**SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS**

**OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, & 30**

<table>
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<th>3. AWARD/EFFECTIVE DATE</th>
<th>4. ORDER NUMBER</th>
<th>5. SOLICITATION NUMBER</th>
<th>6. SOLICITATION ISSUE DATE</th>
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**9. ISSUED BY**

**CODE** 720668

USAID/South Sudan
4420 Juba Place
Washington DC 20521-4420
00000

**10. THIS ACQUISITION IS**

- [ ] UNRESTRICTED OR [ ] SET ASIDE:
- [ ] WOMEN-OWNED SMALL BUSINESS (WOSB)
- [ ] HUBZONE SMALL BUSINESS
- [ ] SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS
- [ ] 8 (A)
- [ ] EDWOSB

**11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED**

- [ ] SEE SCHEDULE

**12. DISCOUNT TERMS**

- [ ] 13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700)
- [ ] 13b. RATING

**14. METHOD OF SOLICITATION**

- [ ] RFQ
- [ ] IFB
- [ ] RFP

**16. ADMINISTERED BY**

**CODE**

USAID South Sudan/EXO

**17a. CONTRACTOR/OFFEROR**

**CODE**

- [ ] FACILITY CODE

**18a. PAYMENT WILL BE MADE BY**

**CODE**

**19. ITEM NO.**

- [ ] TRAVEL MANAGEMENT SERVICES FOR SOUTH SUDAN MISSION

**20. SCHEDULE OF SUPPLIES/SERVICES**

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<th>1. Travel Management Services for South Sudan Mission</th>
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**21. QUANTITY**

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**23. UNIT PRICE**

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**25. ACCOUNTING AND APPROPRIATION DATA**

- [ ] 27a. SOLICITATION INCORPORATES BY REFERENCE FAR 62.212-1, 62.212-4, FAR 62.212-3 AND 62.212-5 ARE ATTACHED. ADDENDA ARE NOT ATTACHED
- [ ] 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 62.212-4, FAR 62.212-6 IS ATTACHED. ADDENDA ARE NOT ATTACHED

- [ ] 28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED

- [ ] 29. AWARD OF CONTRACT: REF. [ ] OFFER DATED [ ] YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS:

- [ ] 30a. SIGNATURE OF OFFEROR/CONTRACTOR

Lorraine Sherman

**30b. NAME AND TITLE OF SIGNER (Type or print)**

Lorraine Sherman

**30c. DATE SIGNED**

Date: 2022.03.12 17:30:54 +02'00'

<table>
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<tr>
<th>31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER)</th>
</tr>
</thead>
</table>
| Lorraine Sherman

**31b. NAME OF CONTRACTING OFFICER (Type or print)**

Lorraine Sherman

**31c. DATE SIGNED**

Date: 2022.03.12 17:30:54 +02'00'

**STANDARD FORM 1449 (REV. 2/2012)**

**AUTHORIZED FOR LOCAL REPRODUCTION**

**PREVIOUS EDITION IS NOT USABLE**

- [ ] 25. ACCOUNTING AND APPROPRIATION DATA
- [ ] 26. TOTAL AWARD AMOUNT (For Govt. Use Only)

- [ ] 27a. SOLICITATION INCORPORATES BY REFERENCE FAR 62.212-1, 62.212-4, FAR 62.212-3 AND 62.212-5 ARE ATTACHED. ADDENDA ARE NOT ATTACHED
- [ ] 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 62.212-4, FAR 62.212-6 IS ATTACHED. ADDENDA ARE NOT ATTACHED

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- [ ] 29. AWARD OF CONTRACT: REF. [ ] OFFER DATED [ ] YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS:

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Lorraine Sherman

**30b. NAME AND TITLE OF SIGNER (Type or print)**

Lorraine Sherman

**30c. DATE SIGNED**

Date: 2022.03.12 17:30:54 +02'00'

**31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER)**

Lorraine Sherman

**31b. NAME OF CONTRACTING OFFICER (Type or print)**

Lorraine Sherman

**31c. DATE SIGNED**

Date: 2022.03.12 17:30:54 +02'00'
Issuance Date: March 14, 2022
Deadline for Questions: March 19, 2022
Closing Date/Time: March 31, 2022, at 05.00pm (CAT) South Sudan time

Subject: Request for Quotation (RFQ) No. 720666822Q00043 – Travel Management Center

Dear Sir/Madam,

The United States Government, represented by the U.S. Agency for International Development (USAID)/South Sudan, invites qualified organizations and individuals interested in submitting quotations to provide services for U.S. Mission Juba, as detailed in the attached document, Travel Management Center – Request for Quotations (RFQ).

Submissions must be submitted electronically to jubaprocurments@usaid.gov with the subject line: “USAID/South Sudan – Travel Management Center - RFQ No.” Submissions received after the submission date and time may be deemed unacceptable and may not be reviewed or evaluated.

This RFQ in no way obligates the United States Government or USAID to award a contract nor does it commit USAID to pay any cost incurred in the preparation or submission of an offer. Award of a contract under this RFQ is subject to the availability of funds.

All contractors have to be registered in the SAM (System for Award Management) Database. https://www.sam.gov prior to contract award pursuant to FAR provision 52.204-7. Therefore prospective offerors are encouraged to register prior to the submittal of quotations/proposals. Only vendors who have fully complied with this requirement are eligible for award. Find the attached quick guide to register.

Please note that South Sudan is a high threat danger pay post.

Thank you for your interest in this Request for Quotations.

Sincerely,
Lorraine Sherman
Director, Executive Office
USAID/South Sudan
TRAVEL MANAGEMENT CENTER – SOUTH SUDAN

(i) This posting serves as a Solicitation for Commercial Items prepared in accordance with the Federal Acquisition Regulation (FAR) 12.6, Streamlined Procedures for Evaluation and Solicitation for Commercial Items, as supplemented with additional information included in this notice.

(ii) This announcement constitutes the only solicitation.

(iii) The solicitation number is 72066822Q00043. The solicitation is issued as a Request for Quotation (RFQ) under the Simplified Acquisition Threshold.

(iv) The solicitation document and incorporated provisions and clauses are those in effect through Federal Acquisition Circular (FAC) 2021-06 (06/10/2021). It is the responsibility of the Offeror to be familiar with the applicable clauses and provisions.

(v) USAID/South Sudan has a requirement for a Travel Management Contract (TMC) for U.S. Mission Juba. Please refer to Attachment 1, attached to this posting, for the complete requirement.

(vi) The associated North American Industrial Classification System (NAICS) for this procurement is 561599 - All Other Travel Arrangement and Reservation Services.

(vii) The Date and Place of Delivery and Acceptance point are as follows:

- Delivery: Immediate
- Destination Delivery: U.S. EMBASSY JUBA, SOUTH SUDAN
  Attn: EXO/HR Travel Unit
  Cellphone: +211 912117837
  +211 9122117885
  JUBA, SOUTH SUDAN
  (Jubausaidtravel@usaid.gov)

(viii) The U.S. Mission in South Sudan is exempt from all Government taxes.

(ix) The U.S. Government will award a Purchase Order resulting from this solicitation to the responsible offeror whose offer, conforming to the solicitation, will be most advantageous to the Government, price and other factors considered. The following factors shall be used to evaluate offers:
The U.S. Government will award a Purchase Order resulting from this solicitation to the responsible offeror whose offer, conforming to the solicitation, will be most advantageous to the Government, price and other factors considered. The following factors shall be used to evaluate offers:

The evaluation process shall include the following:

a) Compliance Review. The Government will perform an initial review of proposals/quotations received to determine compliance with the terms of the solicitation. The Government may reject as unacceptable proposals/quotations which do not conform to the solicitation.

b) Evaluation Factor 1 - Technical Approach. Understanding of Travel Management Demonstration of dealing with volumes of travels, review of plan of ensuring quality of services including but not limited to contract administration and oversight, Risk Management Plan, Reporting Plan, Hazard Analysis Critical Point Plan, and taking in to account all Deliverables listed in Attachment 1 - Deliverables.

c) Evaluation Factor 2 – Management Capability. Proposed skills mix of Key Personnel

d) Evaluation Factor 3 – Institutional Capability and Past performance Intuitional capabilities and record of accomplishments/experience on similar projects

e) Evaluation Factor 4 - Price Evaluation. The Government reserves the right to reject proposals that are unreasonably low or high in price

For this procurement, the Best Value determination will be made based on a tradeoff approach. The Government will award a Purchase Order resulting from the RFQ to the responsible offeror whose quote is responsive to the RFQ, technically acceptable and considered to be the Best Value based upon a price and delivery trade-off. Due to the urgent nature of this procurement, non-price factors are more important than price. Tradeoff considerations may result in the determination that it is in the best interest of the Government to consider award to other than the lowest priced quote or other than the highest rated offeror. Only technically acceptable quotes are eligible for award.

Quotations in response to this RFQ must be priced on a fixed-price, all-inclusive basis, including delivery and all other costs. Pricing must be presented in United States Dollars (USD). Offers must remain valid for not less than thirty (30) calendar days after the offer deadline. Offerors are requested to provide quotations on their official quotation format or letterhead.

(xi) Please note that if there are significant deficiencies regarding responsiveness to the requirements of this RFQ, an offer may be deemed “non-responsive” and thereby disqualified from consideration.
(xii) Best-offer quotations are requested. It is anticipated that the award will be made solely on the basis of these original quotations. However, USAID/South Sudan reserves the right to conduct negotiations with and/or request clarifications from any offeror prior to award.

(xiii) The successful offeror must comply with the following applicable commercial item terms and conditions, which are incorporated herein by reference:

- The provision at FAR 52.212-1, Instructions to Offerors - Commercial Items;
- The provision at FAR 552.212-2, Evaluation.
- FAR Clause 52.212-4, Contract Terms and Conditions—Commercial Products and Commercial Services applies, as well as FAR Clause 52.212-5, Contract Terms and Conditions Required To Implement Statutes or Executive Orders—Commercial Products and Commercial Services, Paragraph (a), and the following clauses in Paragraph (b): 52.203-6; 52.204-10; 52.209-6; 52.209-9; 52.220-9; 52.222-3; 52.222-21; 52.222-26; 52.222-35; 52.222-36; 52.222-40; 52.222-50; 52.223-18; 52.225-13; 52.232-33.
- FAR 52.204-26 Covered Telecommunications Equipment or Services-Representation

The full text of the referenced FAR Clause may be accessed electronically at https://www.acquisition.gov/far/.

(xiv) USAID/South Sudan anticipates awarding a Firm Fixed Price Purchase Order as a result of this RFQ.

(xv) Contact Information: **Primary Contract:**

    Jayne Olando  
    Senior Procurement Specialist  
    USAID/South Sudan  
    jolando@usaid.gov
ATTACHMENT 1

USAID/South Sudan

Scope of Work (SOW) - Travel Management Center

1.0 Overview

The United States Agency for International Development’s (USAID) Mission in Juba, South Sudan is a U.S. Government Agency that provides humanitarian and technical assistance in social and economic areas in South Sudan. South Sudan is a Critical Priority Country.

2.0 Purpose

USAID/South Sudan intends to contract services from a certified International Air Transport Association (IATA) entity to conduct travel and related services as described below.

3.0 Statement of Work

3.1 The Offeror shall be certified by the International Air Transport Association Network (IATA), shall comply with the ISO 9001:2015 (or newer) quality standards and shall provide corporate travel services for official international travel of U.S. Government employees. Personal travel may also be included should the employee elect to use the Offeror’s services. International travel includes travel from the country in which the U.S. Mission in South Sudan is located, travel outside that country, including travel to/from and within the United States and other countries. The corporate travel services that the Offeror shall provide include:

- Travel packages regionally (East Africa) and internationally, including the countries/continents where the travel would occur;

- Travel reservations, issuance and delivery of tickets for air, rail, bus and steamship carriers; and both advance seat assignments and advance boarding passes unless there is an emergency issue where advance seat assignments and boarding passes cannot be issued;

- Reservations for lodging accommodations;

- Commercial automobile rental services;

- Assistance in obtaining passports, visas, and guidance regarding health and other travel-related requirements in advance in every country where the traveler disembarks;

- Detailed travelers’ itineraries, including all health-related information and any other requirement needed in the country (or countries) where the traveler disembarks;
• Airport transfers, travel by land/sea, airline upgrades and other airline amendments;

• Other Airline Amendments: Assistance on tickets not issued by the Offeror on site: e.g. ticket reissues, rerouting, denied boarding, flight cancellation.

• Airport transfers when applicable.

• Travel by Land/Sea: surface transportation e.g.: bus, rail, car, ship.

• Airline seating upgrades: airline discounts in business or first class tickets and mileage programs;

• Management information and billing reports derived from the booking database;

• Automated reconciliation of travel charges incurred through the Government's CBA accounts;

• Seminars, meetings and workshops at sites selected by the Government (including conference rooms, lodging, meals, ground transportation, audio-visual equipment, and related services); and,

• Information pamphlets and weekly emails detailing package deals regionally and internationally for Government travelers who use the contract.

3.2. The Offeror shall also, if requested, provide on an open-market basis, complete personal travel services and support for Government employees and their dependents requesting personal (unofficial) travel arrangements.

3.3. Offeror shall also provide travel services for any individual sponsored by a participating agency under this contract, including personnel on temporary duty.

3.4. Upon the request of employees or other persons with disabilities or medical/health infirmities traveling on official or personal travel, the Offeror must arrange necessary and reasonable accommodations, including but not limited to, airline seating, in-terminal transfers, ground transportation and barrier-free or otherwise accessible lodging.

4.0 Definitions and Acronyms

Agency – U.S. Government activity at post, such as USAID, State Department, Center for Disease Control (CDC), Department of Defense (DOD), etc.


CBA - Centrally Billed Account. Account established by a charge card Contractor at the request of an agency as defined in this document. Consolidated airline ticket charges accrued
through use of centrally billed accounts shall be billed monthly. Expenses billed against centrally billed accounts are paid to the Government travel charge card program Contractor.

Commission - Amount paid to the Offeror by another entity not a party to this contract, such as an airline, for each airline ticket the Contractor books for that airline.

COR - Contracting Officer's Representative.

CRS - Central Reservation System. A major airline computer reservations system, such as Apollo, Sabre or Worldspan.

Emergency - An unforeseen combination of circumstances that calls for immediate action. The term emergency includes, but is not limited to man-made and natural disasters, fires, floods, evacuations and civil unrest.

eTS – also known as E-Gov Travel Service, ETS is a government-wide, automated web-based worldwide travel management service launched in April 2002. Additional information may be accessed through GSA’s website, http://www.gsa.gov/portal/category/27096.


Government Excess Baggage Authorization/Ticket (GEBAT) - Issued by the carrier to the traveler when presented with a GTR that authorizes the carriage of excess baggage. The GEBAT is used by the carrier(s) to support subsequent billing of charges. Excess baggage is reimbursable up to the weight authorized. NOTE: GEBAT’s are gradually disappearing. If the traveler is not using a GTR, the traveler will pay for excess baggage with a credit card or cash.

Government Travel Charge Card - General Services Administration (GSA) Contractor-issued charge card to be used by travelers of an agency to pay for passenger transportation services, subsistence expenses and other allowable travel and transportation expenses incurred in connection with official travel. Although the employee is liable for payment of all charges incurred, including those for ATM withdrawals, the employee shall be reimbursed by his/her agency for all authorized and allowable travel and transportation expenses.

GSA - U.S. Government’s General Services Administration.

GTR - Government Travel Request issued on a SF-1169 which is provided to a carrier or a carrier’s agent to procure passenger transportation services for the account of the U.S.
Government. The GTR shall be used as a supporting document with the bill for the transportation charges.

Official Travel - Travel that is paid for and/or for which the traveler is reimbursed by the Government.

Personal Travel - Travel that is paid for by the employee/dependent and for which reimbursement will not be provided by the Government.

PNR - Passenger Name Records

Refund - Ticket refund consists of the value of the ticket but does not include transaction fees or other service fee associated with the issuing of the ticket. For billing purposes under this contract, a refund is not a separate transaction.

Service Fee - Pricing, if any, for a value-added service.

Taxes and Fees - Charges for transportation imposed on travelers by other authorities, such as U.S. Government federal taxes and airport passenger facility charges.

Transaction - Issuance of a ticket for common carrier transportation, or changes to that ticket after issuance. Other travel reservations associated with the travel under that ticket, including but not limited to, hotel reservations, car rental, and other traveler services, are not considered a transaction for purposes of charging a transaction fee.

Transaction Fee - Fee, charged by the Contractor, for issuance of a ticket for common carrier transportation or changes to that ticket, after issuance. Paragraph 17.0 addresses when a transaction fee may be charged for a transaction.

Travel Authorization - Document authorizing official government travel.

Travel Management Center (TMC) - A commercial travel firm under contract that provides reservations, ticketing and related travel management services for federal travelers/employees.

Travel Services - Transportation reservations, issuance and delivery of tickets for all modes of transportation; reservations for lodging and vehicle rental services; and ancillary support related to travel.

5.0. Related Services

5.0.1. Health Requirements. The Offeror shall provide travelers with advice on necessary health requirements, including types of inoculations and vaccinations whether required or suggested for foreign travel.

5.0.2. Visas. The Offeror shall assist travelers on request in obtaining visas for foreign travel.

5.0.3. Seminars and Meetings

The Offeror shall make all arrangements necessary for the presentation of conferences, seminars and meetings for official Government requirements. The Offeror shall make the reservations requested by the U.S. Government employee for this official function regardless of whether or not travel is involved.
5.1. Traveler's Itineraries - The Offeror shall provide to each traveler a complete, printed itinerary document including, but not limited to the following:

- carrier(s);
- flight, train, bus and voyage number(s);
- if applicable, annotate that the traveler refused the contract or lowest fare offered;
- departure and arrival time(s) for each segment of the trip;
- Name, phone number, location, room rate(s), confirmation number of hotels/motels booked by the Offeror at each destination and guaranteed arrival check-in time, cancellation requirements; and where applicable, tax exempt information.
- Indicate type of ticket, electronic or paper.

5.2. Ticket Delivery

5.2.1. Ticketing services are provided online to respective travelers’ official email addresses.

5.2.2. Travelers shall be provided an itinerary and confirmation number in advance of travel. Prepaid tickets shall not be used as a routine method of providing tickets.

5.3. Management Reports and Deliverables
The Offeror shall provide the Government with management information reports. As a minimum, the Offeror shall develop the following reports which shall be delivered within the time frames set forth.

5.3.1. QUARTERLY SALES ACTIVITY REPORT - A quarterly summary of sales activity data. The Offeror shall prepare the report in accordance with the sample in Section 1, Attachment 2. This summary shall reflect all official sales activity for each agency using the contract, whether the travel was purchased using a GTR, Government Travel Charge Card or CBA.

5.3.2. RECONCILIATION REPORT OF TRANSPORTATION BILLINGS

The Offeror shall provide automated reconciliation of transportation billings charged through user agencies' CBA accounts. The Offeror shall use an automated accounting system with direct interface among the reservation, ticketing and accounting elements so that all passenger reports and summary data are automatically generated from point-of-sale information.
5.3.3 MONTHLY TRANSACTION FEE REPORT

A monthly report based on the transaction fee schedule of the contract shall be submitted by the Offeror. Reference sample report attachment 4A. This report shall list all transaction fees to be paid by the user agency. The fees shall be broken down, not only by agency, but also by type of transaction, following the line items in the pricing portion of this contract. For example, if a courier is used, the transaction fee associated with courier delivery shall be listed separately from the standard transaction fee.

5.4. Communications System and Emergency Services

5.4.1. The Offeror shall provide service, Monday through Friday, that is compatible with the Mission’s standard workday and a 24-hour phone number (including Saturday and Sunday) for phone and text for travelers which will allow immediate access to a reservation agent to perform emergency itinerary changes outside of regular business hours;

5.4.2. The Offeror shall be capable of accepting most major credit cards for payment of travel services.

5.4.3. Emergencies - The Offeror shall continue to provide services during emergencies or contingencies. In connection with evacuations or large-scale air movements of noncombatants, refugees or troops, the Offeror shall establish a temporary office or expand existing services, as appropriate, to expedite travel (such as, Noncombatant Evacuation Operation missions). The Government will provide its own facilities during emergencies, as required.

5.5. Project Management -
The Offeror shall provide reservation agents, personnel and equipment necessary to assure that the highest quality of service is provided.

5.6 eTravel Service (eTS) - The electronic travel (eTravel) project is grounded in the President’s E-Government initiative and the Administration’s commitment to employ the latest technology to create a more efficient, citizen-centered Federal Government.

Information on the eTS can be found by clicking the eTS web page.

5.7 eTravel Service Requirements - In support of eTS, as specified in agency task orders, the Offeror shall:

- Ensure that products/services provided to participating agencies complement and support the eTravel Service (eTS) and its objectives in an efficient and cost-effective manner. The objective of the eTS is to:

  - Consolidate travel processes at the Government-wide level;
  - Consolidate travel processes through the common Government-wide eTravel Service
  - Consolidate data to enable leveraging the Government’s travel buying power;
  - Provide an integrated, web-based travel management environment that is customer-centric, self-service, and offers end-to-end travel services from travel
planning, reservation and ticketing services through voucher approval and common data output for agency financial systems;

- Facilitate and simplify the travel process for the Federal traveler, and improve customer service to the Federal traveler; and foster superior customer satisfaction;
- Accelerate reimbursement of travel expenses to the Federal traveler and to travel charge card vendors;
- Enable central travel management and make travel procedures configurable at the department, agency, and subordinate organization levels;
- Minimize or eliminate the Government’s capital investment as well as Government-wide operational and maintenance costs;
- Significantly reduce the cost of Federal travel management to achieve dramatic savings by avoiding unnecessary duplication of automation efforts by the various federal agencies;
- Provide Government-wide consolidated and aggregated data to support world class travel management and afford greater visibility into Federal travel processes for continued management improvement and cost savings;
- Leverage commercial and Government travel management best practices and adopt commercial standards and practices wherever possible;
- Maximize the use of open architecture standards, as well as leverage industry standards and commercially available services and support items.

6.0 Space for Performance of Required Services

6.1

a) On-site Services - For the provision of On-site Travel Management Center (TMC) Services, the Offeror may operate out of the Government’s facility, on Government property quarterly. This will allow for direct engagement and collaboration with the Mission’s travelers. All travel TMC employees shall abide by all of the Government's policies.

b) Within City Limits Services - For the provision of Within City Limits Travel Management Center (TMC) Services, the Offeror shall operate out of its own facility, not on Government property. Facilities located in the city to be served are preferred. The Offeror shall perform all the required services in a timely manner, through effective communications and delivery systems.

6.2 The Offeror may be responsible for paying for all utilities used.

6.3 The Offeror shall ensure that its employees and agents working on U.S. Government premises shall observe all health and safety codes including participation in safety drills when directed either orally or by established signals, fire alarms, bomb threat alarms, etc. The Offeror’s employees shall know the Mission’s fire regulations and shall report fires immediately upon detection by using the nearest fire alarm or by telephoning the Marine guard. The Offeror’s employees shall participate in a security briefing about security measures required at the Mission and the safeguarding of private information about any Mission travelers.

7.0 Minimum Personnel Requirements
All personnel providing services shall be fluent in English. Local language is highly recommended.

7.1. Project Manager – The Offeror shall provide a Project Manager who shall be responsible for the administration, supervision, and coordination of the Government operations. The Project Manager shall have experience in the management of travel services and shall have adequate authority to make decisions for the timely resolution of problems. The Project Manager shall coordinate closely with the COR.

7.2. Site Manager - At each site, the Offeror shall provide a Site Manager who is experienced in operating automated reservation and ticketing equipment to arrange transportation via all modes, lodging, and vehicle rentals. The Site Manager shall have supervisory experience with travel accounts, and be experienced in operating the automated reservation and ticketing systems proposed for this account.

7.3. Travel Counselors/Reservationists - The Offeror shall provide full-time travel counselors/reservationists. The Travel Counselors/Reservationists shall have been trained in operating the proposed automated reservation and ticketing equipment. The Offeror shall provide qualified substitute personnel for absent permanent employees, when service levels are negatively impacted, as determined by the Government.

7.4 Annual estimates number of transactions

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<td>Visa Processing</td>
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8.0 Performance and delivery Period
The contractor shall commence work immediately upon signing the contract with USAID for the provision of the TMC

9.0 Completion/Termination
Two base period and three one-year option periods. ending on the satisfactory delivery of services. USAID can terminate the contract at any time due to non-performance.
ATTACHMENT 2

Sample of Reports

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Report Period From: .......... to ..........  

Period Total Outstanding Amount:  

16
## ATTACHMENT 3 –MONTHLY CREDIT CARD/GTR SALES ACTIVITY REPORT

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