.2 The contractor is required to provide quarterly summary reports of activity

1.11 Ownership of Material

All data, technical information, materials gathered, oriented, developed, prepared, use or obtained in the performance of the contract, including but not limited to, all reports, surveys, plans, written procedures which are completed for or are a result of services required under this contract shall and remain the property of CTS Global and shall be delivered to CTS Global upon a 30 day notice.

1.12 Data Confidentiality

All financial, statistical, personnel and/or technical data supplied by CTS Global to the contractor are confidential. The contractor is required to use reasonable care to protect the confidentiality of such data. Any use, sale or offering of this data in any form by the contractor, or any individual or entity in the contractors charge or employ, will be considered a violation of this contract and may result in termination and the contractors suspension of debarment. In addition, such conduct may be considered a breach of contract that is liable to litigation.

- 1.12.1** The contractor shall not use CTS Global client names, logos, images, or any data or results arising from the contract without first obtaining the prior written consent of CTS Global.

1.13 License and Permits

The contractor shall obtain and maintain in full compliance and effect all required licenses, permits, and authorizations necessary to perform this contract. The contract shall supply CTS Global with evidence of all such licenses, permits and authorizations. This evidence shall be submitted subsequent to the contract award.

1.14 Invoice and Payments

Contractor invoices will be paid within 15 days from a purchase order issued per employee assistance request upon the employee obtaining the appropriate permits.

1.15 Suspension of Work

CTS Global may, for valid reason, issue a stop order directing the contractor to suspend work under the contract for a specific time. The contract services shall be paid until the effective stop date of the stop order.

1.16 Proposal Preparation and Submission Instructions

The bidder is required to follow instructions contained in this RFP and in the bid cover sheet in preparing and submitting its bid proposal. The bidder is advised to read thoroughly and follow all instructions.

Each bidder is given wide latitude in the degree of detail it elects to offer or extent to which plans, designs, systems, procedures are revealed. However, insufficient detail may result in a determination that the bid proposal is materially non-responsive or may lower its technical score.

1.17 Number of Bid Proposals

Each bidder is required to submit one (1) complete original bid proposal and two copies to:

Attn: Procurements Department
5220 Pacific Concourse Drive, Suite 135
Los Angeles, CA 90045

1.18 Proposal Form and Content

The bidder shall set forth its overall technical approach and plans to meet the requirements of the RFP in a narrative format. The narrative should convince CTS Global the bidder understands the objectives that the contract intended to meet the nature of the required work level necessary to successfully complete the contract.

The proposal should follow the format indicated alphabetically below. The bidder should limit their response to 20 pages:

A>Company capabilities and financial statements for the prior three years of operation. (Attachments are not considered part of the page limitation)

B>Number of employees/staff handling such service needs.

C>References from clients with similar needs, and with the names and titles who can be contacted detailing the scope of the services rendered

D>The bidders ability to reconcile purchase order agreements to services rendered.

E>Description of management information system.

F>Capability in managing services within foreign countries.

G>Identification by name and title of the key individuals, especially an account representative, who would direct and provide the services including a resume of each individual that describe his or her experience and responsibilities.

H>The bidder's current email software system application.

I>A description of the bidder's plans for collecting and delivering the necessary documentation to the employees and or CTS Global.

J>Sample copy reports the bidder is capable of producing for CTS Global.

K>A description on how the bidder will ensure the utmost customer satisfaction.

L>A list of the bidder's proposed service enhancements unique to the bidder including any franchise agreements and or sub-vendors utilized in foreign countries. CTS Global is interested in any arrangements that can be made to eliminate or minimize the on-going follow-up with several vendors.

M>The bidder's philosophy and approach to securing the required documentation.

N>The bidder's approach to quality control.

O>The bidder's approach to identifying foreign country permit exemptions when appropriate, e.g., South Africa provides "Exceptional Skills Permits." to Doctors and Scientist, countries that allow initial entry without a visa, and vaccinations required, etc.,

P>The bidder's normal business days and hours, and description of how international travelers may obtain assistance after the normal work hours.

Q>The bidder is required to include the location of the bidder's office that will be responsible for managing the contract. The bidder should include the telephone number and name of the designated point of contact representative.

R>A description of how the contractor manages a request for services from beginning to end in a worst case scenario, i.e., the employee is non-response to documentation request and or the local government is delaying the issuing of the permits, etc.,

S>Alternate offerings deemed by the bidder to be of added value to this proposal may be submitted in addition to the preceding technical requirements.

1.19 Contract Management

The bidder should describe its specific plans to manage, control and supervise the contract to ensure satisfactory contract completion. The plan should include how it will communicate to CTS Global including and not limited to teleconference status meetings.

1.20 Implementation Plan

It is essential that CTS Global move forward quickly to have the contract in place. Therefore, the bidder must include as part of its proposal how it will implement a company account with CTS Global.

1.21 Price Sheet and Supporting Detail

Please submit a standard service price sheet for services that will be provided to CTS Global per country. CTS Global understands that prices can fluctuate due to local foreign government cost changes. However, the standard management fee should relatively be expected to remain constant.

1.22 Cost Proposal

All responsive should include all potential cost, i.e., foreign VAT taxes, potential follow-up fees, etc, based on the sample task order – one, two and three

1.23 Cost Proposal Sample

Please provide the estimate cost and proposed process for the following three sample service request. Please detail the cost and describe the entire process the contractor would undertake to ensure the appropriate permits are provided to the employee and family members.

1. Family relocation: Two U.S. citizen adults with two children (16 years and 2 years in age) are being relocated into Nigeria from the U.S.. The employee and dependents are expected to stay within the country for a year. The employee is a medical doctor.
2. One person relocation: A South Africa citizen with no dependents relocating to Kenya for a one year employment work assignment. The employee is a medical doctor.
3. One person relocation: A U.S. citizen relocating into Vietnam for a six month in-country employment work assignment. The employee is a medical scientist.

Thank you for your interest in working with CTS Global, Inc.