

## **Transition Initiatives for Stabilization Plus – TIS+**

Implemented by AECOM International Development, Inc.

### **Request for Quotation (RFQ) Solicitation Overview**

<b>Reference Number:</b>	OPSC-NBO-2018-001
<b>Activity Title:</b>	Provision of Travel Agency Services for the TIS+ Office for the Period 2018-2019
<b>Determination of Award:</b>	Lowest Price Technically Acceptable (LPTA)
<b>Award Type:</b>	Fixed-Price Subcontract
<b>Submission Deadline:</b>	Final submissions will be due no later than <b>Thursday, 8 February 2018; 1600 hrs (East African Time)</b> and are to be submitted to <a href="mailto:tenderbox.nairobi@somtisplus.com">tenderbox.nairobi@somtisplus.com</a> . No other form of submission will be accepted.
<b>Question &amp; Answers:</b>	<p>Questions regarding OPSC-NBO-2018-001 shall be submitted to <a href="mailto:procurement@somtisplus.com">procurement@somtisplus.com</a> no later than <b>Monday, 5 February 2018 @ 1600hrs (East African Time)</b>. Answers to questions will be distributed via email to all interested parties within 48 hours of the deadline no later than <b>Tuesday, 6 February 2018, 1600 hrs (East African Time)</b>.</p> <p>AECOM International Development will not respond to questions pertaining to this RFQ over the phone. AECOM International Development will not, in any way, assist Offerors in preparing their bids, nor reimburse any bid preparation costs incurred by the Offeror.</p>
<b>Source &amp; Nationality Requirements:</b>	TIS+ is bound by USAID and its own policies on procurement, including those of source and nationality requirements. This is a competitive procurement open to all interested bidders in accordance with the source and nationality requirements set forth in this RFQ.
<b>Notice:</b>	Issuance of OPSC-NBO-2018-001 does not in any way obligate AECOM to award a Blanket Purchase Agreement (BPA) for Travel Agency Services. Award to a service provider is subject to availability of funds and requisite donor approvals. Offerors interested in submitting quotations do so at their own discretion and cost.
<b>Accompanying Annexes:</b>	Attachment A: Sample Cover Letter Attachment B – Cost Proposal Format Attachment C – Verifiable Record of Past Performance

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**Issuance Date:** Monday, January 22, 2018

**To:** Offerors

**Funded by:** United States Agency for International Development (USAID)  
Contract No. AID-668-C-13-00004

**For:** Transition for Stabilization Plus – TIS+

**Implemented by:** AECOM International Development

**Subject:** **OPSC-NBO-2018-001 PROVISION OF TRAVEL AGENCY SERVICES FOR TIS+ OFFICE**

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**INTRODUCTION:** The TIS+ Program aims to promote peace and stability in Somalia by increasing the visibility of, and confidence in Government through improved service delivery, creating collaborative and strategic partnerships among government institutions, the private sector, civil society and communities.

The TIS+ Program focuses on the following four objectives:

- 1) Increase confidence in governance based on equitable participation in decision making and management of community assets;
- 2) Empower community and government representatives to engage with private sector and development actors in collaborative process for community growth;
- 3) Increase Somali engagement in creating a more stable future; and
- 4) Support inclusive, sustainable development by reducing gender gaps in stabilization and development.

**PURPOSE:** The purpose of this RFQ is to solicit quotations from eligible Service Providers for travel agency services for the TIS+ Office, with specifications detailed in the Instructions and Preparation of Proposals section of this document.

Offerors are responsible for ensuring their offers are received by TIS+ in accordance with the instructions, terms, and conditions described in this RFQ. Failure to adhere to the instructions for submission described in this RFQ may lead to an offeror's bid being deemed non-responsive, resulting in disqualification for a determination of award.

### **INSTRUCTIONS:**

**Submission deadline:** **February 8, 2018, 1600 hrs (East Africa Time)**

**Submissions shall be** emailed to [tenderbox.nairobi@somtisplus.com](mailto:tenderbox.nairobi@somtisplus.com). The subject line of the e-mail shall be clearly labeled **RFQ TIS +/- OPSC-NBO-2018-001: Provision of Travel Agency Services for TIS+ Office.**

Bids sent to personal email addresses of TIS+ staff will not be considered for award under this RFQ. Offerors shall reference the RFQ Number and Activity Title in the email subject line. No late submissions will be accepted.

**Questions:** Questions regarding the technical or administrative requirements of this RFQ shall be submitted no later than **5 February 2018, 1600 hrs (East African Time)** by email to [procurement@somtisplus.com](mailto:procurement@somtisplus.com).

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Questions and requests for clarification—and the responses thereto—will be circulated as an Amendment to the RFQ to all RFQ recipients who have indicated an interest in bidding by no later than **Tuesday, 6 February 2018, 1600 hrs (East African Time)**.

Only the written answers issued by TIS+ will be considered official and carry weight in the RFQ process and subsequent evaluation. Any verbal information received from employees of AECOM/TIS+ or any other entity should not be considered as an official response to any questions regarding this RFQ.

**Specifications:** Attachment B describes the services to be provided

**Duties:** The TIS+ Program is VAT exempt (**TIS+ will request duty exemption and request reimbursement upon presentation of a duly approved DA1 Form**). Quotations shall exclude Customs and VAT.

**Quoted Price:** Quotations in response to this RFQ should be based on a fixed-price basis, inclusive of all associated costs, in accordance with the service cost breakdown as provided in Attachment B. All fees or additional costs shall be disclosed in the Offeror's quotation. Any fees, costs, taxes or other demand of funds not disclosed in the offeror's quotation will not be considered for payment.

Offerors are requested to provide quotations on official letterhead or quotation format. In the event this is not possible, offerors may complete the table in Attachment B.

In addition, offerors responding to this RFQ **must** submit or provide proof of the following:

- Government certification of cooperation and compliance.
- Certificate of incorporation/business license.
- Tax compliance certificate.
- Proof of fully capable 24 hour on duty desk.
- Confirmation of ability to book tickets to/from and within Somalia, in addition to normal international travel.
- Provide five (5) references from firms that you have provided travel agency services.
- Confirmation of ability to refund VAT upon receipt of a duly approved DA1 Form.
- Named representative assigned to handle bookings.
- Confirmation of 3-hour response time (booking made/confirmed) guaranteed during business hours.
- Minimum of 5 years of experience as a registered travel agency firm, with 1-year experience in travel agency services in Somalia.

Failure to provide any of the above items will result in disqualification and the respective bid being removed from further consideration. These are the mandatory, minimum requirements for consideration.

Currency should be specified in United States Dollars (USD).

**Certification of Quotation:** Offerors must certify that quotations are valid for up to 90 days as required in Attachment A.

**Payment Schedule:** Payments will be made upon receipt of official monthly invoice, in accordance with the instructions for payment and terms shown in the contract, and only after verification and approval by the technical manager and TIS+ designated authorities.

**Source/Nationality/Manufacture:** All goods and services offered in response to this RFQ or supplied under any resulting award must meet USAID Geographic Code 937 in accordance with the United States Code of

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Federal Regulations (CFR), 22 CFR §228. Code 937 is defined as the United States, the cooperating country, and any developing countries other than advanced developing countries, and excluding prohibited sources. The cooperating countries for this RFQ are Kenya and Somalia.

Offerors may not offer or supply any commodities or services that are manufactured or assembled in, shipped from, transported through, or otherwise involving any of the following prohibited countries: Burma (Myanmar), Cuba, Iran, North Korea, (North) Sudan, or Syria.

**DUNS Number:** If the subcontract resulting from this RFQ exceeds \$30,000 and if the successful Offeror had more than \$300,000 gross income during its last tax year, the successful Offeror **MUST** have and provide a DUNS number and proof of SAM registration prior to the subcontract being executed. A DUNS nine-digit number is issued by Dun & Bradstreet. Once obtained the Offeror registers on the System for Award Management (SAM). All contractors and subcontractors doing business with the U.S. Government must be registered. If the successful Offeror does not have a DUNS number and cannot prove registration on SAM, the successful Offeror shall apply and receive one prior to the subcontract being executed. TIS+ may be able to provide some guidance to the successful Offeror that may assist them in securing a DUNS number in order to register on SAM.

The following information will be required for obtaining a DUNS and SAM Number: a) Legal Name; b) Headquarters name and address for your business; c) Doing Business As (DBA) or other name by which your business is commonly recognized; d) Physical address, city, state (country), and Zip/Country Code; e) Mailing Address (if separate from headquarters and/or physical address); f) Contact name and title; g) Number of employees at your physical location; and h) whether you are a Home-Based Business. For DUNS registration, please visit <http://fedgov.dnb.com/webform/index.jsp>; and for SAM registration, please visit [www.sam.gov](http://www.sam.gov).

**Eligibility:** By submitting an offer in response to this RFQ, the offeror certifies that it and its principal officers are not debarred, suspended, or otherwise considered ineligible for an award by the U.S. Government. AECOM will not award a contract to any firm that is debarred or suspended.

**Determination for Award:** The award will be made to responsible offerors whose offer follows the RFQ instructions, meets the eligibility requirements, and meets or exceeds the minimum required technical specifications, and is judged to be the best value based on a lowest-price, technically-acceptable basis.

Please note if there are significant deficiencies regarding responsiveness to the requirements of this RFQ, an offer may be deemed “non-responsive” and thereby disqualified from consideration. TIS+ reserves the right to waive immaterial deficiencies at its discretion.

Best-offer quotations are requested to include any discounts for monthly rates. It is anticipated that award will be made solely on the basis of these original quotations; however, AECOM reserves the right to conduct any of the following:

- TIS+ may conduct negotiations with and/or request clarifications from any offeror prior to award.
- While preference will be given to offerors who can address the service requirements in full per this RFQ, TIS+ may issue multiple awards, a partial award or split the award among various suppliers, if in the best interest of the TIS+ Project.
- TIS+ may cancel this RFQ at any time.
- TIS+ may reject any and all offers, if such action is considered to be in the best interest of TIS+.

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## **Instructions for Preparation of Proposals**

### **Qualifications Desired**

The nature of this assignment demands an experienced company that can provide travel agency services to various locations to/from/within Somalia, as well as internationally. The company(ies) with sufficient experience and qualified staff will be retained to undertake this exercise.

The assignment requires an experienced travel agency(ies) with the following demonstrable competencies and experience:

- Web presence and provision of support for an on-line booking tool, with the ability to customize to TIS+ policy and process requirements.
- Collaboration and ability to accommodate billings through the TIS+ accounting system.
- Flexible, custom reporting capability to enable TIS+ to easily reconcile travel expenses and billings.
- Ability to provide an easy solution for creating and modifying traveler's profiles.
- Ability to ensure that airlines and bookings meet necessary security and safety requirements.
- Ability to provide contact details (e-mail and phone) for all agents for quick response times.
- Ability to provide travel agency services, upon request by TIS+, in various locations in Somalia.
- Personnel on standby and upon request to assist with travel, hotel booking or other services.
- Professionally qualified and experienced staff with 3 or more years working experience in travel agency services.
- Evidence of past experience showing a similar assignment conducted.

### **Cost**

The successful bid will be selected by the Lowest Price Technically Acceptable (LPTA) method, which means that the lowest price offer among the technically accepted proposals will receive the award. All Offerors must submit a completed Attachment B, Cost Proposal, with the total price proposed for one year of service.

### **Evaluation criteria:**

#### *Technical Approach - 55 points*

- Detailed company profile (5 points).
- Description of how your agency can deliver incremental savings beyond transaction fee savings (5 points).
- Description of your hotel program (5 points).
- Description of ability to manage unused ticket inventories for both traditional and online transactions (10 points).
- Description of how your agency handles issuance of tickets when needed/requested (10 points).
- Description of the process of resolving customer service issues (10 points).
- Description of systems/procedures/tools that are in place to streamline the telephone reservation process and to reduce handling time for TIS+ (10 points).

#### *Past Performance & Experience - 30 points*

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- Previous experience in providing services for travel, hotel and car hire for the last 5 years, (10 points).
- Number of organizations provided with Travel Agency Services with references (10 points).
- Experience with organizations, institutions and other actors with similar approach as TIS+ (10 points)

### ***Proposed Key Personnel - 15 points***

- Key staff (TIS+ point of contact and direct supervisor) with minimum 3 years' work experience in provision of Travel Agency Services – please provide CVs (15 points).

### **Terms of Service**

- 1-year contract with possibility of extension or renewal based on service delivery and overall performance.
- Payment terms to be specified in the terms and conditions of awarded services contract

**Terms and Conditions:** This is a Request for Quotations only. Issuance of this RFQ does not in any way obligate AECOM, TIS+ or the TIS+ Project to make an award or pay for costs incurred by potential offerors in the preparation and submission of an offer.

This solicitation is subject to TIS+'s standard terms and conditions. Any resultant award will be governed by these terms and conditions; a copy of the full terms and conditions is available upon request. Please note the following terms and conditions will apply:

- (a) United States law prohibits transactions with, and the provision of resources and support to, individuals and organizations associated with terrorism. The supplier under any award resulting from this RFQ must ensure compliance with these laws.
- (b) Any award resulting from this RFQ will be in the form of a fixed-price subcontract for services.

**Thank you.**

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**TIS+ PROGRAM**

Implemented by AECOM International Development Inc. (Kenya)

Email: [procurement@somtisplus.com](mailto:procurement@somtisplus.com)

# ***Transition Initiatives for Stabilization Plus – TIS+***

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## **ATTACHMENT A: PROPOSAL COVER LETTER**

[On Firm's Letterhead]

<Insert date>

TO: AECOM-Transition initiatives for Stabilizations TIS+

We, the undersigned, provide the attached proposal in accordance with **RFQ OPSC-NBO-2018-001** issued on January 22, 2018. Our attached quoted proposal has fixed prices.

I certify that our proposal is valid for a period of **90** days. Upon award, our proposal price shall be binding upon us, subject to the modifications resulting from any discussions and final negotiations. I certify our financial responsibility. Further, I will accept TIS+ VAT exempt status and understand that the project will provide VAT exempt documentation upon award.

We understand that TIS+ is not bound to accept any proposal it receives.

Yours sincerely,

Signature

Name of Authorized Representative

Title of Authorized Representative

Company Seal/Stamp

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### **ATTACHMENT B: Cost Proposal Format**

*MUST BE PRINTED ON COMPANY LETTERHEAD AND SIGNED AND STAMPED BY A COMPANY REPRESENTATIVE*

DESCRIPTION	BOOKING CLASS	SERVICE FEE IN USD PER TICKET IN USD (COMMISSION)	REMARKS
Domestic Flights			
International Flights			
Re-issuance Fee			
Refund Service Fee			
Cancellation Service Fee			
All other Fees (List):			

Per the above quotation, this is the rate to be applied for continuous use.

**Price Guarantee :** Agreed upon rate will be valid for the specified period of performance upon issuance of subcontract for services.

Authorized Representative : \_\_\_\_\_

PRINT NAME

\_\_\_\_\_

TITLE

\_\_\_\_\_

SIGNATURE

COMPANY SEAL/STAMP



**Transition Initiatives for Stabilization Plus – TIS+***Implemented by AECOM International Development, Inc.***ATTACHMENT C: Past Performance/Experience**

PROVIDE CONTRACT FOR BELOW MENTIONED SERVICES

No.	Client	Description of Services	Location	Rated Costs for Domestic and International Flights (In USD)	Dates
1	Name:  Tel:  Email Address				Start Date:   End Date:
2	Name:  Tel:  Email Address				Start Date:   End Date:
3	Name:  Tel:  Email Address				Start Date:   End Date:
4	Name:  Tel:  Email Address				Start Date:   End Date:
5	Name:  Tel:  Email Address				Start Date:   End Date: