



## **Travel Agent for Agribusiness Systems International (ASI)**

### **Request for Proposals**

**Quotes and Proposals Submittal Deadline: December 31st, 2013**

#### **BACKGROUND INFORMATION**

Agribusiness Systems International (ASI) is seeking proposals from qualified travel agents for the supply and delivery of domestic and international air tickets with the specifications listed in the attached documents. ASI is an international development non-profit that works predominately in Africa, the Middle East and Asia. ASI seeks a travel agent to coordinate travel for an estimated amount of 20-30 domestic and international trips per year.

#### **PERFORMANCE TIMELINES**

Every effort will be made to adhere to the following schedule:

|                                         |                                               |
|-----------------------------------------|-----------------------------------------------|
| Question Deadline:                      | December 16, 2013                             |
| Quote and Proposals Submittal Deadline: | December 31, 2013                             |
| Approximate Contract Start Date:        | January 15, 2014                              |
| Approximate Contract Completion Date:   | December 31, 2014 (with option for extension) |

#### **REQUESTED SERVICES AND SCOPE**

ASI is requesting the following services from a travel agent:

- Vendor pre-financed flights with a monthly bill to ASI to cover the previous month's costs
- Flat rate fee allocated on a per transaction basis (flight, hotel, etc.)
- Ability for travel agency to list and disaggregate invoice according to ASI's internal billing codes (code will be supplied at time of booking)
- Call center with 24/7 access
- Assigned primary person(s) at organization for ASI
- Ability to book hotel as well as flights

Furthermore, please submit the required proposal outline as included in the submission requirements and subsequent attachments.

## **SUBMISSION REQUIREMENTS**

Organizations interested in submitting quotes and proposals for selection should include, at a minimum, the following information:

- Introduction or Executive Summary that provides highlights of your proposal and rationale as to why ASI should choose your organization as its Travel Provider. Address what distinguishes your agency from your competitors and provide examples. (No more than 2 pages)
- Detailed corporate and technical capacities (Attachment 1)
- The company's previous experience in acting as a travel agency (No more than 2 pages)
- CVs or brief biographies of person(s) to be assigned to ASI (No more than 2 pages)
- Price Proposal (Attachment 2)

## **SELECTION PROCESS**

ASI will select a qualifying organization based on the criteria listed below.

After reviewing the submitted proposals from interested travel agencies, ASI will use the following procedure to select potential vendors from among the responders to this RFP:

- Evaluate proposals received against selection criteria as listed in this RFP.
- Depending on the received requests and based on the above Selection Criteria scores, ASI may select two or more organizations to provide additional information in a Best and Final Offer round of evaluation.
- If necessary, conducting on-site or phone interviews may be requested of select organizations to assist in ASI's determination.
- Upon making its determination, ASI will notify all applicants of its decision in writing. Selected organization(s) will be invited to sign a letter of commitment guaranteeing the prices quoted for a period of six months from the date of submittal of the quote and proposal. Organizations should note that submittal of quotes and proposals are deemed to be sufficient to bind them to the prices provided for a period of six months.

Note: ASI reserves the right to refuse or disqualify any organization based on its determination. ASI reserves the right to fund/award any or none of proposals. No commitment is made either expressed or implied, to compensate applicants for cost incurred in preparing proposals.

## **SELECTION CRITERIA**

ASI will evaluate each interested travel agency's qualifications based on best value whereby the evaluation factors are approximately equal to cost or price. The following selection criteria and scoring table will be used:

| <b>Selection Criteria</b>          | <b>Max score</b> |
|------------------------------------|------------------|
| Corporate and Technical Capacities | 30               |
| Past Experience                    | 20               |
| CVs/Brief Bios                     | 20               |
| Cost                               | 30               |
| Total                              | 100              |

#### **ADDITIONAL INFORMATION**

Questions regarding these RFP instructions should be submitted in writing to Samantha Hinkle at [shinkle@acdivoca.org](mailto:shinkle@acdivoca.org)

# ATTACHMENT 1

## Corporate Information

| Description                                                                                                   | Response |
|---------------------------------------------------------------------------------------------------------------|----------|
| Name, address and telephone number of office                                                                  |          |
| Name, position, address, phone number and email address of person who has negotiation and signatory authority |          |
| Name, position, address, phone number and email address of person proposed to manage the ASI account          |          |

## Staff and Offices Information

| Description                                                                                           | Response |
|-------------------------------------------------------------------------------------------------------|----------|
| Number of employees by type and location                                                              |          |
| Number of offices, number of staff in each office and location                                        |          |
| Organizational chart showing the personnel and / or departments and partners proposed to support ASI. |          |
| Describe your plan for backup assistance and covering absences.                                       |          |

## Technology and Services

This section should provide sufficient information for the evaluators to understand your technology, services, benefits and their value to ASI. Explain how the technology and services will be integrated and implemented. Address, at a minimum, the following:

| Description                                                                   | Response |
|-------------------------------------------------------------------------------|----------|
| Describe your telephone, e-mail and online system access.                     |          |
| Describe the insurance available with each airline ticket and the cost of it. |          |

|                                                                                                                                                                                                                                       |  |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| Describe your confidentiality and privacy policies and how you keep and maintain them.                                                                                                                                                |  |
| Describe your agency's ability to provide information to travelers relative to lodging availability, costs and making reservations.                                                                                                   |  |
| Does your agency have preferred hotel rates and/or have a preferred rate hotel program available? If so, specify the countries and most frequently booked lodging chains or hotels with which you have contracted preferential rates. |  |
| Provide details on quality processes for service level agreements currently in place with existing clients and penalties for failure to meet standards including the method of measurement.                                           |  |
| Describe your ability to handle and make travel arrangements for groups traveling outside of ASI's headquarters including for example, changing travel schedules.                                                                     |  |
| Do you have the ability to book hotels?                                                                                                                                                                                               |  |
| Describe your cancelation and change policies and procedures for flight and hotel bookings.                                                                                                                                           |  |
| How many domestic trips did you book in 2012?                                                                                                                                                                                         |  |
| How many domestic trips did you book through November 2013?                                                                                                                                                                           |  |
| How many international trips did you book in 2012?                                                                                                                                                                                    |  |
| How many international trips did you book through November 2013?                                                                                                                                                                      |  |
| How many hotels domestically did you book in 2012?                                                                                                                                                                                    |  |
| How many hotels internationally did you book                                                                                                                                                                                          |  |

|                                                                                                                                                                  |  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| through November 2013?                                                                                                                                           |  |
| Describe the turnaround time once requests are made for a flight or hotel.                                                                                       |  |
| Describe your ability to create and maintain frequent traveler profiles.                                                                                         |  |
| Please describe your ability to work with smaller, 2nd tier country-specific or regional airline carries such as Jetlink in East Africa and Safi in Afghanistan. |  |

### **Account Manager, Staffing and Call Centers**

| <b>Description</b>                                                                                     | <b>Response</b> |
|--------------------------------------------------------------------------------------------------------|-----------------|
| Identify and include a CV or bio in subsequent section of who you propose to be ASI's Account Manager. |                 |
| Describe your call center configurations that support travelers 24/7 and backup plans for each.        |                 |

### **Risk Management and Mitigation**

| <b>Description</b>                                                                                                                                                                                                                | <b>Response</b> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| Describe your disaster and emergency backup process and systems. Detail your system ability to provide traveler reservation information in the event of a disaster that occurs on an airplane or in other mode of transportation. |                 |

## ATTACHMENT 2: COST

**Please confirm if the following details will be included with your travel agency:**

| Cost Details                                                                                                                                                    | Confirm: |    |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|----|
|                                                                                                                                                                 | Yes      | No |
| Confirm that your company has the ability to pre-finance the cost of flights and/or hotels for up to 45 days.                                                   |          |    |
| Confirm that your company has the ability to develop and issue monthly invoices.                                                                                |          |    |
| Confirm that your company will present a flat rate fee allocated on a per transaction basis (flight, hotel, etc).                                               |          |    |
| Confirm that your company has the ability to list and disaggregate invoice according to ASI's internal billing codes (code will be supplied at time of booking) |          |    |

**Please provide a response to the questions below regarding billing and credit cards.**

| Description                                                                                                                         | Response |
|-------------------------------------------------------------------------------------------------------------------------------------|----------|
| Confirm your company's ability to safely transmit ASI's credit card number if required to guarantee a reservation for late arrival. |          |

**Please provide a breakdown of fees below. These fees must be valid for two years.**

| Description                                                                 | Response |
|-----------------------------------------------------------------------------|----------|
| Provide a proposed flat rate fee per booked trip for international flights. |          |
| Provide a proposed flat rate fee per booked trip for domestic flights.      |          |
| Provide a proposed flat rate fee per booked trip for domestic hotels.       |          |
| Provide a proposed flat rate fee per booked trip for international hotels.  |          |