REQUEST FOR PROPOSAL (RFP)
For Travel Agency Services

icddr,b is requesting sealed proposals from qualified firms for Travel Agency Services in Mohakhali, Dhaka 1212 within icddr,b premises.

icddr,b SCM
supplychain@icddrb.org

RFP: icddr,b/SCM/OTM/2023/01
Date: January 09, 2023

Price: BDT 3,000/- Per Set
Sealed tenders are invited by icddr,b from reputed service providers having legal rights to do business in Bangladesh for the following services. With most bonafide service provider, icddr,b will sign a Service Agreement for currently established scope.

<table>
<thead>
<tr>
<th>Sl. #</th>
<th>Service Name</th>
<th>Required Experience</th>
<th>Tender Selling Price</th>
<th>Pre-Bid Meeting</th>
<th>Tender Submission</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Travel Agency Services</td>
<td>Minimum 5 (five) years Experience in Travel Agency Services</td>
<td>BDT 3,000 (three thousand) only [non refundable] is payable in the form of pay order in favor of icddr,b issued by any scheduled bank and must be submitted along with the technical proposal</td>
<td>January 16, 2023, 11.00 am – 12.30 pm. Details in bid documents.</td>
<td>Interested bidders shall submit their bid in Hard copy. Offers must be dropped into the Tender Box kept in Supply Chain Management office not later than January 29, 2023 by 03:00pm. Bidders Name, Business Address, Service Name and Contact number shall be marked on the top of envelope.</td>
</tr>
</tbody>
</table>

Interested service providers can view and download the Tender Document from the link: [https://www.icddrb.org/work-with-us/tender-notices](https://www.icddrb.org/work-with-us/tender-notices). Interested bidders should notify icddr,b about their interest for participating in the pre-bid session through email [supplychain@icddrb.org] within January 15, 2023.

Any corrigendum/addendum in the above tender document, if required, will be hosted in the above website of icddr, b.

Tender opening will be on the same day of bid submission (in presence of icddr,b Tender Evaluation Committee only). If it is not possible to receive & open the tender on the scheduled date for any unavoidable circumstances, the same will be received and opened on the following working day at the same time and place. Opening of bids are not considered as a Public Opening.

All procurement of icddr,b is subject to the relevant policies outlined in the policy manual, and all icddr,b suppliers or service providers must abide by the icddr,b's code of conduct. [https://www.icddrb.org/about-us/governance/policies](https://www.icddrb.org/about-us/governance/policies).

icddr,b reserves the right to accept or reject all/part bids without assigning any reason whatsoever. This bid will also form a part of the contract and will be binding upon the tenderer.

Senior Manager
Supply Chain Management
Tel: +88 02 222277001-10, Ext-4401, 4419

[Signature]

08-01-2023

Mirza Muhammad Masud Rana
Senior Manager
Supply Chain Management icddr,b
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Letter of Invitation

Request for Proposals # icddr,b/SCM/OTM/2023/01

Dear Sir or Madam,

icddr,b is requesting sealed proposals from qualified firms who can provide Travel Agency services for icddr,b located in Mohakhali, Dhaka.

This RFP does not obligate icddr,b to execute a contract nor does it commit icddr,b to pay any costs incurred in the preparation and submission of the proposals. Furthermore, icddr,b reserves the right to reject any and all offers, if such action is considered to be in the best interest of icddr,b.

Sincerely,

Mirza Muhammad Masud Rana
Senior Manager, Supply Chain Management
icddr,b
Travel Agency Services for icddr,b

Contacting Entity:
icddr,b
68 Shaheed Tajuddin Ahmed Sharani
Mohakhali, Dhaka 1212
supplychain@icddrb.org

Pre-Bid Meeting Schedule:

Date: 16 January 2023, 11.00 am – 12.30 pm
Place: FM Conferences Room, Chiller Building 3rd Floor
icddr,b ; 68 Shaheed Tajuddin Ahmed Sharani, Mohakhali, Dhaka 1212

** Interested bidders must confirm their interest to participate in the Pre-Bid meeting at least one day before the meeting at supplychain@icddrb.org for prior approval and security clearances. icddr,b allows only one member from each organization.

** In your confirmation email, please mention Pre-Bid meeting participant/s name, company name and address, NID/Passport number and mobile number. Please bring along your NID/Passport for access to icddr,b premises during Pre-bid meeting participation.

Bid Submission Location:

According to time mentioned in offer deadline section (1.2); please submit your proposal in the below addressed location:
icddr,b; Chiller Building, Ground Floor (Through Hospital Gate Entry);
Mohakhali; Dhaka 1212
Section I. Instructions to Bidder’s (ITB)

1.1. Introduction

icddr,b is requesting sealed proposals from qualified firms who can provide Travel Agency services for icddr,b located in Mohakhali, Dhaka.

This RFP does not obligate icddr,b to execute a contract nor does it commit icddr,b to pay any costs incurred in the preparation and submission of the proposals. Furthermore, icddr,b reserves the right to accept or reject any and all offers, if such action is considered to be in the best interest of icddr,b.

Unless otherwise stated, the periods named in the RFP shall be consecutive calendar days.

1.2. Offer Deadline

Offerors shall submit their offers through Hard copy printed documents. Offers must be submitted not later than January 29, 2023 by 3:00pm addressing as follows:

Director, Supply Chain Management
icddr,b
68 Shaheed Tajuddin Ahmed Sharani; Mohakhali, Dhaka-1212

Bidders are responsible for ensuring that their offers are received in accordance with the instructions stated herein. Please note, proposal submission and opening are not to be conducted as “Public Opening”.

The tender document must be returned to us after signing each and every page as a token of acceptance of the terms & conditions of the tender along with the Technical Bid.

Instructions for the Submission of Proposal

Separate technical and cost proposals must be submitted through separate envelopes no later than the time and date specified in 1.2. The proposals must be submitted to the point of place designated in page 2.

Please note, Technical proposals must not make reference to pricing data in order that the technical evaluation may be made strictly on the basis of technical merit.

1.3. Requirements

To be determined responsive, an offer must include all of documents and sections included in 1.3.A and 1.3.B.
A. General Requirements

icdr,b shall not enter into a contract with any individual or organizations that have the following characteristics:

- If, at any time, the organizations has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing, a contract under any fund;

icdr,b defines, for the purposes of this provision, the terms set forth below as follows:

(a) "corrupt practice" means offering, giving, or promising to give, directly or indirectly, to any officer or employee of a Procuring Entity or other Recipient/governmental/private authority or individual a gratuity in any form, an employment or any other thing or service of value, as an inducement with respect to an act or decision of, or method followed by, a Procuring Entity in connection with the procurement proceeding;

(b) "fraudulent practice" means a misrepresentation or omission of facts in order to influence a procurement proceeding or the execution of a contract to the detriment of the Client,

(c) "collusive practice" means a scheme or arrangement among two and more organizations/consortiums with or without the knowledge of the Client (prior to or after proposal submission) designed to establish proposal prices at artificial, non-competitive levels and to deprive the Client of the benefits of free, open and genuine competition; and

(d) "Coercive practice" means harming or threatening to harm, directly or indirectly, persons or their property to influence the procurement proceedings, or affect the execution of a contract.

icdr,b will use an online screening service (if required) to check the background of the participants.

icdr,b anticipates issuing a contract to a Bangladeshi registered company or organization, provided it is legally registered and recognized under the laws of Bangladesh and is in compliance with all applicable civil, fiscal, and other applicable regulations. Such a company or organization could include a private firm, non-profit, civil society organization, or university.

Companies and organizations that submit proposals in response to this RFP must meet the following requirements:

I. Companies or organizations, whether for-profit or non-profit, must be legally registered under the laws of Bangladesh upon award of the contract.

II. Firms operated as commercial companies or other organizations or enterprises (including nonprofit organizations) in which foreign governments or their agents or agencies have a controlling interest are not eligible as suppliers of commodities and services.
B. **Required Proposal Documents**

a. **Cover Letter**

The offeror's cover letter shall include the following information:

1. Name of the company or organization
2. Type of company or organization
3. Address
4. Telephone
5. Fax
6. Email
7. Tax/VAT/Trade registration information
8. Official bank account information
9. Other required documents that shall be included as attachments to the cover letter:

b. **Registration Information:**

- Copy of registration or incorporation in the public registry, or equivalent document from the government office where the offeror is registered.
- Copy of company updated tax clearance certificate/VAT registration certificate, or equivalent document.
- Copy of trade license and ATAB or equivalent document.
- Evidence of Responsibility Statement, whereby the offeror certifies that it has sufficient financial, technical, and managerial resources to complete the activity described in the scope of work, or the ability to obtain such resources.
- Applicable documents listed in 1.3.A.

A sample cover letter is provided in Annex 1 of this RFP.

C. **Technical Proposal**

The technical proposal shall comprise the following parts:

- **Part 1:** Approach to icddr,b scope and Detailed Work Plan. This part shall not be exceeding 10 pages.
- **Part 2:** Management, Key Personnel, and Staffing Plan. This part shall be between 3 to 5 pages long, but shall not exceed 5 pages. CVs for key personnel should be included in an annex to the technical proposal and will not count against the page limit.
- **Part 3:** Capabilities, Experience, and Past Performance. This part shall not exceed 5 pages. (Separate annexure for this may be given as supporting evidence)

Part 3 must include a description of the company and organization, with appropriate reference to any parent company and subsidiaries. Offerors must include details demonstrating their experience and technical ability in implementing the technical approach/methodology and the detailed work plan.

Additionally, offerors **must include minimum five current performance references** of similar engagement in the contact information must include at a minimum: name of point of contact who can speak to the offeror's performance, name and address of the company for which the work was performed, and email and phone number of the point of contact.
icddr,b reserves the right to check additional references not provided by an Offeror.

The sections of the technical proposal stated above must respond to the detailed information set out in Section II of this RFP, which provides the background, describes the deliverables, and provides a deliverables schedule.

D. Cost Proposal

The cost proposal is used to determine which proposals represent the best value and serves as a basis of negotiation before award of a contract.

The price of the contract to be awarded will be an all-Inclusive Fixed Rate Contract. All cost information must be expressed in Bangladeshi Taka. See Section III for a sample cost structure.

The cost proposal shall also include a budget narrative that explains the basis for the estimate of every cost element or line item. Supporting information must be provided in sufficient detail to allow for a complete analysis of each cost element or line item. icddr,b reserves the right to request additional cost information if the evaluation committee has concerns of the reasonableness, realism, or completeness of an offeror’s proposed cost.

Under no circumstances may cost information be included in the technical proposal. No cost information or any prices, whether for deliverables or line items, may be included in the technical proposal. Cost information must only be shown in the cost proposal.

The currency of this contract will be Bangladeshi Taka and cost proposals shall be submitted in BDT.

1.4 Eligibility of Participating firms

- Must have 5 years experience to provide travel management services in Govt. Organizations, UN Organizations, Embassies, International NGOs or MNCs
- Be a domestic or multinational company registered with Registrar of Companies
- Having adequate financial resources to deliver services
- Have a satisfactory past performance record
- Be equipped with the requisite infrastructure in the form of Airline Computerized Reservation Systems (CRS), electronic mail and other modern communication systems with outstanding relationship with the Railways Reservation and credible Hotel Chains
- Be registered with International Air Transport Association (IATA), ATAB, TOAB and other associated bodies
- The service provider should be prepared to deliver the services on 24 x 7 basis
- The Firms should be in a position to make available dedicated Travel Desk for servicing needs of icddr,b at icddr,b premises.
- The service provider should be capable of providing all kinds of VISA Processing support including the countries which has no Embassy in Bangladesh.

Note: Kindly provide the supporting documents/self-certificate/ declaration to substantiate above eligibility criteria attested by the authorized signatory of the Firms. In case these are not provided shall not be considered for evaluation.
1.5. Requirements for Technical Acceptability
icddr,b seeks vendors to provide a travel management services for the requirements listed in Scope of Work. In addition to meeting the requirements listed above, participants are required to meet or exceed the significant non-cost factors listed below:

- Company Profile
- Evidence of financial capacity (provide the latest 3 years audited financial statements/annual turnover and Bank Statement for last 6 months)
- IATA (BSP) report for last 1 year
- Additional value added services, if any
- Past Performance Reference list (Annexure 2) also 5 or more clear reference letters demonstrating service excellence
- Documents related to Eligibility Criteria

1.6. Chronological List of Proposal Events:
The following calendar summarizes important dates in the solicitation process. Offerors must strictly follow these deadlines.

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFP published</td>
<td>January 09, 2023</td>
</tr>
<tr>
<td>Pre-bid Meeting</td>
<td>January 16, 2023</td>
</tr>
<tr>
<td>Proposal submission</td>
<td>January 29, 2023</td>
</tr>
</tbody>
</table>

The dates above may be modified at the sole discretion of icddr,b.

1.7 Volume (Maximum)
The maximum volume of the contract is estimated at: **TK. 6,50,00,000/-** (Six crore fifty lac) only per year.

1.8 Working Hours
The service provider must able to provide services, including ticket delivery, during normal working hours of the icddr,b (Sunday to Thursday 8:30am-5:00pm). Flexibility during weekends and holidays will be favorably viewed. In particular, the service provider must have a hotline service for urgent requests falling outside normal working hours (the name of a contact person and telephone number must be provided).

1.9 Cancellation
In the case of cancellation at short notice, the service provider shall endeavor to minimize any penalties applicable to the icddr,b. Penalties attributable to the fault of the service provider will not be accepted.

1.10 Contract Period:
The contract shall be for a period of three (03) years and may be extended depending on satisfactory services.

1.11. Validity Period
Bid must remain valid for 90 calendar days after the proposal deadline.
1.12 Terms of Contract
This is a request for proposals only and in no way obligates icddr,b to award a contract. In the event of contract negotiations, any resulting contract will be subject to negotiation.

1.13 Contract award
The contract may be awarded to at least three (3) successful bidders following negotiations by issuing a NOI (Notice of Indent) which will be followed by an official PO (Purchase Order) and/or a legal contract signing as per icddr,b’s policy & procedure.

1.14 Performance Security
The successful bidder shall furnish the performance security amount of Tk. 700,000.00 (Taka Seven Lac) within 7 (seven) days from the date of issuance of Notification of Award in the form of a bank draft or pay order, or in the form of an irrevocable bank guarantee issued by a scheduled Bank of Bangladesh.

Failure by the successful bidder to comply with the requirement shall constitute sufficient grounds for the annulment of the award, in which event the Procuring entity may make the award to the next evaluated tender or call for new tenders.

Validity of Performance Security & its authenticity:
The Performance Security shall be required to be valid until a date twenty-eight (28) days beyond the date of completion of the Supplier’s performance obligations under the Contract. If under any circumstances date of completion of the Supplier’s performance obligations under the Contract is to be extended, the Performance Security shall correspondingly be extended for the extended period of contract.

The Procuring Entity shall verify the authenticity of the Performance Security submitted by the successful bidder by sending a written request to the branch of the bank issuing the Pay Order, Bank Draft or irrevocable Bank Guarantee in specified format.

1.15. Evaluation and Basis for Award
An award will be made to the offeror whose proposal is determined to be responsive to this solicitation document, meets the eligibility criteria stated in this RFP, meets the technical, management/personnel, and corporate capability requirements, and is determined to represent the best value to icddr,b.

This RFP will use Quality-Cost Based method for proposal evaluation.

| Mandatory Qualification (Copies of relevant documents to be enclosed) |
|-------------------------|----------------|
| SL. No. | IATA Accreditation | Yes/NO |
| 1 | ATAB Membership | Yes/NO |
| 2 | Updated Tax Assessment Certificate | Yes/NO |
| 3 | Vat Registration Certificate | Yes/NO |
| 4 | Updated Trade License | Yes/NO |
| 5 | |

icddr,b
Supply Chain
### Technical Evaluation Criteria (Copies of relevant documents to be enclosed)

<table>
<thead>
<tr>
<th>SL. No.</th>
<th>Criteria</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td><strong>Affiliation (15)</strong></td>
<td></td>
</tr>
<tr>
<td>1.1</td>
<td>Working as GSA of Different Foreign Airlines</td>
<td>5</td>
</tr>
<tr>
<td>1.2</td>
<td>Affiliation with International Agencies</td>
<td>10</td>
</tr>
<tr>
<td>2.0</td>
<td><strong>Capability (30)</strong></td>
<td></td>
</tr>
<tr>
<td>2.1</td>
<td>- Evidence of financial capacity (provide the latest 3 years audited financial statements/annual turnover&lt;br&gt;- IATA (BSP) report for last 1 year</td>
<td>10</td>
</tr>
<tr>
<td>2.2</td>
<td>Outstanding performance award received from different airlines during last three years</td>
<td>5</td>
</tr>
<tr>
<td>2.3</td>
<td>Experience in handling Corporate Travel Needs,&lt;br&gt;List and details of current corporate clients served by the travel agency</td>
<td>10</td>
</tr>
<tr>
<td>3.0</td>
<td><strong>Services Offered (55)</strong></td>
<td></td>
</tr>
<tr>
<td>3.1</td>
<td>Type and detail of Global Distribution System used</td>
<td>5</td>
</tr>
<tr>
<td>3.2</td>
<td>An overall description of the agency including: a brief history;&lt;br&gt;CVs of the managers, overall 5 years experience with at least 3 years corporate service handling experience for the staff who will be working on the icddr,b’s account/staff member dedicated to the icddr,b’s account</td>
<td>15</td>
</tr>
<tr>
<td>3.3</td>
<td>a) Visa processing for all over the World&lt;br&gt;b) Visa Processing for those Countries which has no Embassy in Bangladesh.</td>
<td>10</td>
</tr>
<tr>
<td>3.4</td>
<td>Logistics support and Other travel related services</td>
<td>5</td>
</tr>
<tr>
<td>3.5</td>
<td>Global Distribution System (GDS) Terminal for icddr,b&lt;br&gt;Travel Office Staff</td>
<td>10</td>
</tr>
<tr>
<td>3.6</td>
<td>External Sources for Procuring SOTO, SOTI, SITO Tickets.</td>
<td>5</td>
</tr>
</tbody>
</table>

### Financial

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial Proposal</td>
<td>40</td>
</tr>
</tbody>
</table>

** Bidder who does not obtain 65% score on technical evaluation, will not be considered eligible for financial evaluation.

** The proportion of Technical & Financial score for evaluation will be 60/40 out of a total of 100.

#### 1.16 Invoice & Payment:

A Contractor providing Services under a Standing Offer Arrangement shall provide to the Ordering Officer a Tax Compliant Invoice showing the value of the Services completed.

icddr,b shall make payments within thirty (30) days of receipt of claims that are correct and in order for payment verified by service receiver. Failure by icddr,b to pay the amount payable at the due time will not be grounds to vitiate or avoid the Contract. Any pre-payment option is not allowed.
The payment of monies pursuant to this clause shall not be taken as evidence against, or as an admission by icddr,b that the Services have been executed in accordance with the Contract or the value thereof, but shall be taken to be payment on account only.

1.17 Negotiations

icddr,b will award any contract solely on the basis of the original offers received. However, icddr,b reserves the right to conduct discussions, negotiations and/or request clarifications prior to awarding a contract.

Furthermore, icddr,b reserves the right to conduct a competitive range and to limit the number of Offerors in the competitive range to permit an efficient evaluation environment among the most highly-rated proposals.

Highest-rated Offerors, as determined by the technical evaluation committee, may be asked to submit their best prices or technical responses during a competitive stage. At the sole discretion of icddr,b, offerors may be requested to conduct oral/visual presentations. If deemed an opportunity, icddr,b reserves the right to make separate awards per component or to make no award at all.
Section II: Scope of Services (SOS)

icddr,b wishes to engage the services of at least three (3) travel agents for provision of Travel arrangements. Upon qualification, the agents will be required to submit quotations before award of the service is granted. It is envisaged that the agent shall liaise with the Airlines for obtaining tickets for icddr,b staff.

The following services would be needed as and when required basis:

1. Domestic Travels (Air, Sea plain, Helicopter, Rail, Bus, Cruise Ship, Ferry ticket booking/issuing/hiring)
2. International Travels (Air, Rail, Bus, Cruise ship, Ferry & Air Ambulance - ticket booking/issuing)
3. Visa application/processing/Issuance Assistance
4. Passport Services Assistance
5. Overseas Travel Insurance
6. Hotel Booking – both Domestic and International
7. Global Distribution: System (GDS) Terminal for icddr,b Travel Office Staff
8. Tour Operating Services Domestic & Overseas/International
9. Foreign Currency Exchange Facilities
10. One Stop Service for Official and Personal Trip
11. Excess Baggage Purchase from Airline office on behalf of icddr,b for official Travels.
12. CARGO Service Assistance

Other Requirements:

- Geographic Area: All over the world
- The Travel Service Provider must ensure its efficiency and rapid communication in handling all travel related matters.
- Travel Agent shall immediately make bookings / itineraries and formal quotation as per approved travel request based on the lowest fare and most direct and convenient route.
- Negotiate for “Best Fare on the Day” such as the lowest fare made available by an Airline for the day of travel. icddr,b avoids Non-Refundable Tickets for official Travels.
- Submit monthly reports/reviews icddr,b in a format that includes the tickets issued, routes, officers ticketed, cost of ticket by the agency, the airline charges and the variances including the reasons for the variances between the agency and the airline charges. The format will be agreed on during negotiation.
- For Wait-listed bookings, service provider shall provide regular feedback on status of flight /train/bus booking. Travel Agent shall advise icddr,b of ticketing time limit and costs of cancelling confirmed tickets as well as other relevant information every time reservations are made to avoid cancellations.
• Booking Class should be shown in the quotation. And also, the Total Ticket Fare must be shown in the Ticket.
• icddr,b shall be fully reimbursed at all times by the Travel service provider for unused tickets, subject to applicable regulations.
• The Travel service provider shall process for refunds of all returned airline tickets for official travel as soon as possible.
• The Refund cheque should be deposited to the icddr,b within one month after getting the refund request from service receiver.
• Ticket refund status reports are also required in the event that the required routing cannot be confirmed, the travel service provider shall notify icddr,b of the problem and propose alternative routings and quotations for considerations.
• Travel service provider shall promptly issue and deliver detailed ticket (in printed and electronic format) showing the accurate status of the airline upon confirmation by icddr,b; and keep icddr,b informed of carrier schedule changes, as well as other alterations and new conditions affecting travel and amend any changes.
• Travel service provider shall accurately advise the ticketing deadlines and other relevant information including Ticket Terms and conditions, visa requirement, insurance, Transit hotel Information etc.
• Travel service provider shall ensure that all traveling staff has complete travel documents required for their journeys, sufficiently before departure.
• Travel service provider shall provide an information service to notify icddr,b and travelers on such events as airport closure, cancelled or delayed flights, strike situations as well as local political or safety conditions which may affect travel to any particular destination.
• Travel service provider shall provide information on Country visa requirements, health, immigration clearance, and other government restrictions.
• Travel service provider shall maintain computerized excel sheet for all issued/cancel tickets (real time tracking). icddr,b recognizes the importance of confidentiality of the data provided and the travel itineraries and reservations of its travelers; accordingly, the selected travel service provider must keep all information provided to them confidential at all times.
• Priority basis seat up gradation for long haul flights.
• Hotel booking cancellation policy
• Ad hoc information requests / service updates: The Travel Agency will often be asked to provide quick information to staff on flight/train/bus/boat ticket prices/itineraries. This information must be provided at the earliest time possible and in any case within (1) one working day from the date of the request.

The successful tenderer may be requested to attend a small number of coordination meetings at the premises of icddr,b (1 to 3 meetings at the start of services and 1 to 2 per year thereafter). These meetings will not be reimbursed by icddr,b.
Annex 1:
Sample Cover Letter

[Offeror: Insert date]

Director, Supply Chain Management
icddr,b
68 Shaheed Tajuddin Ahmed Sharani
Mohakhali, Dhaka 1212
Bangladesh

Reference: Request for Proposals # icddrb/SCM/OTM/2023/01

Subject: [Offeror: Insert name of your organization]'s technical and cost proposals

Dear Sir:
[Offeror: Insert name of your organization] is pleased to submit its proposal in regard to the above-referenced request for proposals. For this purpose, we are pleased to provide the information furnished below:

Name of Organization: 
Type of Organization: 
Taxpayer Identification Number: 
VAT Number: 
Address: 
Telephone: 
E-mail: 

As required by section 1, 1.3, we confirm that our proposal, including the cost proposal will remain valid for 90 calendar days after the proposal deadline.

We are further pleased to provide the following annexes containing the information requested in the RFP:

i. Copy of registration or incorporation in the public registry, or equivalent document from the government office where the offeror is registered.
ii. Copy of company updated tax clearance and VAT registration certificate, or equivalent document.
iii. Copy of updated trade license, or equivalent document.
iv. Evidence of Responsibility Statement (as per annex-3).

Sincerely yours,

Name, Designation & Signature
Annex 2

Past Performance Reference list:
Provide details of clients in the past five years with performance certificate (if any). icddr,b's preference is to have a minimum of five references of UN agency, Embassy, large corporate house, International NGO, hospital/healthcare facility that demonstrates your experience. (use the spaces provided and/or attach additional pages, if necessary):

1. Organization Name: ___________________________________________
   Address: _______________________________________________________
   Contract Value (BDT): _____________________________________________________________________________
   Commencement Date and Duration: _____________________________________________________________________

Reference Contact Details:
Key Client Contact: _______________________________________________
Contact Number:
Phone: ___________________ Mobile: ___________________
E-Mail: ___________________

2. Organization Name: ___________________________________________
   Address: _______________________________________________________
   Contract Value (BDT): _____________________________________________________________________________
   Commencement Date and Duration: _____________________________________________________________________

Reference Contact Details:
Key Client Contact: _______________________________________________
Contact Number:
Phone: ___________________ Mobile: ___________________
E-Mail: ___________________

3. Organization Name: ___________________________________________
   Address: _______________________________________________________
   Contract Value (BDT): _____________________________________________________________________________
   Commencement Date and Duration: _____________________________________________________________________
Reference Contact Details:
Key Client Contact: ______________________________________

Contact Number:
Phone: __________________ Mobile: __________________
E-Mail: __________________

4. Organization Name: ______________________________________
Address: ________________________________________________
Contract Value (BDT): ____________________________________
Commencement Date and Duration: __________________________

Reference Contact Details:
Key Client Contact: ______________________________________

Contact Number:
Phone: __________________ Mobile: __________________
E-Mail: __________________

5. Organization Name: ______________________________________
Address: ________________________________________________
Contract Value (BDT): ____________________________________
Commencement Date and Duration: __________________________

Reference Contact Details:
Key Client Contact: ______________________________________

Contact Number:
Phone: __________________ Mobile: __________________
E-Mail: __________________
Annex 3

Evidence of Responsibility Statement

1. Authorized Negotiators
Offeror will confirm their official negotiator and signatory for who are authorized to represent the offeror in negotiation of this offer in response to this RFP.

List Names of Authorized signatories:
1. (Name & Designation):
2. (Name & Designation):

These individuals can be reached at:
Address :
Telephone/Fax :
Email address :

2. Adequate Financial Resources
Offeror will submit evidence to proof their adequate financial resources to manage this contract, as established by audited financial statements for last three years (OR equivalent) with the proposal.

3. Adequate Human Resources
Offeror will submit evidence to proof their adequate human resources to manage this contract.

4. Record of Performance, Integrity, and Business Ethics
Offeror should confirm that they have no allegations of lack of integrity or of questionable business ethics.

5. Equipment and Facilities
Offeror should state they have necessary facilities and equipment to carry out the contract with specific details as appropriate per the contract SOW.

6. Cognizant Auditor
Offeror should provide Name, address, phone of their auditors — whether it is a government audit agency or an independent firm.

Signature: ______________________
Name: ______________________
Title: ______________________
Date: ______________________
Section III: Financial Proposal

Request for Proposals # icddr,b/SCM/OTM/2023/01

Contracts will be signed with at least three (3) firms for provision of these services hence bid amounts should be competitive. Among three selected service provider the lowest offer will be accepted, at the icddr,b discretion. Firms must submit their financial proposal (Cost for service provision) using the following format.

<table>
<thead>
<tr>
<th>SL No</th>
<th>Service Description</th>
<th>Discount on Airline Ticket (%)</th>
<th>Time to respond for each requirement (in hour)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Domestic Air Ticket</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>International Air Ticket</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Other Services

<table>
<thead>
<tr>
<th>SL No</th>
<th>Service Description</th>
<th>Service Charges in Taka</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Domestic sea plain, helicopter, rail, bus, cruise ship, ferry ticket booking/issuing/hiring (if any)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>International rail, bus, cruise ship, ferry ticket booking/issuing (if any)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Visa application/processing/Issuance Assistance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Passport Services Assistance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Overseas Travel Insurance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Foreign Currency Exchange Facilities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Excess baggage purchase service</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Additional Information

<table>
<thead>
<tr>
<th>SL No</th>
<th>Description</th>
<th>Terms</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Quotation</td>
<td>Prices must be quoted on all-inclusive basis. Quotations must be a fixed price, expressed in Bangladeshi Taka and USD both.</td>
</tr>
<tr>
<td>2</td>
<td>Payment Terms</td>
<td>Payment will be made upon delivery and submission of an invoice fortnightly and in Taka. VAT and Tax will be applicable as per existing Government of Bangladesh law.</td>
</tr>
</tbody>
</table>

Authorized Signature *[In full and initials]*:  

Name and Title of Signatory:  

Company Seal/stamp:  

...