



REQUEST FOR INFORMATION (RFI)

Title	RFI - Travel Management Services
Issue Date	15 March 2015
Ref	RFI/2015/001
Closing date	30 March 2015 (1:00 pm, Baghdad Time)
Submission email	Bids.Iraq@undp.org
Requesting Office	UNDP Iraq

DESCRIPTION OF REQUIREMENT

Background

The United Nations Development Programme (UNDP) has been present in Iraq since 1976. Since 2003, it has worked to support the Government and people of Iraq in their transition towards reconciliation, peace and stability. UNDP has also been supporting emergency physical rehabilitation projects in addition to improving the quality of basic service delivery, including health, water and electricity. UNDP Iraq conducts much of its work in offices located throughout the country and overseas.

In order to strengthen the Country Office's operational efficiency and realize its development results, UNDP Iraq is soliciting travel related information from interested vendors who can provide an end-to-end travel solution, including travel management services. Such a solution is expected to realize operational efficiencies, cost savings, and improved service to the travelers through a common, automated, and integrated approach to managing the travel functions. UNDP Iraq requires that travel arrangements in respect of its staff and approved non-UNDP staff be made through a travel management service provider. Currently UNDP Iraq uses different Travel Management Services (TMS) vendors to make flight reservations, provide itineraries and issue tickets, using the vendor's own ticketing system.

UNDP travel policies may be accessed here: <https://info.undp.org/global/popp/hrm/Pages/duty.aspx>

Currently, UNDP Iraq's spend on TMS is approximately USD 1 million per annum (1,200 tickets). This projection excludes other UN Agencies based in Iraq that may opt to use the TMS vendor, once the contract is awarded.

Purpose of the RFI

UNDP Iraq is researching form and functionality of commercially available travel management solutions consisting of a full service travel agency solution with an online booking tool capable of delivering a cost effective and efficient travel management system.

The purpose of this RFI is to gather the appropriate information to develop a Request for Proposals (RFP) and ultimately to award a contract to a travel management services (TMS) provider. It is **not** to solicit for

proposals or short list vendors. The information will enhance UNDP's knowledge of the local market, leverage commercial and Government best practices, adopt commercial standards where feasible and determine solutions offered by TMS providers. The information provided will be used to;

- Assess different models of service delivery,
- Assess different opportunities for consolidation and cost efficiency gains
- Assess available booking tools in the marketplace

Information and Documents required:

UNDP Iraq requests that interested service providers respond with comments on the following areas of interest to the Country Office, including answers to the specific questions asked. The service providers may be invited in a future Request For Proposal (RFP) or invitation to Bid (ITB) for travel management services. Please be advised that information presented to UNDP should be limited to the capabilities and services of the offered solution.

Kindly respond to the following questions and attach any supporting documentation as requested.

1. An information sheet, detailing the supplier's name, contact name, email, phone, website, etc.
2. Brief Company Profile, indicating total number of staff, location of offices, and organizational structure. Please indicate how long the company has been performing travel services.
3. Provide a list of your company's top 5 clients with similar travel volumes/patterns as UNDP Iraq
4. Who are your major airline carriers for (i) domestic flights and (ii) international flights?
5. What is the quantity and value of tickets sold by your company during the last two years?
6. Based on the last two years volume of tickets sold, how many were (i) domestic flights and (ii) international tickets, for each of the years?
7. Specific information on travel management services:
 - a) What is your preferred currency for ticket transactions?
 - b) Please describe the various pricing structures you offer to your clients (transaction fee, management fee, etc....) in Iraq with similar travel volumes and patterns as the UNDP.
 - c) Does your company have any special discounts or agreements with any airline?
 - d) Is your company accredited to IATA?
 - e) What booking/ticketing system does your company use?
 - f) Do you currently service any UN Agency? If yes, please provide the Agency name(s).
 - g) Are you subject to any government or regularity requirements, please elaborate?
 - h) Is the ticketing done electronically or paper based?
 - i) Does your company provide the services outside normal working hours, including weekends?
 - j) Kindly provide any additional information that you consider important to this RFI and TMS as a whole?

Based on the supplier's response to the RFI, UNDP may seek further clarification on any of the information provided. Such clarification will be sought written communication.

Submission of RFI:

Please note that responses to this RFI are due no later than 1:00pm (Baghdad time) on March 30, 2015 to bids.iraq@undp.org. The documents must be submitted in portable document format (PDF) only, via email. The subject of the email must be RFI/2015/001 and each email message should not be more than 5 MKB. If multiple emails are required, the subject should include "part 1", "part 2", etc.

Any inquiries/clarifications about this RFI should be referred to the primary focal point, Dler Mohamad (dlr.mohamad@undp.org). Kindly do not send the RFI response to this email address.

The proposed time line for procurement of TMS is as below:

Date	Action
27/04/2015	Issue RFP
25/05/2015	Last date for RFP submission
15/07/2015	Award Of Contract