

Request for Proposals for
Procurement of Travel Management Services and Air Tickets



[15 Feb 2022]

Dear Sir/Madam,

You are invited to submit a proposal for iMMAP with the requirements mentioned herein. The purpose of this request for proposal (RFP) is to identify suitable provider(s) to provide travel related services and air tickets for iMMAP in Iraq.

iMMAP is an international non-governmental organization (INGO) that provides targeted Information Management (IM) support to partners responding to complex humanitarian and development challenges. For more than 17 years, iMMAP has promoted measurable change in people's lives through the core philosophy that better data leads to better decisions, which ultimately lead to better outcomes. iMMAP's expertise in data collection, analysis and presentation has revolutionized the decision-making process for diverse, multi-sectoral partners who seek enhanced coordination and sustainable solutions through information management. iMMAP is home to a robust and dynamic team of recognized experts in social science, software development, statistics, (GIS), performance monitoring and evaluation, technical assistance, and capacity development.

Emergency responders, development practitioners, governments and funders often have to make serious and timely decisions under fast paced and chaotic circumstances. When facing complex development challenges, natural disasters and emergencies, it is critical to make sound choices rooted in real-time knowledge of who is doing what, where they are doing it, and what needs to be done. Access to this critical information positions actors to avoid costly or duplicative efforts and, ultimately, to effectively direct support to the people who need it the most.

We anticipate that the bidder whose proposal suggests the best solution in response to the requirements set forth in this RFP will be selected by March 1st, 2022, for a contract starts ideally on March 3rd, 2022. We will notify all bidders whether they are rejected or unsuccessful although responsive.

We thank you for your effort, and interest in iMMAP in advance.

1.0 INTRODUCTION

1.1 Background

iMMAP supports humanitarian actors to solve operational and strategic challenges. Our pioneering approach facilitates informed and effective emergency preparedness, humanitarian response, and development aid activities by enabling evidence-based decision-making for UN agencies, humanitarian cluster/sector leads, NGOs, and government operations.

1.2 Scope of Services

iMMAP invites bidders to provide travel related services and air tickets for iMMAP in Iraq.

Services include but not limited to:

- Reservation and Ticketing
- Airfares and Airline Routings/Itineraries
- Travel Information and Advisories
- Flight Cancellation, Rebooking, and Refunds

2.0 ADMINISTRATIVE INFORMATION

2.1 Expected Time Period for Contract

9 months with possibility of extension depending on performance and fund availability.

2.2 RFP Coordinator

Written questions must be directed, via email, to amahdi@immap.org.

2.3 Proposer Inquiries

iMMAP will consider written proposer inquiries regarding RFP requirements or Scope of Services before the date specified in the Calendar of Events. iMMAP reserves the right to modify the RFP should a change be identified that is in the best interest of iMMAP.

To be considered, written inquiries and requests for clarification of the content of this RFP must be received via e-mail at amahdi@immap.org by **16:30** local time on **February 22nd, 2022**, as specified in the Calendar of Events. Any and all questions directed to the RFP Coordinator will be deemed to require an official response. Official responses to each of the questions presented by the proposers will be sent via email to all proposers by the date specified in the calendar of events.

Only **the RFP Coordinator** has the authority to officially respond to a proposer's questions on behalf of iMMAP. Any communications from any other individuals are not binding to iMMAP.

2.4 Calendar of Events

<u>Event</u>	<u>Date</u>
Release RFP	February 21, 2022
Deadline for receiving proposer inquiries	February 22, 2022
Responses to proposer inquiries due	February 22, 2022
Proposal submission deadline	February 24, 2022
Announce award of "Successful Proposer"	March 1, 2022
Contract signature	March 3, 2022

NOTE: iMMAP reserves the right to amend and/or change this calendar of events/schedule of RFP activities as it deems necessary.

3.0 PROPOSAL INFORMATION

3.1 Proposal Response Location

Iraq

3.2 Desirable Qualifications of Proposer

- The travel agency must be registered in KRI and/or GOI
- The travel agency should guarantee minimum obtainable prices
- The travel agency should have the ability to perform task completely and without error
- The travel agency should have the ability to process and obtain refunds for cancelled tickets on a timely basis
- The travel agency should have the knowledge of destinations, airline practices, fare levels and shortest routes and connections
- The travel agency should have the travelers well informed about matters concerning them.

3.3 RFP Addenda

iMMAP reserves the right to change the calendar of events or revise any part of the RFP by issuing an addendum to the RFP at any time.

3.4 Proposal Rejection

Issuance of this RFP in no way constitutes a commitment by iMMAP to award a contract. iMMAP reserves the right to accept or reject, in whole or part, all proposals submitted and/or cancel this announcement.

3.5 Withdrawal and Re-submission of Proposal

A proposer may withdraw a proposal that has been submitted at any time up to the date and time the proposal is due. To accomplish this, a written request signed by the authorized representative of the proposer must be submitted to the RFP Coordinator.

3.6 Cost of Preparing Proposals

iMMAP is not liable for any costs incurred by prospective proposers prior to issuance of or entering into a contract. Costs associated with developing the proposal and any other expenses incurred by the proposer in responding to this RFP are entirely the responsibility of the proposer and shall not be reimbursed in any manner by iMMAP.

3.7 Errors and Omissions in Proposal

iMMAP will not be liable for any errors in proposals and reserves the right to make corrections or amendments due to minor errors identified in proposals. iMMAP, at its option, has the right to request clarification or additional information from the proposer.

3.8 Contract Award and Execution

iMMAP reserves the right to enter into a contract without further discussion of the proposal submitted based on the initial offer received. iMMAP reserves the right to contract for all or a partial list of services offered in the proposal.

The RFP and proposal of the selected proposer will become part of any contract between the selected agency and iMMAP.

If the contract negotiation period exceeds 14 calendar days or if the selected proposer fails to sign the final contract within 5 business days of delivery of it, iMMAP may elect to cancel the contract and award the contract to the next-highest-ranked proposer.

4.0 RESPONSE INSTRUCTIONS

4.1 Proposal Submission

Proposal submission must be received via emails directed to the following emails:

1. amahdi@immap.org

The submission must be done according to the below instructions:

1. **The proposals must be received in two separate files/documents: one document for the technical proposal and other document for the financial proposal**
2. The proposals shall be received on or before **February 24th, 2022**, the date specified in the aforementioned Calendar of Events.

It is solely the responsibility of each proposer to assure that their proposal is received prior to the deadline for submission. Proposals received after the submission deadline will not be considered.

4.2 Certification Statement

The proposer must sign and submit the Certification Statement shown in ANNEX II.

4.3 Proposal Format

The proposer should submit a proposal as specified in ANNEX I which shall include enough information to satisfy evaluators that the proposer has the appropriate experience and qualifications to provide the property as described herein. Proposer should respond to all requested specifications.

5.0 EVALUATION AND SELECTION

5.1 Evaluation Team

The evaluation of proposals will be accomplished by an evaluation team, to be designated by iMMAP, which will determine the proposal most advantageous to iMMAP.

5.2 Administrative and Mandatory Screening

All proposals will be reviewed to determine compliance with administrative and mandatory requirements as specified in the RFP. Proposals found not to be in compliance will be rejected from further consideration. Risk mitigation procedures should also be provided. iMMAP takes meeting duty-of-care obligations and compliance with the principles of 'do no harm' very seriously.

5.3 Evaluation and Review

The purpose of the RFP process is to secure the contractor most capable of providing the services specified in this document. Selection of the contractor will be made solely on the basis of the most responsive proposal submitted by a qualified proposer that satisfies all services and products described in this RFP. iMMAP reserves the right to award a contract based upon initial offers received. Proposals submitted should follow the format in ANNEX II.

The criteria for the evaluation process will be weighted as follows:

#	Summary of Proposal Evaluation Forms	Points obtainable
1	Adherence to RFP requirements	Pass or fail
2	Technical Proposal	60
3	Financial Proposal	40
	TOTAL	100

Upon passing the first stage of the evaluation (adherence to RFP requirements) the proposer will then advance to the Technical and Financial evaluation.

The Technical proposal will be evaluated based on the following criteria:

2	Technical Proposal	Points obtainable
A	Valid registration license	Valid: Qualified Invalid: Failed (disqualified)
B	Year of establishment	Five years or more: 15 Three-Four (but less than five): 10 Less than Three years: 5
C	Key personnel (account manager) experience	Five years or more: 15 Three years or more (but less than five): 10 Less than three years: 5
D	Size of the firm	Ten employees or more: 15 Five-Nine employees: 10 Less than Five employees: 5
E	Dedicated Account Manager	Two account managers: 15 One account manager: 10
	TOTAL	60

The financial proposal will be evaluated based on the following criteria:

3	Financial Proposal	Points obtainable
A	Overall price offered	(Lowest priced offer / Price of the offer being reviewed) x 25
B	Payment terms	Monthly payment within 30 days after receiving the invoice: 5 Monthly Payment upon receiving the invoice: 3 Payment upon delivery of the service: 1
C	Means of Payment	Cheque or bank transfer: 5 Other means of payment: 1
D	Security deposit	Not required: 5 Required up to 1 month rent: 3 Required above 1 month rent: 1
	TOTAL	40

5.4 Announcement of Contractor

The RFP Coordinator will notify the successful proposer and proceed to negotiate terms for final contract. Unsuccessful proposers will be notified by email accordingly.