Caribbean Centre for Renewable Energy and Energy Efficiency (CCREEE)

Request for Proposals

Provision of Travel Management Services for the CCREEE

Launch Date – 7 April 2020

Response Deadline – 17 May 2020
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1. Background Information

1.1 Development Objective

The CCREEE aims at improving access to modern, affordable and reliable energy services, energy security and mitigation of negative externalities of the energy system (e.g. local pollution and GHG emissions) by promoting renewable energy and energy efficiency investments, markets and industries in the Caribbean.

1.2 Mandate of the CCREEE

The mandate of the CCREEE defines it as a specialized agency with an official CARICOM and SIDS DOCK tasked to promote renewable energy and energy efficiency investments, markets and industries in the Caribbean. The Centre operates within the decision and policy framework of CARICOM. However, the Centre enjoys full autonomy and operates according to its own administrative and financial rules and procedures. The day-to-day management and decision-making authority is delegated to the Executive Director (e.g., procurement, signing of contracts, recruitment) and the Executive Board.

The CCREEE has a technical mandate and provides action and service-oriented services to a broad range of public and private partners and clients. The Centre assists the Energy Programme of the CARICOM Energy Unit and the CARICOM Member States in the technical implementation of sustainable energy commitments. Under the SIDS DOCK framework, the Centre works closely with the ECOWAS Centre for Renewable Energy and Energy Efficiency (ECREEE) and the Pacific Centre for Renewable Energy and Energy Efficiency (PCREEE) on common SIDS sustainable energy issues and solutions.

2. Objective and Purpose of the Request for Proposal

The Objective of the Request for Proposal (RFP) is to invite proposals for the provision of and facilitate the selection of a suitable contractor to provide travel management services for the CCREEE as below.

- The travel management services are to be provided in respect of the following:
  - Mission related regional and international travel for the staff of or consultants working with the CCREEE;
  - Mission related regional and international travel for other individuals as may from time to time be instructed by the CCREEE.

3. Scope of the Supply of Services

The Contractor is expected to provide the following main and additional services

3.1 Main Services

- Airline ticketing services
- Airport transfers
- Hotel reservations
- Car rentals
- Other ground transportation
- Other transport services as may from time to time be necessary according to the travel needs of the CCREEE
3.2 Additional Services

- Travel advice
- Travel insurance
- Information on visa requirements and guidance through the visa application process.
- 24/7 travel support

The negotiation and final purchase of each travel arrangement will be completed on a case by case basis as authorized by the CCREEE.

The above services are to be provided across the Caribbean region and beyond as the travel needs of the CCREEE demands.

The Contractor will be tasked with advising and assisting the CCREEE on the reduction of travel costs and the achievement of travel efficiency.

For each travel booking or hotel booking the Contractor will be expected to obtain at least three (3) suitable quotations from vendors to facilitate the ultimate selection of the option which fulfills the travel or hotel requirements of the CCREEE (route, schedule, number of stops, departure/arrival time) at the lowest price (inclusive of all costs and taxes).

4. Deliverables and Services

a) The Contractor will be required to make the booking/s and provide a quotation/s within 24 hours from receiving the booking/s request from the CCREEE’s authorized personnel.

b) Airline bookings are to be made and quotations obtained based on the lowest fare and most direct and convenient route using IATA standards and other transportation bookings and hotel bookings are to be made and quotations obtained based on the lowest rate and most convenient option available.

c) The CCREEE reserves the right to verify rates applied by the Contractor.

d) The lowest available rate in the market will apply.

e) Airline tickets are to be issued and bookings confirmed only upon the CCREEE’s authorized personnel’s clearance of the itinerary and fare proposed, and hotel bookings and ground transportation are to be confirmed only upon the CCREEE’s authorized personnel’s clearance of the rates or charges proposed.

f) Ticketing service shall not be interrupted by the Contractor should any third party different to the CCREEE fall behind in their respective payment schedule of any financial obligation between said third party and the Contractor.

g) The Contractor shall promptly issue and deliver accurately printed ticket(s) and related itineraries (in printed and electronic formats) showing the related airline on all segments of the journey.

h) In the event that the required travel arrangement cannot be confirmed, the Contractor shall notify the CCREEE within 24 hours and present a minimum of three [3] alternative routings and the related quotations for the CCREEE’s consideration.

i) The Contractor will need to ensure that the appropriate insurances are in place, and in the event of loss, the Contractor shall immediately replace airline tickets and other travel documents without additional cost to the CCREEE.

j) The Contractor shall reconfirm and revalidate airline tickets, re-issue tickets which are returned as a result of changed routing or fare structures and printed itineraries.

k) The Contractor shall accurately advise the CCREEE of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellation on airline ticket schedules.

l) The Contractor shall ensure that tickets are fully issued in accordance with the information received from the CCREEE.

m) The Contractor shall provide quick references for the requested destinations.

n) The Contractor shall provide travelers with a complete automated itinerary document to include carrier[s], flight and voyage numbers, departure and arrival time[s] for each segment of the journey, tax exempt information, etc.
o) The Contractor shall promptly notify travelers of airport closure, delayed or cancelled flights as well as any other changes that might affect or will require preparation from the traveler[s] in sufficient time, before the departure time.

p) The Contractor shall submit the changes and update on airline rates, promotions, policy changes, etc. immediately upon receipt of the advice.

q) The Contractor shall keep documents of costs and payments made under this contract and send a financial report to the CCREEE at the end of every month, and the report shall include a detailed list of services provided and related unit costs.

r) All tickets and other travel documents shall be delivered, preferably by email or other electronic means, to the CCREEE’s office.

5. Payment

5.1 Payments will be made to the Contractor on a trip by trip basis within 30 days after receipt of the Contractor’s invoice for each booking purchased.

6. Duration of the Contract

6.1 The contract shall be for a period of one [1] year in the first instance and shall include an option to renew for a further period of one [1] year on such terms and conditions as may be agreed by the parties including the option to renew for further periods.

7. Criteria for Evaluation

- Fixed booking fee and for re-booking and cancellation fees or an overall service costs equivalent to percentage for the overall contract.
- How fast the Contractor responds to the request from the CCREEE and how long they can hold the booking
- Variety of airlines offered.
- Delivery of the ticket [electronic versus hard copy].

8. Submission Instructions and Guidelines

8.1 RFP Contract

For all purposes of this RFP process, queries and other submissions including final proposals should be made to procurement@ccreee.org. Attempts at unofficial queries through officials and other staff members of the CCREEE for the purpose of influencing the outcome of this RFP may be cause for disqualification from further consideration.

Proposal Submission Delivery Requirements

All proposal submissions MUST be completed in electronic form and made via e-mail. Hard copy submissions are not required but may also be made in addition to e-mail submissions.

E-mailed submissions (Required):

Proposals sent by e-mail must be received in Adobe PDF format only, no later than 16:00 h (GMT/UTC - 4h) on 17 May 2020 in one e-mail and titled “Proposal for the Provision of Travel Management Services for CCREEE”.
### 8.2 RFP Timetable

<table>
<thead>
<tr>
<th>Activity</th>
<th>Deadline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Issue Date of RFP</td>
<td>7 April 2020</td>
</tr>
<tr>
<td>Deadline for Questions</td>
<td>28 April 2020</td>
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<tr>
<td>Deadline for Issuing Clarification Document</td>
<td>6 May 2020</td>
</tr>
<tr>
<td>Deadline for Submission</td>
<td>17 May 2020</td>
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<tr>
<td>Evaluation of Proposals</td>
<td>31 May 2020</td>
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<tr>
<td>Contract Negotiation Period</td>
<td>6-10 June 2020</td>
</tr>
<tr>
<td>Anticipated Contract Start Date</td>
<td>14 June 2020</td>
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### 8.3 Inquiries from Respondents

Respondents are required to submit requests for additional information or clarification in respect of this RFP no later 28 April 2020 via RFP contact, e-mail: procurement@ccreee.org. All questions should be as clear and concise as possible. Respondents are also expected to immediately notify the RFP contact via email of any discrepancies, ambiguities, errors, omissions, or other faults in any part of the RFP document, providing full details.

Responses to inquiries or amendments will be issued in written addenda prior to the final proposal submission deadline. Should there appear to be conflict between the RFP and any addenda issued, the last addendum issued shall prevail.

### 8.3 Confidentiality

Through the submission of their bid, the respondent shall agree to following measures:

**Confidential Information of the CCREEE**

The respondent acknowledges that any information concerning the analysis, findings and recommendations of which the respondent, its agents or employees become aware of in the course of bidding or providing any services under a resulting contract, shall be treated as confidential. In particular, such information:

(a) is the sole property of the CCREEE and must be treated as confidential;

(b) is not to be used for any purpose other than replying to this RFP and the performance of any subsequent contract for the deliverables; and

(c) must not be disclosed without prior written authorization from the CCREEE.

**Confidential Information of Respondents**

Respondents should identify any information in their proposal, or any accompanying documentation supplied in confidence for which confidentiality is to be maintained by the CCREEE. Respondents are advised that their proposals will, as necessary, be disclosed, on a confidential basis, to any related parties engaged by the CCREEE to advise or assist with the RFP process, including the evaluation of proposals as well as to CCREEE’s third parties who have a financial or legal/regulatory interest.

### 8.5 Language guidelines

Proposals prepared and submitted by respondents in addition to all correspondence and documents relating to the RFP exchanged between the respondent and the CCREEE shall be written in the English language.

### 8.6 Currency

All monetary cost can be quoted in local currency but must have a United States Dollar equivalent.
8.7 Costs associated with the proposal

All respondents shall bear all costs associated with the preparation and submission of proposals. This includes administrative costs, travel costs and costs associated with demonstrations, if and whenever applicable.

8.8 Validity period of proposals

Bids shall remain valid for a total of 60 days after the closing date prescribed by the CCREEE for the receipt of bids. A bid valid for a shorter period will be rejected by the CCREEE and deemed nonresponsive. In exceptional cases, the CCREEE may solicit the respondent’s consent to an extension of the bid validity period. The request and response thereto shall be made in writing through letters and/or emails.

9. Other Terms and Conditions

9.1 Taxes, levies and duties

The final cost shall be quoted and itemized to include a break-down of all relevant costs. The contract cost, however, shall be exclusive of direct and indirect taxes since the CCREEE is exempt from taxes. This is in accordance with Article VIII of the ‘Headquarters Agreement between the Government of Barbados and the CCREEE’ entered into effect in May 2018.

9.2 Force majeure

Respondents shall not be considered in default if delays in submission occur due to causes beyond the respondent’s control, such as, *inter alia*, acts of God, natural calamities, civil wars, strikes, fires and floods. Only those causes which have a duration of more than seven days shall be considered cause of force majeure. In the event of delay due to such causes, the RFP schedule will be extended for a length of time equal to the period of force majeure.

CCREEE retains the right to cancel this RFP at any time. Such cancellation would be without any liability on the part of the CCREEE, including liability for costs incurred by respondents in connection with the preparation and/or submission of proposals.

Proposal Requirements

The submitted proposal should contain the following components:

10.1 Transmittal Letter

The transmittal letter should state the willingness and ability to provide services in accordance with all terms and conditions of this RFP. The letter shall clearly indicate that the respondent has carefully read all the provisions in the RFP and should summarize the important information contained in submitted proposals. An authorized representative of the bidding agency, preferably the Managing Director, must include his/her name and sign the cover letter. The cover letter must contain a brief summary of the experience and background of the respondent. Transmittal letters should also acknowledge receipt and understanding of all matters associated with the RFP.

10.2 Company profile

Respondents should describe their business’ background and company history drawing relevance to this RFP.

10.3 Qualifications & Experience

The firm most suited to complete this assignment comprise a team who have:

- Proven expertise and excellent knowledge of recent trends in the global and regional travel market
- Demonstrated ability to create innovative and value for money travel solutions
- A broad knowledge of current developments in the travel and accommodation markets
• Efficiency and effectiveness in service delivery

Respondents should provide proof of capability including previous relevant experience. Respondents should also provide information on products and services offered in relation to this RFP.

Any existing judgments or ongoing litigation should be declared.

10.4 Subcontractors

Respondents should declare if subcontractors will be engaged to meet the scope of works described in this RFP. The information provided should include the subcontractor’s responsibilities, business information, qualifications and any experience relevant to their responsibilities related to the RFP.

10.5 Other Submissions

Interested firms must also submit the following documents/information to demonstrate their suitability:

• Curriculum vitae for key personnel within the firm who will undertake the scope of supply of services
• Portfolio with information on previous work (particularly for development agencies and within the scope of the items listed under the ‘Scope of Services’ section above);
• A financial proposal quoted in United States dollars (US$) according to deliverables as outlined in Attachment 1 below

10.6 Timeline

Respondents should provide a proposed timeline for completion of the services outlined in this RFP, particularly where they differ from the timelines articulated by the CCREEE in ‘Bid Schedule of Prices/Payments’ Attachment 1. Lead times should be clearly illustrated.

10.7 Project Pricing Information

Respondents should provide a price breakdown which includes pricing associated with all activities of the procurement.

Price proposals shall be valid for a minimum of 60 days.

10.8 Criteria for Proposal Assessment

The firm scoring the highest cumulative score in technical and financial evaluations will be awarded with the contract. Technical and financial evaluation will carry 70% and 30% weightages, respectively.

Technical proposals will be evaluated per the criteria below:

• Demonstrated work experience and a logical methodology provided by the firm relevant to the scope of services to be performed [50 points]
• Qualification/expertise of key personnel proposed for the assignment [20 points]

Signature of Bidder: ________________________________

31 March 2020