

REQUEST FOR PROPOSAL
Regional Travel Agency Services for South-East Asia
(India, Nepal, Bhutan, Bangladesh, Philippines, Vietnam and China)

1. Introduction

The International Potato Center, known by its Spanish acronym CIP, was founded in 1971 as potato, sweet potato and Andean roots and tubers research-for-development organization delivering innovative science-based solutions to enhance access to affordable nutritious food, foster inclusive sustainable business and employment growth, and drive the climate resilience of root and tuber agri-food systems. Headquartered in Lima, Peru, CIP has a research presence in more than 20 countries in Africa, Asia, and Latin America.

CIP is a CGIAR research center, a global research partnership for a food-secure future. CGIAR science is dedicated to transforming food, land and water systems in a climate crisis. Its research is carried out by 13 CGIAR Centers/Alliances in close collaboration with hundreds of partners, including national and regional research institutes, civil society organizations, academia, development organizations, and the private sector.

In India, CIP is working as a public international organization under the United Nations (Privileges and Immunities) Act, 1947 to carry out research programs to increase the production and productivity of potato and sweet-potato at the national level in cooperation with the Indian Council for Agricultural Research (ICAR), and its associated research institutes working on potato (CPRI) and sweet-potato (CTCRI). Collaborate with universities and international research organizations to advance agricultural innovations in India and the region.

2. Objectives

The International Potato Center is seeking to establish a regionalized travel management model by engaging qualified travel agencies in South-East Asia (India, Nepal, Bhutan, Bangladesh, Philippines, Vietnam and China) to support official business travel requirements for staff, consultants, and visitors.

The objective of this approach is to improve:

- regional responsiveness,
- local market expertise,
- operational efficiency,
- cost optimization,
- and quality of travel reporting and analytics.

The selected agencies will operate under standardized service expectations and reporting requirements aligned with the organization's global travel management framework.

3. Objective of the Assignment

To identify and contract experienced regional travel agencies capable of providing comprehensive corporate travel management services while delivering high-quality travel analytics and cost-saving insights.

A key priority for the organization is the agency's ability to provide detailed statistics, reporting, and travel analysis that support strategic decision-making and travel cost optimization.

4. Scope of Services

The selected agency shall provide the following services:

4.1. Travel Reservation and Ticketing

- Domestic and international flight reservations and ticket issuance
- Hotel reservations
- Rail transportation where applicable
- Airport transfers and transportation arrangements
- Travel itinerary preparation
- Travel rebooking and emergency support
- Visa support based on the requirement
- Travel insurance policy based on the requirement
- Ticketing invoices for tax exemption recovery (**Note: CIP-India must need all the services tax invoice including its UIN/GST number such as invoices from airline, hotel etc.**)

4.2. Customer Service Requirements

- Dedicated account manager
- Dedicated travel consultants for the organization
- Response time commitments:
 - Standard requests: within 4 hours
 - Urgent requests: within 45 minutes
- 24/7 emergency support
- Multichannel communication support:
 - email
 - phone
 - online booking tools (if available)

5. Traveler Profile Management

5.1. Traveler Profile Management

The Travel Agency shall maintain accurate and up-to-date traveler profiles for all authorized personnel designated by CIP. The Travel Agency shall implement appropriate controls to ensure that traveler information is consistently synchronized across all booking platforms, reservation systems, and service providers.

Traveler profiles shall include, as applicable:

- Full legal name as reflected in the travel document
- Date of birth
- Nationality
- Passport and visa information
- Corporate email address
- Contact telephone number
- Emergency contact details
- Frequent flyer and loyalty program memberships
- Special travel requirements and preferences

The Travel Agency shall immediately update traveler profiles upon notification from CIP and shall ensure that duplicate traveler profiles are not created.

5.2. PNR Data Accuracy

The Travel Agency shall ensure that all Passenger Name Records (PNRs) contain complete, accurate, and consistent traveler information.

At a minimum, each PNR shall accurately reflect:

- Traveler's full name matching the travel document (passport).
- Correct email address.
- Mobile telephone number.
- Emergency contact information, when required.
- Frequent flyer numbers and traveler preferences.

The Travel Agency shall establish quality control procedures to verify the accuracy of all information prior to ticket issuance. Any discrepancies identified shall be corrected promptly and at no additional cost to the CIP when resulting from the Travel Agency's error.

5.3. International SOS (iSOS)

To support CIP's duty of care obligations, through iSOS, the Travel Agency shall ensure that all travel reservations are properly coded (iSOS code) and recorded to facilitate traveler tracking and risk management.

The Travel Agency shall:

- Include the Client's designated International SOS (iSOS) membership number and required traveler tracking codes in all applicable PNRs.
- Ensure that reservation data is transmitted accurately and in a timely manner to International iSOS.
- Apply all required organizational, project, location, and traveler identifiers necessary for travel tracking and emergency response purposes.
- Validate that all travel bookings are visible within the Client's traveler tracking system.
- Coordinate with the Client and International SOS in resolving any transmission, synchronization, or data quality issues affecting traveler visibility.

6. Reporting and Travel Analytics Requirements

This section is considered a critical component of the evaluation.

The agency must demonstrate strong reporting and analytical capabilities that allow the organization to monitor travel patterns, identify savings opportunities, and support travel policy compliance.

6.1. Mandatory Reporting Requirements

The agency shall provide monthly and quarterly travel reports including:

Financial Analysis

- Total travel spend by:
 - country
 - office
 - department/project
 - traveler
- Airfare spend analysis
- Hotel spend analysis
- Cost comparison against previous periods
- Airline utilization trends

Savings Analysis

- Documented cost savings generated
- Lowest logical airfare analysis
- Advance purchase savings
- Negotiated fare savings
- Missed savings opportunities
- Ticket exchange/refund tracking
- Unused ticket tracking

Travel Behavior Analytics

- Most traveled routes
- Most used airlines
- Booking lead times
- Last-minute booking analysis
- Policy compliance analysis
- Out-of-policy bookings
- Carbon emission reporting (desirable)

Operational Statistics

- Volume of transactions
- Service response times
- Emergency support cases
- Traveler satisfaction statistics
- Cancellation and rebooking trends

6.2. Dashboard and Data Access

Preference will be given to agencies capable of providing:

- Interactive dashboards
- Real-time travel data access
- Exportable reports
- Data visualization tools
- Customized reporting capability

7. Cost Optimization Expectations

The agency is expected to proactively support travel cost optimization through:

- Fare monitoring
- Identification of lower fare options
- Advance purchase recommendations
- Preferred airline negotiations
- Group travel optimization
- Identification of high-cost travel trends
- Recommendations for policy improvements

The agency should act not only as a ticketing provider but also as a strategic travel management partner.

8. Qualifications and Experience

The agency must demonstrate:

- Minimum 10 years of experience in corporate travel management
- Experience supporting international organizations, NGOs, research institutions, or multinational corporations
- Strong regional presence in the applicable country/region
- Ability to issue domestic and international tickets
- Experience with travel reporting and analytics tools
- Financial stability
- References from comparable clients

9. Service Level Expectations (SLA)

The proposal should include measurable service commitments including:

- Ticket issuance turnaround times
- Response times
- Error resolution timelines
- Emergency support response
- Reporting delivery timelines

10. Contract Duration

The initial contract period will be 1–2 years, subject to performance evaluation and renewal conditions.

11. Confidentiality

The selected agency must maintain strict confidentiality regarding:

- traveler information,
- travel patterns,
- organizational operations,
- and financial data.

12. Timetable

1. Invitation to applicant companies	September 21, 2026
2. Confirm your desire to participate	September 23, 2026
3. Inspection visits (if required)	N/A
4. Submission of Applicant Inquiries	September 25, 2026
5. Response to inquiries	September 26, 2026
6. Proposal submission	October 05, 2026
7. Opening and evaluation of proposals	October 07, 2026
8. Winner identification and communication to bidders	October 13, 2026
9. Contract signing	October 20, 2026
10. Contract commencement implementation	December 01, 2026 or earlier

(*) Please direct your inquiries via email to Mr. Barun Raj (barun.raj@cgiar.org) copying Dr. Neeraj Sharma (n.sharma@cgiar.org).

13. Proposals

Proposals must address all elements outlined in the Terms of Reference. Proposals that do not comply with the requirements specified in the call for proposals may be rejected. All companies interested in participating and seeking clarification of this document must send their questions via email to CIP no later than September 25, 2026, attention to barun.raj@cgiar.org, copying n.sharma@cgiar.org.

Interested companies must submit their complete quotation, including detailed technical specifications, by email to barun.raj@cgiar.org copying n.sharma@cgiar.org, no later than October 05, 2026.

All costs associated with the preparation of proposals and participation in this tender shall be borne solely by the applicant and will not be reimbursed by CIP.

14. Installation/delivery Location

International Potato Center (CIP), as indicated above.

15. Process Evaluation

Evaluation area	Relevance %	Points(1-5)	Total
Company profile & experience	20		
Service model & Account management, SLA	15		
Reporting, invoicing & financial controls	10		
Airfare sourcing & cost optimization	15		
Fee for national and international transactions	25		
Traveler support & emergency services	15		
Total	100		

(*) Only the offers that meet all the requirements included in this tender will be considered

16. CIP Rights

CIP reserves the right to accept or reject proposals in whole or in part and to cancel the process at any time if CIP has not signed the corresponding contract

17. Letter of presentation

Sirs
International Potato Center (CIP)
NASC complex, DPS Marg
Pusa campus, New Delhi - 110012

Ref. TITLE

Dear Sir/Madam,

With this letter, our company [company name], represented by Mr. [name of the legal representative], requests to participate in the Selection Process for the provision of xxxxxxxxxxxxxx at the Regional office in New Delhi India", as communicated to us.

We certify that we have become aware of the conditions required for participants and we commit to abide by them in their entirety.

We are enclosing the documentation demonstrating that our company meets the requirements for participation in this process.

Yours faithful

18. Identification

BIDDER IDENTIFICATION	
1. Company	
Company Name	
Contact person name and title	
Contact Address, Phone number, Email	
2. Company Information	
Public/Private	
Small/Non-small Business	
Year Founded	
Location of Headquarters, and offices where implementation, development and support services are provided	
Website	
Employee Count	
3. Number of Customers	
Total customers	
Total non-for-profit customers	
Years in the market	
List of principal clients (attach letter recommendation, if any)	
Name and sign of the legal representative	