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CIPOTATO.ORG
Street Address:
Av. La Molina 1895, La Molina, Lima, Perú

REQUEST FOR PROPOSAL

Global Travel Agency for Centro Internacional de la Papa (CIP)

I. INTRODUCTION

The International Potato Center, known by its Spanish acronym CIP, was founded in 1971 as a root and tuber research-for-development institution delivering sustainable solutions to the pressing world problems of hunger, poverty, and the degradation of natural resources. CIP is truly a global center, with headquarters in Lima, Peru and offices in 20 developing countries across Asia, Africa, and Latin America. Working closely with our partners, CIP seeks to achieve food security, increased well-being, and gender equity for poor people in the developing world. CIP furthers its mission through rigorous research, innovation in science and technology, and capacity strengthening regarding root and tuber farming and food systems.

CIP is part of the CGIAR Consortium, a global partnership that unites organizations engaged in research for a food secure future. CGIAR research is dedicated to reducing rural poverty, increasing food security, improving human health and nutrition, and ensuring more sustainable management of natural resources. Donors include individual countries, major foundations, and international entities.

II. PURPOSE

The purpose of this Request for Proposal (RFP) is to receive proposals from firms who believe that they have the qualifications to provide the travel agency services described in this RFP. CIP is looking and is one of the mandatory points of this RFP that proposals must provide an integration with Concur.

CIP is committed to including diverse firms (and those who value diversity and inclusion) in its sourcing and procurement activities. In furtherance and in support of this goal, CIP seeks to do business with firms that have a demonstrated commitment to inclusion as reflected in the composition of their workforce and/or in their own contracting, subcontracting or teaming activities.

All interested contractors or service providers who meet the minimum requirements set forth in this RFP are encouraged to submit a Notice of Intent to Bid and also to include information regarding diversity and inclusion (e.g., firm ownership, workforce, etc.) in background information concerning their organizations and as part of their RFP responses.

Proposals submitted should consider a 01-year scenario, possibility to renewal in automatic

III. REQUIREMENTS

Proposals must address each item listed, giving specific details of techniques to be used in achieving these requirements. Proposals may be rejected if minimum requirements are not met. All proposers wishing clarification of this RFP must submit questions by email to CIP no later than May 02, 2024 (due by 6:00 p.m. Peruvian time - PET) to the Procurement Manager, Mrs. Ximena Ganoza (x.ganoza@cgiar.org) and Deyanira Aniceto (deyanira.aniceto@cgiar.org). Kindly be consider this reference RFP CIP-01-2024 (Name of your company).

Costs for developing proposals are entirely the responsibility of the proposer and shall not be reimbursed by CIP.

1. **Notice of Intent to Bid and Bidder Identification, Attachment 1:** Must be received April 25, 2024 (due by 6:00 p.m. PET). The notice shall be emailed to Procurement Manager at the CIP office. The NOTICE OF INTENT TO BID, Attachment 1, is nonbinding; however, it ensures the receipt of all addenda related to this RFP. Proposals will be accepted only from applicants who submitted a timely NOTICE OF INTENT TO BID.

2. **Table of Contents:** Every RFP submitted must contain the following information:
 - a. **Services and Activities:** Provide description of the nature of the organization’s services and activities. Note when the business was established, brief history and location. List the location(s) of the office(s) from which the primary work on this contract would be performed.
 - b. **Last two years audited financial statements:** In case the company is member or head of a network of non-related entities, in addition to the bidder, CIP will require financial statements of the major non-related entities who will provide services covered under this RFP.
 - c. **No Conflict of Interest:** Client relationships that could potentially be considered a conflict of interest must be listed.
 - d. **Contract Manager/Team:** Identify one individual on the proposer’s account team who will manage the contract work. Identify the offices and contact person who will give support to the traveler and the role of each member who will service the account.
 - e. **Detailed proposal requirements:** Attachment 2:

IV. TIMETABLE

1. Invitation to bidding companies	19 April, 2024
2. Questions from bidders	26 April to 02 May, 2024
3. Answers from CIP	08 May, 2024
4. Submission of Proposals	21 May, 2024 (until 6 pm)
5. Evaluation of proposals	22 May to 03 June, 2024
6. Request for clarifications from CIP	04 June, 2024
7. Identification of selected vendor	18 June, 2024
8. Communication to bidders	25 June, 2024
9. Contract signing	12 July, 2024
10. Contract starting date	August, 2024 (TBD)

Bidders shall submit their complete Technical and Economic proposals along with other required documents by email to the Procurement Manager, Mrs. Ximena Ganoza (x.ganoza@cgiar.org) and Deyanira Aniceto (deyanira.aniceto@cgiar.org) no later than May 21, 2024 6:00 p.m. PET. Kindly be consider this reference RFP CIP-01-2024 [Name of your company]

V. EVALUATION PROCESS

Evaluation Matrix

	<i>Relevance %</i>	<i>Score (1-5)</i>	<i>Total (Relevance x score)</i>
Global Capacity	40		
Travel Management and Traveler Localization system	10		
Agency Experience	10		
Staff Experience	15		
Cost	20		
Financial Strength	5		
	100		500

VI. CIP RIGHTS

CIP maintains the right to accept or reject in whole or in part, proposals and cancel the process as long as CIP has not signed the relevant contract.

ATTACHMENT 1 - NOTICE OF INTENT TO BID

Place, Date

Messrs.
Centro Internacional de la Papa
Av. La Molina 1895
Lima - Perú

Ref. Invitation Travel Agency

Our companyduly represented by its Legal Representative..... with legal powers registered at (copy attached), requests to participate in the selection process of a travel agency for Centro Internacional de la Papa.

Along with the **BIDDER IDENTIFICATION** we are attaching the requires documentation and accept the conditions of the invitation.

Sincerely

NAME AND SIGNATURE OF THE LEGAL REPRESENTATIVE

BIDDER IDENTIFICATION

	BIDDER IDENTIFICATION	
Company name		
Years in the market		
Main customers. Please attach letters of recommendation		
Tax ID		
Address		
Contact information		
Name		Position:
Phones		E-mail:
Sales Volume		
2013		
2014		
2015		
Name and signature Legal Representative		

ATTACHMENT 2 - PROPOSAL REQUIREMENTS

Proposals must cover the following basic requirements, with detailed description of each process, whenever required:

- This RFP is looking for the globalization of CIP Travel Program, the main regions will be Latam / Asia / Africa. Each region must work autonomously, even with the option of an individual billing,
- OBT (Concur) solution and travel management. that allows to comply with the travel policy, have the offers of flights in real time that facilitate the flow of information and approval in an efficient way. The tool should allow the administration of the flow of authorizations for travel, allow the definition of profiles, destinations, routes, airlines;
- Details of the travel expenses management software that can connect with our accounting system (Agresso Unit4), with features like travel approval, management of advances and liquidation of expenses and general key performance indicators;
- Bilingual (English and local language) Coordinator (24 hours / 7 days of the week) who will be the link between CIP and the Agency in order to attend those travels could not be done by the OBT. Kindly elaborate all details regarding procedures and protocols;
- Preparation of itineraries and airfares following CIP's travel policy, proposing solutions and good practices that allow CIP to optimize budget (demo of Travel Management Reports);
- Booking of hotels, car rentals, tours, etc. proposing corporates agreements;
- Purchase of airline tickets, ticket issuing, exchanges, delivery of prepaid tickets within Peru or abroad (vice versa) for domestic or international tickets;
- Paperwork and coordination to refund tickets of unused tickets fully or partially;
- Provide accurately International SOS, Medical and Security Assistance company data related to CIP's passengers;
- Emergency response procedures and protocols;
- Support for obtaining the relevant travel documents in each country (passports, renewal, vaccinations, visas, etc.);
- Global support to be able to service the Region's needs in each country;
- Availability of Travel Management software and related MIS reports;
- Global Agreements with Airlines (mainly KLM, Air France, Air Europa, Latam, United Airlines, Delta Airlines, Avianca , beside others);
- Surveys on Quality Service.

Technical Proposal requirements

- Notice of Intent to Bid signed by the legal representative;
- Documentation demonstrating fulfillment of all legal, labor and tributary requirements as described in Peruvian laws;
- Certification of no less than 10 years of experience with multinational organizations;
- Minimum of 3 letters of recommendation from corporate accounts and contact names with email and phone details;
- Indicate previous experience with Not for Profit organizations;
- Profile and experience of executives to be assigned to CIP account;
- Travel Management Software. Brief description of main attributes and MIS Reports;
- Alignment to customer's travel protocols;
- Globalization capabilities. Describe your strengths regarding travel and assistance coverage for China and Africa intraregional travel.

Economic Proposal – cost for providing the following services (all costs per unit in US\$, excluding taxes):

- Cost of integration and management of Concur, please consider that CIP will deal with Concur directly the travel and expenses platforms.
- Reservation of National Tickets;
- Reservation of Economy International Tickets;
- Reservation of Business/Executive International Ticket;
- Reservation of Multi-Destination Ticket w/multi-airlines;
- Reissuing of national/international tickets;
- Reimbursement for unused tickets (national and international);
- Reservation of Emergency Tickets;

- Visas Management;
- Hotel reservations;
- Other value added services.

ATTACHEMENT 2 PROPOSAL REQUIREMENTS

This Request for Proposal (RFP) aims to request proposals from global travel management companies (TMC) that provide comprehensive travel booking and program management. We seek a strong travel management partner that will deliver best-in-class travel services consistently across all CIP locations, utilize the latest travel technology systems to secure the lowest fares and rates, and provide continuous quality improvement.

CIP has faced critical challenges in the past year around data management, high airfares, delays in responses to quotes, data analysis, reporting, invoicing, and tracking of unused tickets. CIP is looking for a strategic partner who can leverage its knowledge of the travel industry to improve CIP's efficiency and cost management through policy, travel service management, data collection, and analysis for decision-making.

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Travel data is dynamic, so it's crucial to regularly update and monitor analysis to adapt to changing trends and patterns, including external factors impacting travel patterns, such as political events, weather conditions, or industry trends.

trends, such as political events, weather conditions, or industry trends. CIP seeks recommendations for improvements as part of the services:

a. Travel Services

- Proposal of how to increase our savings and agreement with airlines for airfare discounts
- How to enhance travel services responses to quotes, changes of tickets, hotel booking, etc., and how best handle time-limit of ticket purchase
- Customer service satisfaction by optimizing traveler support in cases of flight cancellations or delays
- Propose how to provide comprehensive and global visibility of our transactions and travel expenses
- How to ensure the GDS system (Amadeus/Sabre) captures ISOS code in all PNRs

b. Data Management and Collection

- What do you propose as a method for data cleaning and preparation before analysis? Clean and preprocess the data to remove any inconsistencies, errors, and missing values before the analysis results
- Proposal of how best to collect accurate travel data from CIP's travel hubs in LAC, Asia, and Africa (booking detail, passenger demographics, flight itineraries, ticket prices, fees)
- Proposal on ensuring traveler data is accurate (names, ID) and maintaining traveler profile information updated to avoid duplicity in the system and errors in travelers' name and ID information.
- Consider dashboard/ database access for Travel Service Provider that provides information in real-time such as:
 - Flight cost
 - Departure / Destination
 - Dates
 - Date Flight Booked and Date of Travel (indicate time)
 - Indicate cost of same travel if booked 1 month earlier (if possible)
 - Indicate changes to itineraries made after booking before travel.
 - After booking while on travel
 - Cancellations, no shows

c. Data Analysis

- What level of analysis is provided to other clients? Provide an example as an annex to this document (monthly/quarterly/yearly report)
- What level of analysis your industry can recommend or offer CIP for decision making
- What do you propose as reporting format (booking detail, passenger demographics, flight itineraries, ticket prices, fees, cost center), and what is the structure according to monthly/quarterly/yearly

d. Tracking of Conditions of Tickets

- What do you propose as a tracking method for unused tickets
- How to track cancellations, changes, and re-routing of tickets
- How to track ticket validity to avoid expire of unused tickets
- How to track refunds or travel vouchers