

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

**PUBLICATION REFERENCE: FIND\_2022\_TS**

**PUBLICATION DATE**  
**22/04/14**

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**1. ACRONYMS AND DEFINITIONS:**

COVID-19	Coronavirus disease 2019
LMICs	Low - and Middle-Income Countries
WHO	World Health Organization

**2. BACKGROUND INFORMATION:**

**FIND**, the global alliance for diagnostics, was established in 2003 as a global non-profit organization dedicated to accelerating the development, evaluation, and delivery of high-quality, affordable diagnostic tests for poverty-related diseases, including tuberculosis, malaria, HIV/AIDS, Ebola virus disease, sleeping sickness, hepatitis C, leishmaniasis, Chagas disease, Buruli ulcer, and acute febrile illnesses. FIND functions as a global health product development partnership, engaging in active collaboration with over 150 partners. FIND’s headquarters are in Geneva, Switzerland, with country offices in India, South Africa, Kenya, and Vietnam. More about FIND and our programmes can be found on [www.finddx.org](http://www.finddx.org).

**3. STATEMENT OF PURPOSE AND OBJECTIVES:**

**3.1. STATEMENT OF PURPOSE**

We are seeking qualified and experimented travel services who could offer global travel and innovative travel tools. FIND works around the world with a focus in low- and middle-income countries (LMICs) where our staff, consultants and partners travel extensively.

FIND is seeking responses from suitable service providers to this Request for Proposals (RFP) for the provision of travel management services. The selected travel agent must be able to:

- Provide the specific services required by FIND, as set out in the Scope of Services.
- Demonstrate a commitment and ability to work in collaboration with FIND over the term of any agreed contractual period, and to continuously seek improvements in value, efficiency, and productivity in connection with the provision of the services. Applicants are therefore encouraged to augment their proposal with suggestions or recommendations on how to improve business travel and value for money for FIND.

FIND is headquartered in Geneva, Switzerland and currently has programme offices in South Africa; India ; Vietnam and Kenya.

The following data will assist agencies in preparing response to this RFP: They represent the quantity and amount spent in the fiscal year 2019 (before the pandemic) for the employees, consultants and partners worldwide that were booked through the Geneva office. The absolute number of trips may increase during 2022.

	Quantity	Total amount (CHF)
Hotel bookings	365	141'972
Flights	790	856'783
Train	90	8'641
others	NC	4'411
total		1'011'807

### 3.2. OBJECTIVES

The objective of this RFP is to assist FIND to meet its travel priorities that include cost-savings, reliability, and safety, as well as to enhance service offerings concerning its travel management program. FIND does not exclude new configurations and is open to an entirely new system based on industry trends and developments.

## 4. SCOPE OF SERVICES:

### 4.1. FIND TRAVEL MANAGEMENT

Specifically, FIND is looking for a service provider that has the following capacity and attributes:

- a. To liaise with FIND's administrative team to make all travel bookings for FIND staff and consultants and do so in a way that allows travellers some flexibility while observing FIND's travel policy.
- b. To propose online booking solutions for some of the travels and for pre-paid hotel bookings with direct contact with hotels. No intermediary.
- c. To maintain open, dynamic, and professional communications with FIND's administrative team.
- d. To deal in the most efficient way with last minute bookings and/or cancellations including 24/7 service.
- e. Experience with NGOs work including knowledge of LMICs and countries presenting a certain degree of risk.
- f. A system that will permit FIND to track and map its staff and consultants and ensure rapid follow-up and solutions in case of a threat or major issue in the country.
- g. A system that permits to keep using AirPlus or similar for electronic payments for reconciliation and tracking of our internal codes (Project-grant).
- h. A system that can allow travellers to make last minute changes by themselves, if needed.
- i. A service that can provide several options to reduce costs on flights.

Scope of additional services:

- j. Car hire services ; Visa services and 24/7 services
- k. Robust and auditable processes and practices.
- l. Keeps abreast with trends in travel management practices, seeks constant improvement and innovations that is of benefit to the client, and proactively advises clients on possibilities particularly with respect to value for money, safety, less environmentally harmful options.

The appointed travel management provider will initially serve at least FIND's HQ in Geneva and the Kenya office. In the future, Vietnam, South Africa, and India might be considered as well as any other new office that FIND might open.

## 5. APPLICATION GUIDELINES:

Applicants are required to submit the following documents:

5.1 A **full proposal** in MS Word, standard spacing with font size not less than ten points. The applicant's proposal must include information against the sections outlined in the template provided in Appendix A, which is divided into 2 main sections:

- **Applicant's qualifications and competence to perform the intended contract**
- **Financial proposal: Fee structure**

5.2 Applicant is further required to complete a **self-assessment (risk-based)**, provided separately as Appendix B

5.3 Standard CDA provided separately as Appendix C

5.4 Declaration of Interests (part of FIND's Conflict of Interest Policy) provided separately as

5.5 Declaration of Undertaking

## 6. **AWARD CONDITIONS (EXCLUSION CRITERIA):**

Applicants selected for final awards are required to:

- Be legally permitted to perform work in the country where the contract will be performed.
- Commit to and follow [FIND Global Access Policy](#) and [FIND Code of Conduct and Ethics](#).
- Accept the Terms and Conditions of the Declaration of Undertaking (Appendix E).

## 7. **HOW TO APPLY**

Please submit queries and Proposal via email to [admin@finddx.org](mailto:admin@finddx.org)

The timelines for submission are provided in Section 12 "Timelines".

## 8. **EVALUATION AND AWARD PROCESS:**

Full-length proposals will be evaluated on the following criteria:

- **Proposal relevance and clarity (40% overarching weighting):**
  - The proposal indicates a clear and pragmatic understanding of FIND business and needs as non for profit
- **Organization capacity & experience (50% score weighting):**
  - Company experience and capability.
- **Fee structure (20% score weighting):**
  - The proposed fee structure is competitive
  - There are no hidden costs
  - The overall value for money proposition presented in Bid.
- **Technologies and solutions (10% score weighing)**

## 9. **CONTRACTUAL TERMS AND CONDITIONS:**

FIND will use a commercial-level contractual mechanism where the standard Terms and Conditions address the requirements of travel services for non-profit organizations such as FIND, particularly where travel is predominantly to LMICs. FIND can either provide a contract template at the negotiation stage, or if the selected applicant has its own preferred vehicle, can accept applicant template review, if appropriate..

## 10. **TERM OF CONTRACT:**

The contract will start from August 1<sup>st</sup> 2022 for a maximum period of 3 years redonctuable

## 11. **CONFIDENTIALITY:**

FIND considers any proposal received under the RFP as confidential. If required, FIND can sign a Confidentiality Disclosure Agreement (CDA) with interested Applicants 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.

Any specific questions concerning confidentiality should be addressed to the FIND team.

**12. TIMELINES:**

	<b>Activity</b>	<b>Expected date</b>
1	Publication of RFP	14 April 2022
2	Deadline for questions to be submitted to FIND	5 May 2022
3	<b>Closing of RFP</b>	<b>31 May 2022</b>
4	<b>Interviews</b>	15 June 2022
5	<b>Communication on Award/s of Contract</b>	30 June 2022
6	<b>Contract starts</b>	1 August 2022

**13. QUESTIONS AND COMMUNICATIONS PROTOCOL:**

FIND is available to further discuss this opportunity via email. Please contact FIND's team at [admin@finddx.org](mailto:admin@finddx.org).

**14. APPENDICES**

Appendix A Proposal Template

Appendix B Partner Risk Assessment\_Template

Appendix C Standard CDA provided separately as

Appendix D Declaration of Interests (part of FIND's Conflict of Interest Policy) provided separately as

Appendix E Travel policy

Appendix F Declaration of Undertaking