

Request for Proposal:
Air Ticket/Travel Agent Sourcing

**World Vision International
in Cambodia**

STATEMENT OF CONFIDENTIALITY

All information within this RFP, regardless of the communication form, is given in absolute confidence and may not be disclosed without written permission from World Vision.

1. Introduction

1.1 Invitation

World Vision International in Cambodia has the honor to invite your company to submit a Request for Proposal (RFP) response to **Air Ticket/Travel Agent** Sourcing. World Vision in Cambodia is also inviting other potential suppliers, who are reputable and highly regarded.

WVI-C is seeking suppliers who can offer the most cost efficient solution with a high quality of performance, service and sustainability.

1.2 Information about World Vision International in Cambodia

What World Vision is:

World Vision is a non-profit, non-denominational Christian humanitarian aid and development organization that is dedicated to helping children and their communities worldwide reach their full potential by tackling the causes of poverty. With its origins in the 1950's, World Vision is backed up by more than 2.5 million supporters, 20,000 churches, hundreds of corporations, and governments in nearly 100 countries.

Who we serve:

We serve poor children, families, and communities. Through means such as emergency relief, education, health care, economic development and promotion of justice, approximately 25,000 World Vision staff members assist impoverished communities help themselves. Our work touches approximately 100 million people in nearly 100 countries, assisting people regardless of religion, ethnic background, or gender.

Why we serve:

Motivated by our faith in Jesus, we serve the poor unconditionally, recognizing their individual dignity and honoring their God-given potential.

For further information, we encourage you to visit our website at www.wvi.org/cambodia

2. Project Background

2.1 World Vision's Air Ticket/Travel Agent Category

The Office of World Vision International in Cambodia is seeking a Travel Agency who can provide full range of travel services to its staff in Cambodia. The volume of domestic and international travel business and services for its staff is estimated around **US\$64,000 of expenditure over a period of one year**. Following are the offices considered to be in-scope for this RFP:

- Office of World Vision International in Cambodia
- World Vision East Asia Regional Office located in Cambodia

The appointed Travel Service Provider is expected to handle domestic and international travel service arrangements for staff in these offices. . The Travel Agency shall have the ability to provide high quality travel services, including issuance of air tickets, airport pick-up, hotel bookings, assistance for emergency travel and medical evacuations, passport issuance and processing visa applications.

The Cambodia Office recognizes the importance of confidentiality of the data provided in the proposal information and the travel itineraries and reservation of its travelers. Accordingly, the selected agency must keep confidential all dealings with the Cambodia Office.

It should be noted that the Cambodia Office is not committed to selecting any of the agencies submitting proposals. Quality of services and value for money are the principle selection criteria. The Cambodia Office reserves the right to choose more than one Travel Service Provider (tentatively a max of one provider).

2.2 RFP Timetable

Milestone	Date
RFP Published	March 17, 2017
Intent to Bid Submission	March 17 –24, 2017
Supplier RFP Submissions Due	March 24, 2017
Supplier Negotiations	March, 2017
Supplier(s) Selection	March, 2017

2.3 World Vision Contact

Suppliers will submit any inquiries, responses of intent to bid, clarification requests and submissions related to this RFP to the following WV contacts:

Chhiv Sreymom
 Strategic Sourcing Officer
sreymom_chiv@wvi.org

Suppliers may not enter into communications with other World Vision staff about this RFP without the prior written permission of the individual listed above. Contacting WV staff may result in disqualification from the RFP process.

2.3 Our Intentions and Goals of the RFP

To accomplish our goals and objectives, it is anticipated that WV may enter into multiple supplier agreements. How and with which suppliers agreements will be entered into will be at the discretion of WV.

During the RFP period, business will continue as normal from a WV perspective and it is expected that existing agreements, pricing and service levels will be maintained by existing suppliers.

RFP Goals:

- To partner with **Air Ticket/Travel Agent** provider(s) across Cambodia
- To realize consistencies in reporting, by leveraging a preferred supplier(s)
- To partner with a supplier(s) that is focused on the timely delivery of order items
- To partner with a supplier(s) with highly trained and effective customer service representatives
- To achieve the most competitive service and item rates possible, while receiving the highest level of quality
- To agree, set, and manage the account through a series of standard Key Performance Indicators

3. Requirement

Travel Agents shall have the following criteria in order to join this RFP:

- Legally registered with relevant ministries (Ministry of Commerce and Ministry of Tourism)
- Be a member of CATA and IATA
- Be able to provide an accountable staff for World Vision with at least 2 years experiences in ticketing. The staff shall be able to use email and speak English competitively. The staff shall base at the Agent's office.
- Be able to fill out Travel Tracker System in cooperation with the SOS International
- Be able to research alternate fare quotes itineraries of at least two options in order to provide the lowest appropriate fares and most direct economic routes.

Scope of Services, Expected Outputs and Performance Standards

The successful Travel Agents shall provide full, prompt, accurate and expert domestic/international travel products and services to staff of the Cambodia Office from 08:00 to 17:00 during working days. The travel agencies shall be able to provide from their offices, a team dedicated for services provided to the Cambodia Office, equipment, and facilities, with the least operational disruption from the time of signing of the contract. In addition the Travel Agent shall provide for 24 hours emergency service, as well as for services during weekends and official holidays where emergency travel service is required (this can originate from remote locations). At least one of the Travel Agency's employees shall always be reachable by phone. The products and services include, but are not limited to, the following:

Mandatory Services Requirement

1) Reservation and Ticketing

- For every request, the Travel Agent shall immediately make offers and prepare appropriate itineraries and formal quotation based on the most economical fare available including restricted and non-refundable fares on the most direct and convenient routing;
- In the event that required travel arrangement cannot be confirmed, the Travel Agent shall notify the Cambodia Office representative of the problem and present minimum two (2) alternative routings/quotations for consideration;
- For wait-listed bookings, the Travel Agent shall provide regular daily feedback on status of the flight;
- The Travel Agent shall reconfirm and revalidate airline tickets, re-issue tickets which are returned as a result of changed routing or fare structures and printed itineraries, as per conditions enforced by airline carriers;
- The Travel Agent shall promptly issue e-tickets and detailed itineraries, showing the accurate status of the airline on all segments of the journey;
- The Travel Agent shall accurately advise the Cambodia Office of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings;
- The Travel Agent shall provide information on airline tickets schedules.

2) Airfares and Airlines Routings/Itineraries

- The Travel Agent shall propose fares/airline routings and guarantee that it shall obtain the lowest available airfare for the journey concerned. Such journeys shall be the most direct and economic routing, unless travel time exceeds

3) Travel Information/Advisories

- The Travel Agent shall provide quick reference for requested destinations;

- The Travel Agent shall provide travellers with a complete automated itinerary document to include carrier (s), flight and voyage numbers, departure and arrival times for each segment of the trip etc.;
- The Travel Agent shall inform travellers, upon booking confirmation, of flight/ticket restrictions, involuntary stop-overs, and other inconveniences of the itinerary and provide required documentation for travels;
- The Travel Agent shall promptly notify travellers of airport closures, delayed or cancelled flights, as well as other changes that might affect or will require preparations from travellers, sufficiently before departure time, and as soon as it becomes available.

4) Services Quality Control and continuous improvements

- The Travel Agent shall establish a mechanism to monitor on a regular and continuous basis the quality of travel products and services provided to the Cambodia Office;
- These procedures shall include a self-inspection system covering all the services to be performed under the Contract and shall include a method for monitoring, identifying and correcting deficiencies in the quality of service furnished to the Cambodia Office;
- Measurements of improvements to the service will be part of the Service Level Agreement between the parties.

5) Availability of Other Products and Services as May Be Requested

- Travel Documents
- Travel Insurance
- Car hire services – if required, assist in booking or providing Car hire services to and from the airport of destination.
- Passport and Visa arrangements
 - The Travel Management Agent shall always notify WV staff and travelers of the updated Visa requirements for destinations to be visited and transited during a planned journey and shall make certain the traveler is in possession of valid travel documents before commencement of travel
 - Notification of any passport and visa requirements shall always be given at the earliest opportunity.
 - The Travel Agent shall be responsible for the provision of all necessary forms and the processing of applications.
 - Applications shall be processed upon receipt by the Travel Agent and forwarded to the relevant consulate or embassy. The Travel Agent shall make the traveler/booker aware of the normal period required by the relevant authority to process the application.
 - All applications will be checked by the Travel Agent for accuracy and completeness upon receipt. Notification of any errors shall be immediately made to the applicant.
 - The progress of all passport and visa applications shall be closely monitored by the Travel Agent to ensure the correct documentation is returned to the traveler prior to the date of travel.

4. Required Response

Travel Agents need to respond in the format that WV has provided (Excel Workbook with 3 sheets). Suppliers must input their responses within the fields provided to them. Fields of response have been highlighted in Yellow. The provided Excel Workbook is mandatory for suppliers to complete if they wish to be considered for WV in Cambodia business:

1. Supplier's Questions
2. Pricing Worksheet
3. Flight Example

5. Evaluation Criteria

World Vision will evaluate information submitted for this RFP, at its discretion.

Evaluation Criteria Include, but are not limited to:

- Quality, reputation and performance of providing **Air Ticket/Travel Agent** in the geography of Cambodia
- Thoroughness of information provided
- Demonstrated excellence in service, support and expedited lead times
- Competitive pricing with the capacity to provide advance and definite Cambodia pricing
- Ability to deliver the requested Air Ticket by required dates
- Capability of supplier(s) to identify all elements leading to understanding the actual landed costs by country and establish lead-time and fulfillment objectives
- Demonstrated ability to provide account coordination and high quality customer service
- Demonstrate the agreement to Child Protection Behavior Protocol

6. Check List when Submit RFP

The Travel Agent shall use the following check list to make sure that it submits sufficient documents for evaluation.

- Supplier's Question in Excel Workbook (Annex I)
- Pricing Worksheet in Excel Workbook (Annex II)
- Flight Example in Excel Workbook (Annex III)
- Child Protection Behavior Protocol (Annex IV)
- Copy of Registration Certificate with Ministry of Commerce and Ministry of Tourism
- Copy of Membership Card/Certificate of IATA
- Copy of Membership Card/Certificate of CATA
- Copy of Tax Registration Certificate (if any)
- Copy of at least 2 contracts within last 3 years

Appendix 1 – Intent to Respond Form

RFP: Air Ticket/Travel Agent Sourcing

To:

World Vision International, Cambodia

Chhiv Sreymom
Strategic Sourcing Officer
sreymom_chhiv@wvi.org

From: Company Name: _____

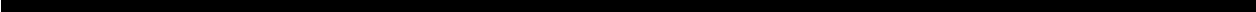
Contact Name: _____

Address: _____

Telephone: _____

Fax: _____

E-Mail: _____



Please state your intentions with regard to this RFP by checking one of the boxes below:

- We intend to respond to this RFP in accordance with the defined dates
- We are not responding to this RFP and will destroy all associated materials by _____ [RECOMMEND 24 HOURS AFTER receiving the invitation]. The reason we have decided not to respond is:

Signature of Contact Person

Date