



**NUTRITION INTERNATIONAL
(Formerly known as “The Micronutrient Initiative”)**

REQUEST FOR QUOTATIONS

RFQ No: 11-2021-CS

FOR HIRING TRAVEL AGENCY SERVICES

**DEADLINE FOR RECEIPT OF QUOTATIONS AT NUTRITION INTERNATIONAL:
Thursday, JANUARY 21, 2021 (BY 5:00 pm)**

1.0 **Scope**

Nutrition International “NI” (formerly known as the Micronutrient Initiative) is a global organization dedicated to delivering proven nutrition interventions to those who need them most. Working in partnership with countries, donors and implementers, our experts conduct cutting-edge nutrition research, support critical policy formulation, and integrate nutrition into broader development programs. In more than 60 countries, primarily in Asia and Africa, Nutrition International nourishes people to nourish life.

NI invites quotations for “For hiring of Travel Agency Services” as per the TOR provided under Annexure 1.

2.0 **Service Requirements**

Bidders should refer to TOR under Annexure 1.

3.0 **General Instructions and Considerations**

3.1 Bidders must provide all the information requested below. Quotations that do not provide the required information, or do not follow the submission requirements may not be reviewed.

3.2 Bidders are responsible for all costs associated with quotation preparation and sample submission.

3.3 Requests for further information must be sent by Thursday , January 21, 2021 (By 5:00 pm) on:

Email: proposalsbangladesh@nutritionintl.org

3.4 NI reserves the right to accept or reject any quotation in whole or in part and to reject all quotations at any time without assigning any reason whatsoever before award of Contract.

4.0 **Submission of Quotations**

4.1 The Closing Date for submission of quotations is on or before **Thursday, January 21, 2021 by 5:00 pm**. Late or incomplete quotations will not be considered. The Quotations along with technical information must be submitted by e-mail in English at the following Email address: proposalsbangladesh@nutritionintl.org with the reference of “RFQ No. 11-2021--XX” in the subject line.

4.2 For any clarification required, please write an email at proposalsbangladesh@nutritionintl.org

4.3 Only email bids will be accepted. Only those short-listed will receive an acknowledgment and will be called for a personal interaction (if required), at their own cost. The interaction will be held at the NI office in Bangladesh office or through email .

4.4 Proposals received after the due date and time will not be considered under any circumstances.

4.5 Bidders should refer to Annexure 2 for the format for quotations. The bidders are welcome to incorporate additional services (by adding separate rows at the bottom of the format table) they believe would be relevant as optional.

5.0 **Format for Quotations**

5.1 Bidders must include the following information:

The quotation should include a **brief profile** of the Bidder along with **financial quote** shall include

- The brief profile of the Bidder should include the following details:
 - a) Bidder company registrations, licenses and accreditations
 - b) Experience of the Bidder company
 - c) Facilities available of online travel bookings
 - d) Client list of national and international Not for Profit organizations or other corporates
- The financial quote should be provided using the format provided under Annexure 2. The bidders are welcome to incorporate additional services (by adding separate rows at the bottom of the format table) they believe would be relevant as optional.

5.2 All prices shall be valid for a period of 2 months after the Closing Date.

6.0 **Selection Criteria**

6.1 Following criteria will be adopted to select and identify suitable travel agency for the assignment. Out of the total scores 50% weight is assigned to technical and 50% to the financial proposal.

Scoring of Quotations: Selection of Travel Agency	
Assessment Category: Brief Profile	Weights
Qualification of Firm (A)	
Company registrations, licenses and accreditations	40%
Number of years of experience of the company and number of services provided by the company	30%
Client list of the company and tie ups with reputed hotels and airlines	30%
Total Score - Technical Proposal	100%
Overall weightage – Technical – 50%	
Assessment Category: Financial Quote	
Financial capability of the company	40%
Reasonable Service Fees charged by the company for travel bookings	60%
Total Score - Financial Quote	100%
Overall weightage – Financial – 50%	
Total Weighted Score (50% of Overall Brief Profile weightage + 50% of Overall Financial Quote weightage)	

7.0 Bidder Selection and Confidentiality

- 7.1 NI will review all complete quotations and inform the successful bidders within 2 weeks from the closing date.
- 7.2 NI will respect the confidentiality of all information provided by Bidders.

8.0 Payment

- 8.1 All bookings for Air/Rail/Hotel/Car done during 1-15th of the month will be payable by 30/31st day of the month.
- 8.2 All bookings for Air/Rail/Hotel/Car done during 16-30/31st of the month will be payable by 15th day of the next month.

ANNEXURE 1
TOR FOR HIRING TRAVEL AGENCY SERVICES

BACKGROUND

Nutrition International “NI” (formerly known as the Micronutrient Initiative) is an Ottawa-based, international not-for-profit organization dedicated to ensuring that the world's most vulnerable people, especially women and children in developing countries get the vitamins and minerals they need to survive and thrive. Working with impacted families, communities and nations, we are improving lives of close to 500 million people in more than 70 countries across Asia, Africa and Latin America. NI is supported by the Global Affairs Canada (GAC), Government of Canada and other generous donors.

In Bangladesh, NI is working with the Ministry of Health and Family Welfare, Government of Bangladesh, to help address the challenge of malnutrition. NI Bangladesh program will help inform government policy and national health guidelines to make nutrition programs increasingly effective and inclusive. NI will also work with local government units to strengthen nutrition programs for the vulnerable – especially pregnant women, infants and young children.

OBJECTIVE

Nutrition International (NI) is soliciting bid proposal from interested Travel Agencies who will provide travel booking services as per the requirement detailed below. The proponents are welcome to incorporate additional services they believe would be relevant as optional.

The total annual volume of tickets procured in 2019-20 by NI was in excess of Air Fare: 695,271 and Car Rental: 158,817. Although there is no expected travel budget, however we anticipate volume increases due to new programmatic operations and anticipated projects coming on line in the new fiscal year.

SERVICE REQUIREMENTS

The following is the scope of services requirement for Nutrition International. The travel agent shall be required to:

1. RESERVATION AND TICKETING

- a) Undertake reservation and ticketing services. This entails making bookings of air / train tickets for domestic, regional and international sector for Nutrition International staff. This information will be transmitted to the travel agency by NI designated representative.
- b) Appoint dedicated personnel(s) to be responsible for NI's air / train ticketing and related services
- c) Provide air ticketing services from 0900 to 1800 hours during working days. In addition, the Travel Agent shall provide a contact number, which shall be manned by an experienced travel consultant, for 24-hour emergency services, weekends and official holidays where required.

2. AIRFARES AND AIRLINES ROUTINGS/ITINERARIES INCLUDING TRAIN RESERVATIONS

- a) For every travel booking request from NI designated representative along with duly approved Travel Authorization Number, the travel agency will advise Nutrition International on the available flights / trains for the requested bookings, taking into consideration the most cost-effective routes and suitable itineraries.

- b) Issue and deliver tickets or e-tickets, based upon request by NI designated representative and take the shortest lead time when requested for itinerary and delivery of tickets. Ideal response would be within 2 hours of the request.
- c) Issue accurate tickets and detailed itineraries, showing the accurate status of the airline on all segments of the journey.

3. TRAVEL INFORMATION / ADVISORIES

- a) Advise Nutrition International on flight schedules and changes.
- b) Provide an information service to notify Nutrition International and the traveler of such events as airport closings, cancelled or delayed flights and strike situations as well as safety conditions, which may affect travel to any particular destination.
- c) Provide each traveler a complete, printed itinerary documents which includes the following: Flight number(s) and seat assignment(s) (if any); confirmed upgrade (if applicable); Departure and Arrival times for each segment of the trip; intermediate stops; Airport and other taxes; Visa required or not required; and any other information such as change in international date lines.
- d) To carry out investigations on any complaints from travelers and follow ups
- e) Advice on the reliability, security and safety records of airlines
- f) The Travel Agent shall maintain computerized profiles of all frequent travelers, as designated or defined from time to time by Nutrition International, setting forth the traveler's preferences regarding airlines, seating and meal requirements, passport and credit card information, and such other information as is useful to facilitate such travelers travel arrangements.

4. FLIGHT OR TRAIN CANCELLATION / REBOOKING AND REFUNDS

- a) In the event that the required travel arrangements cannot be confirmed, the Travel Agent shall notify the NI designated representative and traveler of the problem and present alternative routings/quotations for consideration.
- b) For waitlisted bookings, the Travel Agent shall provide regular feedbacks on status of flight / train.
- c) Accurately advise NI of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellation of bookings.

5. CAR RENTAL SERVICES

- a) Local car rental rates across categories (Hatch Back, Sedan/Compact Sedan, SUV and Premium Segment) on 4 hours 40 kms or 8 hrs 80 kms / half day or full day basis, the rates should be inclusive of a car, driver, fuel and any other anticipated costs. Do also quote rates for extra kilometers, extra hours etc. The cars should be of commercial registration with valid insurance and driver authorized to drive commercial vehicles having all local statutory licenses and permissions. Driver should have clear background and police verification reports.
- b) Outstation Cars for inter and intra city travel based on the local customs. Provide full day car rental charges inclusive of car, driver, fuel and any other expenses. Do quote any driver allowances, rates for extra kilometers, extra hours etc.

6. BILLING AND INVOICING

- a) Provide a copy of all invoices to NI's Accounting Department along with the tickets mentioning the amount.
- b) All bookings for Air/Rail done during 1-15th of the month will be payable by 30/31st day of the month.

- c) All bookings for Air/Rail done during 16-30/31st of the month will be payable by 15th day of the next month.

7. AVAILABILITY OF OTHER SERVICES AS MAY BE REQUESTED

- a) Hotel Reservations / Accommodations, including aggregating some preferred hotel accommodation rates using travel agencies own influence and ability, by combining its overall business volume to provide leverage of rates and services to its clients
- b) Preferred Seating Arrangements / Upgrades
- c) Privileged Check-in services / use of Airline Lounge Facilities
- d) Excess Baggage / Lost Baggage
- e) Travel Insurance
- f) Meet and Greet Facilities
- g) Visa and Airport Assistance

NI RESPONSIBILITIES

- 1. Provide its corporate travel policy to the Firm and advise the Firm of any changes.
- 2. Identify a staff member within NI as the main contact for the Firm.
- 3. Report any issues to the Firm on a timely basis.
- 4. Approve travel authorizations in a timely manner prior to issuance of tickets

QUALIFICATION OF SUCCESSFUL TRAVEL AGENT

- 1. Accredited IATA Travel Agency duly licenses in the country
- 2. Maintains good track record in serving national and international Not for Profit organizations or other corporates
- 3. Employs competent and experienced travel consultants, especially in ticketing and fare computations
- 4. Financially capable of rendering services to NI but extending due credit period in between the bookings made on behalf of NI and till final settlement of payments done by NI towards those bookings.
- 5. Maintains facilities of on-line booking / airline reservation, international ticketing and ticket printing facilities
- 6. Capable of deploying motorized messenger (s) / documentation clerk

ANNEXURE 2
SUGGESTED FORMAT FOR SUBMITTING QUOTATIONS

PROFESSIONAL CHARGES	
AIR TRAVEL	
Domestic Sectors - Economy Class	
Domestic Sectors - Executive Class	
Coupon/E Ticket	
International Sector-SARC (Afghanistan, Nepal, Pakistan, Bangladesh, Sri Lanka, Maldives and Bhutan) - Economy Class	
SARC (Afghanistan, Nepal, Pakistan, Bangladesh, Sri Lanka, Maldives and Bhutan) - Executive Class	
South East Asia / Far East / Japan Korea Sub Areas, Cambodia, China, Hong Kong, Philippines, Russia, Singapore, Thailand, Japan, Korea and Indonesia - Economy Class	
South East Asia / Far East / Japan Korea Sub Areas, Cambodia, China, Hong Kong, Philippines, Russia, Singapore, Thailand, Japan, Korea and Indonesia - Executive Class	
USA, Canada, Europe and Africa - Economy Class	
USA, Canada, Europe and Africa - Executive Class	
Round the World - Economy Class	
Round the World - Executive Class	
Cancellation	
Domestic Tickets	
International Tickets	
Domestic & International, RAF on fully / partly un-utilized cancellation	
TRAIN TRAVEL	
International - Train Services Charges Booking	
International - Train Services Charges Cancellation	
Domestic - Train General booking / cancellation	
Domestic - Train Tatkal booking / Cancellation	
CAR RENTAL	
Local Travel Car Rental – 4 hr 40 kms (half day) Or 8 hr 80 kms (full day) – across category (hatchback, compact sedan/sedan, SUV and Premium Segment)	
Car Rental Outstation – Intra City	
Extra kms, extra hours and driver allowance rates	
OTHER SERVICES	
Passport visa applications (In station)	
Passport visa applications (Out station)	
Passport (Fresh /Renewal)	
VISA Charges	
FRRO Cases	
ECNR (Emigration Check Not Required)	
Medical Insurance	
Hotel Booking and Car Reservation	
Delivery charges (office /Residence)	
Courier charges	
VIP Services	
Foreign Exchange Services	
PROFESSIONAL FEE	
Credit Period	

***Kindly quote professional/management fee in all above cases, except the Car Rental**