



## **REQUEST FOR PROPOSAL**

**FOR**

## **PROVISION OF TRAVEL MANAGEMENT SERVICES-EARO/009/FY22**

**Release Date: Tuesday, 31<sup>st</sup> May 2022**

**Closing Date: Wednesday, 22<sup>nd</sup> June 2022 at 1400HRS EA Time**

***RFP: Travel Management Services***

## **1.0 WORLD VISION BACKGROUND**

World Vision is a global Christian relief, development and advocacy organisation dedicated to working with children, families and communities to overcome poverty and injustice. We serve all people, regardless of religion, race, ethnicity, or gender. For more than 40 years, World Vision has partnered with communities in East Africa, from rural agricultural villages, to disaster, conflict and fragile contexts. World Vision has operations in nine countries across East Africa, namely; Burundi, Ethiopia, Kenya, Rwanda, Somalia, South Sudan, Sudan, Tanzania, and Uganda.

For further information, visit our website at [www.wvi.org](http://www.wvi.org)

This document constitutes the formal **Request for Proposal for Provision of Travel Management Services**.

Please read through this document carefully and provide requested information together with all supporting documents.

## **1.1 IMPORTANT NOTES TO SUPPLIERS**

- a) The purpose of this document is to assist World Vision in the identification and evaluation of a potential service provider for Provision of Travel Management Services.
- b) Prospective Service Providers must have experience of offering similar services to Organizations comparable to World Vision and must demonstrate the willingness and commitment to meet the requirements in this RFP.
- c) Bidders are requested to hold their proposals valid for ninety (90) days from the closing date for the submission. World Vision will make its best efforts to arrive at a decision within this period.
- d) Upon satisfactory completion of the evaluation process, the successful bidder shall be expected to commence the assignment after the contract agreement is signed and purchase order issued.
- e) Nothing in the Request for Proposal shall be construed to give rise to contractual obligations with World Vision.
- f) World Vision, may at its absolute discretion, suspend or defer this RFP process.

## **2.0 TERMS OF REFERENCE**

### **A. BACKGROUND**

World Vision International (WVI) East Africa Regional Office (EARO) operates as an entity but supports operations of nine National offices in the East Africa region. The regional office is located in Karen.

WVI-EARO office would like to outsource the air travel management services to a competent Travel Agency for a period of three (3) years.

Travel, as referred to in the Terms of Reference, shall apply to all movements or journey by air (including associated ground transfer to/from airports) of WVI staff from one place to another, both international and/or domestic, for official business and private purposes,

The information in this document and its appendices and attachments is confidential and is subject to the provisions of our non-disclosure agreement and should not be disclosed to any external party without explicit prior written consent of World Vision International

The successful bidder shall be contracted for this purpose for an initial period of THREE (3) years renewable based on satisfactory evaluation of successful bidder performance.

### **B. SCOPE OF SERVICES**

The Travel Agency should provide travel services from 8.00am to 5.00 p.m. during working days. In addition, the Travel Agency shall provide for 24 hours a day emergency service including weekends and official holidays where emergency travel service is required. The contact phone number will be given to WVI and printed on all booked itineraries and/or issued tickets.

The successful Travel Agency shall provide full, prompt, accurate and expert international and domestic travel products and services to WVI staff. The products and services required include, but not be limited to, the following:

#### **1. Reservation and Ticketing**

- a) For every duly approved WVI Travel Authorization, the Travel Agency shall immediately make bookings on the three (3) airlines operating the route and prepare appropriate itineraries and formal quotations based on the most economical route of travel from the place of origin to the official destination that does not exceed the most direct route by four (4) hours or more AND does not add a connection; if reservations made by the Travel Agency are not at the lowest available rate allowed, at the time of ticketing, the Travel Agency shall refund the difference to WVI ;
- b) In the event that the required travel arrangements cannot be confirmed, Travel Agency shall notify the requesting party of the problem and present three (3) alternative routings/quotations for consideration (if available);
- c) For wait-listed bookings, travel agency shall provide daily feedback on status of flight and update the staff on a daily basis. Waitlisted booking can arise when the fares are too high

and we are waiting for cheaper options to open up and/or when flights are fully booked. Either way, it is the responsibility of the ticketing officer to follow up until this is brought to a satisfactory conclusion and booking confirmation;

- d) The Travel Agency shall promptly issue and deliver accurately tickets and detailed itineraries (in electronic format and in printed format when the electronic format is not available), showing the accurate status of the reservations on all segments of the journey;
- e) The Travel Agency shall accurately advise the WVI of ticketing deadlines and other relevant information every time reservations are made to avoid cancellations of bookings;
- f) The Travel Agency shall only act on travel requests for official travel submitted by the responsible staff of the WVI.

## **2. Airfares and Airline Routings/Itineraries**

Upon request of the WVI staff, the Travel Agency shall:

- a) Propose fares/airline routings and guarantee that it shall obtain the lowest available airfare for the journey concerned according to the WVI travel policy;
- b) propose fares/airlines routings in accordance with the UN Airline Safety List or SOS advisory which shall be provided by WVI having being approved by WVI Office of Corporate Security;
- c) Advise market practices and trends that could result in further savings for WVI, including the use of corporate travel booking tools with automated travel policy compliance and enforcement, and travel management reporting;
- d) Provide all official travelers with last seat availability, advance seat assignments and advance boarding passes on all airlines for which the Travel Agency can offer these services. The Travel Agency is expected to expand these services, as they become available on additional carriers.

## **3. Flight Cancellations/Rebooking and Refunds**

The Travel Agency shall:

- a) Process duly authorized flight changes/ cancellations when and as required and taking care that, in such cases, cancellation fees and charges imposed by the airlines are avoided;
- b) Immediately process airline refunds for canceled/unutilized pre-paid tickets and credit these to the WVI as expeditiously as possible;
- c) Refund tickets within one (1) month (shorter periods offered will be an advantage);
- d) The Travel Agency shall limit refund charges at airline rate only, i.e. no additional charges will accrue to the Travel Agency;
- e) Travel Agency shall bear charges for cancellation and/or change in reservation dates, which are due to no fault of WVI;
- f) Travel Agency shall report back to WVI on the status of ticket refunds.
- g) Extend validity of non-refundable tickets to 1 year.

## **4. Travel Information/Advisories**

The Travel Agency shall:

- a) Provide quick reference for requested destinations;
- b) Provide travelers with a complete automated itinerary document to include carrier(s); flight and voyage numbers, departure and arrival times for each segment of the trip, tax exempt information, etc.
- c) Inform travelers, before booking confirmation, of flight/ticket restrictions, involuntary stopovers, hidden stops, and other possible inconveniences of the itinerary;
- d) Provide travelers, upon request from the WVI staff, with relevant information on official destinations, e.g., airport transfers/land transportation facilities, local points of interest, currency restrictions/regulations, health advisories, security advisories, weather conditions, etc.;
- e) Endeavor to notify travelers, with sufficient time before departure, of airport closures, delayed or canceled flights, security procedures, health precautions, as well as other changes that will affect or will require preparations from the travelers.

## **5. Availability of other products and services**

The Travel Agency, where applicable and upon request of the travelers, shall provide other services including, but not limited to, the following:

- a) Preferred seating arrangements/upgrades;
- b) Excess baggage/lost baggage;
- c) Airport transfers;
- d) Ground transportation/car rental;
- e) Emergency services (e.g. sickness, injury etc.);
- f) Travel insurance;
- g) Provide support to travelers while they are on mission in case of emergencies (information on flights delay, missing flights, etc.).

## **6. Contract management, billing and invoicing**

The Travel Agency shall send WVI an itemized invoice for each ticket which should reflect among other the following information:

- ticket number;
- airline name;
- date the ticket was issued;
- traveler's surname/name;
- departure/stopovers and destination points;
- actual ticket cost as offered by the airlines and applied service fee;
- name of the requesting entity and the name of the staff who made the request.

The Travel Agency will open separate credit accounts for WVI entities. A statement of account will be issued and delivered once a month to every entity travel focal point. Each entity will process the corresponding payment within 30 days of receipt. Each entity represents itself, and will not be liable for commitments assumed by the other entity. Each entity shall provide payment to the Travel Agency by means of bank transfer after the approval of transactions.

## **7. Management Reporting System**

Travel Agency shall submit to the WVI the following reports/documents quarterly:

- a) Purchase statistics (per WVI entity and consolidated format);
- b) Statistics on the issued/rejected tickets and the reason for rejections;
- c) Carrier – Route – Fare/Volume of Business;
- d) Status of ticket refunds;
- e) Complaint analysis;
- f) Changes and update on promotions, policy changes etc. immediately upon the receipt of the advice;
- g) Proposed Itineraries to include service fees for any cancellation/changes in booking (if occurs).

### **C. SCHEDULE OF REQUIRED DOCUMENTS**

<b>REQUIRED DOCUMENTS</b>	
<b>Mandatory Travel Agency documents: Please provide below mandatory documents. Shall be in a separate envelope.</b>	
1.	Certified Business Registration Certificate/Certificate of Incorporation
2.	PIN and Valid Tax Compliance Certificate issued by the Kenya Revenue Authority
3.	CR12- Outlining information on ownership structure (Name of directors of the company / Owners)
4.	Trade name registration papers if applicable
5.	Official Letter of Appointment as local representative, if Bidder is submitting a Bid on behalf of an entity located outside the country
6.	Copy of Valid IATA Certificate of Accreditation
7.	Copy of Valid KATA certificate
8.	List of Major Corporate Clients with yearly purchasing volume of 200,000 USD or more-For last three years. This should be accompanied by at least three up-to-date Letters of Recommendations from the aforementioned corporate clients.
<b>Other Travel Agency Documents: Please provide below other required documents. Documents shall be part of the technical proposal envelope</b>	
1.	The Travel Agency profile
2.	Quality Certificates if available
3.	Financial Information:
	Volume of Sales for the last three years 2019, 2020 and 2021:
	Annual international, regional and local air tickets (number)

	Annual international, regional and local air tickets (value)
	Audited Financial Reports for the last three years 2019, 2020 and 2021:
4.	Personnel Competence:
	Curriculum Vitae:
	<ul style="list-style-type: none"> <li>• Team leader</li> <li>• Travel expert 1</li> </ul>
<b>Technical Proposal outlining Methodology of Contract Implementation: Shall be in a separate envelope. Bidders need to provide and clearly articulate on the following, but not limited to: -</b>	
✓	Description of the arrangements to take place in order to accommodate the contract: issue tickets, accommodate urgent requests, handle claims, and maintain the submission of the quarterly reports
✓	Detailed description of your ability to secure competitive airfares and /or negotiate airfares, describing what booking systems will be used
✓	Description of any additional services and benefits that can be offered to WVI
✓	Description of the internal quality system, corporate standards and workflow organization
✓	Description of the invoicing and reporting arrangements
<b>Financial Proposal outlining below Commercial Terms: Shall be signed and stamped and in a separate envelope. The cost should be inclusive of applicable taxes and these should be clearly indicated and summarized as per Price Schedules provided in Appendix 1</b>	
✓	Any management fee if applicable
✓	Price schedule of Air Travel related transaction fee
✓	Price schedule for any airport transfers to different locations within the greater Nairobi
✓	Price schedule or cost per kilometer of any long distance travel outside Nairobi
✓	Internet bookings
✓	Ticket change
✓	Cancellation on a later date
✓	Ticket reissue
✓	Ticket reconfirmation
✓	Assistance with award ticket applications on air miles

✓ Assistance with lost tickets
✓ Meet and assist (from aircraft)
✓ Out of office hours – local

#### **D. EVALUATION**

A three-stage procedure is applied in evaluating the proposals:

1. Mandatory Requirements Evaluation that will determine administrative compliance -To be completed prior to opening and evaluating technical proposals. It is only the bidders that meet the mandatory requirements that will proceed to technical evaluation.
2. Technical Requirements Evaluation that will determine technical compliance and responsiveness of the bidder with regard to the requirements outlined in this tender document -To be completed prior to opening and evaluating financial proposals. It is only the bidders that meet the technical evaluation threshold (70%) that will proceed to financial evaluation.
3. Financial Evaluation that will consider pricing competitiveness, payment terms

The contract will be awarded to the successful Bidder whose bid has been determined to be substantially responsive and has been determined as the best evaluated bid.

#### **1) Evaluation Criteria:**

The evaluation criteria and scoring for technical criteria are specified in the tables below (detailed breakdown of obtainable points for technical proposal). A Proposal shall be rendered non-responsive at this stage if it does not substantially respond to the RFP particularly the demands of the Terms of Reference, which also means that it fails to achieve the minimum technical score (70 points). The price proposal of the Proposals will be opened only for submissions that passed the minimum technical score of 70% (70) of the obtainable score of 100 points in the evaluation of the technical proposals.

##### **1.1 Technical Evaluation:**

<b>Summary of Technical Proposal Evaluation Form</b>		<b>Score Weight</b>	<b>Maximum Points</b>
1	Reputation, Experience and Capability of the Travel Agency	40%	40
2	Work Approach and Contract Implementation	30%	30
3	Qualifications and Experience of the Travel team	30%	30
	<b>Total</b>	<b>100%</b>	<b>100</b>



	<b>Form 1: Reputation, Experience and Capability of the Travel Agency</b>	<b>Maximum Points Obtainable</b>
1.1	<b>Reputation of the Travel Agency:</b>	<b>6</b>
	Financial Soundness / Liquidity for the past 3 years (if ratio >1): 3 points If ratio < 1: 0 points	3
	Reliability (letters of recommendations): 3 Points	3
1.2	<b>Professional Experience:</b>	<b>12</b>
	Years of existence <ul style="list-style-type: none"> <li>• 5 years: 3 points</li> <li>• 6-10 years: 4 points</li> <li>• &gt; 10 years: 5 points</li> </ul>	5
	Years of IATA membership/accreditation (attach Previous years IATA /KATA certificates) <ul style="list-style-type: none"> <li>• 5 years: 1 points</li> <li>• 6-10 years: 3 points</li> <li>• &gt; 10 years: 4 points</li> </ul>	4
	Years of experience with other international organizations, embassies, multinational corporations (attach letters of recommendation) <ul style="list-style-type: none"> <li>• 3-5 years: 1 points</li> <li>• 5--10 years: 2 points</li> <li>• &gt;10 years: 3 points</li> </ul>	3
1.3	<b>Travel Agency Capability:</b>	<b>19</b>
	Size of Agency (capital, branch offices, number of employees)	5
	Volume of sales (number of air tickets issued, annual air tickets turnover) <ul style="list-style-type: none"> <li>• &lt; 200 air tickets issued annually: 0 points</li> <li>• 300 air tickets issued annually: 3 points</li> <li>• &gt; 300 air tickets issued annually: 4 points</li> </ul>	4
	Average Annual ticketing sales volume / turnover <ul style="list-style-type: none"> <li>• USD 200,000: 4 points</li> <li>• &gt; USD 200,000 :5 points</li> </ul>	5
	Electronic ticketing service provision / E-ticket system	5

	<ul style="list-style-type: none"> <li>Availability of at least 1 Reservation Booking Systems / computer reservation system/airline reservation system (e.g. Amadeus, or Galileo, or Sabre): 3 points</li> <li>Availability of any other additional booking systems – 5 points</li> </ul>	
1.4	<b>Organizational Commitment to Sustainability:</b>	<b>30</b>
	Compliance with ISO 14001 or ISO 14064 or equivalent-quality certificates	20
	Membership of the UN Global Compact	5
	The organization demonstrates significant commitment to sustainability through some other means, for example internal company policy documents on women empowerment, renewable energies or membership of trade institutions promoting such issues.	5
	<b>Total Form 1</b>	<b>40</b>

<b>Form 2: Work Approach and Contract Implementation</b>		<b>Maximum Points Obtainable</b>
2.1	<b>Work approach:</b>	<b>15</b>
	Approach to the services required and Management Plan for providing the services	8
	Approach to secure competitive airfares and/or negotiate competitive airfares	5
	Availability of additional services and benefits that can be offered to WVI	2
2.2	<b>Quality assurance and Contract Management:</b>	<b>15</b>
	Appropriateness of internal quality assurance, corporate standards and workflow organization	10
	Appropriateness of invoicing and reporting arrangements	5
	<b>Total Form 2</b>	<b>30</b>

<b>Form 3: Qualifications and Experience of the Travel team</b>		<b>Maximum Points Obtainable</b>
3.1	<b>Team Leader/Account Manager:</b>	<b>15</b>
	Years of experience in the management of travel services <ul style="list-style-type: none"> <li>5 years of experience in Air Ticketing: 3 points</li> <li>more than 5 years of experience in Air Ticketing services (5 points for every additional year, but no more than: 2 points)</li> </ul>	5
	Years of experience in management <ul style="list-style-type: none"> <li>3 years of management experience: 2 points</li> <li>more than 3 years of management experience: 3 points</li> </ul>	3
	IATA certified travel team leader/account manager	3
	Professional Skills (computer reservations systems: Amadeus, Galileo or Sabre)	3
	English language proficiency	1
3.2	<b>Travel Expert:</b>	<b>15</b>
	Years of experience <ul style="list-style-type: none"> <li>3 years of experience in Air Ticketing: 4 points</li> <li>more than 3 years of experience in Air Ticketing services : 6 Points</li> </ul>	6
	IATA certified travel expert	3
	Professional Skills (computer reservations systems: Amadeus, Galileo or Sabre)	3
	English language proficiency	3
	<b>Total Form 3</b>	<b>30</b>

#### **E. CLARIFICATION OF BIDDING DOCUMENT**

- All correspondence related to the RFP shall be made in English
- Should there be any uncertainty, the Bidder shall seek clarification in writing through e-mail to: [earo\\_procurement@wvi.org](mailto:earo_procurement@wvi.org)
- Any clarification sought by the bidder in respect to the RFP shall be titled **CLARIFICATION ON REQUEST FOR PROPOSAL – PROVISION OF TRAVEL MANAGEMENT SERVICES.**

- d) World Vision International will only respond to requests for clarification received no later than **Friday, 10<sup>th</sup> June 2022**.
- e) Copies of WVI's response will be forwarded to all registered participants (registration form on appendix 2), including a description of the inquiry, but without identifying its source.

## **F. SUBMISSION OF PROPOSALS**

All interested and qualified bidders are requested to submit their proposals in three distinct parts, namely **Mandatory Requirements**, **Technical proposal** and **financial proposal** and these should be in three separate sealed envelopes, all of which should then be placed in a common sealed enveloped clearly showing the **Tender No. and Description** and addressed to:

**The Secretary  
Tender Committee  
World Vision International  
Karen Road - Off, Ngong Road  
P O Box 50816-00200  
Nairobi**

The three separate inner envelopes should be clearly marked **“Mandatory Requirements”**, **“Technical Proposal”**, and **“Financial Proposal”**, respectively, and should bear the name of the Bidder.

The completed tender documents shall be delivered and dropped in the Tender Box at the reception of World Vision International-EARO Building, Karen Road to be received on or before **Wednesday 22<sup>nd</sup> June 2022 at 2.00 pm**. Tenders will be opened immediately thereafter in the presence of bidders or representatives who wish to witness the opening. Tender prices must remain **valid for 90 days** from the date of tender closing.

Each tender must be accompanied with a **Bid Security** of **Kes 1Million** in form of a **Bank Guarantee from a reputable bank in Kenya**. The Bid Security must be valid for at least **120 Days** from the tender closing date.

**Bids received after deadline shall not be considered.**

*Bidders or representatives who wish to witness the tender opening must ensure they have a face mask while within WV premises.*

**APPENDIX 1**  
**PRICE SCHEDULES**

**1.0 TICKETING**

#	Requirement	Cost(USD)
1.	Management Fee-with implant	
2.	Online Booking Fee	
a.	E-Ticket Fee/ Self Booking Fee-Domestic	
b.	E-Ticket Fee/ Self Booking Fee-Regional	
c.	E-Ticket Fee/ Self Booking Fee-International	
d.	Lowest Cost Carrier (LCC)	
3.	Transactional Fee	
a.	Domestic Travel	
b.	Regional Travel-Within Economic Zone	
c.	Regional Travel-Africa	
d.	International Travel	
e.	Ticket change	
f.	Cancellation on a later date	
g.	Ticket reissue	
h.	Assistance with lost tickets	
i.	Meet and assist (from aircraft)	

## **2.0 AIR PORT TRANSFERS**

<b>#</b>	<b>Area</b>	<b>Cost (KES)</b>
1	JKIA - Adams Arcade	
2	JKIA -Agakhan Hospital	
3	JKIA - Airforce/ Eastleigh	
4	JKIA - American Embassy	
5	JKIA - Athi River	
6	JKIA - Babadogo	
7	JKIA - Banana	
8	JKIA - Bomas of Kenya	
9	JKIA - Bururuburu	
10	JKIA - Carnivore	
11	JKIA - City centre	
12	JKtA - Dagoretti Corner	
13	JKIA - Dagoretti Market	
14	JKIA - Dandora	
15	JKtA - Donholm	
16	JKIA - Embakasi	
17	JKIA - Fedha estate	
18	JKIA - Fire Stone	
19	JKIA - Forest Road	
20	JKIA - Gachie	
21	JKIA - Garissa Lodge	
22	JKIA Gikomba	
23	JKIA - Giraffe Centre	
24	JKIA - Githurai 45	
25	JKIA - Highridge	
26	JKIA - Hurlingham	
27	JKIA - Huruma	
28	JKIA - Imara Daima	
29	JKIA - Industrial area	
30	JKIA - Karen	
31	JKIA -Juja	
32	JKIA - Kahawa Sukari	
33	JKtA - kahawa West	
34	JKIA - Kangemi	
35	JKIA - Kariobangi North	
36	JKIA - Kariokor	
37	JKIA Kasarani	
38	JKIA - Kawangware	
39	JKIA - kayole	
40	JKIA - Kenyatta University	
41	JKIA - Kibera	

42	JKIA - Kikuyu	
43	JKIA - Kileleshwa	
44	JKIA - Kilimani	
45	JKIA - Kinoo	
46	JKIA - Kiserian	
47	JKtA - Kitusuru	
48	JKIA - Komarock	
49	JKIA – Kyuna	
50	JKIA - Langata	
51	JKIA - Lavington	
52	JKIA - Limuru	
53	JKIA - Loresho	
54	JKIA - Lukenya	
55	JKIA - Machakos	
56	JKIA - Matasia	

### **3.0 VEHICLE HIRE FOR TRANSPORT OUTSIDE NAIROBI**

#	Destination	Landcruiser- 8 seater	Van- 9 seater	Van- 14 seater	Bus- 25 seater
		Cost ( <u>KES</u> )	Cost ( <u>KES</u> )	Cost ( <u>KES</u> )	Cost ( <u>KES</u> )
1	Naivasha				
2	Nakuru				
3	Eldoret				
4	Nanyuki				
5	Kisumu				
6	Meru				
7	Lukenya				
8	Machakos				
9	Mombasa				

**\*\* Please also provide cost per kilometre\*\***

## APPENDIX 2

### REGISTRATION OF INTEREST TO PARTICIPATE

This form serves as an acknowledgement of receipt of the tender and participation.

This page is to be **completed immediately on downloading/receiving the document** and a scan copy e-mailed to [Earo\\_Procurement@wvi.org](mailto:Earo_Procurement@wvi.org)

Table 1: Registration of Interest to Participate

Item	Supplier Details
Organization Name:	
Contact Name:	
Physical Address:	
Tel No:	
Email Address:	
Signature:	
Date:	
Company Stamp:	