European Institute of Peace

Request for Proposals for Travel Management Services

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I. STATEMENT OF PURPOSE

EIP is soliciting proposals from registered travel agencies to perform:

- Booking of airplane travels
- Booking of train travels
- Booking of local transportation
- Booking of accommodation
- Booking of meeting venues

There is no expressed or implied obligation for EIP to reimburse responding firms (hereafter referred to as 'the offeror') for any expenses incurred in preparing proposals in response to this request.

During the evaluation process, EIP reserves the right to request additional information or clarifications from the offeror, or to allow corrections of errors or omissions. The offeror may be requested to make oral presentations to the Selection Committee as part of the final evaluation process.

EIP reserves the right to retain all proposals submitted and to use any ideas included in them regardless of whether that proposal is selected. Submission of a proposal indicates acceptance on the part of the offeror of the conditions contained in this request for proposals, unless clearly and explicitly noted in the proposal submitted and confirmed in the contract between EIP and the offeror selected.

II. BACKGROUND INFORMATION

The European Institute of Peace (EIP) is a Public Interest Foundation, based in Brussels and created on 18 February 2014 by its nine Board Members: Belgium, Finland, Hungary, Italy, Luxembourg, Poland, Spain, Sweden and Switzerland. The Institute was launched by the Governments' Foreign Ministers and the President of the Board on 12 May 2014.

EIP is a non-profit organisation and an independent partner to the European Union and Europe, augmenting its global peace agenda through mediation and informal dialogue.

EIP has only one legal entity and it has approximately 25 employees in its main office, located in Brussels, and two employees in its Afghanistan office. Moreover, EIP works with more than 30 consultants all over the world.

EIP's 2017 turnover was EUR 4.7 Million and we are forecasting EUR 9.8 Million this year; more than double from last year. The Institute is active in Europe, the Middle East, Asia, Africa and South America. Its projects therefore require travels across the globe, including air and train travel and accommodation. In 2017, EIP booked 900 air travels and 350 nights in hotels. These figures are expected to increase by 50% in 2018.

III. BIDDING SCHEDULE

Activity	Deadline
Submission of questions regarding the RFP	12 July 2018, COB
Submission of Proposal	20 July 2018, COB
Short-list of 3 offers	31 August 2018, COB
Final Selection	30 September 2018, COB

IV. SCOPE OF WORK AND DELIVERABLES

EIP is seeking a professional agency to provide global travel management services of commercial flights, rail transportation and hotel accommodation. The offeror must provide a high-quality customer service that is readily available at any time, is reliable and responsive. The offeror must also display experience and a deep knowledge of travel in the MENA and Africa region.

A. TRAVEL SERVICES REQUIREMENTS

i. Travel booking categories

EIP requires the travel agency to be able to do the following type of bookings:

- Airplane travels (including budget airlines)
- International train travels
- Local transportation (airport transfer, coach, train)
- Accommodation
- Meeting venues

ii. Accessibility

The nature of EIP's work means that last minute booking requests that require immediate or fast responses occur frequently. As a result, EIP requires the offeror to ensure a high level of responsiveness and availability. Key qualities and services that EIP requires in this regard are:

- Fast response: requests answered within three hours and last-minute requests answered within one hour
- A 24 hour, seven days per week 'hotline' for emergency situations or requests outside of regular office hours
- Easy access to travel officers (i.e. a designated officer that can handle EIP travel requests)
- The ability to handle multiple bookings at the same time and complex travel schedules
- The ability to handle changes and cancellations quickly and upon short notice

iii. Geographic scope

EIP's activities span across the globe and its staff, consultants and third parties travel to the field on a regular basis. This includes areas affected by conflicts or that are less easily reachable. As a result, EIP requires the offeror to service difficult or atypical travel requests. Key qualities and services that EIP requires in this regard are:

- Worldwide coverage (including countries in conflict)
- Ability to book for a third party
- The knowledge of visa processes
- Professional communication methods and skills
- Ability to communicate in English and French
- Ability to book special services such as meals, premium economy, extra legroom
- A proactive and creative stance towards requested travel bookings (i.e. suggesting alternative routes or ticketing options)

iv. Adaptability

EIP has in place a set of internal policies and procedures to ensure value for money for every travel booking with obligatory record keeping. As a result, EIP requires the offeror to adhere to and integrate its internal policies. Key qualities and services that EIP requires in this regard are:

- The ability to offer three quotes for each travel request

- The ability to place an option on a requested travel request
- The ability to issue travel requests following the EIP approval procedure (after written authorization of a member of the Senior Management Team)
- The ability to provide an overview of the three quotes, the approval and the issued ticket including price, and travel booking details
- The ability to offer reduced fares, including NGO fares
- The understanding of EIP's organizational culture and policies

Thus, the importance of a clear workflow with complete communication history and approvals is very high.

v. Additional services

Any EIP staff member may handle travel bookings and multiple staff members may deal with the same travel booking at the same time. An online booking platform that complies with EIP's policies requirements and allows easy access to ongoing bookings by multiple staff members is therefore an asset. Key qualities and services that EIP requests in this regard are:

- An online authorization procedure
- An online record keeping of quote history
- A direct link between booking history and invoicing
- Visa services

B. TRAVEL ACCOUNT MANAGEMENT REQUIREMENTS

i. Personnel

In its back-office contact with the offeror, EIP requires the following services:

- Primary contacts to include senior staff and off-hours telephone contact information for emergency situations
- A dedicated account manager to support EIP's travel programme
- An account manager with a thorough understanding of all facets of EIP travel, e.g., operations, payment systems, products, etc. and an understanding and/or experience with global travel solutions

ii. Travel management

To ensure and maintain an efficient partnership, EIP requests regular updates to be held with the travel agency. These are initially to be held on a quarterly basis to discuss the state of work, performance measures and expectations. It will moreover allow business reviews of the travel programme to be conducted. After one year, unless determined otherwise by EIP and assuming contract renewal, such meetings will be held bi-annually with a formal annual review of the travel programme with the EIP Senior Management. Specifically, meetings will:

- Track and analyse issues, errors and process improvement opportunities
- Acknowledge and respond to service issues and customer feedback
- Conduct annual customer service survey

iii. Reports

To support EIP's internal record keeping, EIP requires the following services of the offeror:

- The provision of standard and customised (as applicable) reports monthly or as requested
- The ability to drill down, sort, and provide detail by department, division, project, etc.

- An inclusive capture of travel data to include traveller and trip activity, cost savings and lost savings, non-refundable, and unused and exchanged tickets

INVOICING & PAYMENT

In accordance with EIP's invoicing and payment policies and procedures, the following services will be required of the offeror:

- The provision of a weekly invoice report with any backup documentation that would normally accompany the invoice
- 30 days payment terms
- A EUR 150,000 credit ceiling

V. TERMS OF CONTRACT

The selected offeror will receive a one-year contract. The renewal will depend on an annual evaluation and the satisfactory negotiation of terms (including a price which is acceptable to both EIP and the selected offeror).

VI. REQUIREMENTS FOR PROPOSAL PREPARATION

Each proposal must be written in English and contain the items listed in this section. Offerors must submit their Submission Requirements in the order that they appear below.

1. Proof that the offeror is independent and licensed to practice in Belgium
2. An executive summary with a description and history of the offeror, including business volume and staff profile
3. At least two current account references, preferably another NGOs in Belgium that is of a similar size
4. Proposed approach and recommendations to include all required services, including a detailed description of travel booking procedure (as outlined in section 3 of this document)
5. A detailed description of the online booking system (including screen shots and workflow)
6. A description of capability, either directly or through a partner, to provide travel services at a global scale, including areas affected by conflict (please include a list of any countries where the offeror does not operate as well as a list of airlines that the offeror does not book with)
7. A detailed explanation of the knowledge of evacuation processes and how the offeror would handle an emergency evacuation
8. A company profile, including a list of staff to be assigned to our account, with a brief description of their experience
9. Complete listing of all applicable fees and any offered discounts. All monetary reference must be in EUR
10. Suggested terms and conditions of the contract regarding invoicing, payments and credit ceiling
11. Proposed timeline of the implementation schedule as well as go live date

VII. EVALUATION AND AWARDS PROCESS

Selection Committee
Proposals submitted will be evaluated by members of the Selection Committee, consisting of the Finance Director, the Finance Manager and a Project Assistant.

Evaluation Criteria
Proposals will be evaluated using three sets of criteria. Only offerors meeting the mandatory criteria will have their proposals evaluated and scored for both technical qualifications and price. The following represent the principal selection criteria, which will be considered during the evaluation process.

1. *Mandatory elements*
   - The offeror is independent and licensed to practice in Belgium
   - The offeror's personnel have received adequate continuing professional education within the preceding three years
   - The offeror has no conflict of interest with regard to any other work performed by the offeror for EIP
   - The offeror adheres to the instructions in this request for proposal on preparing and submitting the proposal.
   - The offeror can provide 24/7 support
   - The offeror can book travels by airplane and train as well as accommodation
   - The offeror's booking procedure complies, or can be adjusted to comply, with EIP policies
   - The offeror can communicate in English
   - The offeror has payment terms of at least 30 days
   - The offeror has a credit ceiling of at least €150,000

2. *Technical qualifications*
   - Country coverage
   - Quantity and diversity of airline partnerships
   - Quantity of services provided
   - Response time
   - Online booking system
   - References
   - Qualified and experienced Staff

3. *Price consideration*
   - Fees and discounts
   - Invoicing modality

Oral presentations
It is anticipated that three offerors will be short-listed by 31 August 2018.
The short-listed offerors will be requested to make oral presentations. Such presentations will provide offerors with an opportunity to answer questions from the Selection Committee and EIP Senior Management Team.

Final selection
The EIP Senior Management Team will make the final selection based upon the recommendation of the Selection Committee and the oral presentations.

It is anticipated that an offeror will be selected by 30 September 2018. Following notification of the offeror selected, it is expected a contract will be executed between both parties following this meeting.

Right to reject proposals
Submission of a proposal indicates acceptance by the offeror of the conditions contained in this request for proposal unless clearly and explicitly noted in the proposal submitted and confirmed in the contract between EIP and the offeror selected. EIP reserves the right, without prejudice, to reject any or all proposals.

Proposals must remain valid for at least 180 days after submission.

VIII. PROCESS SCHEDULE

Any questions regarding the RFP must be submitted by 12 July 2018, COB.
Proposals must be submitted by 20 July 2018, COB. Two original proposals must be submitted to EIP and one proposal should be submitted via email in pdf format

IX. POINTS OF CONTACT FOR FUTURE CORRESPONDENCE

All questions and correspondence should be directed to Susana Fouto, Finance Manager, in writing at the address below or by email to susana.fouto@eip.org.

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