



# International Rescue Committee Bangladesh

**IRC/BD/MSA/85/2023-2024**

## REQUEST FOR PROPOSAL (RFP) FOR PROVISION FOR TRAVEL MANAGEMENT AGENT SERVICES

<b>Planned Timetable</b>	
<b>Issue Request for Proposal</b>	10 <sup>th</sup> December 2023
<b>Pre-bid meeting with supplier/service provider</b>	17 <sup>th</sup> December 2023
<b>Questions from Suppliers due date</b>	17 <sup>th</sup> December 2023
<b>Answers to Suppliers questions due date</b>	19 <sup>th</sup> December 2023
<b>Bid submission due date</b>	27 <sup>th</sup> December 2023
<b>Bid Opening date</b>	28 <sup>th</sup> December 2023
<b>Bid evaluation &amp; Due diligence check</b>	5 <sup>th</sup> January 2024
<b>IRC QA review process and final Award of Business</b>	11 <sup>th</sup> January 2024
<b>Awarded</b>	18 <sup>th</sup> January 2024

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## A. INTRODUCTION

### 1) The International Rescue Committee

The International Rescue Committee, hereinafter referred to as “the IRC”, is a non-profit, humanitarian agency that provides relief, rehabilitation, protection, resettlement services, and advocacy for refugees, displaced persons and victims of oppression and violent conflict.

### 2) The Purpose of this Request for Proposal (RFP)

It is the intent of this RFP to secure competitive proposals to select a service provider for the International Rescue committee Bangladesh Offices to provide Travel Management Agency Service to IRC Bangladesh to provide travel management services. All qualified and interested Service providers are invited to submit their proposals.

The winning bidder(s) will enter into a fixed price Master Service Agreement (MSA) for two (2) years. Bidders shall be domiciled in and shall comply with all Government Regulations to operate in Bangladesh. The bidder shall be regular tax payer and shall furnish a copy of their operating license/certificate of registration valid for the fiscal year 2023-2024. The Bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices.

### 3) Cost of Bidding

The Bidder shall be responsible for all costs associated with the preparation and submission of its bid, and IRC hereinafter referred to as “the Purchaser”, will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

## B. THE BIDDING DOCUMENTS:

### 4) The Bidding Documents

The Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding documents prepared for the selection of qualified suppliers. Failure to furnish all information required as per the bidding documents or to submit a bid not substantially responsive to the bidding documents in every respect will be at the Bidder’s risk and may result in bid rejection.

The Bidding documents shall include the following documents:

- The Request for Proposal – RFP (this document, signed and sealed in each page);
- Price offering sheet
- Vendor Information Form
- Conflict of Interest & Code of Conduct Form
- Intent To Bid Form

### 5) Clarification of Bidding Documents

A prospective Bidder requiring any clarification of the Bidding Documents may notify the Purchaser in writing at [BD.clarifications@rescue.org](mailto:BD.clarifications@rescue.org). The request for clarification must reach the purchaser not later than 14<sup>th</sup> December 2023. The Purchaser will respond by e-mail providing clarification on the bid documents by 17<sup>th</sup> December 2023. Written copies of the Purchaser’s response (including an explanation of the query but without identifying the source of inquiry) will be communicated to all prospective Bidders, who had received the bidding documents where possible.

A **Pre-bid meeting** will be held on **Zoom virtual meeting** (Zoom conference meeting). Where all interested bidders are invited to join **on zoom link** to attend and ask for any clarification during the meeting.

### **A Pre-bid meeting on Zoom online:**

You are invited to a Zoom meeting on 17<sup>th</sup> December 2023 at 2:30pm to 3:30 pm

Zoom link:

<https://rescue.zoom.us/j/92164914425?pwd=b0pVdE5qRk9lenV3aGZ1bzRYTE8zZz09>

Meeting ID: 921 6491 4425

Passcode: 406026

## **C. PREPARATION OF BIDS:**

### **6) Language of Bid**

The Bid and all related correspondence and documents exchanged between the Bidders and the Purchaser shall be written in English Language only.

### **7) Documents Comprising the Bid**

The submitted bid shall include the following information. Failure to provide all requested information or to comply with the specified formats may disqualify the Bidder from consideration.

- a) The Consulting Firm should have updated valid registration from the Concerned Authorities as Proprietorship / Partnership/ Private Limited Company. (Mandatory)
- b) TIN Certificate and Taxpayers documents. (Mandatory)
- c) VAT Registration Certificates/ Business Identification number (BIN) Supplier should have ability to process invoice in Musak 6.3 (Mandatory)
- d) Quality accreditation (example ISO 9001, IATA approved, Civil Aviation certification or equivalent (Mandatory)
- e) A cover letter explaining the Bidder's interest in service to IRC.
- f) Profile of the company with the details of employed staff's skill/qualification and services or facilities available as complementary or with charges.
- g) List of last three years relevant work experience (Attach copies of contracts/Purchase orders/Work orders/Certificates of completion etc.)
- h) **Financial bank solvency certificate.**
- i) **Three (3) References** from current or past **valued clients.**
- j) Technical proposal & financial proposal should submit in separate envelope for hardcopy submission.
- k) Appendix-1 – The Request for Proposal – RFP each page seal and signed (Mandatory)
- l) Appendix-2- Financial proposal should be submitted in prescribed format. (Mandatory)
- m) Appendix-3 - Filled Vendor Information Form, **completed and signed** (Mandatory)
- n) Appendix-4 - IRC Conflict of Interest & Supplier Code of Conduct, **completed and signed** (Mandatory)
- o) Appendix-5 - Intent to bid form, **completed and signed** (Mandatory)

### **8) Bid Prices**

The Bidder shall clearly indicate the unit price of the goods/service with Vat and Tax following Bangladesh government policy they propose to supply. All unit prices shall be clearly indicated in the space provided in the price schedule, and all unit prices quoted in the RFP response shall be agreed to be in effect for a minimum of Twelve (12) months beginning on the date when the contract is executed, with the exception of products or services which are subject to significant and unavoidable market forces which prevent this, in which case the Bidder shall describe and justify the driver(s) of potential price fluctuation during the first

Twelve (12) months of the agreement. The Bidder shall sign the price schedule and shall stamp the price schedule with the Bidding Company's seal where feasible.

During the validity period of the Master Service Agreement, if there is a price change in the market the **supplier can express the change in writing for the Purchaser a month before implementing the change.** The Purchaser also responds for the request in writing within 15 days of receipt of notice for price change. Once the changes are agreed between both parties, an addendum will be signed and included in the MSA.

## 9) Bid Currencies

All financial rates and amounts entered in the Bid Form and Price Schedule and used in documents, correspondence, or operations pertaining to this tender shall be expressed in BDT only.

## 10) Document Establishing Goods Eligibility and Conformity to Bidding Documents

Pursuant to Clause 7, the Bidder shall furnish, as part of its bid, documents establishing the eligibility and conformity to the Bidding Documents of all goods and services, which the Bidder proposes to supply under the Contract.

The Documentary evidence of the goods and services' conformity to the Bidding Documents may be in the form of technical specifications, literature, drawings, data (tables, graphs etc.), and shall furnish:

- A detailed description of the goods' essential technical and performance characteristics.
- A **clause-by-clause** commentary on the Purchaser's Technical Specifications demonstrating the goods and services' substantial responsiveness to those specifications or a statement of deviations and exceptions to the provisions of the Technical Specifications.

The Bidder may propose alternate standards, brand-names and/or catalogue numbers in its bid, provided that it demonstrates to the Purchaser's satisfaction that the substitutions are substantially equivalent or superior to those designated in the Technical Specifications.

## 11) Bid Security

For the Purpose of This Tender or MSA Process, **Bid Security or Bond is not applicable.**

## 12) Period of Validity of Bids

Bids shall remain **valid for 90 working days** after the date of bid opening prescribed by the Purchaser. A bid valid for a shorter period may be rejected by the Purchaser as non-responsive.

In exceptional circumstances, the Purchaser may request the Bidders to extend the period of validity. The request and the responses thereto shall be made in writing by letter or e-mail. A bidder agreeing to the request will not be required nor permitted to modify his bid.

## 13) Format and Signing

The original bid shall be signed by the Bidder or by a person or persons authorized to bind the Bidder to the contract. Financial proposal pages of the bid shall be initialed by the person or persons signing the bid and stamped with the Bidder's company seal.

Interlineations, erasures, annotations, or overwriting shall be valid only if they are initialed by the person or persons signing the bid.

**Please note:** A single bidder may not bid on the same tender via more than one company under his or her ownership. In addition, bidders having close relationships with other bidders (members of the same family, subsidiary, or daughter companies, etc.) may not bid on the same tender. This

type of action, or any other action judged by the Purchaser to constitute collusive behavior, will lead to the bidder(s) being automatically eliminated from this tender and disqualified from participating in future IRC tenders. On the other hand, one bidder may submit more than one offer in response to the same tender only if the offers demonstrate clear differences in specifications, quality, lead time, and other characteristics of the goods and services offered.

## **D. SUBMISSION OF BIDS**

### **14) Submission and Marking of Bids:**

Bidders can submit hard copy printed sealed bid or can do online submission to a restricted IRC email address.

#### **Online bid submission:**

Bidders can send the bid documents through email if unable to submit the hard copy. For online/ email submission, attachment should not be more than 15MB. Email can be sent to **BD.tenders2@rescue.org** and for email submission, bidders need to mention the tender reference number **“IRC/BD/RFP/85/2023-2024 - Travel Management Agent Services”** in the email subject. And Multiple emails are acceptable if the size of proposal (Technical & Financial) is more than 15MB. Email submission of bids should be received to IRC mentioned email **on or before 05:00 pm (Dhaka time ) of the 27<sup>th</sup> December 2023.**

#### **Hard copy bid submission:**

Bidder shall submit **Sealed Bids (Sealed Envelope)** marked with tender reference number **“IRC/BD/RFP/83/2023-2024 – Travel Management Agent Services”**. Sealed envelope should be received by the IRC **on or before 05.00 pm (Dhaka time) of the 27<sup>th</sup> December 2023** delivered by hand or by courier by the bidder or authorized representative and put into the bid box placed at the address below. Bids sent through courier, IRC will not take any responsibility to collect it from courier office or any delay of courier office will not be considered. IRC will only consider bids that will be found inside the bid/tender box placed in the “IRC Bangladesh office, 3<sup>rd</sup> Floor, Sayeman Heritage, Baharchara, Cox’s Bazar”.

**Bids submitted after the deadline or not in the tender/bid box will not be accepted for further evaluation process.**

**Bid Submission address: International Rescue Committee, 3rd floor, Sayeman Heritage Residence, Baharchara, Cox’s Bazar.**

All bids shall be placed in the box provided for the purpose. Bids submitted after the deadline will not be accepted. The PURCHASER may, at its discretion, extend the deadline for the submission of bids, in which case all rights and obligations of the PURCHASER and Bidders, as documented in the RFP, will be applicable to the new deadline.

Bidders shall sign the bid register form at the reception of the IRC office indicating their company name, telephone number, and date of submission.

### **Format**

The Bidder’s proposal shall include a technical proposal and a financial proposal, in separate sealed envelopes.

### **15) Modification and Withdrawal of Bids**

The Bidder may modify or withdraw its Bid after submission, provided that written notice of the modification, including substitution or withdrawal of the Bids, is received by the Purchaser prior to the deadline prescribed for submission of Bids.

The Bidder’s modification or withdrawal notice shall be prepared, sealed, marked, and dispatched. No Bid may be modified after the deadline for submission of bids.

## E. BID OPENING AND EVALUATION

### 16) Preliminary Examination

The Purchaser will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed and whether bids are generally in order.

### 17) Evaluation and Comparison of Bids

Bids determined to be substantially responsive as per section 7 above will be considered evaluated by the IRC Procurement Committee, with the below scoring criteria.

#### Evaluation criteria:

EVALUATION CRITERIA	Description	Weightage (%)
<b>Criteria 01:</b> Eligibility (Documents/Certifications)	Refers to Bidder's ability to demonstrate that they have valid business registration, vat & tax certificate/ registration as mandatory required by local law. In addition to above documents, company profile, service details and other certificates/accreditations will be taken consideration for the eligibility marking. Please follow the documents list asked for this bidding process in clause 7. Bidder who will submit all mandatory documents, those are only qualify for next level of evaluation.	Pass/ Fail
<b>Criteria 02:</b> Affiliation	Score: 3 Working as General Sales Agent (GSA) of different foreign airlines will get 0.5 mark and maximum score is 03. (Agency must submit the documents of proof)  Score:6 Working with each foreign airline will get-0.5 mark and maximum score is 06. (Agency must submit the documents of proof)  Affiliation with international agencies-Score: 6 Working with each International agency/corporate clients will get-1 mark and maximum score is 6. (Agency must submit the documents of proof)	15%
<b>Criteria 03:</b> Capability	Evidence of financial capacity- provide the last 3 years audited financial statements/annual turnover- Score: 8 Audited financial statements/annual turnover- Score- 3 Years- 5 Marks, 2 Years- 3 Marks, 1 Year- 1 Mark  Outstanding performance award received from different airlines during last 3 years- Score: 02 Outstanding performance award received from different 3 airlines- Score- 5 Marks, 2 airlines- 3 Marks, 1 airline- 1 mark (Agency must submit the documents of proof)	10%
<b>Criteria 04:</b> Service Offered	Minimum 3 years of progressive operational experience preferable with United Nations or other International Humanitarian Organization, Embassies and/or leading Commercial Companies preferred- Score- 06 (below 1 years=0 marks, 3-6 years= 2 marks, 7-8 years =4 marks, 9-10 years= 6 marks)	30%

EVALUATION CRITERIA	Description	Weightage (%)
	<p>Total Team Size, Organogram &amp; Gender Ratio- Score: 2</p> <p>Qualification of IRC’s dedicated staff: Score- 2 Working experience with corporate service handling experience for the staff- Score- 3+ years’- 5 Mark, 2-3 Years- 3 Mark, 1-&lt;2 Years- 1 Mark</p> <p>Visa processing for those countries who have embassy in Bangladesh- Score: 10 (Annex) Name of Country- Full Support for Visa Processing Name of Country-Documentation Support for Visa Processing Name of Country- Not able to support for Visa Processing (Provide us a list of country according to above requirements)</p> <p>Visa processing for those countries whose embassy not available in Bangladesh- Score: 10 Name of Country- Full Support for Visa Processing Name of Country-Documentation Support for Visa Processing Name of Country- Not able to support Visa Processing (Provide us a list of country according to above requirements)</p>	
Criteria 05: Presentation (only from top ranking bidders)	<p>Based on above 54% evaluation, only top-ranking bidders will be invited to provide a presentation to Tender committee where they need to demonstrate their understanding of scope of service, their skills, experience, and way of service delivery.</p> <p><b>Technical Committee members will review technical presentation and responses respect to IRC team questionnaire and will score out of 5%.</b></p>	5%
Criteria 05: Financial proposal	<p>Offer as per Price list (all prices should be inclusive of Tax charges as per the government policy and rules) as per details mentioned in scope of service requirements.</p> <p><b>Highest discount offer will get highest score.</b></p>	40%
<b>Total =</b>		<b>100%</b>

### 18) Contacting the Purchaser

Subject to Clause 5, no Bidder shall contact the Purchaser on any matter relating to its bid, from the time of the bid opening to the time the Contract is awarded, or the selected qualified supplier is announced.

### 19) Notification of Award

Prior to the expiration of the period of bid validity, the Purchaser shall notify the successful bidder in writing or where necessary by telephone that his or her bid has been accepted and, selected for Service Agreement for the specific goods and/or services. At this stage IRC may also choose to negotiate with the selected bidder to finalize the offer.

## F. CONTRACTING

### 20) Contract award and notification

The Purchaser shall award the Contract to the notified successful Bidder(s) whose bid has been determined to be substantially responsive and has been determined to be the best evaluated bid considering price and performance factors, provided further that the Bidder is determined to be qualified to enter into a Service Agreement and perform its obligations satisfactorily.

### 21) Warranty

The Supplier/Service provider shall warrant that the goods/service will be provided to IRC will have warranty of nature friendly and not harmful for any service receiver or its clients and meet the Purchaser’s specifications.

The warranty shall remain valid for a period of time as may be specified by the supplier in the Bid and this warranty period shall be considered as one of the bid advantages, and shall in no case be less than that which is provided for by BANGLADESH Law if any.

## **22) Inspection**

The Purchaser shall have the right to inspect the goods / services to confirm their conformity to the specification. The inspection will be conducted by assigned staff of the Purchaser or a reputed relevant consultant selected by the Purchaser.

In the future business relation, should any inspected goods / services fail to conform to the specification, the Purchaser may reject them, and the Bidder shall replace the rejected goods/services without extension of time except at the Purchaser's sole discretion.

## **23) Price Schedules and Location**

Vendors interested in the provision of Goods/Services to IRC should NOTE that all categories apply to all IRC Offices.

List of Goods and Services for Service Agreement as per mentioned Scope of service/ToR required Categories is attached (appendix -1).

## **24) Service or consultant agreements**

For service or consultant agreements time and material awards are not authorized unless it is the only suitable award and a ceiling is established.

## **25) Disclaimer**

The Purchaser reserves the right to alter the dates of the timetable.

The Purchaser does not bind itself to accept the lowest or any proposal.

## **G. ETHICAL OPERATING STANDARDS**

### **26) Compliance to the IRC Way**

The IRC Way: Standards for Professional Conduct (“The IRC Way”), the IRC’s code of conduct, which can be found at: <https://www.rescue.org/page/our-code-conduct> and IRC’s combating Trafficking in Persons Policy, which can be found at: <https://rescue.app.box.com/s/h6dv915b72o1rnapxg3vczbqxjtboyel>. The IRC Way provides four (4) core values - Integrity, Service, Accountability and Equality – and twenty-two (22) specific undertakings.

The IRC Way provides, inter alia, that IRC does “not engage in theft, corrupt practices, nepotism, bribery, or trade in illicit substances.” IRC’s procurement systems and policies are designed to maximize transparency and minimize the risk of corruption in IRC’s operations.

IRC requests that a supplier

- (i) informs IRC upon becoming aware that the integrity of IRC’s business has been compromised during the RFP process, and
- (ii) Reports such events through IRC’s confidential hotline, Ethics point, which can be accessed at [www.ethicspoint.com](http://www.ethicspoint.com) or via toll-free (866) 654-6461 in the U.S., or collect (503) 352-8177 outside the U.S.

### **27) Bidder Non Collusion Statement**

IRC prohibits collusion and will disqualify all bids where collusion is detected. Collusion happens when related parties submit separate bids for the same tender. Collusion includes situations where:

- a) Members of the same family submit separate bids for the same tender
- b) Separate companies owned by the same person submit separate bids for the same tender
- c) Employees of a bidding company submitting separate bids through companies they own for the same tender
- d) Partners in a bidder submitting separate bids under their own names/ companies they own for the same tender

It is collusion for a person to be involved in more than companies/ businesses submitting a bid to the same tender. Collusion will lead to IRC disqualifying the involved Individuals or companies from that tender as well as disqualify them from submitting bids for future tenders. In addition, IRC may share information relating to this collusion with other international aid organizations operating in the region leading to loss of business opportunities for the colluders.

## **H. Attached Form**

- Appendix 1-Scope of Service
- Appendix 2- Price schedule
- Appendix 3 -Supplier Information Form

- Appendix 4-Intend to Bid
- Appendix 5-IRC conflict of interest & Supplier code of Conduct

## **Scope of Services, Expected Outputs, and Performance Standards**

### **Background**

In order to achieve further time and cost efficiency while ensuring outstanding quality of service IRC wishes to enter Master Service Agreement with most competent Travel Agencies to serve all its travel management services.

Travel as refer to in the SoS, shall apply to all journeys of IRC staff from one place to another for official business purpose. These official purposes include, but need not to be limited to, to the following:

- Official mission, meetings, and various events
- Appointments and repatriation of staff and family members
- Home leaves and emergency travels
- Visit to IRC regional and global offices.

### **Objective**

IRC is hereby undertaking a solicitation of proposals from Travel Agencies which are interested to provide various Travel Management Services regularly required by the IRC. All management and administrative products, current and emerging, which assist in the support of the authorized travel, fall within the scope of the proposal. The successful proposer shall be contracted for this purpose for an initial period of two (2) year and renewable for an additional one (1) year, upon satisfactory evaluation of performance.

### **Scope of Services and Expected Outputs**

The successful Travel Agency shall provide full, prompt, accurate, and expert travel products and services to the IRC from 08:30 to 18:30 (EST Eastern Standard Time) during working days. In addition, the Travel Agency shall provide after-hours contact and support for 24-hour emergency service, as well as for services during weekends and official holidays where emergency travel service is required.

The products and services include, but are not limited to, the following:

### **Mandatory Services Requirement**

### 1) Reservation and Ticketing:

The Service Provider agrees to provide the following services ("Services") to IRC:

- Provide the most cost-effective domestic and international air travel itinerary, including information on baggage allowance and visa requirements
- Assist with arranging travel plans for both individuals and groups.
- Provide quotations on airline tickets for both national and international destinations for individuals and groups.
- Make reservations, rebook tickets, and issue/re-issue airline tickets as needed.
- Calculate and process refunds for changed, canceled, or partially unused tickets.
- For wait-listed bookings, the Travel Agency shall provide regular daily feedback on the status of the flight.
- The Travel Agency shall reconfirm and revalidate airline tickets, and re-issue tickets that are returned as a result of changed routing or fare structures as per conditions enforced by airline carriers and as per IRC's requirement
- Agencies shall treat all the information provided herein as confidential and shall not release this information to any third party.

### 2) Airfares and Airlines Routings/Itineraries

- The Travel Agency shall propose fares/airline routings and guarantee that it shall obtain the lowest available airfare for the journey concerned at the most direct and economic routing.
- Ensure that tickets issued are in accordance with entitlements prescribed in the Travel Authorization;
- Negotiate with airlines on preferred carrier fares for IRC
- Advise market practices and trends that could result in further savings for IRC, including the use of corporate travel booking tools with automated travel policy compliance and enforcement, and travel management reporting.

### 3) Travel Information / Advisories

- The Travel Agency shall 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.
- The Travel Agency shall inform travelers, upon booking confirmation, of flight/ticket restrictions, involuntary stop-overs, and other inconveniences of the itinerary and provide required documentation for travels;

- The Travel Agency shall promptly notify travelers of airport closures, delayed or canceled flights, as well as other changes that might affect or will require preparations from travelers, sufficiently before departure time, and as soon as it becomes available.

#### 4) Flight Cancellation / Rebooking and Refunds

- The Travel Agency shall process duly authorized flight changes /cancellations when and as required
- The Travel Agency shall immediately process airline refunds for canceled unutilized pre-paid tickets and credit these to IRC as expeditiously as possible
- The Travel Agency shall refund tickets within one (1) month
- The Travel Agency shall limit refund charges at airline rate only, i.e. no additional charges will accrue to the Travel Agency;
- The Travel Agency shall absorb cancellation and/or change reservation date charges which are due to no fault of the IRC or the traveler
- The Travel Agency shall report back to IRC on the status of ticket refunds.

#### 5) Supplier Relations

- The Travel Agency shall not favor any particular air carrier when making reservations.
- The Travel Agency shall maintain excellent relations with all air carriers for the benefit of the IRC.

#### 6) Services Quality Control and continuous improvements

- The Travel Agency shall establish and operate to monitor on a regular and continuous basis the quality of travel products and services provided to the IRC.
- The Travel Agency shall designate a suitable Client Manager to IRC for overall service management and routine communication.
- The Travel Agency is strongly required to keep the personnel stability of the Client Manager and ensure the continuity and smooth of travel service.
- These procedures shall include a self-inspection system covering all the services to be performed under the Contract and shall include a method for monitoring, identifying, and correcting deficiencies in the quality of service furnished to the IRC;
- Regular meetings between senior management to monitor and review progress on an ongoing basis with a view to suggesting improvements to the service.
- The IRC shall be notified of any deficiencies found and corrective action taken;
- The Travel Agency warrants that the personnel assigned to handle the IRC travel arrangements shall constantly be trained to be kept up to date.

- Measurements of improvements to the service will be part of the Service Level Agreement between the parties.

7) Providing an Interface with major Airlines to get the best corporate deals: Ability to facilitate meetings with senior colleagues from Airlines to get the best corporate deals for IRC.

8) Providing flight Data for the calculation of Carbon Emission upon request.

9) Maintain and update the ID data of frequent travelers and keep it safe and secure. Never disclose/share the data without authorization. Strictly follow IRC Data Protection Principals.

## **Contractual and Institutional Arrangements**

### **Contract Parameters**

IRC envisages entering into an agreement with one or multiple selected Service Provider for the provision of Travel Management. The initial period of the contract will be two years with the option to extend for one additional year, subject to a satisfactory performance evaluation.

The Travel Agency, selected as a result of the present Bid, will pass on to the IRC their own fares and conditions offered by the air carriers and shall not expect to receive any standard or override commissions from the respective air carrier.

For the services listed under sub-section B (Scope of Services, Expected Outputs, and Performance Standards) of the Terms of Reference the selected Travel Agency will charge the IRC on fixed transaction fee per each issued ticket and other services regardless of booking class and destination, as detailed in Price Schedule Form of the present Request for Proposal. The level of the service fees shall remain fixed for the whole duration of the contract and shall apply for a whole itinerary per passenger and each independent air ticket issued unless there are changes in pricing introduced by the air carrier which should be officially communicated.

### **Roles and Responsibilities**

The Travel Agency shall collaborate with the representatives designated by the IRC's Global USARAP coordinator, who will request quotations for various itineraries, as required. Requests shall be sent in writing to the Travel Experts designated by the contracted Travel Agency and shall contain the following minimum information:

- Routing/itinerary of travel;
- Outbound departure date and inbound arrival date;
- Class of booking and conditions of booking, if applicable (i.e. changeable dates, fully refundable, etc.);
- Number of tickets required;
- Restrictions regarding airlines and/or air carriers, if applicable.

Requests for quotation shall be sent between 08:00 and 17:30 during working days. In case of emergency services requested during weekends and official holidays, the request for quotation sent in writing shall be followed by a phone call from the requestor alerting of the emergency.

Within two working hours from receipt of a written request by email, the contracted Travel Agency shall provide its quotation as per the applicable IRC Travel Policy and special fares and conditions offered by air carriers to the IRC. The quotation shall consist of a minimum of three options for the requested itinerary and shall contain the following information for each option:

- Air carriers and flight numbers;
- Dates and times of departures/arrivals for each segment of the trip;
- Booking class with a description of applicable restrictions and period of validity of booking;
- Refund/rebooking charges;
- Price in USD, disaggregated by ticket fare, taxes, service fee, and other charges if applicable.

The IRC representative shall select the acceptable offer and shall confirm and request the Travel Agency to make the booking, as early as possible. The Travel Agency shall send the booking by email to the IRC representative. The period of validity of booking shall be in accordance with policies enforced by airline carriers and shall be indicated in the message.

The IRC representative shall make every effort to obtain all required approvals for the proposed booking and travel within the period of validity of the booking. In the event that he/she failed to request the issuance of electronic ticket within the period of validity of the initially proposed booking, the Travel Agency shall make every effort to re-book the initially proposed itinerary at the same fare and conditions, or shall inform the IRC representative of the impossibility of doing so and shall re-book the ticket at the next lowest available fare.

Upon approval of travel, the authorized sender shall request issuance of electronic ticket as per confirmed booking and price.

## **Contract Management and Billing**

The IRC shall, from time to time, evaluate and verify with other Travel Agencies and other industry indicators the comparability and competitiveness of the rates offered by the contracted Travel Agency. The IRC reserves the right to terminate contract with the Travel Agency at any time if the Travel Agency charges IRC on higher rates than market standards or does not render minimum services described in this tendering document.

### Billing and Invoice

- The Travel Agent shall send an itemized official invoice and necessary documents to the IRC Authorized Staff once available for all services provided to the IRC
- The invoice shall be issued in BDT.
- The invoice shall be issued in the currently of the contract
- The itemized itinerary shall be disaggregated by ticket fare, different type of taxes, service fee and other charges (if applicable);
- Within 30 working days after receiving of the invoice, the IRC shall effect payment to the Travel Agency upon review and approval of the services included in the invoice;
- The payment by IRC will be made only by bank transfer.

## **Appendix 2- Price schedule**

<b>SL</b>	<b>Description</b>	<b>Discount* in %</b>	<b>Agent Service charge</b>	<b>Date change agent service charge</b>	<b>Cancellation agent service charge</b>
1	Domestic ticket-Offline				
2	Domestic ticket-Online				
3	International ticket-Offline				
4	International ticket-Online				
5	Extra Luggage booking				
6	Visa processing ( VSF)				
7	Visa processing for those countries which embassy in Bangladesh				
8	Visa processing for those countries which embassy not in Bangladesh				

# Appendix 3 Vendor Information Form



## INTERNATIONAL RESCUE COMMITTEE Vendor Information Form

The information provided will be used to evaluate the Company before contracting with the IRC.  
Please complete all fields.

**Fields marked (\*) are mandatory.**

**Vendor Information**

*Company\Organization Name	
*For individual vendors, provide legal first and last name	
*Any other names company is operating under (Acronyms, Abbreviations, Aliases) if any	
*Previous names of the company	
*Address	
*Website	
*Phone/Fax Numbers	Phone: _____ Fax: _____
*Primary Contact	First Name: _____ Last Name: _____ Phone Number: _____ Email Address: _____
*Number of Staff	
Number of Locations	
Avg. \$ Value of Stock on Hand	
*Name(s) of Company Owner(s) or Board of Directors or CEO	
*Parent companies, if any	
*Subsidiary or affiliate companies, if any	

**Financial Information**

*Bank Name and Address	
*Name under which company is registered at bank	<u>This field is mandatory if Wire Transfer is the selected payment method</u>
*Specify Standard Payment Terms (Net, 15, 30 days etc.)	
*Payment Method (select all that applies)	Payment By: <u>Check</u> Yes   No <u>Wire Transfer</u> Yes   No
Vendor Preferred Currency	
*Bank account number	<u>This field is to be completed upon notification of awarding of order\contract</u>
Routing Number	<u>This field is to be completed upon notification of awarding of order\contract</u>
IBAN number (if applicable)	<u>This field is to be completed upon notification of awarding of order\contract</u>
Swift code (if applicable)	<u>This field is to be completed upon notification of awarding of order\contract</u>

**Product/Service Information**

List Range of Products/Services Offered	
Basis For Pricing (Catalog, List, etc.)	

**Documentations as applicable:**

*Registration	Provided _____ Not provided: _____ Reasons: _____
*Tax ID (W9, Tax exempt certificate, etc.)	Provided _____
US Vendors only *Do you require a Form 1099?	Yes _____ No _____

**References**

Client Name:	<u>Contact Name, Phone, Email Address:</u>
Client Name:	<u>Contact Name, Phone, Email Address:</u>
Client Name:	<u>Contact Name, Phone, Email Address:</u>

**Vendor Self-Certification of Eligibility**

Company certifies that:

1. They are not debarred, suspended, or otherwise precluded from participating in major donor (e.g. European Union, European and United States Government, United Nations) competitive bid opportunities.
2. They are not bankrupt or being wound up, are having their affairs administered by the courts, have entered into arrangements with creditors, have suspended business activities, are the subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations.
3. They have not been convicted of an offense concerning their professional conduct.
4. They have not been guilty of grave professional misconduct proven by any means that the contracting authority can justify, or been declared to be in serious breach of contract for failure to comply with their contractual obligations towards any contracts awarded in the normal course of business.
5. They have fulfilled obligations related to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country where the contract is to be performed.
6. They have not been the subject of a judgment for fraud, corruption, involvement in a criminal organization or any other illegal activity.
7. They maintain high ethical and social operating standards, including:
  - Working conditions and social rights: Avoidance of Child Labor, bondage, or forced labor; assurance of safe and reasonable working conditions; freedom of association; freedom from exploitation, abuse, and discrimination; protection of basic social rights of its employees and the IRC's beneficiaries.
  - Environmental aspects: Provision of goods and services with the least negative impact on the environment.
  - Humanitarian neutrality: Endeavoring to ensure that activities do not render civilians more vulnerable to attack, or bring unintended advantage to any military actors or other combatants.
  - Transport and cargo: Not engaged in the illegal manufacture, supply, or transportation of weapons; not engaged in smuggling of drugs or people.
8. Company warrants that, to the best of its knowledge, no IRC employee, officer, consultant or other party related to IRC has a financial interest in the Company's business activities, nor is any IRC employee related to principals or owners of the company. Discovery of an undisclosed Conflict of Interest situation will result in immediate revocation of the Company's Authorized Vendor status and disqualification of Company from participation in future IRC procurement.
9. Vendor hereby confirms that the organization is not conducting business under other names or alias's that have not been declared to IRC.
10. Vendor hereby confirms it does not engage in theft, corrupt practices, collusion, nepotism, bribery, or trade in illicit substances.

By signing the Vendor Information Form you certify that your Company is eligible to supply goods and services to major donor funded organizations and that all of the above statements are accurate and factual.



## Appendix 4 - COC & COI Form: IRC Conflict of Interest and Vendor Code of Conduct

### **IRC Conflict of Interest and Supplier Code of Conduct**

Supplier hereby agrees that Supplier and Supplier's employees and subcontractors, if any, shall abide by and follow all established written policies of IRC related to work conduct, including, but not limited to, The IRC Way: Standards for Professional Conduct ("The IRC Way"), the IRC's code of conduct, which can be found at: <https://www.rescue.org/page/our-code-conduct> and IRC's Combating Trafficking in Persons Policy, which can be found here: <https://rescue.app.box.com/s/h6dv915b72o1rnaxg3vczbqxjtboyel>.

The IRC Way provides four (4) core values - Integrity, Service, Accountability and Equality – and twenty-two (22) specific undertakings. Supplier acknowledges that all IRC employees and independent contractors are expected to apply these core values and follow these undertakings in carrying out work on behalf of IRC. It is a point of pride for IRC to apply these behavioral standards in IRC's everyday operations.

**Integrity - At IRC, we are open, honest and trustworthy in dealing with beneficiaries, partners, co-workers, donors, funders, and the communities we affect.**

- We work to build the trust of the communities in which we work and sustain the trust earned by our reputation in serving our beneficiaries.
- We recognize that our talented and dedicated staff are our greatest asset and we conduct ourselves in ways that reflect the highest standards of organizational and individual conduct.
- Throughout our work, IRC respects the dignity, values, history, religion, and culture of those we serve.
- We respect equally the rights of women and men and we do not support practices that undermine the human rights of anyone.
- We refrain from all practices that undermine the integrity of the organization including any form of exploitation, discrimination, harassment, retaliation or abuse of colleagues, beneficiaries, and the communities in which we work.
- We do not engage in theft, corrupt practices, nepotism, bribery, or trade in illicit substances.
- We accept funds and donations only from sources whose aims are consistent with our mission, objectives, and capacity, and which do not undermine our independence and identity.
- We support human rights consistent with the UN Universal Declaration of Human Rights and The Convention on the Rights of the Child.
- We rigorously enforce the UN Secretary General's Bulletin on the Protection from Sexual Exploitation and Abuse of Beneficiaries.
- IRC recognizes its obligation of care for all IRC staff and assumes their loyalty and cooperation.

**Service - At IRC, our primary responsibility is to the people we serve.**

- As a guiding principle of our work, IRC encourages self-reliance and supports the right of people to fully participate in decisions that affect their lives.
- We create durable solutions and conditions that foster peace, stability and social, economic, and political development in communities where we work.
- We design programs to respond to beneficiaries' needs including emergency relief, rehabilitation, and protection of human rights, post-conflict development, resettlement, and advocacy on their behalf.

- We seek to adopt best practices and evidence-based indicators that demonstrate the quality of our work.
- We endorse the Code of Conduct for the International Red Cross and Red Crescent Movement and NGOs in Disaster Relief.

**Accountability - At IRC, we are accountable – individually and collectively – for our behaviors, actions and results.**

- We are accountable and transparent in our dealings with colleagues, beneficiaries, partners, donors, and the communities we affect.
- We strive to comply with the laws of the governing institutions where we work.
- We maintain and disseminate accurate financial information and information on our goals and activities to interested parties.
- We are responsible stewards of funds entrusted to our use.
- We integrate individual accountability of staff through the use of performance evaluations.
- We utilize the resources available to our organization in order to pursue our mission and strategic objectives in cost effective ways.
- We strive to eliminate waste and unnecessary expense, and to direct all possible resources to the people we serve

**Conflict of Interest and Legal Compliance**

- Supplier hereby warrants that, to the best of its knowledge, no IRC employee, officer, consultant or other party related to IRC has a financial interest in the Supplier's business activities.
- Supplier hereby warrants that, to the best of its knowledge, no IRC employee, officer, consultant or other party related to IRC has a family relationship with the supplier's owners.
- Discovery of an undisclosed conflict of interest will result in immediate termination of any Agreement and disqualification of Supplier from participation in current and future IRC activities.
- Supplier hereby warrants that the organization is not conducting business under other names or alias's that have not been declared to IRC.
- Supplier hereby warrants that it does not engage in theft, corrupt practices, collusion, nepotism, bribery, trade in illicit substances, or terrorism or support of terrorism.
- Supplier hereby warrants that it complies with all applicable laws, statutes and regulations, including, but not limited to, export controls, import controls, customs regulations, trade embargoes and other trade sanctions and laws governing unlawful boycotts and payments to foreign government officials.

**Supplier hereby agrees to maintain high ethical and social standards:**

- Working conditions and social rights: Avoidance of child labor, bondage, or forced labor; assurance of safe and reasonable working conditions; freedom of association; freedom from exploitation, abuse, and discrimination; protection of basic social rights of its employees and IRC's beneficiaries; prohibition of trafficking in persons.
- Environmental aspects: Provision of goods and services with the least negative impact on the environment.
- Humanitarian neutrality: Endeavoring to ensure that activities do not render civilians more vulnerable to attack, or bring unintended advantage to any military actors or other combatants.

- Transport and cargo: Not engaged in the illegal manufacture, supply, or transportation of weapons; not engaged in smuggling of drugs or people.

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Disclosures of conflict of interest shall be made in writing to the IRC Supply Chain Coordinator or Deputy Director of Operations in your country. For global procurement, please write to GSCQA. Email: GSCQA@rescue.org.

These IRC officials shall then determine whether a conflict exists and is material, and whether the contemplated transaction may be authorized as just, fair, and reasonable. If conflict exists, then the supplier with such a conflict shall be prohibited from participating in the transaction.

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If you believe that any IRC employee, volunteer or intern is acting in a manner that is inconsistent with these Standards, please notify a supervisor or the confidential helpline Ethicspoint, [irc.ethicspoint.com](http://irc.ethicspoint.com) or call Ethicspoint toll-free (866) 654-6461 in the U.S./call collect (503) 352-8177 outside the U.S. There will be no retaliation against any person who raises concerns that are based on good faith belief of improper conduct. An intentionally false report or a failure to report conduct that is known to violate these standards may result in disciplinary action.

By signing this statement supplier acknowledges any violation of the above IRC policies will result in immediate termination of any agreement in place and disqualification from participation in future IRC activities.

Supplier Name:	
Signature:	
Title:	
Print Name:	
Date:	

**Appendix 5 - Intent to Bid Form:**



**Intent to Bid  
International Rescue Committee, Inc.  
Intent to Bid**

**IRC Reference #:** \_\_\_\_\_

Company Name \_\_\_\_\_

(Please indicate #1 or #2 below)

1.  It is the intent of this company to submit a response to the (Title of RFP) Request for Proposal.

Please provide a name and email address for the person within your company that should receive notices, amendments, etc. that are related to this RFP:

Name \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

Signature (If faxed) \_\_\_\_\_

Title of Person signing \_\_\_\_\_

Date \_\_\_\_\_

We realize that this is an intent to bid and in no way obligates this company to participate in this process.

2.  This company DOES NOT intend to participate in this RFP.

Name (Signature if faxed) \_\_\_\_\_

Title of Person signing \_\_\_\_\_

Date \_\_\_\_\_

Please fax or email this form at your earliest convenience to the attention of:

Name (YOU) \_\_\_\_\_

Fax \_\_\_\_\_

Email \_\_\_\_\_