

## **Request For Proposal Travel Management Services**

### **1. BACKGROUND INFORMATION/RATIONALE**

#### **1.1 Relevant background**

Caribbean Export Development Agency (Caribbean Export) is a trade and investment promotion agency in the Caribbean region headquartered in Barbados, with a sub-regional office in the Dominican Republic and a programmatic office in Haiti. Funded by the 15 members states of CARIFORUM and international donor partners, Caribbean Export seeks to expand the trade potential of the region by supporting private sector development, attracting foreign investment, and building the capacity of regional business support organisations. The Agency conducts innovative and focused initiatives designed to facilitate Caribbean businesses expansion into high value market nationally, regionally, and internationally. Our vision is to increase the competitiveness of regional businesses and products thus boosting export revenue and overall economic growth.

The Agency regularly organizes regional and international travel to participate in events that promote private sector development, trade and investment opportunities. To facilitate this, the Agency requires a travel management company as its dedicated travel agents. The Travel Agent will be required to provide airfare reservation and booking services for the Agency's staff and external participants from private sector companies, inter-governmental agencies, and delegates. Interventions and participants of the Agency's activities derived from the following destinations:

- CARIFORUM Countries (CARICOM countries + Dominican Republic)
- Latin America
- USA and Canada
- UK and Europe
- Africa

### **2. OBJECTIVES**

#### **2.1 Objectives**

Caribbean Export wishes to solicit proposals for the provision of travel management services from IATA accredited travel agencies or travel management companies based in the CARIFORUM region, to facilitate its regional and international travel activities.

## 2.2 Specific Objectives

The Agency seeks a Travel Agent to provide travel management services and is expected to operate under the following conditions:

- Provide a first-rate travel management service in compliance with the Agency's travel regulations.
- Employ the latest travel technology systems to secure the lowest fare, for the most economical route, in keeping with international travel standards.
- Provide air travel logistical support, which include: advice on entry requirements, visas and travel advisories.
- Provide 24/7 emergency assistance and support.
- Assist the Agency in maximizing company-specific loyalty programmes that enables the Agency to use miles/points for non-programme travel.

## 3. ASSUMPTIONS AND RISKS AND MITIGATION

The assumption is that the successful Travel Agent will have a reliable reservation/ticketing system, as well as experienced and qualified personnel to provide this service. Failure to provide accurate, timely and adequate travel services can affect the quality of travel, the cost of airfare charges incurred by the Agency and jeopardise the safety of travellers.

Caribbean Export staff will confirm that all travel proposals received comply with the Agency's Travel Policy and are approved prior to ticketing. The Travel Agent will provide the highest level of responsiveness and support and will seek out the most competitive pricing for all travel services required.

## 4. SCOPE OF WORK

### 4.1 Specific Activities

The following are the scope of services required by Caribbean Export Development Agency

Services	Description
<b>Reservation and Ticketing</b>	1. The successful Travel Agent shall provide full, prompt, and accurate travel services by preparing appropriate itineraries with formal quotations based on the lowest fare and most direct and convenient route for approved travel, in accordance with the Agency's Travel Policy.

	<ol style="list-style-type: none"> <li>2. In the event that the requested travel by the Agency is not the most economical, direct or convenient route, prior notification is required with alternative routes inclusive of cost provided for the Agency's consideration.</li> <li>3. The Travel Agent shall ensure adequate time is maintained between flights for any connections or transfers.</li> <li>4. All changes on airline tickets due to re-routing or fare structure must be reconfirmed, revalidated, and reissued.</li> <li>5. Tickets issued must show the class of all segments for the journey. Any changes to the travel must be reflected with an updated itinerary and revised invoice.</li> <li>6. Provide tax-exempt airfare based upon tax status of the Agency.</li> <li>7. Provide quarterly reports on the reuse of non-refundable and unexpired tickets, credits, or refunds.</li> </ol>
<b>Travel Information and Advisories</b>	<ol style="list-style-type: none"> <li>1. Provide information on flight status and changes.</li> <li>2. Issue information on flight or ticket restrictions, stopovers, baggage policies and weight restrictions.</li> <li>3. Advise on ticketing deadlines and other relevant information to avoid cancellation of bookings.</li> <li>4. Inform travelers on destination requirements including Visa requirements and other taxes, vaccinations, ground transfer options and any other relevant information.</li> <li>5. Inform travelers on any travel restrictions, health precautions, weather conditions and advisories, political unrest or safety conditions which may affect or pose possible harm to travelers.</li> <li>6. Promptly notify travelers of airport closures, flight delays, cancelled flights and changes which may affect traveler's preparations.</li> </ol>

	7. Advise travelers of any carrier provided amenities or complimentary hotels paid by the carrier due to stopovers or delays.
<b>Other Services</b>	<ol style="list-style-type: none"> <li>1. Advise and assist with obtaining visas or Electronic Travel Authorisations (ETAs) by providing application forms, website links, and information.</li> <li>2. Provide travelers insurance to Agency staff and delegates to the company's interventions worldwide.</li> </ol>
<b>Emergency Travel Assistance</b>	<ol style="list-style-type: none"> <li>1. The Travel Agent shall provide: <ul style="list-style-type: none"> <li>• 24/7 emergency travel assistance</li> <li>• Alerts to travelers on issues which may impact travel arrangements or pose any incidental risk via the appropriate communication channels.</li> <li>• Emergency re-routing of all travelers in cases of cancellation</li> </ul> </li> </ol>
<b>Invoicing and Refunds</b>	<ol style="list-style-type: none"> <li>1. Provide an official tax-exempt invoice to the Agency for each transaction in a timely manner.</li> <li>2. Monthly statements detailing any outstanding balances.</li> <li>3. Process refunds of any cancelled tickets within (1) month.</li> <li>4. Provide monthly updates and reports on the status of tickets purchased for all travelers.</li> <li>5. Assist and support the follow-up with any loss baggage for recovery.</li> </ol>

## 5. TICKETING PROCESS

The Manager- Operations will retain overall responsibility for the contract. Authorised personnel of Caribbean Export will request travel services from the Travel Agent and will provide a Purchase Order to secure all bookings. Once bookings are confirmed by the Agency's personnel, the travel agent will proceed with ticketing and issue a tax-exempt invoice to Caribbean Export for the services rendered.

## **6. DURATION OF CONTRACT**

The contract for Travel Management services will be reviewed on an annual basis.

## **7. PAYMENT TERMS**

Payments will be made in accordance with the terms and conditions outlined in the contract between Caribbean Export and the Travel Agent.

## **8. REQUIREMENTS**

Proposals must meet the requisite qualifications, capabilities and experience which demonstrate its organizational capacity and capability, technical ability, experience of staff and financial soundness to meet the travel management needs of Caribbean Export.

### **8.1 Qualifications and Capability**

To qualify for consideration, the Travel Agent must meet the following qualifications and capabilities:

- Accreditation with the International Air Transportation Association (IATA).
- Online ticketing/booking reservation system.
- IATA certified travel team leader/account manager and competent and experienced travel staff in ticketing and fare computations.
- Adequate staff to deliver and meet the needs of Caribbean Export.
- Regular travel services on each working day between the hours of 9:00am – 5:00pm.
- 24-hour emergency service and support for ticketing or re-routing outside of regular operating hours, weekends and during national holidays.
- Staff who are fluent in Spanish and French (preferable)

### **8.2 Professional Experience**

To qualify for consideration, the Travel Agent must have the following professional experience in:

- Providing travel management services to regional and international organisations, embassies, and other multi-national corporations and companies, no less than 5 years.
- Ability to provide global travel services with an understanding of the global travel environment.
- Ability to negotiate with airlines and other travel couriers and identify saving opportunities.
- Ability to book complex international travel reservations.
- Securing international travel reservations, ticketing experience and sound knowledge of updated airline rules and regulations.

### 8.3 Required Documentation.

A full **Technical Proposal** which details all services provided by the Travel Agent to meet the requirements outlined above, and **Financial Proposal** stated in United States Dollars (USD). The proposal must include the following documentation:

1. A brief profile of the company including size, geographical location and network, areas of expertise, years in business, product range, etc.
2. Copy of valid Business registration documents, licenses and Quality assurance certificates (if any) e.g. ISO held by your company, either for company business processes or products, or both.
3. Copy of Valid IATA certificate and type of booking system used.
4. List of major clients (International and Government organizations, embassies, multinational corporations/companies).

## 9. EXCLUSION CRITERIA

Candidates will be excluded from participation in the bidding process if they:

- are bankrupt, insolvent, filing for insolvency or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
- are the subject of proceedings for fraud, corruption, a declaration of bankruptcy, for winding-up, for administration by the courts, for an arrangement with creditors or for any similar procedure provided for in national legislation or regulations;
- have been convicted of an offence concerning professional conduct by a judgement which has the force of *res judicata*
- are guilty of grave professional misconduct proven by any means which Caribbean Export can justify;
- are guilty of serious misrepresentation in supplying the information required by the contracting authorities as a condition of participation in the procurement process; they have been declared to be in serious breach of contract for failure to comply with obligations in connection with another contract with the same Contracting Authority or another contract financed with Caribbean Export's funds;
- are in breach of payment of taxes or social security contributions;
- have been convicted or are the subject of proceedings for money laundering, terrorist offences or activities, child labour, human trafficking, being a criminal enterprise in the production of goods and services, or any other irregularity;
- are established as or operating as a shell company.

A derogation from the mandatory exclusion clauses provided above, may be provided on an exceptional basis, for overriding reasons to entities operating in the public interest such as public health or protection of the environment.

#### **10. MONITORING AND EVALUATION**

Travel Management Services will be monitored and evaluated by Caribbean Export over the contract period.

#### **11. SPECIAL REQUIREMENTS**

The Travel Agent is required to provide travel management services to Caribbean Export offices located in Barbados, the Dominican Republic and Haiti and tax exempted invoicing for travel service rendered.

#### **12. PUBLICATION OF INFORMATION**

To participate in any activity executed or supported by Caribbean Export, you hereby agree that any information and personal data that you share and is collected by the Agency will be processed for the purpose of reporting the outcomes and impact of your projects and/or participation. Please note that Caribbean Export reserves the right to publish the Contractor's/Participant's name and address, the purpose and nature of the activity, and financial arrangements, in accordance with Caribbean Export's Personal Data Protection Policy. (<https://content.carib-export.com/download/personal-data-protection-policy/>). Derogation from publication of this information may be granted if it could endanger the Contractor/Participant or harm his/her commercial interests.

#### **13. DECLARATION**

To participate in any procurement undertaken by Caribbean Export, all applicants must complete and submit to the agency the Applicant Declaration Form. (<https://content.carib-export.com/download/applicant-declaration-form/>).

#### **14. SUBMISSION**

All technical and financial proposals must be addressed to Manager – Operations and must be submitted via email to: **contracts@carib-export.com** by 4pm on Friday 15<sup>th</sup> September 2023.