

REQUEST FOR PROPOSAL (RFP) Preferred Vendor, Travel Management Company

RFP Issue Date: January 7, 2020
RFP Closing Date: January 31, 2020
RFP Closing Time: 5:00 PM Eastern Standard Time
Performance Period: Three years, May 9, 2020 – May 9, 2023

NASTAD is soliciting proposals for professional travel management services from qualified travel agencies in response to this Request for Proposals (RFP). NASTAD invites qualified travel management providers to submit best value proposals for the requested services outlined in this RFP.

Vendors are encouraged to read this RFP in its entirety (including all attachments), including specific instructions and requirements. Issuance of this solicitation does not, in any way, obligate NASTAD to award a contract, nor will NASTAD pay for any costs incurred in the preparation and submission of a proposal. The agreement resulting from this RFP will be provided to the most responsive Offeror(s) whose offer will be the most advantageous in terms of cost, functionality, and other factors as specified in this RFP.

Background

NASTAD is a leading non-partisan non-profit association that represents public health officials who administer HIV and hepatitis programs in the U.S. and around the world. Our singular mission is to end the intersecting epidemics of HIV, viral hepatitis, and related conditions. We do this work by strengthening domestic and global governmental public health through advocacy, capacity building, and social justice.

Each of NASTAD's six programmatic teams—Health Care Access, Health Systems Integration, Policy & Legislative Affairs, Hepatitis, Health Equity & Prevention, and Global—interpret and influence policies, conduct trainings, offer technical assistance, and provide advocacy mobilization for U.S. health departments and ministries of health around the world to improve health outcomes for people living with HIV and hepatitis.

NASTAD represents public health officials in all 50 U.S. states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, seven local jurisdictions receiving direct funding from the Centers for Disease Control and Prevention (CDC), and the U.S. Pacific Island jurisdictions. The local jurisdictions are Baltimore, Chicago, Los Angeles County, Houston, New York City, Philadelphia, and San Francisco. The U.S. Pacific Island jurisdictions are American Samoa, Guam, the Marshall Islands, the Federated States of Micronesia, Northern Mariana Islands, and Palau.

NASTAD's mission is to end the intersecting epidemics of HIV, viral hepatitis, and related conditions by strengthening domestic and global governmental public health through advocacy, capacity building, and social justice.

Proposal Preparation Instructions

The required services are described in the **“Scope of Work” in Attachment A**. Proposals are expected to be comprehensive and include the information indicated below. Offerors may send any additional supplemental material as part of proposal package. Please be sure to respond to each of the elements requested.

In order to be qualified for this RFP, all Offerors are requested to provide the following information, and format their proposal as follows:

1. Letter of Transmittal, one page

2. Basic Information, one page

- Legal name, registered address, and “Remit to” mailing address, if different from registered address
- Name of authorized representative(s) for this RFP, with telephone number(s), and e-mail address(es)
- General information about your organization and the services it offers
- Standard hours of operation
- Number of years providing the types of services specified in this RFP

3. Qualifications and Capabilities, up to three pages

- Description of your organization’s experience servicing non-profit or humanitarian entities
- Describe your organization’s experience complying with federal travel regulations (Fly America, business class, and per diem)
- Describe your organization’s 24-hour emergency services and your ability to assist travelers. Include examples of rapid response for emergency situations
- Describe any plans to outsource/subcontract the services requested or any part thereof

4. Customer Service, up to three pages

- List the primary individuals who will be responsible for managing NASTAD’s account. Include a brief description of the expertise of the individuals listed.
- Describe your agency’s customer service philosophy
- How will your agency compile and maintain profiles for NASTAD’s travelers? Include how travelers’ personal information will be protected.
- What is the process for resolving customer service issues?
- What is the process for providing NASTAD’s management with access to travel dashboards?
- Describe how your agency manages unused ticketed itineraries
- Is your agency able to provide the following services: air, hotel, train, car, and visa?

- Describe the system or process for providing travelers' with country specific guidance such as visa requirements, inoculations, immunizations, etc.
- What additional services and benefits is your agency able to provide, including cost savings and discounts?

5. Systems and Technology, up to three pages

- Describe the system used for online booking
- How will your agency inform NASTAD of security advisories and industry updates?
- Does your agency utilize a traveler tracking system? If so, please provide a brief description.
- Does your agency have a system for automated travel authorization and approvals? If so, please describe.
- Does your agency offer a solution for integrating travel expense reporting? If so, please describe
- Describe your system for providing global alerts and advisories including the identification of affected travelers

6. Billing, up to two pages

- Describe your agency's billing process/methods. Is central billing offered? If so, describe the process for reconciling centrally billed charges.
- Does your agency offer a system or have a process for allocating fees to NASTAD's projects?
- Describe the process for separating business and personal travel costs/fees.

7. Past Performance and Experience

Document and summarize your proven track record of successfully providing the services specified in this RFP. Using the table format provided below, please list three relevant ventures you implemented within the past 3 years, a brief description of how each is relevant to the scope of the RFP, and the contact details for each previous client. You may also include recommendation/appreciation letters and certificates.

#	(a) Name of Organization	(b) Synopsis of the service and relevance to this RFP	(c) Performance period (date and duration)	(d) Name & Contact Info (E-mail <u>and</u> phone)
1				
2				
3				

8. Cost Proposal

- Provide a brief overview of your agency's fees related to the services specified in this RFP
- Submit a detailed cost proposal in U.S. dollars, in the recommended format shown in **Attachment B, Cost Proposal Template**
- Include any additional fees or costs for proposed services
- Include total estimated annual cost proposed

Proposal Submission

Proposals, including any attachments, should be sent electronically in PDF format to: travel@NASTAD.org by **5:00PM eastern standard time, January 31, 2020**. Include in the subject line: **Preferred Vendor RFP, Travel Management Company**. We will not accept proposals received by fax.

Questions

Questions should be submitted **in writing** via email to the email address listed below no later than **5:00 PM eastern standard time, January 15, 2020**. Any questions received by means other than the specified email address will not be responded to.

Jermaine Ivy, Senior Manager, Meetings and Travel
NASTAD
444 N. Capitol Street, NW, Suite 339
Washington, DC 20001
Email: travel@NASTAD.org

Schedule and Due Dates

Proposals should be submitted via email to travel@NASTAD.org by **5:00PM eastern standard time, January 31, 2020.**

Event	Date of Completion
RFP distribution to Offerors	January 6, 2020
Deadline for Offerors questions	January 15, 2020
Proposal due date	January 31, 2020
Anticipated decision and selection	February 14, 2020

Please email questions regarding this RFP to Jermaine Ivy at travel@NASTAD.org.

Selection Criteria

Item	Requirement	Maximum Length	Points Available
1) Qualifications	<ul style="list-style-type: none">a) Experience providing travel management services to global NGOs/humanitarian organizationsb) Process for ensuring compliance with U.S. government travel regulations (Fly America & business class)c) 24-hour emergency services and experience on handling emergencies such as trip interruption, cancellations, emergency event notification.d) Experience providing the services specified in this RFP	3 pages	40 points

2) Customer Service	<ul style="list-style-type: none"> a) Experienced staff assigned to manage NASTAD account b) Flexible and responsive customer service c) Process for resolving customer complaints d) Multiple travel services offered e) Protecting traveler's personal data 	3 pages	20 points
3) Systems & Technology	<ul style="list-style-type: none"> a) Online booking engine (OBE) b) Travel Management reporting tools c) Global alerts and advisories to include the identification of affected travelers d) Automated system for travel authorization and approvals e) Traveler monitoring dashboard available to NASTAD managers. f) Integrated expense reporting tool 	3 pages	20 points
4) Billing & Cost Proposal	<ul style="list-style-type: none"> a) Multiple billing options b) System for allocating costs to NASTAD projects c) Costs are clearly defined and reasonable for the services proposed 	2 pages	20 points
Total		11 pages	100 points

RFP Conditions

NASTAD reserves the right to:

- Reject any or all offers and discontinue this RFP process without obligation or liability to any potential Offeror or other party.
- Accept other than the lowest price offered.
- Award a contract on the basis of the initial offers received, without discussions or requests for best and final offers.

Each Offeror shall keep the RFP and its contents confidential. In submitting a proposal, you must agree that your offer shall remain firm for a period of no less than **120** days from the RFP closing date.

Failure to follow the specifications and requirements provided in this RFP may result in disqualification.

Renewal

Selection may be renewed, at NASTAD's sole discretion, for up to 3- years before re-competition. NASTAD reserves the right to exercise any one of the following options:

- Accept the updated proposal if changes are reasonable and within the scope of the original selection;
- Negotiate any updates/changes; or,
- Decide not to renew. The vendor will receive a 30-day notification non-renewal.

Attachment (A)

Scope of Work

The Preferred Vendor(s) shall provide travel services for domestic and international travel of employees, consultants, participants, grantees and other partners of NASTAD, a non-profit with 501c3 status. Domestic and international travel includes travel within the United States, travel outside of the United States.

- **Number of tickets purchased in 2019 (flight/rail):** 7 5 9
 - Air: 723
 - *Domestic Flights = 600*
 - *International Flights = 123*
 - Rail: 36
- **2019 Total Travel Spend (flight/rail):** \$376,341
- **Travel Bookings:** approximately 500 – 700 per year
- **Frequent destinations:** North America, Africa, South America, Oceania

Based on the number of travelers and specifications above, the travel services that the Preferred Vendor(s) shall provide include the following:

- Travel, lodging and ground transportation reservations, advance issuance and delivery of tickets and or confirmations and detailed itineraries;
- Travel Representatives understanding U.S. Government regulations such as the Joint Federal Travel Regulation (JFTR) and Fly America, business class travel and any applicable exclusions;
- Best-value airfare and travel conditions for NGO/humanitarian organizations;
- Assisted booking services with attention to flexible travel conditions and short-notice travel;
- Ability to provide multiple quotes for ticketing;
- Provide 24/7 worldwide service for itinerary changes, re-bookings and emergencies;
- Online Booking Engine for self-booking based on traveler profiles;
- Visa and other documentation services;
- Travel Management Reporting including NASTAD billing codes;
- Reconciliation for travel charges incurred through direct billing with NASTAD;
- Recommend cost saving strategies such as best travel times, best routes, discounts, etc.
- World-wide travel alerts and advisory notifications for travelers and administrators.



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Attachment (B)

Cost Proposal Template

Submit a detailed, budget for the services described in the technical proposal. NASTAD's review of the cost proposal shall determine if the overall costs proposed are: realistic for the services provided, reflect competitive fees, and are consistent with the Offeror's Proposal.

The following format may be used as a guide to assist you in the preparation of the cost proposal. You may submit the cost proposal using this form or in the format of your choice (plain sheets, your own form, or a variation of this form). The Offeror may list any cost line items, but it is recommended that the Offeror follow the major categories listed below, breaking down all "lump sum" items as much as reasonably possible.

Item No.	Transaction Description	Online Transaction Fee		Offline – Agent Assisted Transaction Fee	Comments
1	AIR	No-touch	Agent Assisted		
	Domestic air				
	International air				
	Split ticketing				
	Multiple stop International air				
	Fly America Compliant cross check				
2	HOTELS	No-touch	Agent Assisted		
	Hotel commissionable rates				
	Hotel net rate				
	Non GDS hotel (if any)				
3	RAIL (per transaction)	No-touch	Agent Assisted		
	Domestic Rail				
	Paper ticket rail (surcharge)				
4	OTHER (per transaction)	No-touch	Agent Assisted		
	Refund				
	Void				
	Exchange				

	Amending a ticket reservation (Re-issue)				
	Amending a ticket reservation (No Re-issue)				
	After Hours Service – Information				
	After Hours Service – amend/cancel a reservation				
	After Hours Service – new reservation				
	Ticket delivery				
5	ONLINE BOOKING TOOL (OBT)	<i>Fixed Costs?</i>		Comments	
	Set up & Implementation fee				
	OBT Training				
	Online support/help desk				
	Booking Fee (per PNR)				
	Fly America Compliance cross check				
	Profile Update Fees				
	Other associated fees not mentioned above				
6	OTHER COSTS	<i>Fixed Costs?</i>		Comments	
	Local Account Management				
	Credit Card Merchant Fee (%)				
	Travel Management Reporting				
	Custom MIS Programming, Financial Analysis/Auditing, IT Support				
	Integration of 3 rd party travel risk management incident reporting & intelligence services to include traveler tracking in conjunction with incident reporting				