

Request for Quotation for Travel Management Services

16-09-2022





Subject: Request for Quotations for Travel Management Services

Dexis Consulting Group (Dexis) invites interested firms to participate in this competitive solicitation (request for quotations) for pricing, delivery, and terms of potential Travel Management services. Dexis 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 request for quotations (RFQ) does not oblige Dexis to enter into a contract, nor does it oblige Dexis to pay any costs incurred in the preparation of the submission of a response to this RFQ.

Background

Dexis Consulting Group is a for-profit company founded in 2001 to strengthen management systems for the U.S. Government across developing economies. Dexis provides monitoring and evaluation, program management, institutional support, project implementation, and training solutions to address some of the world’s greatest challenges. The current programming, the Moldova Resilience Initiative (MRI), engagement in Moldova was initiated under the USAID Office of Transition Initiatives (OTI) SWIFT 5-Programs IDIQ “EXploratory Pilot and Learning Options for Regional Efficiency” (EXPLORE) Task Order for the Europe region, focusing in working with the Moldovan government, independent media, and/or civil society partners. The program issues grants to organizations working in Moldova to help support political stability and national unity. MRI seeks to establish a BPA for travel management services in support of the program and/or its beneficiaries.

Description of Goods/Services

**Section I. Scope of Work, Deliverables, and Deliverables Schedule**

**I.I. Scope of Work**

**Air Travel Management**

* Based on written request, vendor will provide multiple itinerary options to MRI based on price, duration, and number of stops.
* The travel agency will process duly authorized flight changes/cancellations as and when required, and maintain MRI informed of changes outside the travel agency’s control.
* Provide clear, comprehensive, and professional communication to travelers and Dexis Staff via email and communicate via phone if email correspondence is not sufficient
* Provide emergency assistance support to all travelers. To clarify, any assistance required outside of office hours or any assistance that is required to be handled before the next business day will be deemed to be an emergency assistance.

**Other Services Required, If Needed**

* Management of hotel reservations and facilitation of procedures allowing for payments to be done by MRI.
* Maintain access to and secure the most cost-effective options for all hotel and accommodation requests, keeping in line Government of Moldova rates. This also includes managing changes to any hotel reservations, as required.
* Ground Transportation/Car Rental reservations, including train and bus tickets (where available). This is also expected to include travel from airport upon arrival at destination to their hotel.

**II. Deliverables**

N/A

**Reporting and Invoicing:**

The contractor will report to the Operations Manager, or their designee.

**Required Experience and Qualifications:**

*Minimum Requirements:*

* *Accredited ATAB/IATA Travel Agent(s).*
* *Maintains a good track record in serving international organizations, embassies and multinational corporations; list of corporate clients should be provided.*
* *Employs competent and experienced travel consultants, especially in ticketing and fare computations.*
* *Maintain a sufficient roster of travel agents/consultants available to support MRI, this shall include assisting during off hours and weekends, if needed.*

Requirements

*This solicitation is governed by the USAID Geographic Code 935. Please see* [ADS Chapter 310](https://www.usaid.gov/sites/default/files/documents/1876/310.pdf) *for additional information.*

All responses must be in English. Offerors must submit the following in order to be considered responsive and eligible for an award:

**Capabilities Statement** (not to exceed 3

1. pages):

1. A contact name, email address, and telephone number to facilitate communication between Dexis and the prospective contractor.
2. General information about the contractor’s history and experience as described in Required Experience.
3. 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.
4. A brief outline of the company, including:
5. Full legal name and address of the company;
6. Corporate and tax registration documents;
7. Full name of the legal representative (president or managing director) of the company;
8. Year business was started or established;
9. Name of any individuals or entities that own 50% of more of the company;
10. Evidence of Responsibility Statement (Annex 1)
11. Subcontracting is not allowed under this solicitation.
12. Description of past experiences providing similar services.
13. Names, addresses, and telephone numbers of three business references, and approval to contact the listed references.
14. Prospective contractor must be legally registered under the Moldova law and possess all licenses and government approvals necessary for performance of the work and must include verification of this in the submission

**Case Study (2 pages)**

* + - 1. Please provide a short description of the actions you would take in response to the provided case study. This should include your interactions with clients, and any 3rd parties, and any other criteria you would consider taking to accomplish the necessary tasks.

**Cost Volume** (no page limit):

1. An excel cost quotation outlining fee charges based on service provided in MDL for all the services required to complete the SOW. In the cost quotation, include a cost note section briefly describing responsibility and qualifications.

Offerors should use the illustrative fee schedule below for their cost submission, but are able to add additional lines as required:

|  |  |
| --- | --- |
| Description of Service | Fee (MDL) |
| International Booking Fee |  |
| Change Fee |  |
| Cancellation Fee |  |
| Hotel Reservations |  |
| Ground Travel/Transportation |  |
| (others) |  |

Evaluation

Dexis will evaluate bids based on the following criteria:

|  |  |
| --- | --- |
| **CRITERIA** | **WEIGHT** |
| **Quality**: Did the offeror provide evidence of their capability to perform these tasks?  | 50% |
| **Past Experience**: Did the Offeror present relevant past experience? Did the Offeror’s references provide positive feedback particularly for relevant past work? | 25% |
| **Price:** Did the Offeror provide price quotes that are realistic, complete, and reasonable? | 25% |

**Evaluation Criteria Grading for Each Criterion:**

Exceptional 5 Points

Exceeds Expectations 4 Points

Meets Expectations 3 Points

Meets most but not All Expectations 2 Points

Non-Responsive to Expectations 1 Point

Schedule of Events

|  |  |
| --- | --- |
| RELEASE OF RFQ | September 16, 2022 |
| QUESTIONS DUE | September 19, 2022 at 12:00 EEST (GMT+3) |
| RESPONSES FROM DEXIS | September 21, 2022 |
| RFQ CLOSEEST. DATE OF AWARD | October 03, 2022 at 17:00 EEST (GMT+3)October 10, 2022 |

The schedule noted above may be changed at any time in the sole discretion of Dexis. All communication must adhere to this schedule and to the attention of mriprocurement@dexisonline.com.

All questions or clarifications regarding this RFQ must be in writing and submitted to the attention of mriprocurement@dexisonline.com.

Only written answers from Dexis will be considered official and carry weight in the RFQ process and subsequent evaluation. Any answers received outside the official channel, whether received verbally or in writing, from employees or representatives of Dexis, will not be considered official responses regarding this RFQ.

Submission Instructions

Bids must be received via email by **October 03, 2022; 17:00 EEST/GMT+3**. **Offerors are to submit bids as outlined in the requirement section on page 6, including core volume, case study (Annex 2), capabilities statement (Annex 3), and cost volume. (10 MB limit per email).**

Offers must be on company letterheads with the company’s contact name and address. The subject line of the offer transmission email must identify the RFQ reference number (22-RFQ-06) and the Offeror’s name.

General Terms and Conditions

1. Dexis will only consider responsive Responses 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 until March 31, 2023.
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. Dexis reserves the right to accept or reject any quotation or stop the procurement process at any time, without assigning any reason or liability.
6. Dexis reserves the right to accept all or part of the quotation when awarding the contract.
7. All information provided by Dexis in this RFQ is subject to change at any time. Dexis 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.
8. Dexis reserves the right to require any prospective contractor to enter into a non-disclosure agreement.
9. The RFQ does not oblige Dexis 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 Dexis.

**Dexis 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 Dexis projects, contracts, or activities, please visit** [**https://www.lighthouse-services.com/index.html**](https://www.lighthouse-services.com/index.html)**.**

**Annex 1 – Evidence of Responsibility**

**EVIDENCE OF RESPONSIBILITY**

*Company Name*

*Company Name* makes the following statements with respect to Contractor Responsibility:

1. *Company Name* has adequate financial resources to perform the contract, or the ability to obtain them;
2. *Company Name* is able to comply with the required or proposed delivery or performance schedule, taking into consideration all existing commercial and governmental commitments;
3. *Company Name* has a satisfactory performance record;
4. *Company Name* has a satisfactory record of integrity and business ethics;
5. *Company Name* has the necessary organization, experience, accounting and operational controls, and technical skills, or the ability to obtain them (including, as appropriate, such elements as production control procedures, property control systems, quality assurance measures, and safety programs applicable to materials to be produced or services to be performed by the prospective contractor and subcontractors).;
6. *Company Name* has the necessary production, construction, and technical equipment and facilities, or the ability to obtain them; and
7. *Company Name* is qualified and eligible to receive an award under applicable laws and regulations (e.g., Equal Opportunity, Clean Air and Water, Small Business Subcontracting, etc.)

I declare under penalty of perjury that the foregoing is true and correct.

*Name*

*Title,* *Company Name*

**Annex 2 – Case Study**

You need to support the Ministry of Agriculture in a study visit to North of Italy.

In the delegation will take part: 2 representatives of the Ministry and 4 farmers and it is necessary to:

* Arrange international and regional travel (within 3 cities in North of Italy: Milano, Bergamo, Brescia)
* Accommodation;
* According to your previous experience what else is needed?;

The case study must be max 2 pages, including approximative prices and actions to be taken by the travel agency.