



**International Foundation  
for Electoral Systems**

**INTERNATIONAL FOUNDATION FOR ELECTORAL SYSTEMS**

**(IFES)**

**Request for Quotation (RFQ) for Provision of Travel Services in Papua New  
Guinea**

**Solicitation # RFQ-22-066**

**August 11, 2022**

## 1 INTRODUCTION

### 1.1 Purpose

The purpose of this Request for Quotation (RFQ) is to invite prospective contractors (“Bidders”) to submit a written response (“Response”) for the procurement of **Provision of Travel Services in Port Moresby, Papua New Guinea**. The solicitation provides Bidders 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 the 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](mailto: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.

- |                                     |                   |
|-------------------------------------|-------------------|
| • Issuance of RFQ                   | August 11, 2022   |
| • Technical Questions/Inquiries Due | August 26, 2022   |
| • Answers/Addenda from IFES         | August 31, 2022   |
| • RFQ Closes                        | September 4, 2022 |

### 3 PROPOSAL PREPARATION INSTRUCTIONS

#### 3.1 Bidders' Understanding of the Solicitation

Bidders 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 Bidder 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. 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 sole point of contact for all communication related to this solicitation are listed below.

**Sayed Ali Asghar**  
[sasghar@ifes.org](mailto:sasghar@ifes.org)

**and**

**Maryam Raufi**  
[mraufi@ifes.org](mailto:mraufi@ifes.org)

**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. Bidders should notify IFES of any discrepancies, errors, or omissions that may exist within this solicitation. Bidders 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:** A copy of this solicitation, Amendments, and or Q&A will be available online at: [www.ifes.org/procurement-notice](http://www.ifes.org/procurement-notice).

#### 3.4 Submission

It is mandatory for Bidders 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 is 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 Bidders 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:

**1. PRICE: 45%**

The total cost must be reasonable and show efficient use of resources, and additional costs, if any, must be clearly identified. Offers will be compared amongst responsive bidders meeting technical requirements.

**2. QUALITY OF SERVICE: 40%**

Demonstrated ability to provide itinerary planning, ticketing, and any necessary adjustments. Emergency, as well as after-hours and weekend/public holidays response times and capabilities.

**3. EXPERIENCE/PAST PERFORMANCE: 15%**

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 Bidders 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/GOODS/SERVICES

### Provision of Travel Management Services

IFES requires travel management services in Papua New Guinea to manage domestic air travel arrangements within and to and from Papua New Guinea, including itinerary planning, ticketing, hotel booking, and any necessary itinerary adjustments with IFES' approved air carriers. IFES anticipates on average three to four round trip tickets issued per month for the duration of the contract.

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 fares, which satisfy IFES travel policies and donor requirements.

The following minimum services are required to be performed by the Vendor:

- 1) Vendor will provide a dedicated Account Manager who will oversee the overall relationship between Vendor and IFES. Provide a minimum of one or two dedicated Travel Agents to service IFES accounts.
- 2) Over the period of the Agreement Vendor will monitor response efficiency and add additional agents when required.
- 3) The Travel Agent(s) should provide travel services from 8:00 am to 6:00 pm daily Monday-Friday. In addition, Travel Agent(s) shall provide 24 hours a day emergency service, as well as services during weekends and official holidays where emergency travel service may be required. One of the Travel Agent(s)'s employees shall always be reachable by phone.
- 4) The official travel requirements shall be accorded the highest priority and, therefore, the Travel Agent(s) shall ensure that servicing private travel does not delay or impede the Travel Agent(s)'s timely and effective processing of IFES' official travel.
- 5) Much of the official travels are organized on short notice. The Travel Agent(s) must therefore ensure its efficiency and rapid communication in handling all travel-related matters.
- 6) Where available, use of the lowest applicable fare, identify flights, itinerary options, and fares for destinations indicated by IFES
  - Full economy fares may be used if no appropriate reduced fares are available.
  - U.S. Federal Travel Regulations prohibit First/Business class travel and may only be allowable in limited circumstances in accordance with IFES travel policies. IFES prior approval must be received prior to purchase of any first/Business class airfare.
  - The Travel Agent(s) must be knowledgeable in preparing special fares, restricted fares, discounted fares, and group fares for use whenever appropriate.

### **Reservation & Ticketing**

For each travel request, Travel Agent(s) shall immediately make bookings on IFES-approved airlines operating the route and prepare appropriate itineraries based on the lowest fare and the most direct and convenient routing; Make reservations when instructed to do so.

1. IFES will initiate travel requests of the phone, via email or other electronic requests. Vendor will provide itinerary options based on price, duration, number of stops, and traveler preferences.
2. Ensure compliance with Fly America Act, USAID regulations and IFES Travel Policy for all reservations requested.
3. Upon receipt of the signed approval from the designated IFES authorized representative the reservation is to be confirmed immediately:
  - Provide electronic tickets for the reservation booked and upon request paper tickets will be provided
  - Provide itinerary, reservations, and ticket change services when required.
  - Charge the tickets and another fee in the manner specified by IFES.
1. 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 for consideration.
2. Travel Agent(s) shall promptly issue and deliver accurate tickets and detailed itineraries, showing the accurate status of the airline; 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 schedules prior to or during the traveler's official trip. When necessary, tickets and billings shall be modified or issued to reflect these changes.

3. Travel Agent(s) shall accurately advise of ticketing deadlines and other relevant information, every time reservations are made, in order to avoid cancellations of bookings.
4. Travel Agent(s) shall ensure that all traveling staff has complete travel documents required for their journeys, sufficiently before departure; if applicable.
5. Travel Agent(s) shall only act on travel requests for official travel submitted by the authorized representative of IFES.
6. 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.
7. Travel Agent(s) shall notify IFES and the traveler of events such as airport closings, canceled or delayed flights, and strike situations, as well as, local political or safety conditions which may affect travel to any particular destination;

### **Travel Services**

1. The Vendor shall provide client/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).
3. Pick up and drop off from town to/from airport, as requested.
4. Visa services, as requested.
5. Manage frequent flyer accounts on behalf of IFES and the traveling staff. Manage the corporate frequent flyer accounts with the individual airlines and notify IFES of expiring miles and provide redemption options.

### **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/Cancellation:**

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.

The Travel Agent(s) shall reimburse IFES in full for any unused tickets, subject to applicable regulations. The Travel Agent(s) shall process a refund of 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.

The International Foundation for Electoral System field office in Papua New Guinea is engaging the services of a travel agent in Papua New Guinea for domestic travel arrangements that can do the following requirements below.

### **Services Includes:**

1. Booking of Domestic Flights
2. Booking of Car Hire
3. Booking of Accommodation
4. Booking of Other services requested by IFESPNG, as required.

## **FUNCTIONAL REQUIREMENTS**

### **4.1 Timeline**

Bidders must submit a timeline in the Response showing the time required to produce and consolidate the products and/or deliver services.

### **4.2 Geographic Code (applicable to USAID funding only)**

IFES' project in Papua New Guinea is funded by United States Agency for International Development (USAID) under Source and Nationality (S/N) Geographic Code 937 (please refer to [22 CFR 228.03](#) for more information). A waiver request may apply to certain offers. If IFES determines a waiver would be necessary, the estimated time required to obtain the waiver will be considered within the "Timeline" in the Evaluation Criteria. IFES encourages all Bidders to consider products that fall under S/N Geographic Code 937 whenever possible.

### **4.3 License, Clearance, and Approvals**

The Bidders 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.

### **4.4 Packing**

The Response must contain details of packing for each product that requires shipping with full dimensions (length, width, and height) and weight.

## **5 QUALIFICATIONS & REFERENCES**

Bidders 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
  - Corporate and tax 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
  - U.S. companies must indicate if they are a registered Small Business (Woman owned, veteran-owned, Minority-owned, Disabled, Service-Disabled Veteran-owned)
  - No subcontracting is allowed under this solicitation.
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. Bidders 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 the performance of the work. Scope of Work.
5. A certification signed by an officer or authorized representative that the Bidder has sufficient financial, technical, and managerial resources and facilities to complete the Scope of Work.

## 6 PRICING

Bidders must complete the following cost breakdown for the implementation of their solution for the IFES' project as described in this solicitation. Bidders must agree to keep these prices valid for a minimum of 90 calendar days.

Pricing must be in US Dollars (USD). Unit prices are required and in the case of discrepancies between unit prices and the total price, the unit price will be taken as a reference basis in the evaluation. Technical specifications must be shown for each item.

### Pricing Table:

No.	Item Description	Technical Specifications	QTY	Unit	Unit Price USD	Total Price USD
<b>Group 1</b>						
1.	Booking Fee – Flights, Hotel, Accommodations, Car Hire			Per Person, Per Booking		
2.	Change Fee (post-booking) – Flights, Hotel Accommodations, Car Hire			Per Person, Per Booking		
3.	Service Fee for Hotel Accommodation and Car Hire			Per Booking		
4.	Cancellation/Refund Fee			Per Booking		
5.	Credit Card Fee			Per Booking		
6.	After-Hours Booking Fee (outside of Monday-Friday, ( am to 5 pm)			Per Booking		
Total					USD	
Any other additional Fee or services					USD	
Taxes (if applicable)					USD	
<b>Grand Total</b>					<b>USD</b>	



## **7 ADDITIONAL TERMS & CONDITIONS**

### **7.1 Non-Disclosure Agreement**

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

### **7.2 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.

### **7.3 Companies Owned or Controlled by Government**

The Bidder 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 government ownership of a managerial interest in the company will result in the Bidder's offer being removed from consideration.

### **7.4 Subcontracting**

The Bidder 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 Bidder's offer being removed from consideration. (if permitted by the solicitation) / No subcontracting is allowed under this solicitation.

### **7.5 Costs**

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

### **7.6 Intellectual Property**

Bidders 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.

### **7.7 Bidders' Responses**

All accepted Responses and supporting documentation shall become the property of IFES, subject to claims of confidentiality in respect of the Response and supporting documentation.

### **7.8 Partial Awarding**

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

### **7.9 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 Bidder, person, or entity for any losses, expenses, costs, claims, or damages of any kind.

### **7.10 Entire Solicitation**

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

**[End of Solicitation]**