



Request for Proposals (RfP)

PROVISION OF TRAVEL AGENCY SERVICES TO INTERNATIONAL UNION CONSERVATION OF NATURE (IUCN).

IUCN ESARO

RfP Reference: IUCN-2025-11-CC

Welcome to this Procurement by IUCN. You are hereby invited to submit a Proposal. Please read the information and instructions carefully because non-compliance with the instructions may result in disqualification of your Proposal from this Procurement.

1. REQUIREMENTS

1.1. A detailed description of the services and/or goods to be provided can be found in Attachment 1.

Please note that these tender covers both the Eastern and Southern Africa regions. Service providers are required to submit separate Proposals for each region, based on their coverage and capacity to service that specific region.

A single combined Proposal for both regions will not be accepted. Each region must be addressed in its own standalone submission.

Service Providers may submit a Proposal for only one of the regions.

2. CONTACT DETAILS

2.1. During the course of this procurement, i.e. from the publication of this RfP to the award of a contract, you may not discuss this procurement with any IUCN employee or representative other than the following contact. You must address all correspondence and questions to the contact, including your Proposal.

IUCN Contact: Jolly.chemutai@iucn.org

3. PROCUREMENT TIMETABLE

3.1. This timetable is indicative and may be changed by IUCN at any time. If IUCN decides that changes to any of the deadlines are necessary, we will publish this on our website and contact you directly if you have indicated your interest in this procurement (see Section 3.2).

DATE	ACTIVITY
28th Nov Dec 2025	Publication of the Request for Proposals
5th Dec 2025	Deadline for expressions of interest
8th Dec 2025	Virtual Pre-submission meeting
12th Dec 2025	Deadline for submission of questions
16th Dec 2025	Planned publication of responses to questions
16th Jan 2026	Deadline for submission of Proposals to IUCN (" Submission Deadline ")
21st Jan 2026	Clarification of Proposals

DATE	ACTIVITY
26th Jan 2026	Interviews / site visits / presentations
15th Feb 2026	Planned date for contract award
1st March 2026	Expected contract start date

- 3.2. Please email the IUCN contact to express your interest in submitting a Proposal by the deadline stated above. This will help IUCN to keep you updated regarding the procurement.
- 3.3. Pre-bid meeting will be held virtually via Microsoft teams on **Monday, 8th December 2025 at 10:00 AM, Kenya Time**. Service providers to confirm participation by sending their email addresses together with any queries prior to the pre bid meeting.

4. COMPLETING AND SUBMITTING A PROPOSAL

- 4.1. Your Proposal must consist of the following four separate documents:

- Signed Declaration of Undertaking (see Attachment 2)
- Pre-Qualification Information (see Section 4.3 below)
- Technical Proposal (see Section 4.4 below)
- Financial Proposal (see Section 4.5 below)

Proposals must be prepared in English.

- 4.2. Your Proposal must be submitted by email to the IUCN Contact (see Section 2). The subject heading of the email shall be [RfP Reference – service provider name]. The service provider name is the name of the company/organisation on whose behalf you are submitting the Proposal. Your Proposal must be submitted in PDF format. You may submit multiple emails suitably annotated, e.g. Email 1 of 3, if attached files are too large to suit a single email transmission. You may not submit your Proposal by uploading it to a file-sharing tool.

IMPORTANT: Submitted documents must be password-protected so that they cannot be opened and read before the submission deadline. Please use the same password for all submitted documents. After the deadline has passed and within 12 hours, please send the password to the IUCN Contact. This will ensure a secure bid submission and opening process. Please DO NOT email the password before the deadline for Proposal submission.

4.3. Pre-Qualification Criteria

IUCN will use the following Pre-Qualification Criteria to determine whether you have the capacity to provide the required goods and/or services to IUCN. Please provide the necessary information in a single, separate document.

	Pre-Qualification Criteria
1	3 relevant references of clients similar to IUCN / similar work
2	Confirm that you have all the necessary legal registrations to perform the work
3	State your annual turnover for each of the past 3 years
4	How many employees does your organisation have who are qualified for this work?
5	Proof of Travel Industry accreditations: • International Air Transport Association (IATA) accreditation Certification. • ISO 9001:2015 Certification (Quality Management System), • Kenya Association of Tour Operators (KATO) or its equivalent in other countries, • Kenya Association of Travel Agents (KATA) or its equivalent in other countries.
6	Provide evidence of direct presence or established partnership network within IUCN areas of operation.
7	This assignment is eligible to firms and consortiums only. Application received from individual persons shall be automatically disqualified.

4.4. *Technical Proposal*

The Technical Proposal must address each of the criteria stated below explicitly and separately, quoting the relevant criteria reference number (left-hand column).

Proposals in any other format will significantly increase the time it takes to evaluate, and such Proposals may therefore be rejected at IUCN's discretion.

Where CVs are requested, these must be of the individuals who will actually carry out the work specified. The individuals you put forward may only be substituted with IUCN's approval.

IUCN will evaluate Technical Proposals with regards to each of the following criteria and their relative importance:

	Description	Information to provide	Relative weight
1	Approach and Methodology	i) Provide a clear proposal outlining the approach to be used in meeting the requirements of the following as outlined in the scope of work. Indicate lead times for the different deliverables: • Ticketing (2 pts) • Online booking tool (2 pts) • Hotel reservations (4 pts) • Visa Processing (2 pts) • Meetings, Conferences and Events (3 pts) • Travel insurance (2 pts) ii) Propose a dashboard solution which enables IUCN to generate reports, make analysis, view status of tickets etc (5 pts) iii) Develop an implementation plan for the first 12 months of the contract (and annually thereafter). (5 pts)	25
2	Firm's experience and capabilities for undertaking the assignment.	i) Clearly demonstrate your firms' capabilities for undertaking this assignment outlining in detail, how IUCN's methodology expectations will be achieved when delivering this assignment. (10pts) ii) Demonstrate your relationship with the IUCN hotels, ability to negotiate for special corporate rates in these hotels as well as ability to expand the portfolio of preferred hotels (5 pts) iii) Provide a comprehensive proposal detailing your ability to provide reliable transport services for domestic, regional and international transfers and car hires. The proposal should include an inventory of your proposed fleet (outsourced arrangements is acceptable), your operational procedures and evidence of past experience providing similar transport services. (5 pts) iv) Provide a comprehensive proposal detailing your ability to handle meetings, conferences	40

		and events. The proposal should include evidence of similar works done. (5 pts) v) Clearly demonstrate ability to provide a dedicated team who will manage IUCN travel requests. Please indicate the proposed number and makeup, outlining relevant experience for the proposed officers. (5 pts) vi) Provide Certified and Valid evidence of financial solvency / capability i.e. a Minimum Annual turnover of USD 5 million (audited financial statements for the last 3 years). (10 pts)	
3	Qualifications and experience of the following key professionals to be assigned to this contract	Account/Relationship Manager (1 officer) i) Possess over five (5) years of successful experience serving international organizations, embassies, and multinational corporations as an account/relationship manager (2 pts) ii) Bachelor's degree in business, hospitality or related field (preferred) – attach the relevant certifications (2 pts) Travel Consultants (3 Consultants) i) Possess over five (5) years of successful experience serving international organizations, embassies, and multinational corporations as a travel Consultant. (8 pts) ii) Hold relevant IATA diploma (8 pts)	20
4	Demonstration/Presentation	The service provider will be required to conduct a 30-minute demonstration, covering but not limited to the following areas: Team, online booking tool, Geographic Network & Operational Presence, Technological Capabilities & Innovation, Service Delivery Approach, Implementation Plan and the ability to effectively manage billing processes, approach to deal with complaints – VFM, delays etc. (15 pts)	15
TOTAL			100%

NB:

Please note that only service providers who score above 60% out of the available 85% in the technical evaluation will be invited to make presentations.

4.5. Only One Proposal

The service provider (including the individual members of any joint venture (JV)) shall submit no more than one proposal for each of the Regions, either in its own name or as part of a JV in another proposal. If a service provider, including any JV member, submits or participates in more than one proposal, all such proposals shall be disqualified and rejected.

Furthermore, it is the service providers responsibility to ensure that its experts, JV members, sub-Consultants, agents (declared or not), sub-contractors, service providers, suppliers and/or their employees meet the eligibility requirements as established by IUCN

IMPORTANT: If the service provider is a consortia/JV, the RfP shall include:

A copy of the JV agreement entered by all members, or a letter of intent to execute a JV agreement, signed by all members together with a copy of the agreement proposal.

4.6. *Financial Proposal*

4.6.1. The Financial Proposal should include a fixed service fee for each of the services stated in the ToR (see the table in section 4.6.5 below).

4.6.2. *Prices include all costs*

Submitted rates and prices are deemed to include all costs, insurances, taxes (except VAT, see below), fees, expenses, liabilities, obligations, risk and other things necessary for the performance of the Terms of Reference or Specification of Requirements. IUCN will not accept charges beyond those clearly stated in the Financial Proposal. This includes applicable withholding taxes and similar. It is your responsibility to determine whether such taxes apply to your organisation and to include them in your Financial Proposal.

4.6.3. *Applicable Goods and Services Taxes*

Proposal rates and prices shall be exclusive of Value Added Tax.

4.6.4. *Currency of proposed rates and prices*

All rates and prices submitted by Proposers shall be in [USD].

4.6.5. *Breakdown of rates and prices*

The Financial Proposal needs to be broken down as follows:

	Description	Quantity	Unit Price	Total Price
1	Ticketing Fee: International			
2	Ticketing Fee: Local			
3	Change/Refund Processing Fee: for modifying or canceling bookings.			
4	Hotel/Car Booking Fee: small fee per booking			
5	Visa Processing Fee:			
6	Management Fees if applicable			
7	Please provide events management fees proposals			

Please add additional lines as required.

Please include any additional fees that the organisation will incur. No hidden costs will be accepted if not mentioned at this stage.

4.7. Additional information not requested by IUCN should not be included in your Proposal and will not be considered in the evaluation.

4.8. Your Proposal must remain valid and capable of acceptance by IUCN for a period of 90 calendar days following the submission deadline.

4.9. *Withdrawals and Changes*

You may freely withdraw or change your Proposal at any time prior to the submission deadline by written notice to the IUCN Contact. However, in order to reduce the risk of fraud, no changes or withdrawals will be accepted after the submission deadline.

5. EVALUATION OF PROPOSALS

5.1. *Completeness*

IUCN will firstly check your Proposal for completeness. Incomplete Proposals will not be considered further.

5.2. *Pre-Qualification Criteria*

Only Proposals that meet all of the pre-qualification criteria will be evaluated.

5.3. *Technical Evaluation*

5.3.1. *Scoring Method*

Your Proposal will be assigned a score from 0 to 10 for each of the technical evaluation criteria, such that '0' is low and '10' is high.

5.3.2. *Minimum Quality Thresholds*

Proposals that receive a score of '0' for any of the criteria will not be considered further.

5.3.3. *Technical Score*

Your score for each technical evaluation criterion will be multiplied with the respective relative weight (see Section 4.4) and these weighted scores added together to give your Proposal's overall technical score.

5.4. *Financial Evaluation and Financial Scores*

The financial evaluation will be based on IUCN's estimated quantities drawn from previous years' usage. Your submitted unit prices will be applied to these estimates to determine the total evaluated cost. rates of quantity based on previous years to determine the the full total price you submit. Your Financial Proposal will receive a score calculated by dividing the lowest Financial Proposal that has passed the minimum quality thresholds (see Section 5.3.2) by the total price of your Financial Proposal.

Thus, for example, if your Financial Proposal is for a total of CHF 100 and the lowest Financial Proposal is CHF 80, you will receive a financial score of $80/100 = 80\%$

5.5. *Total Score*

Your Proposal's total score will be calculated as the weighted sum of your technical score and your financial score.

The relative weights will be:

Technical:	70%
Financial:	30%

Thus, for example, if your technical score is 83% and your financial score is 77%, you will receive a total score of $83 * 70\% + 77 * 30\% = 58.1\% + 23.1\% = 81.2\%$.

We will calculate total scores separately for Eastern and Southern Africa.

Subject to the requirements in Sections 4 and 7, IUCN will award a contract each to the service provider whose Proposal achieves the highest total score for Eastern and Southern Africa. If the same service provider Proposals happen to achieve the highest score for both regions, only one contract will be used.

6. EXPLANATION OF PROCUREMENT PROCEDURE

6.1. IUCN is using the Open Procedure for this procurement. This means that the contracting opportunity is published on IUCN's website and open to all interested parties to take part, subject to the conditions in Section 8 below.

6.2. You are welcome to ask questions or seek clarification regarding this procurement. Please email the IUCN Contact (see Section 2), taking note of the deadline for submission of questions in Section 3.1.

- 6.3. All Proposals must be received by the submission deadline in Section 3.1 above. Late Proposals will not be considered. All Proposals received by the submission deadline will be evaluated by a team of three or more evaluators in accordance with the evaluation criteria stated in this RfP. No other criteria will be used to evaluate Proposals. The contract will be awarded to the service provider whose Proposal received the highest Total Score. IUCN does, however, reserve the right to cancel the procurement and not award a contract at all.
- 6.4. IUCN will contact the service provider with the highest-scoring Proposal to finalise the contract. We will contact unsuccessful service provider after the contract has been awarded and provide detailed feedback. The timetable in Section 3.1 gives an estimate of when we expect to have completed the contract award, but this date may change depending on how long the evaluation of Proposals takes.

7. CONDITIONS FOR PARTICIPATION IN THIS PROCUREMENT

- 7.1. To participate in this procurement, you are required to submit a Proposal, which fully complies with the instructions in this RfP and the Attachments.
- 7.1.1. It is your responsibility to ensure that you have submitted a complete and fully compliant Proposal.
- 7.1.2. Any incomplete or incorrectly completed Proposal submission may be deemed non-compliant, and as a result you may be unable to proceed further in the procurement process.
- 7.1.3. IUCN will query any obvious clerical errors in your Proposal and may, at IUCN's sole discretion, allow you to correct these, but only if doing so could not be perceived as giving you an unfair advantage.
- 7.2. In order to participate in this procurement, you must meet the following conditions:
- Free of conflicts of interest
 - Registered on the relevant professional or trade register of the country in which you are established (or resident, if self-employed)
 - In full compliance with your obligations relating to payment of social security contributions and of all applicable taxes
 - Not been convicted of failing to comply with environmental regulatory requirements or other legal requirements relating to sustainability and environmental protection
 - Not bankrupt or being wound up
 - Never been guilty of an offence concerning your professional conduct
 - Not involved in fraud, corruption, a criminal organisation, money laundering, terrorism, or any other illegal activity.
- 7.3. You must complete and sign the Declaration of Undertaking (see Attachment 2).
- 7.4. If you are participating in this procurement as a member of a joint venture, or are using sub-contractors, submit a separate Declaration of Undertaking for each member of the joint venture and sub-contractor, and be clear in your Proposal which parts of the goods/services are provided by each partner or sub-contractor.
- 7.5. Each service provider shall submit only one Proposal, either individually or as a partner in a joint venture. In case of joint venture, one company shall not be allowed to participate in two different joint ventures in the same procurement, nor shall a company be allowed to submit a Proposal both on its behalf and as part of a joint venture for the same procurement. A service provider who submits or participates in more than one Proposal (other than as a subcontractor or in cases of alternatives that have been permitted or requested) shall cause all the Proposals with the service provider participation to be disqualified.
- 7.6. By taking part in this procurement, you accept the conditions set out in this RfP, including the following:
- It is unacceptable to give or offer any gift or consideration to an employee or other representative of IUCN as a reward or inducement in relation to the awarding of a contract. Such action will give IUCN the right to exclude you from this and any future procurements, and to terminate any contract that may have been signed with you.
 - Any attempt to obtain information from an employee or other representative of IUCN concerning another service provider will result in disqualification.

- Any price fixing or collusion with other service providers in relation to this procurement shall give IUCN the right to exclude you and any other involved service provider(s) from this and any future procurements and may constitute a criminal offence.

8. CONFIDENTIALITY AND DATA PROTECTION

- 8.1. IUCN follows the European Union's General Data Protection Regulation (GDPR). The information you submit to IUCN as part of this procurement will be treated as confidential and shared only as required to evaluate your Proposal in line with the procedure explained in this RfP, and for the maintenance of a clear audit trail. For audit purposes, IUCN is required to retain your Proposal in its entirety for 10 years after then end of the resulting contract and make this available to internal and external auditors and donors as and when requested.
- 8.2. In the Declaration of Undertaking (Attachment 2) you need to give IUCN express permission to use the information you submit in this way, including personal data that forms part of your Proposal. Where you include personal data of your employees (e.g. CVs) in your Proposal, you need to have written permission from those individuals to share this information with IUCN, and for IUCN to use this information as indicated in 8.1. Without these permissions, IUCN will not be able to consider your Proposal.

9. COMPLAINTS PROCEDURE

If you have a complaint or concern regarding the propriety of how a competitive process is or has been executed, then please contact procurement@iucn.org. Such complaints or concerns will be treated as confidential and are not considered in breach of the above restrictions on communication (Section 2.1).

10. CONTRACT

The contract will be based on IUCN's template in Attachment 3, the terms of which are not negotiable. They may, however, be amended by IUCN to reflect particular requirements from the donor funding this particular procurement.

11. ABOUT IUCN

IUCN is a membership Union uniquely composed of both government and civil society organisations. It provides public, private and non-governmental organisations with the knowledge and tools that enable human progress, economic development and nature conservation to take place together.

Headquartered in Switzerland, IUCN Secretariat comprises around 1,000 staff with offices in more than 50 countries.

Created in 1948, IUCN is now the world's largest and most diverse environmental network, harnessing the knowledge, resources and reach of more than 1,300 Member organisations and some 10,000 experts. It is a leading provider of conservation data, assessments and analysis. Its broad membership enables IUCN to fill the role of incubator and trusted repository of best practices, tools and international standards.

IUCN provides a neutral space in which diverse stakeholders including governments, NGOs, scientists, businesses, local communities, indigenous peoples organisations and others can work together to forge and implement solutions to environmental challenges and achieve sustainable development.

Working with many partners and supporters, IUCN implements a large and diverse portfolio of conservation projects worldwide. Combining the latest science with the traditional knowledge of local communities, these projects work to reverse habitat loss, restore ecosystems and improve people's well-being.

www.iucn.org

<https://twitter.com/IUCN/>

12. ATTACHMENTS

Attachment 1 *Specification of Requirements / Terms of Reference*

Attachment 2 *Declaration of Undertaking (select 2a for companies or 2b for self-employed as applicable to you)*

Attachment 3 *Contract Template*

