



Request for Proposal

Global Travel Service Provider

Relief International UK Limited
31-35 Lower Marsh
London
SE1 7RL



October 13th, 2023

Dear Sir / Madam,

Relief International (RI) invites your submission to tender for provision of a Global Travel Service Provider in accordance with the requirements outlined in this document. RI seeks a supplier for a minimum of three years, with an ability for extensions up to a 2 years.

This RFP document contains the following:

- This Cover Letter
- Annex 1: Bidder Declaration Form (included in this document, which must be completed, signed by an authorized company representative and submitted)
- Annex 2: Bidder Response Document (additional document which must be completed and submitted)
- Annex 3 RI Travel Patterns (available upon request as per section 2)

Bids must be submitted in pdf softcopy to SCO@ri.org with the following reference in the subject: 'RI-GSO-PR-23-073 – Travel Services', for bids to be accepted. Bids must include:

Full bid submissions must be received no later than Monday, November 6th, 2023. Failure to meet the closing date/time may result in the tender being void.

RI will not be liable for any costs incurred by vendors in responding to this RFP. RI reserves the right to reject any and all proposals received as a result of this RFP, or to negotiate separately with any source whatsoever in any manner necessary to serve the best interest of RI.

All clarifications and questions should be addressed to: SCO@ri.org

Yours faithfully,

Ronish Darnal
GSO Operations Coordinator

On behalf of the Tender Committee
Relief International

1. BACKGROUND OF ORGANISATION

RI was founded in 1990 following the Manjil—Rudbar earthquake in Iran and specializes in relief and development programs that benefit people in acute distress in fragile settings.

We invest in four program sectors—Economic Opportunity, Education, Health, and WASH (Water, Sanitation and Hygiene)—by supporting solutions that reinforce and improve upon existing in-country systems.

RI partners with people in fragile settings to achieve relief from poverty by supporting their response to crises, building their resilience to disasters and emergencies, and advancing the dignity and long-term well-being of people in the communities that we serve. RI's core partners are communities of poor or vulnerable people in fragile settings, especially:

- People living in underserved, remote, and/or hard-to-reach places, Refugees, internally displaced persons, and victims of natural and man-made disasters and conflicts,
- Women and girls, especially those in need of primary education, WASH and health services, and economic security,
- Small-scale entrepreneurs, farmers, and rural dwellers in need of training and strategic value chain interventions, and
- Other vulnerable communities whose needs match RI's strategic skills.

A registered non-profit with global offices in the US, UK, Belgium, and France, we work in 15 countries in the Middle East, Africa, and Asia, with 6,000+ staff and auxiliary workers (98% of staff are local nationals, 80+ are expat staff, including volunteers). In 2021 RI spent approximately \$125 million on our programs.

The countries where RI currently operates are Sudan, South Sudan, Kenya, Yemen, Jordan, Syria, Turkey, Lebanon, Iraq, Afghanistan, Bangladesh, Iran, Myanmar, Pakistan, and the Philippines.

2. RELIEF INTERNATIONAL TRAVEL

The following is a summary RI Travel pattern: RI spends approx. \$600k per year on bookings through its global travel service provider, with 89% on airfares covering routes originating from 62 countries, with an average of 60 travelers per month, using 68 different airlines to date. The following 10 airlines make up 75% of the flights: Turkish Airlines, Emirates, Qatar, Royal Jordanian, British Airways, Egyptair, Ethiopian Airlines, Kenya Airways, Middle East Airlines and United Airlines.

At present, the majority of international travel is booked via our global travel agent based on staff sending an approved Travel Request (either directly by email or an email from our global expenses system CONCUR), and our staff engaging with a travel agent broker by email/phone to find and book relevant travel needs that are within policy. There are only a few occasions where another staff member is involved in making bookings on behalf of others, such as for new hires, deployments, etc.

Potential bidders can submit a request to SCO@ri.org for a file on insights into the RI travel pattern for 2021, 2022 and 2023s (with some potential new routes in Africa and Asia in the coming years). This travel pattern does not include the majority of domestic flights in the countries where we work, which are booked locally. Recognized travel service providers, via an official company email address, can request this travel pattern.

3. REQUIREMENTS

Relief International (RI) is looking for a Global Travel Service Provider to enable RI to manage its global flight bookings, and global hotel and travel booking. Providers will have experience with being strategic travel partners with international NGOs who have operations in complex contexts in Africa, Asia, and the Middle East.

The travel agency must have the capacity to handle complex travel and accommodation arrangements for RI staff located in the USA, UK, Asia, Middle East, Europe and Africa.

The majority of the service needs are for airfare bookings followed by hotel and rail as well as occasional visa services. RI does not currently have a need for vehicle rentals.

At its core, the travel management company will be required to have extensive experience working with international humanitarian and development agencies, and handle with ease, the following services. We are open to hearing alternatives to our requirements where they can meet the objective of the relevant requirement(s).

Compliance Requirements

- a. Ability to enable offline booker and online booking system compliance and adherence to the **RI travel policies and approval procedures** for all travel bookings (preferably with an online booking approval process).
- b. Provide **lowest logical fare** options based on RIs travel policy for all requests, with access to GDS (Global Distribution System) as well as the internet for best value pricing.
- c. Record and report against when a **traveler does not accept the lowest available and lowest logical fare** per the RI Travel Policy
- d. Provide a **minimum of three (3)** different options to the requester in response to an approved travel request, with one option being tagged as being the lowest logical fare that is compliant with the RI travel policy. Where less than 3 options are available this must be noted on the offer to the requestor
- e. Ensure that all offers for relevant flights (as defined by RI) are **Fly America Act** compliant and that this is noted on all flight offers, with any online booking system and all agents being fully training/designed to enable this.
- f. Assurance that the supplier meets EU and US **data protection** regulations

Service Requirements

- g. Provide an **account manager** to help support set-up, discuss cost savings options, review reporting, troubleshoot and support RI in all travel management matters. Ability to ensure that booking agents are fully aware of RIs account, policy requirements and service level agreement.
- h. Have a **global support presence** with offices, affiliated offices, or office hours that support locations in the US (East and West Coast), Europe, Middle East, South Asia, South East Asia and East and West Africa. This includes providing standard services to cover in RI during working hours, providing and adhering to a reasonable mutually agreed response time from time of the request being sent, and for responses to any follow-up emails, preferably with booking agents available on an online chat service.
- i. Some locations and airlines with which RI staff need to travel to/with can be affected by last minute flight changes/cancellations, and/or RI staff may not be available to travel for several reasons

(including security risks). As such, RI bookings can require last minute changes / cancellations /rebooking's and therefore RI requires the following services to support these challenges

- Having an **emergency service** that can provide out of hours support 24/7 to respond to urgent changes, bookings and cancellations
- Providing flights bookings that have **free/low cost change/cancellation fees**
- j. Have access to booking **charity / humanitarian** fares, and or discounted/negotiated fares on all key airlines used by RI
- k. Provide a **traveler profile management system**, including but not a limited to traveler personal information, travel preferences, awards travel numbers, emergency contacts.
- l. **Manage unused ticket processing** of immediate refunds or credits. Report regularly on unused tickets with clear status and rules for use.
- m. **Reports/report portal** (e.g. all travel reports, CO2 emissions report, reports by traveler, reports by airline/route, reports by airfare type, savings analysis report, etc.)
- n. **Ability to receive and process travel requests by email from RI expenses system, CONCUR¹**, with an ability to track finance codes against each booking.

Preferred (nice to have) requirements

- o. Support with both online and offline booking processes. Given the nature of RI travel we have not yet used any **online booking resources (including apps)** but would like to trial this with future provider assuming it can meet our lowest logical fare, fly America and compliance requirements, and preferably a have a customizable workflow that can automate flight approvals by RI budget holders
- p. Be able to **support bookings through other online portals** where travelers can find a better fare that the travel service provider cannot match.
- q. Advise RI staff on **visa requirements** to different countries based on their nationalities and individual country requirements. Preferable the company is able to support the visa application and issuing process.
- r. Provide **pro-active alerts and updates** when there are disruptions or possible concerns with upcoming traveler routes.
- s. Provide a **passenger tracking and reporting system** of all pending, in transit, and completed flight and accommodation details.
- t. Preferably provide a **travel request and expenses booking tool** that can work offline and online
- u. Preferably support to arrange full package **conferencing arrangements** (group travel with meeting space, hotel, and food)
- v. provide a suite of digital, online and **employee self-service tools** to make the travel booking experience easy, positive and efficiency from the user perspective.

Payments and Invoicing Requirements

- w. Forms of Payment would be based on negotiation and discussion with the selected vendor. RI preference would be to have a monthly consolidated invoice paid within 30 days of validation by RI.
- x. All invoices must provide a line-by-line reconciliation report with a breakdown of each cost for reimbursement to the travel provider, including

¹ RI currently uses CONCUR as its electronic Travel Request and expenses approval tool for all Headquarter staff. As per our current process, as soon the CONCUR Travel request is approved it goes to our current travel Agency by email for response to the requestor with options. Currently all staff in our country offices generate and send a pdf approval to the travel agent to initiate a booking request.

- the travel provider booking reference number
 - the RI approved Travel Request Number (preferably with a link to this on the provider system)
 - the traveler details (name, email, location)
 - the budget codes (As per the approved travel request – donor and project codes, along with the % split for cost allocation across different budget codes)
 - details on if the travel/flight was changed/cancelled
 - details of any unused tickets for the travel and any associated refunds or credits
 - costs of booked travel
 - costs associated with any change/cancel
 - Total cost of travel (including changes/cancellations and refunds/credits)
- y. Capabilities to automate and streamline the administration of this process are welcome.
- z. Currency used for all invoices, quotes and transactions should be US Dollars.

4. SUBMISSION REQUIREMENTS

Bidders should cover the following areas in their proposal:

- a. *Company Profile, including*
- Locations and hours of operation, including affiliates to be used in providing services to RI
 - Details on staffing (full and part time)
 - Partnerships with other travel related services (visa, hotel booking, etc).
 - All agency addresses, contact information, emails and websites. Include affiliates that will be used in the provision of services to RI
 - Names of owners and management of all legal entities that will be involved in the provision of services to RI
 - Experience in providing travel booking services (years in business, experience in the aid sector)
 - Proposition on how you can bring savings to RIs global business travel bookings, including cost savings and time/effort efficiency related to bookings
- b. Completed Bidders Responses Document (Annex 1)
- Tab 1: Requirements as per the requirements outlined in section 3
 - Tab 2 Airline negotiated/charity fare status (with responses for at least the top 20 airlines)
- c. *Signed Bidder Declaration (Annex 2)*
- d. *Financial Proposal, to include*
- Transparent cost for all services, including for add-ons or specialized services, including
 - Fee/Service charge per booking
 - Cancellation cost per booking
 - Change cost per booking
 - Hotel and event management fees (workshops, conferences and meeting)
 - Agent service fee – after hours or emergency service fees if applicable
 - Fees related to visa processing
 - Details of any other fees
 - Details of any additional benefits to RI and its staff

e. *References*

Provide the contact information for three persons/companies to serve as a reference check for your company. Ideally references who are international NGOs.

5. Proposal Evaluation

Proposals will be assessed according to the following criteria by an internal RI selection committee. Proposals will be evaluated using a weighted scoring method.

Criteria in order of importance
Company Experience: Company locations, staffing, years of experience, experience with international NGOs, ability to bring cost savings to RIs international business travel portfolio
Ability to meet RIs Requirements as outlined in section 3 and as per your responses in the bidder response document, including support in different time zones, emergency response/after-hours support, best value for money travel, level of service support, on-line platform able to meet RIs needs, reporting ability, traveler profile managements, fare flexibility, ability to track and report on any missed, canceled, or refunded tickets., etc.
Financial Proposal - Both value and reasonableness of price, ability to meet RIs payment terms, ability to provide easy to use reconciliation reports with each invoice to facilitate fast payments, etc.
References – relevant references that provide realistic feedback on performance

Evaluation Process

Step 1: All timely responses will be reviewed to ensure that each bidder submitted all required proposal documents and attachments as specified in the RFP.

Step 2: Proposals will be evaluated and rated by a Relief International procurement committee using the Proposal Evaluation Criteria.

Step 3: Shortlisted bidders may be contacted and invited to present a virtual demonstration of the systems and services offered.

Step 4: Shortlisted bidders will be notified once final selection is made.

Though it is expected that a Travel Service Provider will be selected from this proposal process, RI reserves the right to discontinue the selection process at any time and begin the entire RFP process anew or to not make any contract based on this proposal.

Annex 1 Bidder Declaration Form

Does the company have any current criminal or court cases against your company or you as an individual at this time?

Yes No

Has the company ever been accused of sexual exploitation, child abuse / child protection, or fraud?

Yes No

Does the company agree to report any/all pressure from or payments to a Prohibited Party?

Yes No

Is the company owned or controlled, in whole or in part, by any Prohibited Parties?

Yes No

Does the Company (or owner/senior management) have any personal associations or ties with Relief International or any of its staff?

Yes No If YES, describe

BUSINESS INFORMATION

Company Name: _____ Contact person: _____

Company Owner(s): _____ Company Owner(s) Date of Birth: _____

Registration Number: _____

Address: _____ Phone No: _____

_____ Email Address: _____

WWW Address: _____

BUSINESS REFERENCES (3 required)

Name of Organization	Contact Person	Email / Telephone	Comment

We confirm that RI has permission to contact the above references in relation to the services outlined in this RFP.

We certify that the below signed company:

- a. Is not bankrupt or being wound up, having its affairs administered by the courts, has not entered into an arrangement with creditors, has not suspended business activities, is not the subject of proceedings concerning those matters, or is not in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
- b. Has not been convicted of an offence concerning its professional conduct by a judgment which has the force of res judicata;
- c. Has not been guilty of grave professional misconduct proven by any means;
- d. Has fulfilled its obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which it is established or those of the country where the contract is to be performed;
- e. Has not been the subject of a judgment which has the force of res judicata for fraud, corruption, involvement in a criminal organization or any other illegal activity;
- f. Has not, following another procurement procedure or grant award procedure, been declared to be in serious breach of contract for failure to comply with our contractual obligations.

Declaration by the Bidder:

We, the Bidder, hereby confirm that the above information is correct.

We also confirm that RI may in its consideration of our offer, and subsequently, rely on the information provided in this document.

I (Name) _____ (Title) _____ am authorized to represent the above-detailed company and to enter into business commitments on its behalf.

Company

Date

Signature: _____