



EXPRESSION OF INTEREST (EOI) PROFESSIONAL TRAVEL AGENCY SERVICES

DAI is issuing this Expression of Interest (EOI) for Travel Agency Services for the Iraq Governance and Performance Accountability (IGPA) Project located at Karrada Street, Al-Jadria, Baghdad, Iraq.

This document presents the requirements that interested vendors must provide to potentially be invited to submit, in the next 3 months their detailed quotations or technical/cost proposals for procurement opportunities anticipated by DAI. Pre-qualified vendors may be invited to respond to a solicitation, and/or multiple solicitations.

Vendors must be licensed and legally organized businesses, organizations, or firms. Individual consultants will not be considered for this EOI.

The purpose of this Expression of Interest (EOI) is to pre-qualify specialized vendors who have experience providing goods and services related to corporate travel coordination.

SUBMISSION DEADLINE

Responses to the EOI will be reviewed on a rolling basis, but the final deadline for responding to this EOI is November 29, 2018 at 4:00 PM Baghdad time. Responses received after the deadline will not be considered.

Responses should be emailed to procurementIGPA@dai.com or delivered in a sealed envelope to the project address:

**Attn: Procurement Department
Iraq Governance Performance Accountability (IGPA) Project
Babylon Hotel
Karrada Street, Al-Jadria, Baghdad, Iraq**

Please address the subject of the email, or on the sealed envelope as “Expression of Interest – Travel Agency Services”

DAI will only respond to written questions regarding this EOI through the email address: IGPAProcurementINBOX@dai.com.

All information provided by vendors in response to this EOI will be treated confidentially. DAI will not use the information in any other context or setting and we will not reveal details to third parties.

DOCUMENTATION TO INCLUDE

Required:

- Company Profile
- Sample CVs of professional staff working with the organization
- Past performance managing corporate travel accounts, detailing at least 3 years relevant experience

- Past performance engaging with private and public-sector institutions, civil society organizations and local communities (references welcome)
- Proof of operations in Baghdad, KRG, Basrah, Erbil, Anbar, Ninewa, Najef, Wasit, and Babil

Suggested:

- Registration Information
- Professional References

SCOPE OF WORK

The travel agency will be responsible for finding and booking various domestic and regional travel requests. Requests will vary from month to month and include both singular and large group requests. The agency will be responsible for finding the cheapest options based on Economy Class rates unless otherwise instructed by the DAI (combining most direct and least expensive routes to achieve cost effectiveness.) The travel agency will ensure that all levies and taxes are included in the airfare quotation price.

When possible, quotes shall be held for at least three (3) working days. The travel agency shall reserve and issue tickets for all air, and other travel as requested, upon authorization by DAI. Whenever DAI requests a fare quotation for a particular route, the service provider must be able to present the relevant information by email within 24 hours of the request.

The travel agency will set a fixed monthly fee for DAI, inclusive of all labor, rescheduling, and cancellation fees accumulated by DAI's corporate account. This fixed fee should be a set rate and not effected by total number of travel requests, cancellations, or changes.

In any given month, DAI will submit approximately 15-100 travel requests and issues approximately 5-15 cancellations. These numbers are subject to change and are only based on historical travel patterns.

Ticket Issue

The travel tickets will be delivered electronically to DAI at least 48 hours before the time of departure. DAI will not pay for any additional charges related to delivery service.

Working Hours

The service provider must be able to provide services, including ticket delivery, during normal working hours of DAI (Sunday to Thursday 8:00-21:00). Flexibility during weekends and holidays will be favorably viewed. The service provider must have a hotline service for urgent requests falling outside normal working hours.

Cancellation

In the case of cancellation at short notice, the service provider shall take full responsibility to cover the cancellation fees. DAI will not cover cancellation fees.

Payment

Subcontractor will invoice DAI for all incurred costs on a monthly basis. DAI will pay all invoices within 30 days of issuance.

Visas

The travel agency shall notify DAI of all instances where visas must be obtained.

Health Requirements

The travel agency shall provide travelers with advice on necessary health requirements, including types of inoculations and vaccinations whether required or suggested for foreign travel. Travelers shall be provided an itinerary and confirmation number in advance of travel.

OBLIGATIONS

DAI will not reimburse respondents for the costs incurred with preparing a response, nor does issuance of this EOI obligate DAI to award a subcontract or purchase order. If a Vendor is found to have made false or misleading claims or statements, obtains confidential information, or receives improper assistance, DAI reserves the right to reject an EOI submitted by or on behalf of a vendor.

CLARIFICATION OF SUBMISSIONS

DAI may require a respondent to submit additional information in order to better judge a response. Vendor questions may be sent to DAI via IGPAProcurementINBOX@dai.com.

FACTORS FOR CONSIDERATION

Responders are expected to write an explanation about how they can address each of these areas of interest by DAI, which will be used to determine if vendors will be pre-qualified:

- Ability to provide goods or services described in SOW, inclusive of vendor's fixed rate fee
- Legal registration/license in Iraq to perform the work outlined above
- Necessary financial resources to perform the work
- Illustrative CVs of individuals on staff, or available to the vendor, who can perform the scope of work
- Past performance descriptions illustrating relevant experience delivering the required goods/services to corporate accounts
- Full working proficiency in Arabic and English

Evaluation Criteria

Pre-selection of bidders will be evaluated and scored against the evaluation criteria and evaluation sub-criteria, which are stated below. Evaluations will be based on the EOI responses from bidders and factors for consideration.

- **50 points - Technical Approach**
 - 10 points - Firm size, structure, and areas of practices that are applicable
 - 40 points - Relevant proposed technical plan and budget
- **20 points – Past Performance**
 - Experience working on organizing and facilitating corporate travel accounts
- **20 points – Personnel Capability**
 - Proposed team members and necessary experience

RESPONSE CHECKLIST

Vendors must include all items listed below in English, following the specifications outlined.

Section 1: Vendor Information

Section Number	Description
1.0	Cover Letter
1.1	Vendor Information: Company Name, Address and Phone Number, Form of Incorporation (corporation, partnership, NGO, etc.), Number of Years in Business, Number of Employees (full and part-time), Name of Managing Director, History of organization.

Section 2: Factors for Consideration

2.0	Responses to each of the factors for consideration: <ul style="list-style-type: none"> • Ability to provide goods or services described in SOW, inclusive of vendor's fixed rate fee • Legal registration/license in Iraq to perform the work outlined above • Necessary financial resources to perform the work • Illustrative CVs of individuals on staff, or available to the vendor, who can perform the scope of work • Past performance descriptions illustrating relevant experience delivering the required goods/services to corporate accounts • Full working proficiency in Arabic and English
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Section 3: Client Reference

3.0	Include Client References, each reference <u>must</u> include the following: <ul style="list-style-type: none"> • Client Name, address, point of contact name, Telephone number, email • Similar work performed and period of performance
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Section 4: Documentation

4.0	Include at a minimum the following documentation: <ul style="list-style-type: none"> • Company Profile • Registration Information • Professional References • Sample CVs of professional staff working with the organization • Demonstration of Financial Capacity to complete Awards
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NOTIFICATION PROCESS

Upon receipt and review of proposals, DAI will notify successful vendors, if any, who have been selected for pre-qualification.