



Strengthening Democratic Governance and Accountability Project (SDGAP)

Request for Proposal

SDGAP-BPA-RFP -0007

Procurement Travel Agency Services – Domestic & International

Issue Date: 7 May 2018

WARNING: Prospective Bidders who have received this document from a source other than the SDGAP Project, should immediately contact SDGAPProcurement@dai.com and provide their name and mailing address in order that amendments to the RFP or other communications can be sent directly to them. Any prospective Bidder who fails to register their interest assumes complete responsibility in the event that they do not receive communications prior to the closing date. Any amendments to this solicitation will be issued and posted via email.

1. Synopsis of the Request for Proposal

DAI, implementer of the USAID funded Strengthening Democratic Governance and Accountability Project (SDGAP) in Sri Lanka, invites qualified vendors to submit Proposals to supply and deliver Travel Agency Services, as follows:

1. RFP No.	SDGAP-BPA-RFP-0007
2. Issue Date	7 May 2018
3. Title	Procurement Travel Agency Services – Domestic & International
4. Issuing Office & Email/Physical Address for Submission of Quotes	SDGAP – Colombo SDGAPProcurementInbox@dai.com No. 4 Cambridge Terrace, Colombo 07, Sri Lanka
5. Deadline for Receipt of Quotes.	18 May 2018 5.00 pm local Colombo time
6. Point of Contact	SDGAPProcurement@dai.com
7. Anticipated Award Type	DAI anticipates awarding a Blanket Purchase Agreement. This is only the anticipated type of award and may be changed as a result of negotiations. Issuance of this RFP in no way obligates DAI to award a subcontract or purchase order and offerors will not be reimbursed for any costs associated with the preparation of their bid.
8. Basis for Award	An award will be made based on the Lowest Price, Technically Acceptable Source Selection process. The award will be issued to the responsible Offeror submitting the lowest evaluated price that meets or exceeds the acceptability requirements for technical/non-cost factors described in this RFP.

2. Request for Proposal

<p>9. General Instructions to Bidders</p>	<ul style="list-style-type: none"> • Proposal submissions are due 18th May 2018 5.00 pm local Colombo time. Late offers will be rejected except under extraordinary circumstances at DAI's discretion. • Bidders shall submit quotes in English in hard copy, in a sealed envelope, OR electronically via SDGAPProcurementInbox@dai.com email. • in case of electronically submission must be mailed with the subject line: "RFP NO. SDGAP-BPA-0007, Procurement Travel Agency Services – Domestic & International" • Proposal shall be sealed in an envelope, and shall be clearly labeled as "RFP NO. SDGAP-BPA-0007, Procurement Travel Agency Services – Domestic & International". • Offerors shall confirm in writing that the Offeror fully understands that their quote must be valid for a period of one (1) year for the price provided (12 months from BPA signing date). • Bidders shall sign and date their Proposal. • Offeror should submit the catalogue/detailed specification of facilities and amenities (wherever required) • Bidders shall complete Attachment C: Price Schedule template. Value Added Tax (VAT) shall be included on a separate line. • These services are not eligible for VAT exemption under the DAI prime contract. • Offerors may respond with price Proposals for all or some types/categories of room sizes and facilities within their locations.
<p>10. Questions Regarding the RFP</p>	<p>Each Bidder is responsible for reading very carefully and understanding fully the terms and conditions of this RFP. All communications regarding this solicitation are to be made solely through the Issuing Office and must be submitted via email or in writing delivered to the Issuing Office no later than the date specified above. All questions received will be compiled and answered in writing and distributed to all interested Bidders.</p>
<p>11. Technical Specifications and requirements for Technical Acceptability</p>	<p>1. DAI seeks vendors to provide a Travel agency services for domestic and international air ticketing for the requirements listed in Attachment A In addition to meeting the requirements listed above, offerors are required to meet or exceed the significant non-cost factors listed throughout this RFP.</p>

	<ol style="list-style-type: none"> 2. Please see Appendix A for details technical specifications. 3. The services delivery date will be start on an around June 1, 2018 and BPA will run for 12 months. 4. Provide a detailed list of services provided and a unit cost as requested in Attachment A: Scope of Work within Attachment C: Price Schedule. 5. Company Profile (not more than eight pages) 6. Legal Documents: Trade License, Tax Certificate, VAT registration and other legal valid Business Certificate as per the Sri Lankan government rules and regulations. 7. Past performance reference list (attachment D).
12. Determination of Responsibility	<p>DAI will not enter into any type of agreement with a vendor prior to ensuring the vendor's responsibility. When assessing a vendor's responsibility, the following factors are taken into consideration:</p> <ol style="list-style-type: none"> 1. Provide copies of the required business licenses to operate in the Sri Lanka. 2. The source, origin and nationality of the services are not from a Prohibited Country (explained below). 3. Ability to comply with required or proposed delivery or performance schedules. 4. Evidence of a DUNS number (explained below and instructions to obtain the DUNS number in Attachment E). 5. Have adequate financial resources to finance and perform the work or deliver goods or the ability to obtain financial resources without receiving advance funds from DAI. 6. Have a satisfactory past performance record. 7. Have a satisfactory record of integrity and business ethics. 8. Be qualified and eligible to perform work under applicable laws and regulations. 10. Previous working experience with SDGAP or SDGAP partners (if applicable).
13. Geographic Code	<ul style="list-style-type: none"> • Under the authorized geographic code for its contract DAI may only procure goods and services from the following countries. • Geographic Code 937: Goods and services from the United States, the cooperating country, and "Developing Countries" other than "Advanced Developing Countries"; excluding prohibited countries. A list of the "Developing Countries" as well as "Advanced Developing Countries" can be found at:

	<p>http://www.usaid.gov/policy/ads/300/310maa.pdf and http://www.usaid.gov/policy/ads/300/310mab.pdf respectively.</p> <ul style="list-style-type: none"> • DAI must verify the source, nationality and origin, of goods and services and ensure (to the fullest extent possible) that DAI does not procure any services from prohibited countries listed by the Office of Foreign Assets Control (OFAC) as sanctioned countries. The current list of countries under comprehensive sanctions include: Cuba, Iran, North Korea, Sudan, and Syria. DAI is prohibited from facilitating any transaction by a third party if that transaction would be prohibited if performed by DAI. • By submitting a quote in response to this RFP, Bidders confirm that they are not violating the Source and Nationality requirements and that the services comply with the Geographic Code and the exclusions for prohibited countries.
14. Data Universal Numbering System (DUNS)	<p>All U.S. and foreign organizations which receive first-tier subcontracts/ purchase orders with a value of \$25,000 and above are required to obtain a DUNS number prior to signing of the agreement. Organizations are exempt from this requirement if the gross income received from all sources in the previous tax year was under \$300,000. DAI requires that Bidders sign the self-certification statement if the Bidder claims exemption for this reason.</p> <p>For those required to obtain a DUNS number, you may request Attachment F: Instructions for Obtaining a DUNS Number.</p> <p>For those not required to obtain a DUNS number, you may request Attachment G: Self-Certification for Exemption from DUNS Requirement</p>
15. Compliance with Terms and Conditions	<p>Bidder shall be aware of the general terms and conditions for an award resulting from this RFP. The selected Bidder shall comply with all Representations and Certifications of Compliance listed in Attachment E.</p>
16. Procurement Ethics	<p>By submitting a Proposal, Bidders certify that they have not/will not attempt to bribe or make any payments to DAI employees in return for preference, nor have any payments with Terrorists, or groups supporting Terrorists, been attempted. Any such practice constitutes an unethical, illegal, and corrupt practice and either the Bidders or the DAI staff may report violations to the Toll-Free Ethics and Compliance Anonymous Hotline at +1 855-603-6987, via the DAI website, or via email to FPI_hotline@dai.com.</p>

2.1 Attachment A: Scope of Work

DAI seeks travel agency services for SDGAP/partner activities that could happen throughout Sri Lanka but also internationally throughout the next year.

The services will be covered under a Blanket Purchase Agreement (BPA), an umbrella agreement between both parties outlining pre-negotiated rates for each specified service. The BPA itself will not include an obligated amount or minimum ordering requirements; actual orders for goods will be made through individual Release Orders (or other method as may be negotiated between the two parties) which will indicate a quantity and total price based on the pre-negotiated rates established in the BPA.

All air travel with an origin and/or destination in the United States and paid for with U.S. Government funds must take place on U.S.-flag air carriers or code share flights. Details of the Fly America Act will be included in the final BPA as an appendix.

Services Requesting and Evaluation

Product/Service	Performance Attribute	Definition	Standard/Service level
1. Airline reservation	Agency Accuracy	Ability to perform task completely and without error.	Zero-error in passenger records/airlines bookings, fare computation and routing
	Speed and efficiency	Ability to deliver products or services promptly and with the minimum use of resources.	a) For confirmed bookings via itinerary within 24 hours from time of request b) For waiting listed bookings via regular updates every two days c) For quick and cheap fares via the internet online booking services
2. Airline/train tickets	Agent Accuracy	Ability to perform task completely and without error.	Zero-error in the printed ticket/aborted travel due to incomplete travel documents
	Timeliness of delivery	Ability to deliver products or services on or before promised time/date.	Once the travel authorization received delivery for a) electronic tickets/prepaid should proceed without delay as notifications via e-mail, b) train tickets or other non-electronic documents should generally be delivered after 24 hours or if urgent without delay. Ticket issue timelines need to be monitored, taking into account warnings from airlines and phase out of booking guarantees/fare guarantees due to type of fare.

3. Travel documentation	Accuracy	Ability to ascertain requirements for various destinations/ Nationalities.	Zero-incidence of complaints/aborted travel due to incomplete travel documents.
	Clarity	Ability to deliver products or services on or before promised time/date.	10 working days before departure or if requested on short notice without delay.
4. Billing	Accuracy	Ability to generate billing statements without errors.	Zero-Error or no discrepancy between invoices and attachments.
	Clarity	Ability to generate bills that are transparent and easy to understand.	Zero-Return for Clarification / explanation.
5. Rates/pricing	Fairness	Reasonable charges for services offered.	At the same rates or lower than market standards. Provide the discount rate from airline within Attachment C: Price Schedule
	Company concern about fares	Ability to quote competitive fares.	At the same or at levels lower than airline preferred rates. Guarantee that one Proposal is the lowest obtainable fare.
	Good value indicated by price	Competitiveness of fares quoted vs. restrictions or lack thereof.	At the same or better terms than quoted by airlines.
	Negotiate directly with the airlines regarding preferred rates and concessions	Voluntarily offering to assist/represent the DAI passenger in dealing with the airlines.	Semi-annual meetings to obtain competitiveness in the markets.
6. Service quality	Accessibility	Ability to access or approach the Service Provider.	Telephone: as indicated in para 1. Emergency: 24 hours e-mail: available website: available
	Responsiveness	Willingness to go out of one's way to help the traveler.	Regular coordination meetings with the DAI SDGAP Review twice a year or as required.
		Willingness to go out of one's way to help the traveler.	No. of personal travels booked with the Service Provider.
7. Problem solving	Refunds	Ability to process and obtain ticket refunds on a timely basis.	100% within two months from date of cancellation. Provide details of cancellation policies within proposal.
	Complaints	Ability to resolve Complaints.	Timelines: one week Manner of

	handling		resolution: Satisfactory score.
8. Travel consultations	Competence	a) Knowledge of destinations. b) Knowledge of airline practices, fare levels and shortest routes and connections. c) Knowledge of the DAI SDGAP's Policies and Regulations.	Proficiency rating of not less than 75 %.
9. Communications	Informing the DAI SDGAP on Service Provider products and services	a) Services and policies are communicated to the DAI SDGAP. b) Travelers are well informed about matters related to their travel.	Frequency of communication: At least once a month.
10. Office premises and hours of service	Readiness to do business	Sufficient skilled personnel to commence business at the start of office hours; provision of skeletal workforce to answer calls during Breaks.	a) Same working hours/days as DAI SDGAP staffs and weekends as required; b) Accommodation of calls during off-hours; c) Zero-complaints that no one was around to answer calls.

A. Offer Requirements

All offers must contain or address the following requirements:

1. Pricing schedule for all of the services identified in table above in Attachment A
2. Confirmation that invoicing/payment can be settled within 10 business days upon receipt of accurate invoice identifying all services provided against which DAI Global LLC will remit payment
3. Confirmation that the vendor can comply with all requirements/policies identified in this RFP
4. Minimum of four (4) references to whom the offeror has provided similar services (see attached Past Performance Template: Attachment D).
5. Name and qualifications of proposed Account Manager who will service DAI's account and availability beyond normal business hours, weekends, public holidays etc.
6. Description of information/documentation required of DAI in order for the vendor to perform the required services, i.e., Purchase Orders, conforme, contract, etc.

B. Evaluation Criteria

Offers will be evaluated according to the following criteria:

1. Provision of all information required under Attachment A Section A, "Offer Requirements";
2. Prices offered for the services/ requirements listed under Attachment A & Attachment C: Price Schedule

3. Ability to provide the required services in accordance with requirements established in Attachment A above;
4. Proposed Account Manager and processes for servicing DAI;
5. Demonstration of a minimum of 3 years of experience providing similar services in the Sri Lank;
6. Demonstrated ability to perform Customer Service /Reliability/Accuracy
 - a. Promptness
 - b. Experienced/accommodating staff
 - c. Accessibility
7. Method for requesting services (i.e. on-line, e-mail, phone, etc)

2.2 Attachment B: Cover Letter

We, the undersigned, provide the attached quote in accordance RFP # _____ dated _____.

Our attached quotes are for the unit prices in Attachment C.

I certify a validity period of 12 months for the prices provided in the attached Price Schedule/Bill of Quantities. Our quote shall be binding upon us subject to the modifications.

We understand that DAI is not bound to accept any quotes it receives.

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

Telephone:

Email:

Company Seal/Stamp:

2.3 Attachment C: Price Schedule

(If the service is not provided, kindly indicate 'n/a')

Please indicate in proposal the “ideal lead time” to schedule reservations ahead of departure date. For additional fees please state the time in advance of travel to not incur those fees. Provide fee policies with proposal.

SL No	Service Description	Discount on Airline Ticket (%)	Time to respond for each requirement (in hour)
1	Domestic Air Ticket for all Airlines in Sri Lanka		
2	International Air Ticket for any Airlines.		
Any other service charge, fees etc.			
SL No	Service Description	Amount (in Rp)	Remarks
1	Service fees (Issuing, Changing, refunds tickets etc.) for each Services/Ticket		
2	Any Other Cost		
3	VAT		

2.4 Attachment D: Past Performance Form

Include projects that best illustrate your work experience relevant to this RFP, sorted by decreasing order of completion date.

Projects should have been undertaken in the past three years. Projects undertaken in the past six years may be taken into consideration at the discretion of the evaluation committee.

#	Project Title/Customer	Description of Services/goods provided	Location Province/District	Client Name & Tel No	Cost in US\$	Start-End Dates	Completed on schedule (Yes/No)	Completion Letter Received? (Yes/No)	Type of Agreement, Subcontract, Grant, PO (fixed price, cost reimbursable)
1									
2									
3									
4									

2.5 Attachment E: Representations and Certifications of Compliance

1. Federal Excluded Parties List - The Bidder Select is not presently debarred, suspended, or determined ineligible for an award of a contract by any Federal agency.
2. Executive Compensation Certification- FAR 52.204-10 requires DAI, as prime contractor of U.S. federal government contracts, to report compensation levels of the five most highly compensated subcontractor executives to the Federal Funding Accountability and Transparency Act Sub-Award Report System (FSRS)
3. Executive Order on Terrorism Financing- The Contractor is reminded that U.S. Executive Orders and U.S. law prohibits transactions with, and the provision of resources and support to, individuals and organizations associated with terrorism. It is the legal responsibility of the Contractor/Recipient to ensure compliance with these Executive Orders and laws. Recipients may not engage with, or provide resources or support to, individuals and organizations associated with terrorism. No support or resources may be provided to individuals or entities that appear on the Specially Designated Nationals and Blocked persons List maintained by the US Treasury (online at www.SAM.gov) or the United Nations Security Designation List (online at: http://www.un.org/sc/committees/1267/aq_sanctions_list.shtml). This provision must be included in all subcontracts/sub awards issued under this Contract.
4. Trafficking of Persons – The Contractor may not traffic in persons (as defined in the Protocol to Prevent, Suppress, and Punish Trafficking of persons, especially Women and Children, supplementing the UN Convention against Transnational Organized Crime), procure commercial sex, and use forced labor during the period of this award.
5. Certification and Disclosure Regarding Payment to Influence Certain Federal Transactions – The Bidder certifies that it currently is and will remain in compliance with FAR 52.203-11, Certification and Disclosure Regarding Payment to Influence Certain Federal Transactions.
6. Organizational Conflict of Interest – The Bidder certifies that will comply FAR Part 9.5, Organizational Conflict of Interest. The Bidder certifies that is not aware of any information bearing on the existence of any potential organizational conflict of interest. The Bidder further certifies that if the Bidder becomes aware of information bearing on whether a potential conflict may exist, that Bidder shall immediately provide DAI with a disclosure statement describing this information.
7. Prohibition of Segregated Facilities - The Bidder certifies that it is compliant with FAR 52.222-21, Prohibition of Segregated Facilities.
8. Equal Opportunity – The Bidder certifies that it does not discriminate against any employee or applicant for employment because of age, sex, religion, handicap, race, creed, color or national origin.
9. Labor Laws – The Bidder certifies that it is in compliance with all labor laws..
10. Federal Acquisition Regulation (FAR) – The Bidder certifies that it is familiar with the Federal Acquisition Regulation (FAR) and is in not in violation of any certifications required in the applicable clauses of the FAR, including but not limited to certifications regarding lobbying, kickbacks, equal employment opportunity, affirmation action, and payments to influence Federal transactions.
11. Employee Compliance – The Bidder warrants that it will require all employees, entities and individuals providing services in connection with the performance of an DAI Purchase Order to comply with the provisions of the resulting Purchase Order and with all Federal, State, and local laws and regulations in connection with the work associated therein.

By submitting a quote, bidders agree to fully comply with the terms and conditions above and all applicable U.S. federal government clauses included herein, and will be asked to sign these Representations and Certifications upon award.

2.6 *Attachment F: Instructions for Obtaining a DUNS Number - DAI'S Vendors, Subcontractors*

Email SDGAPProcurement@dai.com for this attachment, DUNS Number is mandatory for any awarded bidder and is needed prior to Blanket Purchase Agreement release completion.

2.7 *Attachment F: Self Certification for Exemption from DUNS Requirement*

Email SDGAPProcurement@dai.com for this attachment, self-certification for offerors who made less than \$300,000 in gross profit in 2017 is mandatory for any awarded bidder and is needed prior to Blanket Purchase Agreement release completion.