

# **TRAVEL AGENCIES MEXICO**

## **REQUEST FOR INFORMATION**

**Technical and Information Requirements for  
Collaborating with Travel Agencies in Mexico.  
2024-2025**

[www.rescue.org](http://www.rescue.org)



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## BACKGROUND AND OPERATIONS IN MEXICO

The International Rescue Committee (IRC) is a humanitarian non-profit organization that provides aid, rehabilitation, protection, resettlement services, and advocacy for refugees, displaced persons, and victims of oppression and violent conflicts.

The IRC is responding along the main migration routes in Mexico from the southern to the northern borders. Since 2019, the Mexico Country Program has provided services to 97,943 people through psychosocial support, cultural orientation, information dissemination, livelihoods, local integration support, women's protection, and empowerment activities, including Gender-based Violence prevention, child protection and support to shelters through the provision of goods and capacity building. The IRC has recently established a Frontline Mobile Response Unit to provide information and psychological first aid, among other essential services, in underserved areas around Mexico's southern city of Tapachula.

In addition, the IRC operates a Community Center in Mexico City, which, in its first phase, helped 290 Afghan evacuees to either resettle in Mexico or safely reach their next destination.

The Country Program has provided training to over 4,930 clients, IRC partners, and other service providers.

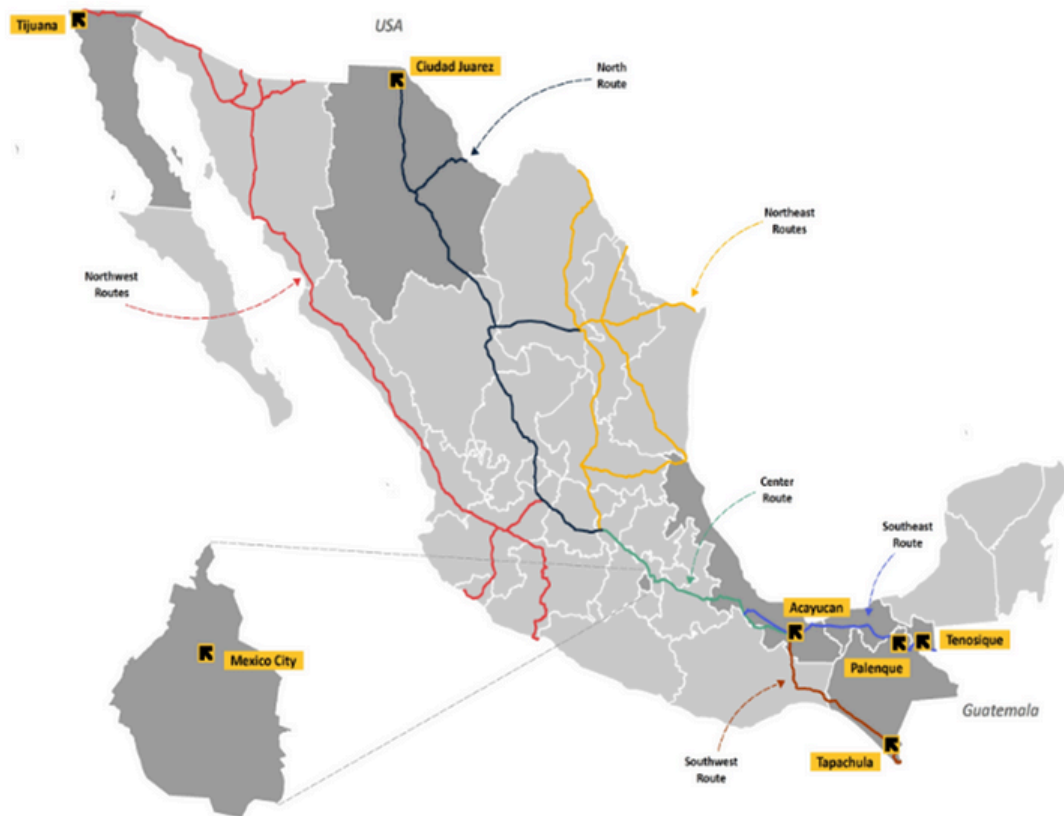
Finally, our multi-purpose cash and food assistance programs have reached 1,097 households.

Our programs:

- Economic Well-Being
- Women's Protection and Empowerment
- Cultural Orientation
- Child Protection
- Mental Health and Psychosocial Support
- Information Access



## OPERATIONS IN MEXICO



- Our offices are located in Tapachula, Acayucan, Tenosique, Palenque, Matamoros, Tijuana, Ciudad Juárez and Ciudad de México, with the latter being the Central Offices in the country.
- For the IRC, the fiscal year runs from October 1st to September 30th of each year.
- We have an RFC and are registered under the Regime of Foreign Residents without Permanent Establishment in Mexico.
- In the fiscal year 2023-2024, an expenditure of 1.5 million pesos has been executed on national and international travel, with a total projected expenditure of 1.9 million pesos. Of the executed expenditure, 86% is for national travel to the different IRC offices in Mexico, and 14% has been allocated to international travel.
- The main national destinations are to and from the following cities: Tapachula, Acayucan, Tenosique, Palenque, Matamoros, Tijuana, Ciudad Juárez, and Mexico City.
- Main needs: flights, hotels, bus transfers, vehicle rentals, and urban or sprinter vans with or without drivers.
- Credit request for 45 days due to our internal purchase process.
- 4 to 6 events are held per year, usually meetings and conventions.

# REQUEST OF INFORMATION



## OBJECTIVE

The objective is to gather information from your agency, evaluate, and select an agency for bidding or contracting services. We hope to collaborate for at least two years with an agency that books national and international travel at competitive prices, quickly and efficiently. It is essential to maintain good communication with the designated focal point, offer additional benefits to users, and have a billing system with weekly follow-up. Additionally, we seek to obtain a 45-day credit, in line with our payment processes.



## SCOPE OF WORK - TECHNICAL REQUIREMENTS

- **Quality.** We expect the products or services provided to be fit for purpose. The product meets the specifications. The services are according to the Statement of Work.
- **Delivery.** The level of service delivery is according to the agreed schedule and is complete. Products are provided according to the delivery time and in full.
- **Cost and Billing.** All goods/services are billed at a contracted rate or less, within the agreed time.
- **Customer Service.** The provider actively responds to requirements (e.g., additional requirements or emergency requests). Problem resolution - the provider is willing to find amicable solutions to complaints in a professional manner.
- **Innovation.** The commitment of the provider's senior management demonstrates an understanding of the business and alignment of supply to our needs. The provider presents innovative and creative supply chain solutions to enhance performance in one or more KPI areas.
- **Events.** Desirable but not essential, the ability to manage events through the travel agency.



## SUPPLIERS PRESENTATION

Suppliers must submit the following documentation

- Complete the technical questionnaire (at the end of the document)
- Articles/Act/Charter of Incorporation
- Cover letter or company CV
- Complete the Supplier Information Form (P42) :  
<https://rescue.box.com/s/d9j5yukpk005se23pq2lt87ru53endf7>
- Reference letters (at least 3)

# REQUEST FOR INFORMATION



## REQUEST FOR INFORMATION SUBMISSION

Vendors wishing to participate in the Request for Information Process must send the required information to the following email addresses: [procurement.ircmexico@Rescue.org](mailto:procurement.ircmexico@Rescue.org) cc: [Alejandra.Zavala@Rescue.org](mailto:Alejandra.Zavala@Rescue.org) by the date: August 02, 2024.

### NOTE:

This Request for Information does not constitute a tender. IRC is not requesting any bids or proposals at this stage; IRC is seeking information about your business for internal evaluation and to support the development of our tender documentation.

Your response to this expression of interest does not automatically guarantee that you will be selected to participate in a tender or be selected for any contract with IRC.

# TECHNICAL REQUIREMENTS

## **1. Quality**

- How many years of experience does your agency have in managing corporate travel?
- What types of certifications, ISOs or accreditations does your agency hold?
- How does your agency ensure compliance with corporate travel policies?
- What policies does your agency have to ensure the safety and well-being of travelers?
- What additional services does your agency offer besides flight and hotel bookings (e.g., car rentals, travel insurance, emergency assistance)?

## **2. Delivery**

- What are the processing times for air and hotel reservations?

## **3. Cost and Billing**

- What is your fee structure, commissions, and how are additional or unforeseen costs handled?
- What billing options does your agency offer and within what timeframe?
- What credit options does your agency provide?

## **4. Customer Service**

- What are your customer service hours and what communication channels are available (phone, email, live chat)?
- How does your agency handle customer complaints and claims?
- How does your agency manage last-minute change and cancellation requests?
- What options do you offer in case of last-minute changes and cancellations, and how do they affect costs?

## **5. Innovation**

- What platforms or technological tools does your agency use for booking management and travel tracking?
- Do you offer a mobile app or online portal for employees to manage their travel?
- Do you have agreements with hotels, airlines, preferential rates, or complimentary amenities for your clients?

## **6. Events**

- What competitive advantage does your agency offer in terms of event organization?