

Request for Proposals for
Travel Management Services and Air Tickets



October 19th, 2023

Dear Sir/Madam,

You are invited to submit a proposal for iMMAP Inc. 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 Inc. in Iraq.

iMMAP Inc 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 Inc. 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 Inc'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 Inc. 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.

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 November 23rd, 2023. We will notify all bidders whether they are rejected or unsuccessful although responsive.

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

INTRODUCTION

1 Background

iMAP Inc. 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.

1.1 Scope of Services

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

Services include but not limited to:

- Reservation and Ticketing
- Airfares and Airline Routings/Itineraries (for the routes outlined in Annex I)
- Travel Information and Advisories
- Flight Cancellation, Rebooking, and Refunds

2. Contract

Framework Agreement from December 1st, 2023 – November 30th, 2024

A Framework Agreement is not binding iMAP Inc. to process any Purchase Orders. iMAP Inc. reserves the right to award a FWA to one supplier or multiple suppliers.

3. Proposal Submission Process and Timeline

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

4. RFP Coordinator

Ahmed Mahdi, iMAP Inc. Logistics Coordinator (amahdi@immap.org).

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

5. Proposer Inquiries

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

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 on or before **November 5, 2023**, 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 Inc. Any communications from any other individuals are not binding to iMMAP Inc.

6. Calendar of Events

<u>Event</u>	<u>Date</u>
Release RFP	October 31, 2023
Deadline for receiving proposer inquiries	November 5, 2023
Responses to proposer inquiries due	November 6, 2023
Proposal submission deadline	November 12, 2023
Announce award of "Successful Proposer"	November 23, 2023
Contract signature	November 30, 2023

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

7. Proposal Submission

Proposal must be submitted before the above-mentioned deadline (**November 12, 2023**) to the following email: **amahdi@immap.org**.

Any other proposal submission modality will not be considered. Proposals received after the submission deadline will not be considered.

The proposals must be received in two separate emails: one including the technical proposal and all relevant documentation and a second one inclusive of the financial proposal only. Failure to comply with this requirement will result in the rejection of the bidder's proposal.

Preferred emails subjects:

- Email 1 - [COMPANY NAME] _ Travel Management services – Technical proposal.
- Email 2 - [COMPANY NAME] _ Travel Management services – Financial 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.

8. Proposal Design

1. Proposal Package

Bidders should refer to **Annex 1** – Proposal Guidelines of this RFP for the design of their offer.

Bidder's proposal packages must contain the following:

- Technical Proposal (signed and stamp by the bidder) with:
 - Tax clearance certificate
 - Business Registration certificate
 - Certification statement
- Financial Proposal (signed and stamp by the bidder) with:
 - Bank account details

Missing documents will result in the rejection of the bidder's proposal.

2. Cost of preparing proposal

iMMAP Inc. is not liable for any costs incurred by prospective proposers prior to issuance of or entering into a contract with iMMAP Inc. 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 Inc.

9. 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.

10. Certification Statement

The proposer must sign and submit the Certification Statement shown in ANNEX II along with the technical proposal.

11. 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.

12. EVALUATION AND SELECTION

a. 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 Inc. takes meeting duty-of-care obligations and compliance with the principles of 'do no harm' very seriously.

b. 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 Inc. reserves the right to award a contract based upon initial offers received. Proposals submitted should follow the format in ANNEX II.

ELIGIBILITY CRITERIA

iMMAP Inc. will only evaluate offers meeting these eligibility criteria marked on a pass or fail basis.

#	Criteria	Marks
1	Adherence to RFP requirements	Pass /Fail
2	Valid registration license	Pass /Fail
3	Technical proposal and financial proposal are submitted in two different emails	Pass /Fail
4	Technical and financial proposals are stamped and/or signed	Pass /Fail
5	The service provider has a bank account in the name of the company	Pass /Fail
6	Bid validity (Bids shall remain valid for at least 60 days)	Pass /Fail
7	Certification of statement (ANNEX II)	Pass /Fail

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

EVALUATION GRID

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

2	Technical Proposal	Marks
A	Valid registration license	Valid: Pass Invalid: Fail (Disqualification)
B	Proposal validity	Proposal valid for 60 days or more: Pass Proposal not valid for 60 days: Fail (Disqualification)
C	Bank account	Sharing details of a valid bank account: Pass NOT Sharing details of a valid bank account: Fail
D	Certification of Statement	Pass/Fail
E	Years of existence	1-3 years: 5 points ≥ 5 years: 10 points
F	Years of experience with other international organizations, embassies, multinational corporations (provide proofs)	≤ 1 year: 5 points 2-4 years: 15 points ≥ 5 years: 20 points

G	Key personnel (account manager) experience in the similar field (CVs to be shared)	<3 years: 5 points 3-4 years: 7 points ≥ 5 years: 10 points
H	Size of the firm (number of employees)	> 5 employees: 2 points 5-9 employees: 5 points ≥ 10 employees: 10 points
I	Possession of IATA, ISO, or equivalent certificate	Valid IATA, ISO, or equivalent certificate: 10 points No certificate: 0
TOTAL		60

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

3	Financial Proposal	Marks
A	Overall price offered Prices must be offered in IQD	(Lowest priced offer / Price of the offer being reviewed) x 25
B	Payment terms iMMAP Inc. prefers monthly payment within 30 days after receiving the invoice	Payment terms meeting iMMAP Inc.'s requirement: 5 points Payment terms NOT meeting iMMAP Inc.'s requirement: 0
C	Means of Payment	Cheque or bank transfer: 5 Cash: 0
D	Security deposit	Not required: 5 Required: 0
TOTAL		40

13. 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.