

Family Health International (FHI360)

Request for Proposal (RFP): Travel Management Service

(A) Background

Family Health International (FHI360) is not-for-profit human development organization dedicated to improving lives in lasting ways by advancing integrated, locally driven solutions. Our staff includes expert in health, education, nutrition, environmental, economic development, civil society, gender equality, youth, research and technology – creating a unique mix of capabilities to address today’s interrelated development challenges. With funding from the United States Agency for International Development (USAID), FHI360 is supporting the government of Nigeria (GON) to enhance sustained cross-sectional integration of HIV/AIDS services by building Nigerian capacity to deliver sustainable high quality, comprehensive, prevention, treatment, care and related services in various states within Nigeria.

FHI360 Nigeria Country Office is hereby seeking to outsource its travel management services to a competent travel agency. The contract period will be for the period of one year with the option to renew for additional one year

(B) Scope of Service

- (1) The travel agency will be responsible for making travel reservations for FHI360 staff, issuance and delivery of local and international tickets, and where possible, secure seat selections and boarding passes for travelling staff in advance.
- (2) Make recommendations to FHI360 travel Office on more economic-network routes that do not compromise safety or comfort
- (3) Provide 24 hours’ emergency response tor resolving problems with travelers on transit
- (4) Maintain computerized travel profiles for ail FHI360 staff and consultants
- (5) Provide detailed travelers itineraries
- (6) Provide protocol services to all FHI360 official travelers at the major airports, notably Abuja Lagos, PHC etc.
- (7) Provide regular travel advisory to FHI360 Nigeria
- (8) Submit monthly management information reports to FHI360 on tickets issued, used, cancelled and provide details of costs, carriers, commissions, etc.

- (9) Automated information of travel charges incurred by fhi360
- (10) Provide a dedicated and competent in-plant consultant to liaise with the travel office In-plant must meet the following minimum requirements:
 - (i) Fluent in English Language
 - (ii) Possess at least one travel industry professional certification
 - (iii) Knowledgeable in common domestic destinations and totally versed on international locations in Europe, Asia, Middle East, Africa and America
 - (iv) Familiar with the Fly America provisions and recent changes produced by open skies agreement
- (11) Report to FHI360 travel office on any problems encountered with FHI360 staff who has travel difficulties
- (12) Provide timely notification to travelers on changes to tickets/itineraries, particularly those which occur after ticket issuance (e.g. fares, routing, delays, closing)
- (13) Provide courteous and prompt resolution of traveler complaints
- (14) Monitor staff on transit
- (15) When necessary, the travel agency may be required to undertake visa applications and processing on behalf of the FHI360 travel office, and provide any other related visa support services that may be required
- (16) As needs arise, the travel agency may be requested to provide car hire services within Nigeria at any time
- (17) The travel agency may also be requested to Organize workshops and manage hotel bookings from time to time

(C) Selection Criteria

Please read this section carefully and be sure that all requested information is included in your submission. Evaluators will neither make assumptions nor draw inferences regarding missing or incomplete information. The submission of incomplete information could result in the rejection of proposal.

Proposals should be comprehensive and highlight how the bidding company intends to meet up with our requirements as state above. In addition to clearly stating service costs and/or rates of commission, proposals should include the following:

- (1) Detailed Company Profile with registered address, functional email, telephone numbers and point of contact for the organization.
- (2) Evidence of company registration (i.e. Certificate of incorporation Corporate, form CAC7 & CAC2).
- (3) Audited financial statements for the last three years
- (4) Submit evidence of payment of tax for the last three years
- (5) Certificate of accreditation and membership from IATA and NATA
- (6) Evidence of experience in providing travel services to NGOs and other reputable organizations (copies of service agreements/contracts are to be attached)
- (7) Recommendation Letter from three reputable and notable organization attesting to satisfactory performance in previous provision of related services
- (8) Resume and credentials of key staff and proposed in-plant It is required that the travel agency will have an online booking system, and capabilities for back-office automation. Bidders are required to address this requirement in their submissions.

(D) Clarification and Submission of Proposal:

Bidders must submit request for any clarification and further information concerning this solicitation in writing via email to procurement@sidhas.org. **Tel: 09-4615555 not later than 4pm Thursday 8thSeptember, 2016.** Complete proposal including financial and technical documents must be submitted in a sealed envelope and signed by authorized representative of the bidding company **on or before 5pm Thursday 15th September, 2016.** Envelope should be labelled “**Provision of Travel Management Services**” and addressed to:

**The Procurement Manager
Family Health International (FHI360),
Plot 1073 JS Tarka Street, Garki, Area 3
Abuja.**

- Any proposal received by FHI360 after the deadline for submission stated herein shall be rejected and returned unopened to the bidder

- No proposal shall be modified after the deadline for submission of proposals. Facsimile (fax), e-mail documents or postmarked documents will not be accepted. Issuance of this RFQ in no way constitutes a commitment by FHI360 to award a contract. FHI360 reserves the right to vary any part of this RFQ at the time of award if it becomes necessary.
- This procurement is funded by the U.S Agency for International Development (USAID) and is subject to the applicable Federal Acquisition Regulation (FAR) and AID Acquisition Regulations (AIDAR)
- FHI360 is Value added tax (VAT) exempted, but charges Withholding Tax (WTH) in compliance with Relevant Nigerian laws.