



Request for Proposal (RFP)
for the
RFP#IOMUSRAP2023-001_Travel Management Services
BID BULLETIN
Addendum/Clarification No. 2

This Addendum No. 02 is issued to address inquiries and clarification from bidders and modify information provided in the Request for Proposal for the Travel Management Services issued to prospective vendors on 09 May 2023.

A. On General Instruction to Bidders

1. Deadline for the Submission of Quotation should read as follow:

On or before 23 June 2023, 17:00H EST Time.

If any doubt exists as to the time zone in which the quotation should be submitted, refer to <http://www.timeanddate.com/worldclock/>.

B. Inquiries from Bidders

I. Commercial Inquiries

Question/Clarification	IOM Response
N/A	N/A

II. Technical Inquiries

Question/Clarification	IOM Response
What has prompted you to review your travel provider?	A tender process based on organizational requirements.
Do you have any pain points that you want to remedy with a new TMC partner?	Efficiency in travel management, price performance ratio.
Do you want all the TORs included with explanation of achievement in the response or just the “Mandatory Services Requirement” number 1-9.	Yes, TORs included.
What if anything else should be included that is not outlined in the RFP?	Please include whatever you think might make your offer more competitive.
What is your total travel spend breakdown: <ul style="list-style-type: none">• Domestic;• International;• Hotel;• Rail;• Car rental	This tender is only for Domestic air tickets. Total estimated annual domestic ticket cost for all IOM current Ports of entries (JFK, IAH, ORD, LAX and IAD) is around 35 million USD. The amount is subject to change based on the updates to the resettlement program.

Do you have any preferred supplier agreements with air/hotel/car suppliers and if so with whom? What percentage of your travel spend is through preferred supplier agreements?	The main purpose of this agreement is full US domestic connectivity, no international travel. The US airlines where IOM has preferential conditions include Delta, American Airlines, Southwest, Jet Blue and United.
What are your top 10 airlines?	We do not prioritize carriers, we usually choose the itinerary on the most direct route and cost effective carrier (taking into consideration that we do not use basic economy classes).
What are your top 10 city pairs?	Domestic: There are no specific itineraries that we have. It all depends on the caseload arriving to IOM Ports of Entry and the final destination of the cases (our departure points are (JFK, LGA, IAH, LAX, ORD) with possibility to add new departure airports. International: We do not require any services for international flights.
Are your staff travellers mandated to use your contracted TMC?	No.
Do you have an approval process and if so, could you outline the process?	The ticketing process will be based on SOP and by using a travel agent interface to transfer the booking data. This will be further explained during the introductory meeting with the Travel agents. There is a cost limit assigned and the travel agent is required to get written approval from IOM Washington Operations department if the ticket cost is over a certain limit. For invoices, these are initially reviewed and verified by Operations unit then submitted to Finance unit for processing. Finance unit reviews invoices and supporting documents, then approved by Project Manager, Sr. Resources Management Officer and Head of Office.
Are you currently using an online booking tool? If so, what tool are you using? Are you trying to increase online adoption?	Our major source of bookings is the travel agents. In case of any urgent booking that requires immediate action, we use online booking tools such as GDS or we use the direct websites for the airlines, we do not use third-party online booking system.
Are you open to alternative payment terms, i.e., ACH debit or weekly invoicing?	No.
RFP qualifications requires an audited financial statement. As a closely held corporation, we do	Yes, for closely held corporations where audited financial statements are not required in the US,

not have audited financials. Will copies of US Corporate Income tax returns suffice? These provide income and balance sheet information for your review.	copies of US Corporate income tax returns which contain all financial information will suffice. Please submit proof of submission to tax authorities.
There is no mention of the current Travel Agent Interface programming. Is the intent of IOM to maintain its current process for information to/from the travel agency?	Yes, we will maintain the current process (TAV) travel agency interface. This should be explained further during the introduction meeting with the travel agents.

Respectfully Yours,
Mohamed Elmissawi
Procurement and Logistic Coordinator