

REQUEST FOR PROPOSAL (RFP) FOR INTERNATIONAL TRAVEL SERVICES

October 2025

RFP_ICMCHQ_CY25_13a

Background

The International Catholic Migration Commission (ICMC) protects and serves uprooted people, including refugees, asylum-seekers, internally displaced people, victims of human trafficking, and migrants — regardless of faith, race, ethnicity or nationality. ICMC is a Swiss-based non-profit organization registered under section 60ff of the Swiss Civil Code. ICMC has offices in 7 countries and currently operates programs in four of them (Belgium, Greece, Turkey, Switzerland, plus Lebanon, Jordan, and the US), with programming variously located globally.

ICMC seeks a travel service provider beginning in January 2026 for routine, official, international travel of up to 80 trips per year by ICMC staff, deployees, consultants, and Board members. ICMC's travel profile in 2025 is outlined in Annex A. Travel services are also needed for potential events, including:

- A member Council meeting that ICMC HQ will sponsor in June 2026, for approximately 100 global participants coming to Rome
- A convention that ICMC Europe will sponsor in May 2026, for approximately 20 European participants coming to Belgium

Scope of Work

Activities: For details see Annex B Requested Services.

- Advise travelers on specific travel plans
- Procure air/train/boat tickets, and modify them as needed/requested
- Make hotel bookings
- Arrange car rentals
- Share visa requirements with staff when appropriate
- Obtain appropriate vehicle insurance for all car rentals

Reporting Requirements

The Agency will provide monthly invoices and reports on activities, including:

- A summary of the number of bookings, fee category (see financial proposal below), total cost.
- Breakdown of ticketing services by traveller, mode of travel (air, rail, boat), destination, and donor/account code.
- Breakdown of hotel and car rental bookings by traveller, location and donor/account code.
- Suggestions for systemic changes in travel arrangements for cost effectiveness.

Reports must be in English and provided within 15 days of the end of the period.

Special Requirements and Conditions

- The travel agency must provide 24/7 support and emergency services, including out-of-office hours, weekends, and public holiday
- The travel agency shall not favour any carrier, hotel, or service provider unless otherwise agreed to in writing by ICMC and must adhere to the following principles:
 - No cost can be incurred without an approved Travel on Duty Authorization (TDA) from ICMC including a donor code.

- Itineraries for all tickets, bookings, and rentals must reflect the lowest cost alternative, unless that alternative would require an additional hotel night from the original TDA. Deviations require an additional approval. Only economy fares will be reimbursed unless specifically approved in advance. Refundable tickets are the norm.
- At least two alternatives for each service category (tickets/hotels/rentals) must be offered for all bookings, at the service fee listed in the financial proposal.
- All bidders must be willing to sign both a non-disclosure agreement (NDA) and a Supplier Code of Conduct if successful.

Bidder eligibility

This RFP is posted publicly on ICMC's website and is being mailed directly to multiple travel agencies presumed to meet the following qualifications:

1. IATA accredited and holding all licenses, permits and authorizations from governmental and other authorities necessary for the performance of the services.
2. of appropriate size and reach as to be capable of delivering services globally
3. knowledgeable in, and able to provide, special fares, restricted fares, discount fares, and bulk fares when advantageous to ICMC.
4. capable of providing services in at least English and French.
5. registered in the relevant professional register of the country in which it is based

Direct mailing of this bid does not in any way prejudice ICMC against consideration of firms whose bids are based on the website posting. All compliant submissions will be reviewed as part of this process.

All bidders will be screened against EU and UN sanctions lists.

Submission of Proposals

1. Question and answer option: Questions about the contents of this RFP or the Scope of Work may be submitted by authorized representatives of service providers. Mails must be sent to info@icmc.net with the subject line referring to "RFP_ICMCHQ_CY25_13a Global Travel Services". Questions received by October 31, 2025, at 12:00 UTC+2 (Geneva time) will be consolidated and anonymized. All questions and corresponding responses will be shared with all participating service providers by November 5, 2025 and published on the ICMC website.
2. Content of submissions: RFP respondents must submit a proposal that includes:
 - a) Technical proposal:
 - a. Information in Sections I, III, IV of Annex C Vendor Registration Form
 - b. Services proposed and important service level agreement (SLA) terms, caveats if any. For example:
 - Travel requests will be immediately registered and acknowledged
 - Itineraries will be proposed within xxx hours of receiving a request
 Sample SLAs are welcome.
 - c. Relationship manager(s) and their qualifications
 - d. Proposed start up plan including timeline

- b) Financial proposal: Should be *separate from and exclusive of the technical proposal* and contain:

- 1) Pricing structure with all fees detailed but exclusive of tax. Please present costs in this format:

Service	Unit \$	Unit Description	Remarks
Air ticket fare (tiered as needed)		e.g. per e-ticket \$xxx	
Air ticket modifications			
Train /boat tickets			
Hotel Booking			
Car Rental			
Visa processing			
Insurance			
24/7 Help Desk			

Round trip refundable economy class Dec 10 2025 depart; Dec 23 2025 return	Airfare \$	Agency fee \$ (no tax)	Remarks
Geneva-Washington DC			
Athens-Tunis			
Madrid- Brussels			
Kuala Lumpur-Rome			

- 2) Tax rates
- 3) Bid validity period
- 4) Payment terms
3. Mechanics of submission: RFP respondents must submit their proposal in two mails with PDF attachments.
- a) The first should be sent with the Technical Proposal pdf and the subject line “RFP_ICMCHQ_CY25_13a- Technical Proposal”.
- b) The second should be sent with the Financial Proposal pdf and the subject line referring to “RFP_ICMCHQ_CY25_13a- Financial Proposal”.
- Both mails must be sent to info@icmc.net. Submissions must be in English and received by November 14, 2025, at 12:00 UTC+2 (Geneva time). Late submissions will not be considered.
4. All information submitted by respondents related to this RFP will be held in strict confidence within ICMC and with related donors.

Review Process and Standards

- Factors that ICMC’s Bid Evaluation Committee will consider in evaluating each proposal for services, and the weight that will be assigned to them, include:
 - Proposal responsiveness to the Scope of Work (15%)
 - Firm experience in providing international travel services to NGOs (25%)
 - Proposed plan appropriateness for ICMC needs (20%)
 - Quality and relevance of references from clients (20%)
 - Competitive pricing and clarity of fee structure price (20%)
- ICMC reserves the right to reject all submissions when in the interest of the Commission.

3. RFP respondents will be notified of the Evaluation Committee decision by December 15, 2025 at the latest.

ICMC upholds the highest ethical standards, including management of fraud and bribery violations. Known violations of these standards which are related to this RFP should be reported to staffcomplaints@icmc.net.

Annex A: 2025 Travel Profile

ICMC Office	#travelers	# trips	Total trips	Typical destination
Belgium routine	4	5	20	Cities anywhere in Europe
Global routine Deployments	36	1.11	40	Destinations worldwide
Switzerland routine	10	2	20	Diverse origins (Geneva, Kochi (India), DC (US), Rome) Diverse destinations: Cities anywhere in Europe and occasionally in Asia or Africa
Total			80	

NB: These numbers are estimates and only generally indicative of future travel.

Annex B: Requested Services

1 Travel Information and Advisory Services

The Agency shall:

- Provide ICMC with complete electronic itineraries (carrier, route numbers, departure and arrival times for each segment of the trip).
- Inform ICMC of ticket/booking confirmation, of flight/ticket restrictions, stop-overs, and hidden stops at the time of booking.
- Provide ICMC with online and offline relevant information on official destinations & transits (i.e. visa requirements, security procedures, health precautions, etc.).
- Promptly notify travellers of changes affecting travel (delays, cancellations, closures) sufficiently before departure.

2 Reservation and Ticketing Services – Air, Rail, and Boat

The Agency shall:

- Make reservations, issue, and deliver electronic tickets for air, rail, and boat travel.
- Provide bids, itineraries, and quotations quickly, based on the lowest fare and most direct routing.
- Notify the requestor if required arrangements cannot be confirmed and present alternatives.
- Clearly advise ticketing deadlines and other conditions to avoid cancellations.
- Provide updates on wait-listed bookings.
- Reconfirm, revalidate, and reissue tickets when necessary.
- Issue and forward electronic tickets with detailed itineraries, accurately indicating the operating airline for each segment of the journey
- Advise ICMC on market practices and trends that could result in further savings.

3 Hotel Booking Services

The Agency shall:

- Provide safe, decent accommodation at the lowest available rates.
- Provide full hotel information (address, phone number, etc.).
- Provide booking details (arrival/departure dates, confirmation number, secured rate, penalties for changes).
- Any cost or advance related to hotel booking and invoicing details shall be instructed by ICMC for each booking.
- The financial offer should be detailed, providing a full breakdown of all charges, including taxes, fees, and any additional costs.

4 Rental Car Services

The Agency shall:

- Arrange car rentals upon request at the most economical rates, prioritizing compact/economy cars unless otherwise authorized.

- In case the service is contracted through third parties, provide full details of the company from whom the cars are rented as well as the make/model and year of manufacture.
- Ensure that the vehicles are fully compliant with safety requirements and insurance obligations enforced by the local laws and regulations.
- Provide clear rental conditions (insurance, mileage, fuel policy, penalties).
- The Travel Agency shall provide a corporate guarantee, or a third-party guarantee if applicable, for car rental services. This guarantee should ensure that car rentals are secured without the need for individual credit cards from travellers.

Annex C: VENDOR REGISTRATION FORM

Section I: Company Details and General Information

Name of Company:

Address:

Tel n°:

E-mail:

www address (website):

Contact name:

E-mail:

Parent company:

Type of Business (corporation/partnership):

Nature of business:

Year established:

Number of full-time employees:

Working languages:

Section II: Bank Information INFORMATION TO BE PROVIDED UPON AWARD OF CONTRACT

Bank name:

Branch name:

Branch address:

Tel n°:

Bank account name:

Bank account n° (IBAN):

SWIFT:

If published, please provide a copy of the company's latest annual or audited financial report.

Section III: Technical Capability and information on the Services Offered

Registration Certificate (please provide a copy of your latest commercial extract).

Quality assurance certification (e.g. [ISO 9000](#) or equivalent) (please provide a copy of your latest certificate).

IATA Certification (please provide a copy)

Describe below your company's profile:

List below up to a maximum of 10 of the core services offered:

Section IV: Experience

Total number of clients:

Annual value of total sales for the last 3 years:

References (please provide contact details of three institutional or corporate customers)