



International Foundation
for Electoral Systems

**INTERNATIONAL FOUNDATION FOR ELECTORAL SYSTEMS
(IFES)**

Request for Quotation (RFQ) for Travel Agency Services in Kenya

Solicitation # RFQ-22-037

February 9, 2022

1 INTRODUCTION

1.1 Purpose

The purpose of this Request for Quotation (RFQ) is to invite prospective vendors to submit a written response (“Response”) for the procurement of **Travel Agency Services** in Kenya. The solicitation provides prospective vendors with the relevant operational and performance requirements.

1.2 Coverage & Participation

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.

1.3 Zero Tolerance for Fraud

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.

2 GENERAL INFORMATION

2.1 The Organization

IFES is an independent, non-governmental organization providing professional support to electoral democracy. 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.

2.2 Schedule of Events

The following, tentative schedule will apply to this solicitation. The dates may change in accordance with IFES’ needs or unforeseen circumstances. IFES will communicate changes to the schedule.

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|-------------------------------------|------------------------------------|
| • Issuance of RFQ | February 9, 2022 |
| • Technical Questions/Inquiries Due | February 15, 2022, 5:00 PM DC Time |
| • Answers/Addenda from IFES | February 17, 2022 |
| • RFQ Closes | February 22, 2022, 5:00PM DC Time |

3 PROPOSAL PREPARATION INSTRUCTIONS

3.1 Prospective Vendors' Understanding of the Solicitation

Prospective vendors are responsible for understanding the solicitation in its entirety and each of its elements, and should make inquiries to IFES as necessary to ensure such understanding. IFES reserves the right to disqualify any prospective vendor that it determines, at its sole discretion, does not understand the solicitation or any of its elements. Such disqualification shall be at no fault, cost, or liability whatsoever to IFES.

3.2 Information from IFES

All information provided by IFES in this solicitation 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 use of or reliance on the information or for any claims asserted therefrom.

3.3 Communication

All communications related to the RFQ must be in writing and must reference “**RFQ-22-037 Travel Agency Services in Kenya**” in the subject line. Verbal communication shall not be effective unless formally confirmed in writing by the procurement official listed in 3.3.1. In no case shall verbal communication govern over written communication.

3.3.1 Point of Contact: The points of contact for all communication related to this solicitation are listed below.

Kareina Bakleh Contracts & Grants Manager kbakleh@ifes.org	and	Khurram Naz Contracts & Grants Administrator knaz@ifes.org
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3.3.2 Formal Communications shall include, but are not limited to the following:

- Questions concerning this solicitation must be submitted in writing to the point of contact identified in 3.3.1.
- Errors and omissions in this solicitation, as well as enhancements. Prospective vendors should notify IFES of any discrepancies, errors, or omissions that may exist within this solicitation. Prospective vendors should recommend to IFES any enhancements to the work described in the solicitation which might be in IFES' best interests.
- Inquiries about technical interpretations must be submitted in writing to the point of contact identified in 3.3.1.

3.3.3 Addenda: IFES will make a good-faith effort to provide a written response to the questions or requests for clarifications in the form of written responses or addenda in accordance with the *Schedule of Events*.

3.3.4 Posting Online: Copy of this solicitation, Amendments and or Q&A will be available online at: www.ifes.org/procurement-notice.

3.4 Submission

It is mandatory for prospective vendors to send proposals in electronic copy via e-mail to the point of contact identified in 3.3.1 on or prior to the closing date and time shown in the *Schedule of Events*.

3.5 Criteria for Selection

The evaluation of each Response to this solicitation will be based on the criteria outlined below. The purpose of this solicitation is to identify responsible, prospective vendors that have the interest, capability, and financial strength to supply IFES with the product and/or service identified in the Scope of Work.

Evaluation Criteria:

IFES will evaluate responsive offers based on the following criteria:

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| 1. Range of Services | 45% |
| Ability to provide the range of services per Section 4 | |
| Staffing levels and time | |
| Emergency as well as after hours and weekend/public holidays response times and capabilities | |
| 2. Price | 40% |
| Applicable fees are reasonable and cost effective | |
| 3. Experience/Past Performance | 15% |
| Evaluated based on description of previous experience providing similar services and positive feedback from references contacted | |

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

3.6 Selection and Notification

IFES will evaluate Responses to identify responsible vendors and responsive offers. Finalists will be selected to move into the negotiation phase of this process. Written notification will be sent to finalists via email.

4 SCOPE OF WORK

IFES requires a travel management service in Kenya to manage domestic air travel arrangements including itinerary planning, ticketing, and any necessary itinerary adjustments with IFES' approved air carriers. In

addition, the travel agent may also be responsible for booking hotel rooms, venue space, and/or vehicles for national travel including booking, alteration and cancellation, and confirmation needs. The Contract(s) will be for a period of one year and could be extended depending on satisfactory services and pricing.

4.1 Air Travel

In terms of flights, IFES travel policy requires the Travel Agent(s) in all cases to book the lowest available fares and to research alternate itineraries (at least three options, if available) in order to provide the lowest appropriate airline fares, which satisfy IFES travel policies and donor requirements. The travel requirements embody the following basic principles which, however, are subject to subsequent revision and not limited to:

- Where available, use of the lowest applicable fare;
- Full economy fares may be used if no appropriate reduced fares are available;
- Business class travel or equivalent may be applicable only in limited situations in accordance with IFES travel policies;
- First-class travel is prohibited except for a few specific categories and will require advance approval;
- The Travel Agent (s) can only book IFES' approved air carriers.
- The Travel Agent(s) must be knowledgeable in preparing special fares, restricted fares, discounted fares, and group fares for use whenever appropriate.
- In the event of ticket cancellation where a refund is due to IFES, the travel agent will be responsible for liaising with the airline to ensure the refund is issued.

4.2 Land Travel and Hotel

In terms of car hire and hotel/venue booking, the Travel Agent(s) will be responsible for collecting quotations in line with IFES/Kenya's written request for quality and type of services needed. IFES/Kenya prioritizes safety of its staff and partners, which must always be priority when the Travel Agent(s) considers possible vendors to engage. The Travel Agent will be responsible for providing IFES/Kenya with vehicle hire options based upon the collected quotations and any further clarifications required, the Travel Agent(s) will be responsible for booking coordination and any alterations or cancellations deemed necessary by IFES/Kenya.

Minimum Required Services

The Travel Agent(s) shall provide a wide range of travel management services and should have the capacity to handle IFES travel needs in very short turn arounds including adjustments potentially on the day of travel.

General

1. The Travel Agent(s) should provide travel services during standard work hours of working days Monday through Friday and at minimum for the hours of 9 am to 5 pm. In addition, Travel Agent(s) will be required to provide 24 hours a day emergency service, as well as services during weekends and official holidays where emergency travel service is required. At a minimum, one of the Travel Agent(s)'s employees shall always be reachable by phone.
2. Given that IFES official travel is considered time sensitive, the Travel Agent(s) shall ensure timely and effective processing of IFES' official travel;

3. Much of the official travels are organized on short notice, often within a few days of travel. The Travel Agent(s) must therefore ensure its efficiency and rapid communication in handling all travel related matters.

Reservation and Ticketing

1. For each travel request, Travel Agent(s) shall immediately collect quotation options for review by IFES/Kenya according to the location and dates required. The Travel Agent(s) shall use IFES approved airlines operating the route based on the lowest fare and the most direct and convenient routing, and/or review hotels and car service providers that meet high standards of safety and quality, to produce itineraries meeting IFES/Kenya's expressed needs. The Travel Agent(s) shall be prepared to proceed with bookings swiftly upon confirmation from IFES/Kenya's representative(s).
2. In the event that required travel arrangements cannot be confirmed, Travel Agent(s) shall notify the requesting party of the problem and present an alternative routing or lodging option for consideration.
3. For wait-listed bookings, Travel Agent(s) shall provide regular feedback on status of flight, hotel, venue, or car service.
4. Travel Agent(s) shall promptly issue and deliver accurate tickets, hotel/venue or car service confirmations, and detailed itineraries, showing the accurate status of the travel provider; and shall keep abreast of carrier schedule changes, as well as all other alterations and new conditions affecting travel, and make appropriate adjustments for any change(s) in flight or vehicle departure schedules prior to or during the traveler's official trip. When necessary, tickets and billings shall be modified or issued to reflect these changes. For car hire, the Travel Agent(s) shall provide driver and vehicle details in advance of departures.
5. Travel Agent(s) shall accurately advise of booking deadlines and other relevant information, every time reservations are made, in order to avoid cancellations of bookings.
6. Travel Agent(s) shall ensure that all traveling staff has a complete list of travel documents required for their journeys, sufficiently before departure; if applicable.
7. Travel Agent(s) shall only act on travel requests for official travel submitted by the responsible staff of IFES.
8. Upon award, the Travel Agent(s) will be briefed by IFES on the travel policies and procedures and shall be fully familiar and comply with these policies and procedures for all official travel.
9. Travel Agent(s) shall notify IFES and the traveler of events such as airport closings, canceled or delayed flights, strike situations, road closures as well as, local political or safety conditions which may affect travel to any particular destination.
10. The Travel Agent(s) shall provide all official travelers last seat availability and advance seat assignments and boarding passes on all airlines for which the Travel Agent(s) can offer these services.

11. The vendor must demonstrate that IFES Travelers Personal Information is Secure.

Other Services

1. The Travel Agent(s) shall provide travelers with advice on necessary health requirements, including types of inoculations and vaccinations either required or suggested for travel to certain areas;
2. Travel Agent(s) shall indicate any special features, programs, or services that would be beneficial to IFES and its travelers (e.g. lost baggage follow-up, insurance, preferred seating arrangements).

Airline Ticket Delivery

The Travel Agent(s) shall deliver tickets, based upon proper authority from IFES in case of official travel including, itineraries, online check-in boarding passes (where available) and other travel documents as determined necessary by IFES. Tickets shall routinely be provided not earlier than one or two days in advance of travel unless required otherwise. Furthermore, the Travel Agent(s) shall, as requested provide emergency ticket delivery.

Refunds

The Travel Agent(s) shall reimburse IFES in full for any unused tickets or lodging/venue, subject to applicable regulations. The Travel Agent(s) shall process for refund all returned airline tickets as soon as possible.

Service Standards

The Travel Agent(s) shall provide polite, responsive and efficient service at all times to fulfill IFES’ travel requirements.

Pricing

As part of the bid, each prospective vendor is to fill in the following table with all quotes in Kenya Shillings (KES), as appropriate:

No.	Description of Item/Service	Booking Fee- Unit Price (KES)	Change Fee- Unit Price (KES)	Cancellation Fee Unit Price (KES)	Other Fees- Unit Price (KES) *	Turnaround for Quotation Provision (# of Hours)	Turnaround for Booking Confirmation (# of Hours)
1	Airfare Tickets						
2	Car Hire rate per km						
3	Car Hire, Nrb – Naivasha return						
4	Car Hire, Nrb – Nakuru return						
5	Car Hire, Nrb – Nanyuki return						
6	Hotel Room						
7	Hotel Venue						

8	Emergency and after-hours fee (6:00 pm to 8:30 am) *						
9	Visa services *						
10	Pick up and drop off from town to/from JKIA airport *						

No.	Service Description	Yes/No	Rate or Additional Details, as Applicable
1	Travel Agent Daily Operating Hours		
2	Travel Agent 24 Hour Availability		
3	24/7 Emergency Security Assistance		
4	Ability to arrange vehicle services in all 47 counties (If no, which counties is it possible.)		
5	Ability to arrange lodging in all 47 counties (If no, which counties is it possible.)		
6	Visa service provisions		
7	Airport transfers available to JKIA		
8	Airport transfers in other counties		

Note: Vendors must identify any other applicable service charges, taxes and VAT that may be applicable to above pricing table and must provide percentages for each separately.

5 FUNCTIONAL REQUIREMENTS

5.1 Timeline

Prospective vendors must submit a timeline in the Response showing the time required to address various service requests from IFES/Kenya, both for quote collection and communication as well as for booking, making amendments, and making cancellations.

5.2 License, Clearance and Approvals

The prospective vendors will include in the timeline any time needed to obtain any licenses, clearances, and/or approvals required under local legal requirements to produce or deliver the products and/or services described in the Scope of Work.

6 QUALIFICATIONS & REFERENCES

Prospective vendors must provide the following information for their Response to be considered:

1. A brief outline of the company and services offered, including:
 - Full legal name and address of the company
 - Company/Corporate registration, tax registration and VAT registration documents

- Year business was started or established
 - Full name of the legal representative (president or managing director) of the company
 - Name of any individuals or entities that own 50% or more of the company
2. Evidence of successful completion of a project of a similar size and complexity.
 3. References: Contact information for no less than three references from projects similar in size, application, and scope and a brief description of their implementation (including location and year). IFES reserves the right to request and check additional references.
 4. Prospective vendors 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.
 5. A certification signed by an officer or authorized representative that the prospective contractor/vendor has sufficient financial, technical and managerial resources and facilities to complete the Scope of Work.

7 PRICING

Prospective vendors must complete the above cost breakdown for the proposed services as described in this solicitation. Prospective vendors must agree to keep these prices valid for a minimum of 90 calendar days.

Pricing must be in **Kenya Shillings (KES)**. Unit prices are required and in the case of discrepancies between unit prices and the total price, the unit price will be taken as reference basis in the evaluation.

8 ADDITIONAL TERMS & CONDITIONS

8.1 Non-Disclosure Agreement

IFES reserves the right to require the prospective vendor to enter into a non-disclosure agreement.

8.2 No Collusion

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.

8.3 Companies Owned or Controlled by Government

The prospective vendor must disclose in writing with its Response if a government, its agents, or agencies, have an ownership or managerial interest in the company. Failure to disclose a government ownership or managerial interest in the company will result in the prospective contractor's offer being removed from consideration.

8.4 Subcontracting

No subcontracting is allowed under this solicitation.

8.5 Costs

The solicitation does not obligate IFES to pay for any costs, of any kind whatsoever, which may be incurred by a prospective contractor/vendor or third parties, in connection with the Response.

8.6 Intellectual Property

Prospective vendors may not use any intellectual property of IFES including, but not limited to, all logos, trademarks, or trade names of IFES, at any time without the prior written approval of IFES.

8.7 Prospective Contractors' Responses

All accepted Responses shall become the property of IFES and will not be returned.

8.8 Partial Awarding

IFES reserves the right to accept all or part of the Response when awarding a contract.

8.9 No Liability

IFES reserve the right to accept or reject any Response or to stop the procurement process at any time, without assigning any reason or liability. IFES shall not be liable to any prospective contractor, person, or entity for any losses, expenses, costs, claims, or damages of any kind.

8.10 Entire Solicitation

This solicitation, any addenda to it, and any attached schedules, constitute the entire solicitation.

[End of Solicitation]