

REQUEST FOR PROPOSAL (RFP) TRAVEL MANAGEMENT SERVICES FOR TIMELY AND EFFECTIVE PUBLIC HEALTH RESPONSE

Proposal checklist

About the applicant(s) and organization(s):	
Organization's name and contact	<ul style="list-style-type: none"> List the address/location, mission and vision, legal status (registration, for private/public/non-profit) Applicant's names, titles, organizations, and contact details
Company capabilities/capacity	<ul style="list-style-type: none"> State any relevant information that differentiates your agency from other travel management companies. Summarize the firm's ability to deliver the Scope of Services of this RFP and the benefits to FIND of engaging your firm; Detail your company's experience in working with non-profit entities such as FIND (provide examples if possible). Detail your company's ability to provide integrated, cross border services (provide examples if possible).
Service team	<ul style="list-style-type: none"> Total number of employees working for your company; Number of staff members that would be assigned to work primarily with FIND: <ul style="list-style-type: none"> Name, location, and relevant experience of the contact(s) that would work with FIND. Detail the structure of your travel management team and how you plan to service FIND ; Your approach to succession-planning and team continuity. Implementation Description of your approach to delivering the services in scope, including an overview of: <ul style="list-style-type: none"> Proposed implementation plan and schedule of events from award date; Available training that could be provided to FIND travellers and administrators; Description of available processes/ ability to load traveller profiles, preferences and FIND's travel policy into agency booking and support systems.
Technical consultation	<ul style="list-style-type: none"> Description of your company's approach to monitoring customer service levels, including problem resolution procedures; Describe your escalation process.
Client satisfaction	<ul style="list-style-type: none"> Detail processes regarding client satisfaction, performance measurement and continuous improvement.
Service configuration	<ul style="list-style-type: none"> Describe your plan for backup assistance, covering absences and assisting with unexpectedly high call volume; Describe your procedure to ensure traveller compliance with FIND's travel policy Describe your quality control process as it relates to airline tickets, lowest airfares, policy compliance, etc.; Describe how you deal in case of contingencies, cancelled trips and unused and non-refundable airline tickets;

<p>Technology</p>	<ul style="list-style-type: none"> • Provide a list of the Global Distribution System and other booking systems supported by your agency. Please state which system(s) will be used for FIND? • Give a description of your automated pre-trip authorization system, if applicable; • Describe your quality control software as it related to lowest airfares, policy compliance, accuracy, etc. • Describe your management reporting system. What will be the format and delivery options available to FIND? Would you be able to offer reports broken down by different criteria (e.g. by traveller, then by grants, project numbers under each traveller)? • Provide samples of the following reports from the reporting system previously described: <ul style="list-style-type: none"> ○ Monthly reconciliation report ○ Unused ticket report ○ Airline report by carrier (domestic and international) ○ Executive summary ○ Top city pairs and top travellers by volume and transactions ○ Distribution of tickets by class and continent ○ Monthly turnover • In the event of a travel emergency, describe the reporting capabilities available to identify and assist travellers. Explain the process used to identify travellers, communicate with FIND and to assist 24/7 as needed. • In case of issues between the flight service provider and a traveller (e.g. lost luggage, flight delayed, etc.), what is your degree of involvement to try to resolve the situation? • Value-add and insight <ul style="list-style-type: none"> ○ Please list/describe any additional services that you feel would be of benefit to FIND and any associated costs.
<p>Fees</p>	<ul style="list-style-type: none"> • Competitive fee quote for the service travel management for FIND (use table provided below) • General overview of the schedule and timing of billings; • Estimate and general description of the expenses you expect to incur and bill to us; if we will be billed for other than direct out-of-pocket expenses incurred in performance of services, please describe the costs; • Provide a description of your definition of a transaction in regard to the billing of a fee. When is a fee charged? Is there a fee for refunding airline tickets? • Describe any alternative fee arrangements that may be of interest to FIND and explain why this may be recommended; • Basis on which fees will be determined in future years.
<p>Discounts and negotiations</p>	<ul style="list-style-type: none"> • Describe any existing airline contracts and discounts that you might currently have and that will be available to FIND notably as non for profit; • Describe any existing hotel discount program that you might currently have and that will be available to FIND; • Describe any additional contracts or negotiated services that may be of assistance to FIND; • Describe any additional insurance coverage provided by your company or that would be available to users of yours services • FIND reserves the right to negotiate with the applicants on the structure of the billing and/or the transaction fee

Fees		
	Regular fees	Online booking fees if applicable
Economy Class Airfare		
Business Class Airfare		
Hotel		
Car Rental		
Bundled Fee (Air/Hotel/car) booked at the same time		
Amendment/Changes (Air ticket, Hotel, Car)		
24/7 Emergency Support		
Visa Assistance		
Shuttle/Taxi airport to hotel services		