



Organization of
American States | More rights
for more people

BID No: 04/17

REQUEST FOR PROPOSALS

FOR

**TRAVEL MANAGEMENT SERVICES FOR THE GENERAL SECRETARIAT OF THE ORGANIZATION OF
AMERICAN STATES**

SECRETARIAT OF ADMINISTRATION AND FINANCE (SAF)

**GENERAL SECRETARIAT OF THE ORGANIZATION OF AMERICAN STATES
(GS/OAS)**

Department of Procurement Services

February 14, 2017

TABLE OF CONTENTS

1. Background
2. Objective
3. Terms of Reference
4. Governing Law
5. Bidding Schedule
6. Bidders' Inquiries
7. Proposal Submission
8. Evaluation
9. Award

Appendixes

- | | |
|------------|--|
| Appendix 1 | Background and Overview of the GS/OAS Travel |
| Appendix 2 | Terms of Reference |
| Appendix 3 | Travel Management Services Contract |
| Appendix 4 | Technical Proposal Format |
| Appendix 5 | Price Proposal Instructions |
| Appendix 6 | Acceptance of the Contractual Terms and Conditions Statement |
| Appendix 7 | OAS Travel Policy |

GLOSSARY

SAF - SECRETARIAT OF ADMINISTRATION AND FINANCE

GS/OAS - GENERAL SECRETARIAT OF THE ORGANIZATION OF AMERICAN STATES

OAS - THE ORGANIZATION OF AMERICAN STATES

RFP - REQUEST FOR PROPOSALS

TMC - TRAVEL MANAGEMENT COMPANY

TOR - TERMS OF REFERENCE

DP - DEPARTMENT OF PROCUREMENT SERVICES

CAC - CONTRACT AWARDS COMMITTEE

BAFO - BEST AND FINAL OFFER

KPI - KEY PERFORMANCE INDICATORS

PO – PURCHASE ORDER

GDS - GLOBAL DISTRIBUTION SYSTEM

PNR – PASSENGER NAME RECORD

LLF - LOWEST LOGICAL FARE

ERP - ENTERPRISE RESOURCE PLANNING

GA – GENERAL ASSEMBLY

OBT - ONLINE BOOKING TOOL

BID No. 04/17

REQUEST FOR PROPOSALS

FOR

TRAVEL MANAGEMENT SERVICES FOR THE GENERAL SECRETARIAT OF THE ORGANIZATION OF AMERICAN STATES

SECRETARIAT OF ADMINISTRATION AND FINANCE (SAF)

1. BACKGROUND

- 1.1 The Organization of American States (OAS) brings together the nations of the Western hemisphere to promote democracy, strengthen human rights, foster peace, security and cooperation and advance common interests.
- 1.2 The origins of the Organization date back to 1890 when nations of the region formed the Pan American Union to forge closer hemispheric relations. This union later evolved into the OAS and in 1948, 21 nations signed its governing charter. Since then, the OAS has expanded to include the nations of the English speaking Caribbean and Canada, and today all of the independent nations of North, Central and South America and the Caribbean make up its 35 member states.
- 1.3 For more information about the OAS, please refer to the OAS's web site at www.oas.org.

2. OBJECTIVE

- 2.1 The purpose of this Request for Proposals (RFP) is to select a Travel Management Company (TMC) able to provide to the General Secretariat of the Organization of American States (GS/OAS) off-site travel management services for Official Travel of the GS/OAS' travelers, in accordance with GS/OAS travel policy.
- 2.2 As a result of this RFP, the GS/OAS intends to award a one (1) year contract, with the option to extend the contract for up to five (5) additional years.
- 2.3 This RFP does not in any manner whatsoever constitute a commitment or obligation on the part of GS/OAS to accept any Proposal, in whole or in part, received in response to this RFP, nor does it constitute any obligation by GS/OAS to acquire any goods or services.

3. TERMS OF REFERENCE

The Terms of Reference (TOR) of the travel management services, are outlined in Appendix 2 of this RFP, and, therefore, become part of it.

4. GOVERNING LAW

The selection process of the consultant services are regulated by:

- 4.1 This RFP.
- 4.2 The Procurement Contract Rules of the GS/OAS, approved by Executive Order No. 00-1.
- 4.3 The Performance Contract Rules, approved by Executive Order No. 05-04, Corr. No. 1.
- 4.4 The Executive Orders, memoranda and other dispositions and official documents of the GS/OAS applicable to this process.

5. BIDDING SCHEDULE

The following schedule reflects the expected completion dates but may be modified by the GS/OAS at its sole discretion:

Issue Request for Proposals	2/14/2017
Bidder’s Inquiries Due	03/10/2017
Response to Bidder’s Inquiries Due	03/12/2017
Bid Closing Date	3/14/2017
Oral Presentations	3/29/2017-3/31/2017
Notification of Contract Award	05/26/2017
Expected Contract Start Date	07/15/2017

6. BIDDERS’ INQUIRIES

- 6.1 Bidders may submit any inquiry or request for more information and clarification regarding technical specifications in this RFP no later than five (5) business days prior to the bid closing date.
- 6.2 The requests must be submitted in a written format to the attention of Mr. Alex P. Grahammer, Director of the Department of Procurement Services (DP), by e-mail to: OASBIDSubmit@oas.org with copy to vcastro@oas.org.
- 6.3 The responses to these requests will be submitted in written format to all Bidders no later than three (3) business days before the bid closing date.

7. PROPOSAL SUBMISSION

7.1 Submittal Format

- 7.1.1 Proposals shall be submitted in three (3) sealed envelopes. The first envelope will contain the Technical Proposal; the second envelope will contain the Price Proposal; and the third envelope will contain the legal documentation required in Section 7.2.3.
- 7.1.2 The Proposals shall be submitted in hard copy: one (1) original and eight (8) copies. The sealed envelope containing Bidder’s Proposal shall be labeled:

GS/OAS BID No. 04/17 – TRAVEL MANAGEMENT SERVICES FOR THE GS/OAS _____ (Bidder’s Name)

7.1.3 The Proposals shall be delivered to:

The General Secretariat of the Organization of American States Department of Procurement Services 1889 F Street, N.W., 2 nd Floor Washington, DC 20006 USA

Additionally, the Proposals shall be submitted by electronic mail to the attention of Mr. Alex Grammer, Director of the Department of Procurement Services (DP). Proposals sent by e-mail should be in PDF format, sent to OASBIDSubmit@oas.org, with copy to VCastro@oas.org. The electronic proposal must not exceed 15 MB in total size due to OAS e-mail restrictions. Should the electronic bid package exceed 15 MB in size, the bidder should divide the submission into two or more emails.

7.1.4 The Proposals shall be signed by the Bidder's legal representative.

7.1.5 The Proposals shall remain valid and open for acceptance for a period of at least one hundred eighty (180) calendar days after date specified for receipt of Proposals. The term of validity of the Proposals must be expressly stated on the same Proposal.

7.1.6 Any firm may bid independently or in joint venture confirming joint and several liability, either with domestic firms and/or with foreign firms, but the GS/OAS does not accept conditions of bidding which require mandatory joint ventures or other forms of mandatory association between firms.

7.1.7 By submitting a Proposal, the Bidder gives express warranty of its knowledge and acceptance of the RFP and the rules and conditions that govern the bidding process. Likewise, the Bidders shall warrant the accuracy and reliability of all information they submit in this procurement process.

7.1.8 By submitting a Proposal, the Bidder represents and warrants that it has studied and is thoroughly familiarized with the requirements and specifications of the work to be performed in their entirety. This includes familiarity with the TORs and the Contract documents attached to the RFP, with all current equipment, labor, material market conditions, and with applicable laws, such that the Bidder accepts responsibility for and is prepared to execute and shall completely fulfill all obligations under the Contract.

7.1.9 By submitting a Proposal, the Bidder also accepts that it will not make any claim for or have any right to damages, because of any misinterpretation or misunderstanding of the Contract, or because of any information which is known or should have been known to the Bidder.

7.1.10 The Bidders shall bear any and all costs or expenses associated with or incurred in the formulation or development of a Proposal in response to this RFP.

7.2 Required Documents and Formats in the Proposals

7.2.1 Content of the Technical Proposal:

The Technical Proposal shall include the following information/documents:

Documents related to the Travel Management Company's (TMC) Experience

- a) A general description of the background of the bidding firm.
- b) A detailed description of the Bidder's work experience in providing travel management services. The description shall indicate what work it did, when and where it did it, and for whom it did it.

Documents related to TMC's Personnel

- c) A comprehensive resume of the Operations Manager, VIP Agent, Reporting Specialist and Customer Service Specialist that the Bidders intend to use to perform the Contract. The resumes shall reflect the expertise, knowledge and capabilities required in Section 7 of the TORs, Appendix 2 of this RFP.

Documents related to the Travel Management Services Offered

- d) Bidders must submit a Technical Proposal addressing all the topics and questions mentioned in Appendix 4 of this RFP.

Other information

- e) Information of Bidder's point(s) of contact. Provide the name, position, telephone number, email and fax of the person or persons serving as coordinator or focal point of information of the Bidders concerning this bidding process.
- f) Other documentation and/or information that supports each of the technical evaluation factors as per Section 8.4.1, a) of this RFP.

7.2.2 Content of the Price Proposal:

The Bidders shall submit a Price Proposal expressed in US Dollars (US\$), in numbers and in words. The Price Proposal shall follow the instructions provided in Appendix 5 of this RFP

A Fixed Price Contract will be signed with the prospective TMC, therefore the unit prices mentioned in the Price Proposal shall include all anticipated expenses for providing travel management services, including but not limited to, fee, taxes and other costs associated with cost of providing the services in accordance with the TOR, Appendix 2 of this RFP.

7.2.3 Legal Documentation:

- a) A copy of the certificate of incorporation of the Bidder.
- b) A copy of the Bidder's bylaws.
- c) A copy of the Bidder's license to operate as a travel agency.
- d) A list of the directors, officers, and the names of any stockholder with more than 50% of the stock.
- e) A statement where Bidder acknowledges that it has read and understood the

terms and conditions of the Travel Management Services Contract as per Appendix 3 of this RFP. The statement should follow Format 1 of Appendix 6. If the Bidder does not agree with any of the terms and conditions of the Travel Management Services Contract, it should expressly indicate so in its Proposal, offer alternative language, and present the rationale of its proposal.

- f) A disclosure statement of conflict of interest. The statement should follow Format 2 of Appendix 6.
- g) A copy of the Bidder's general balance sheet of 2015 or 2016, whichever latest is available; and copy of the Bidder's latest three (3) audited financial statements, for the years, 2013, 2014, 2015 or 2016. These financial statements must be signed and/or appropriately certified by the Chief Financial Officer of the Bidder. In addition, the Bidder's DUNS number, only if applicable.

7.3 Closing Date for Receipt of Proposals

7.3.1 Both the sealed and electronic proposals must be received by the GS/OAS no later than close of business (COB), **5:30 p.m. EST March 14TH, 2017**.

7.3.2 Proposals submitted after the deadline will not be considered.

7.4 Limited Use of Data

If the Proposal includes data that the Bidder does not want to disclose to the public for any purpose or used by the GS/OAS except for evaluation purposes, the Bidder shall include in its Proposal a statement signed by its legal representative with the following legend:

USE AND DISCLOSURE OF DATA

This Proposal includes data that shall not be disclosed outside the GS/OAS and shall not be duplicated, used, or disclosed— in whole or in part—for any purpose other than to evaluate this Proposal. If, however, a contract is awarded to this Bidder as a result of—or in connection with—the submission of this data, the GS/OAS shall have the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit the GS/OAS' right to use information contained in this data if it is obtained from another source without restriction. The data subject to this restriction are contained in sheets [insert numbers or other identification of sheets].

8. EVALUATION

8.1 Evaluation Authority

The Proposals will be evaluated by the Contract Awards Committee (CAC) of the GS/OAS.

8.2 Requests for Clarifications

8.2.1 In order to enhance the CAC understanding of Proposals, allow reasonable interpretation of the Proposal, facilitate the evaluation process, and verify any information contained in Bidder's Proposal, the CAC reserves the right to submit, in writing, any inquiry or request to the Bidders for additional information, explanation,

substantiation or clarification of certain aspects of its Proposals.

- 8.2.2 Incomplete or inadequate responses, lack of response or misrepresentation in responding to any questions will affect Bidder's evaluation.
- 8.2.3 Likewise, during the evaluation process, the CAC may offer the Bidders an opportunity to eliminate minor irregularities, informalities, or apparent clerical mistakes in its Proposals.
- 8.2.4 Requests for clarifications shall not be used to cure Proposal deficiencies or material omissions that materially alter the technical or cost elements of the Proposal, and/or otherwise revise the Proposal. Information provided by the Bidder that was not expressly solicited by the CAC through a request for clarification will not be considered during the evaluation.
- 8.2.5 Inquires or requests for clarification will be addressed to the point of contact indicated by the Bidders in its Proposal.

8.3 Evaluation Process

- 8.3.1 The evaluation of the Proposals will be performed as a whole, in two (2) phases: Technical Evaluation Phase and Price Evaluation Phase.
- 8.3.2 Bidder's Proposal must be organized to follow the Technical Proposal Format and Price Proposal Format, Appendix 4 and 5, respectively, of this RFP. Each Bidder must respond to every stated request or requirement and indicate that Bidder understands and confirms acceptance of the GS/OAS' stated requirements. The Bidder should identify any substantive assumption made in preparing its Proposal. Any item not specifically addressed in the Bidder's Proposal will be deemed as accepted by the Bidder.

Where the Bidder is presented with a requirement or asked to use a specific approach, the Bidder must not only state its acceptance, but also describe, where appropriate, how it intends to comply. Failure to provide an answer to an item will be considered an acceptance of the item. Where a descriptive response is requested, failure to provide the same will be viewed as non-responsive. Where a statement of non-compliance is provided, the Bidder must indicate its reasons and explain its proposed alternative, if applicable, and the advantages and disadvantages to the GS/OAS of such proposal.

8.4 Award Criteria

- 8.4.1 The CAC will review, evaluate, and compare all Proposals according to, but not necessarily limited to, the following criteria:

a) Technical Criteria:

1. **Responsiveness.** Whether the Bidder's Technical Proposal conforms in all material respects to the RFP.
2. **Financial Capability.** Assesses the financial condition of the Bidder to perform the Contract through the review of the Bidder's financial statements.

3. **Responsibility.** Whether the Bidder's Technical Proposal meets the RFP's technical specifications in order to determine its capability, tenacity, and perseverance to perform the Contract. The Bidder's ability to handle international travel originating from as many OAS member states as possible will be a key component for the evaluation of the Proposal.
4. **Relevant Experience / Past Performance.** Assesses Bidder's capability, comprising of three (3) elements: i) observation of the historical facts of Bidder's work experience (what work it did, when and where it did it, for whom it did it, and what methods it used); ii) qualitative judgments about breadth, depth, and relevance of that experience based on those observations; and iii) qualitative judgments about how well the Bidder performed, also based on those observations.
5. **Key Personnel.** Assesses the knowledge, qualifications and relevant experience of the key personnel that the Bidder intends to use to perform the Contract, and its organization. Selection by the Bidder of the best and bilingual (English and Spanish) personnel available is crucial to the success of the Contract, and will be a key element for the evaluation of the Proposal.
6. **Work Plan.** Assesses the completeness of the Proposal in order to determine technical compliance.
7. **Innovation / Enhancements.** Favorable consideration will be given to those Bidders that offer greater performance through enhancements to the work called by the TORs, such as soft dollar benefits.

b) Price Criteria:

1. Price Proposal.

8.5 Oral Presentation

- 8.5.1 Bidders may be required to make an oral presentation. In the event that an oral presentation is required, information gained from the oral presentation may be considered as part of the Technical Evaluation. The GS/OAS reserves the right to incorporate elements from oral presentations, if any, in the final Contract. The oral presentation shall not encompass Price Proposals.
- 8.5.2 The selected Bidders, as specified above, must make an oral presentation to the CAC and participate in a question and answer session. The purpose of the oral presentation and question and answer session is to validate the information provided by the Bidder in its Proposal and to test the Bidder's understanding of the work that will be performed per the TOR under the prospective Contract, which will be a factor in the overall Technical Evaluation of the Proposals. Each Bidder will be allowed 60 minutes for presentation and 30 minutes for Q & A.
- 8.5.3 The GS/OAS will determine the date and time for each Bidder's oral presentation. The CAC will notify Bidders of the scheduled date and time, as well as the agenda for their

presentation within one (1) week of the receipt of proposals. At its sole discretion, the GS/OAS reserves the right to reschedule any Bidder's presentation. Bidders must confirm their availability on that date should they be invited.

8.5.4 The presentation must be made by one (1) or more of the personnel whom the Bidder will employ to manage or supervise contract performance. The proposed Senior Executive must be present and must, at a minimum, answer questions directed to him/her during the question and answer session. Bidders may not use other employees or consultants to make the oral presentation. The Bidder should be prepared to answer detailed technical questions from the GS/OAS.

8.5.5 The GS/OAS will not inform Bidders of their strengths, deficiencies or weaknesses during the presentation and the GS/OAS will not engage in bargaining during the presentations. The presentation does not constitute discussions with Bidders.

8.6 Discussions and Negotiations

Before awarding the Contract, the GS/OAS may choose to negotiate the terms, conditions and deliverables of the Contract with the Bidders that, in the opinion of GS/OAS, are within the competitive range. The GS/OAS will issue a request for Best and Final Offer (BAFO) so those Bidders will have the opportunity to revise or modify its initial Proposal. The CAC shall analyze and rate those BAFOs using the evaluation factors set forth in Section 8.4.

9. AWARD

9.1 The GS/OAS will evaluate both price and non-price factors and will award the Contract to the Bidder proposing the combination of factors which offers best value to the GS/OAS. Therefore, the GS/OAS reserves the right to award the contract to a bidder other than the lowest price bidder or the highest technically rated bidder.

9.2 All technical evaluation factors, when combined, are significantly more important than cost or price.

9.3 The GS/OAS reserves the right to award the contract to multiple TMCs rather than a single TMC.

9.4 The GS/OAS reserves the right to reject any or all Proposals, and to partially award the Contract.

9.5 The award will be notified to the winning Bidder. Such communication shall not be construed as a Contract with the GS/OAS. The award is contingent upon the winning Bidder's acceptance of the terms and conditions of the proposed Contract, which will be drafted by the GS/OAS based on this RFP and the winning Proposal. Consequently, the Contract shall come into effect when signed by both GS/OAS and the duly authorized representative of the winning Bidder.