

REQUEST FOR PROPOSAL (RFP)
TRAVEL AGENCY SERVICES FOR FIND HEADQUARTERS - GENEVA

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1. BACKGROUND INFORMATION

FIND is dedicated to ensuring equitable access to reliable diagnosis worldwide. We connect countries and communities, funders, decision-makers, healthcare providers, and developers to promote diagnostic innovation and integrate testing into sustainable and resilient health systems. Established in Geneva, Switzerland, in 2003, we have regional hubs in Kenya, India, South Africa, Vietnam and Indonesia. In partnership with public and private sector organisations, we strive to ensure that everyone who needs a test has access to one. We achieve this by collaborating closely with governments, international organisations, the private sector, civil society, academia, and other key stakeholders. For more information, please visit www.finddx.org.

FIND is seeking the services of a travel agency to facilitate and manage the organisation's corporate travels. This function will center on ensuring a seamless travel process for its staff and any individual travelling on FIND official mission.

2. STATEMENT OF PURPOSE

This Statement of Work (SoW) defines the requirements for a travel agency to deliver travel management services in collaboration with the Administrative Team in Geneva. The services will be delivered in line with the organisation's travel policy with focus on efficiency, safety and value for money.

3. SCOPE OF WORK AND DELIVERABLES

3.1. SERVICES

The specific services required are:

- Coordinate travel plans for groups and individuals to ensure efficiency, value for money and safety.
- Support compliance to FIND's travel policy by using their expertise in the sourcing of flights and accommodation.
- Leverage on the economies of scale across the agency network for cost saving benefits.
- Ensure 24/7 support services to mitigate against any unforeseen that may impact travels and stays.

3.2. DUTIES AND RESPONSIBILITIES

- **Booking and Reservations:** Arranging flights (economy, business, and first-class), hotel accommodation (corporate rates, preferred hotels), rental cars, rail tickets (including cross-border travel), and other transportation needs.
- **Travel Coordination:** Managing domestic and international itineraries, including multi-leg, last-minute, and complex travel routes, ensuring minimal layovers and optimal scheduling.
- **Visa and Documentation Assistance:** Facilitating visa applications, ensuring compliance with entry requirements, travel insurance procurement, and other necessary documentation (e.g., vaccination certificates, electronic travel authorizations).

- **Emergency Support:** Providing 24/7 multilingual assistance for travel disruptions, flight cancellations, rebookings, and urgent travel needs.
- **Cost Optimization:** Identifying cost-saving opportunities, leveraging corporate discounts, and ensuring compliance with corporate travel policies and budgets.
- **Reporting and Analytics:** Generating detailed monthly and quarterly reports on travel expenses, booking trends, compliance with organisation policies, and cost-saving opportunities.
- **Preferred Vendor Management:** Negotiating corporate rates with airlines, hotels, and transport providers, ensuring priority booking and added value services.
- **Advisory Services:** Providing up-to-date information on visa regulations, security advisories, and best travel practices.

3.3. DELIVERABLES

- Booking services for air travel.
- Access to a 24/7 support for any arising travel related issues
- Travel Advice for travellers
- Monthly travel reports
- Annual travel analytics and evaluation report for service use.

3.4. SERVICE DELIVERY STANDARDS

- Full adherence to corporate travel policies and industry best practices.
- Use of a **secure online booking platform** with a real-time approval system, ensuring transparency and efficiency.
- Competitive pricing and **cost-effective travel solutions**, committed to securing the best rates available.
- High responsiveness, adhering to a **Service Level Agreement (SLA)** ensuring response times within **two hours** for standard inquiries and within **30 minutes** for urgent matters.
- Commitment to **continuous process improvement** based on traveler feedback, data analytics, and performance metrics.

3.5. DURATION AND TIMELINE

The duration of this SoW is three years and may be subject to an extension.

3.6. LOCATION

The travel agency will primarily support FIND's headquarters in Geneva, Switzerland.

4. APPLICATION GUIDELINES

Candidates interested in responding to this RFP should submit a proposal, in Microsoft PDF or PowerPoint format, including the following information:

- **Cover Letter**
A brief statement of interest and suitability for the role
- **Technical Proposal**
Details on the approach and methodology to be used in executing the scope of work
- **Experience and References**
Summary of relevant experience and qualifications, including CVs of key personnel.
- **Financial Proposal**
A detailed cost breakdown, including travel agency fees and any other relevant expenses. Proposals should be submitted with proposed service charges for all service areas outlined.

Please direct your submissions and any questions to the following email: procurement@finddx.org.

5. EVALUATION AND AWARD PROCESS

Proposals will be evaluated based on the following criteria:

Criteria	Weighting
Relevant Experience & Qualifications	35%
Service Delivery & Technical Approach	25%
Financial Proposal & Value for Money	20%
Technology & Reporting Capabilities	15%
References & Past Performance	5%

- **Relevant Experience & Qualifications (35%)** – Strength of relevant expertise, certifications, and prior project experience.
- **Service Delivery & Technical Approach (25%)** – Quality and effectiveness of proposed services, including responsiveness, customer support, and traveler care. 24/7 support is highly valued and required for urgent situations.
- **Financial Proposal & Value for Money (20%)** – Transparent, competitive pricing with clear added value.
- **Technology & Reporting Capabilities (15%)** – Strength of booking tools, traveler tracking, and reporting (online booking platform, traveler tracking features, cost breakdowns, dashboards, etc).
- **References & Past Performance (5%)** – Positive client feedback and successful delivery of similar services.

6. TIMELINES

	Activity	Expected date
1	Publication of RFP	24 th September 2025
2	Closing for submission of proposals	17 th October 2025
3	Evaluation of applications	20 th to 31 st October 2025
4	Communication on Award/s of Contract	3 rd November 2025
5	Contract/s signed with selected Bidder	By 30 th November 2025
6	Communication to unsuccessful applicants	By 15 th November 2025

7. AWARD CONDITIONS

Applicants/Bidders that are selected for final award are required to:

- Provide a proof of legal registration as a travel agency or an individual contractor.
- Sign a declaration confirming no [Conflict of Interest](#).
- Be legally permitted to perform work in the country where the contract will be performed.
- Commit to and sign the [FIND Code of Conduct and Ethics](#).
- Sign the [Due Diligence Self declaration form](#).

8. CONTRACTUAL TERMS AND CONDITIONS

- The contract will be awarded to the successful bidder following the completion of the evaluation and selection process.
- The agreement shall become legally binding only upon both parties signing the contract.
- The travel agency must execute the services in accordance with the scope of work outlined in this RFP.
- The travel agency is responsible for ensuring high-quality performance, timely deliverables, and compliance with agreed methodologies.
- Payments will be linked to deliverables and will be made upon approval of completed milestones.
- FIND reserves the right to withhold payment if the travel agency fails to meet agreed-upon performance standards.
- All information received, created, or shared during the travel agency will remain confidential and must not be disclosed to third parties without FIND's prior written consent.
- The travel agency must comply with applicable data protection laws and ensure the security of sensitive information.
- Any documents, reports, frameworks, tools, or methodologies developed as part of this contract will become the property of FIND.
- The travel agency grants FIND unrestricted usage rights to all deliverables under this contract.

9. TERM OF CONTRACT

- The contract will become effective upon signature by both parties and the issuance of a formal contract agreement by FIND. The travel agency is expected to begin work on the project immediately upon contract execution.
- In the event that additional time is required to complete the agreed scope due to justifiable reasons, the travel agency may request an extension. Any extension must be formally approved by FIND in writing.
- FIND reserves the right to renew or extend the contract for additional phases of work if further engagement is necessary. Renewals will be based on the travel agency's performance, availability of funding, and evolving organisational needs.

10. CONFIDENTIALITY

FIND considers any proposal received under the RFP as confidential. If required, FIND can sign a Confidentiality Disclosure Agreement (CDA) with interested Applicants/Bidders prior to proposal submission. FIND will not disclose the proposal to third parties without the prior written agreement of the proposal submitter. Review of proposals will be carried out by an internal FIND team as well as a team of external experts (which may or may not include members of FIND's independent Scientific Advisory Committee), all of whom are under confidentiality and are recused if found to have a potential conflict of interest (which they are obliged to disclose). Any specific questions concerning confidentiality should be addressed to the FIND team.

11. HOW TO APPLY

Please email the proposals in English, in pdf format to: procurement@finddx.org

It is recommended that the entire Proposal be consolidated into as few attachments as possible.

All files must be free of viruses and not corrupted.

The proposer should receive an email acknowledging receipt of the proposal.

Applications will be accepted and responded to expediently until October 17th, 2025.

In case you have any questions, kindly contact procurement@finddx.org.