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Date: November 1, 2016
Ref.: RFQ/17/013
Subject: Solicitation for a Basic Ordering Agreement (BOA) for the Travel Agency Services in Nairobi, Kenya

The International Foundation for Electoral Systems (IFES), invites your firm to participate in this competitive solicitation for pricing, delivery, and terms of potential sale of following services for the IFES office in Nairobi, Kenya. IFES reserves the right to reject any and all offers, to add, delete, or modify any element of the solicitation at any time without prior notification and without any liability or obligation of any kind. This RFQ does not obligate IFES to enter into a contract nor does it obligate IFES to pay any costs incurred in the preparation of submission of any Response.

BACKGROUND

IFES is an independent, non-governmental organization (NGO) with headquarters registered in the United States of America. IFES supports citizens' rights to participate in free and fair elections. Our independent expertise strengthens electoral systems and builds local capacity to deliver sustainable solutions.

As the global leader in democracy promotion, we advance good governance and democratic rights by:

- Providing technical assistance to election officials
- Empowering the underrepresented to participate in the political process
- Applying field-based research to improve the electoral cycle

Since 1987, IFES has worked in over 145 countries – from developing democracies, to mature democracies.

DESCRIPTION OF SERVICES

IFES requests quotations for domestic travel agency services with the following specifications:

Description of Services		Unit Price (KES)
Travel Management	Airfare tickets	
	Alteration and cancellation on air tickets	
	Airport transfers	

Booking and Approvals	Booking options (phone, online, etc.)	
	Online check-in	
	Hours of availability, including after-hours and emergency support	
Hotel Booking		
Car Hire Services		
Complaint Resolution		
Security and Risk Management	Information security	
	24/7 on call Emergency Assistance	

REQUIREMENTS

All quotations shall:

1. Be in the English language.
2. Contain detailed cost, in local currency for contractors registered in Kenya with all applicable taxes/charges Tax/Charges clearly identified, provided against each of the categories of services described, using:
 - a. **The price lists included above, in the Description of Services;**
AND
 - b. **A completed example task order for evaluation, as detailed in Attachment A: Example Task Order for Itinerary and Booking with airlines, flight routing, travel times and costs.**
3. Include a timeline in calendar days.
4. A contact name, email address, and telephone number to facilitate communication between IFES and the Bidder.
5. General information about the contractor's history and experience.
6. Detailed description of past experiences providing similar services to NGOs.
7. If a government, its agents, or agencies, have an ownership or managerial interest in the company, the prospective contractor must indicate this when submitting its offer. Failure to do so will result in the prospective contractor's offer being removed from consideration.
8. A brief outline of the company, including:
 - a. Full legal name and address of the company or individual;
 - b. Corporate and tax registration documents
 - c. Full name of the legal representative (president or managing director) of the company (not applicable for individuals);
 - d. Name of any individuals or entities that own 50% or more of the company;
 - e. Year business was started or established; and
 - f. U.S. companies must indicate if they are a registered Small Business (Woman owned, Veteran-owned, Minority-owned, Disabled, Service Disabled Veteran-owned)

9. Names, addresses, and telephone numbers of three business references, and approval to contact the listed references. IFES reserves the right to request and check additional references.
10. Prospective contractor must be legally registered under the laws of the country in which they are organized and possess all licenses, permits and government approvals necessary for performance of the work.
11. The prospective contractor must disclose in writing with its Response any subcontracting that will take place under an award. Failure to disclose subcontracting relationships will result in the prospective contractor's offer being removed from consideration.
12. All questions and responses must adhere to the schedule noted above and shall be to the attention of Ms. Salima Wiggins (swiggins@ifes.org) and Ms. Jenny Xu (jxu@ifes.org).

EVALUATION

IFES will evaluate bids based on the following criteria:

- | | |
|-------------------------|-----|
| 1. Price | 40% |
| 2. Meets Specifications | 40% |
| 3. Delivery Time | 20% |

Evaluation Criteria Grading for Each Criterion:

Highly Exceeds Expectations	5 Points
Slightly Exceeds Expectations	4 Points
Meets Expectations	3 Points
Meets most but not All Expectations	2 Points
Does Not Meet Expectations	1 Point

SCHEDULE OF EVENTS

Release of RFQ	November 1, 2016
Questions Due	November 4, 2016, by 5:00 p.m. Nairobi local time
Answers from IFES	November 9, 2016
RFQ Closes – Responses Due	November 15, 2016, by 5:00 p.m. Nairobi local time

The deadline for receipt of tenders is November 15, 2016, at 5:00 p.m. Nairobi local time. All offers must be sent via-email to Ms. Salima Wiggins, at swiggins@ifes.org and Ms. Jenny Xu, at jxu@ifes.org. **E-mail submissions should be "RFQ-17-013" and the contractor name in the subject line.**

If tenderers wish to also submit a paper copy, offer physical must be delivered no later than September 6, 2016, at 5:00 p.m. (Nairobi local time) at Roshanmaer Plaza, Lenana Road, Nairobi, Kenya in a closed and sealed outer envelope bearing the marked "DO NOT OPEN, RFQ-17-013".

GENERAL TERMS AND CONDITIONS

1. IFES will only consider responsive quotes from responsible contractors for award.

2. Collusion is strictly prohibited. Collusion is defined as an agreement or compact, written or oral, between two or more parties with the goal of limiting fair and open competition by deceiving, misleading, or defrauding a third party.
3. Prices quoted must be valid for 90 days.
4. Unit prices are required and in the case of discrepancies between unit price and total price, the unit price will be taken as reference basis in the evaluation.
5. All procurement will be subject to IFES contractual terms and conditions, and contingent on the availability of donor funding.
6. IFES reserves the right to accept or reject any quotation or stop the procurement process at any time, without assigning any reason or liability.
7. IFES reserves the right to accept all or part of the quotation when awarding the contract.
8. All information provided by IFES in this RFQ is subject to change at any time. IFES makes no certification as to the accuracy of any item and is not responsible or liable for any reliance on or use of the information or for any claims asserted therefrom.
9. IFES reserves the right to require any prospective contractor to enter into a non-disclosure agreement.
10. The RFQ does not obligate IFES to pay for any costs, of any kind whatsoever, which may be incurred by the prospective contractor or any third parties, in connection with the Response. All Responses and supporting documentation shall become the property of IFES.
11. All questions and response must adhere to the schedule noted above and shall be to the attention of Ms. Salima Wiggins at swiggins@ifes.org **and** Ms. Jenny Xu at jxu@ifes.org.

IFES has zero tolerance for fraud. Fraud is any act or omission that intentionally misleads, or attempts to mislead, to obtain a benefit or to avoid an obligation. If you have concerns about potential fraud in any way related to IFES projects, contracts or activities, please contact IFES' Compliance Hotline at compliance@ifes.org or at +1 202-350-6791.

Attachment A: Example Task Order for Itinerary and Booking

Participating contractors must complete the following sample task order using the applicable unit prices from their completed pricing tables (as per the categories detailed in Description of Services). Please note that this example task order is for illustrative purposes only and does not represent an actual, upcoming purchase.

Flight Tickets							
No.	Itinerary	Date of Travel	Airline(s) & Flt Numbers(s)	Total Travel Time	Layover Duration & Location	Cost of tickets	Subtotal (KES)
1.	Nairobi, Kenya to Mombasa, Kenya	11/20/2016					
2.	Mombasa, Kenya to Nairobi	12/4/2016					
Booking of Hotel and Transportation							
No.	Booking Services	Date of Travel	Duration	Unit Price		Subtotal (KES)	
1.	Accommodation Booking – Mombasa	11/20/2016 – 12/4/2016					
2.	Car Hire Services	11/20/2016 – 12/4/2016					
Subtotal							
Fees or any other costs (if applicable)							
Tax/VAT (if applicable)							
Grant Total							

END OF RFQ