



June 2022

# Request for Proposal

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## Travel Agency

Launched in 2017, the Coalition for Epidemic Preparedness Innovations (CEPI) is an international coalition of governments, academic, philanthropic, private, public, and intergovernmental institutions whose vision is to create a world in which epidemics and pandemics are no longer a threat to humanity.

Our mission is to accelerate the development of vaccines and other biologic countermeasures against epidemic and pandemic threats so they can be accessible to all people in need.

CEPI has played a central role in the global response to COVID-19, creating the world's largest portfolio of COVID-19 vaccines – three of which are already saving lives around the world – and co-leading COVAX which is delivering equitable access to COVID-19 vaccines to participating economies worldwide. During this period, CEPI has also overseen several scientific breakthroughs in developing vaccines against other infectious diseases, including the first phase 3 trial of a Chikungunya vaccine and the advancement of the first ever Nipah virus and Lassa virus vaccines into phase 1 clinical trials.

There is an urgent need to do more to mitigate the immediate threat of COVID-19 variants and to prepare now for the next pandemic. As COVID-19 has demonstrated, emerging infectious diseases represent an existential threat to our way of life. COVID-19 is not the first pandemic of the 21<sup>st</sup> century, and unless we act now, we can be sure that it will not be the last. But unlike some of the other big threats that humanity faces, we have the tools to systematically reduce and even eliminate the risk of future pandemics. It is vital that we capitalise on the rare alignment of political will, practical experience, and technical and scientific progress emerging from the pandemic to prevent such devastation happening again.

CEPI has a US\$3.5bn five-year plan to tackle the risk of pandemics and epidemics, potentially averting millions of deaths and trillions of dollars in economic damage. This plan will urgently address the immediate threat of COVID-19 variants so we can bring the COVID-19 pandemic to an end; and enable us to prepare now for future threats. This includes our aim to reduce the vaccine development timeline to a 100-day 'moonshot' target and to advance the development of broadly protective vaccines that can protect against COVID-19 and its variants, as well as other known or novel coronaviruses.

CEPI is organised as a not-for-profit association under Norwegian Law and has offices in Oslo (HQ), London, and Washington, DC.

More details about CEPI and our mission can be found on our website: [www.cepi.net](http://www.cepi.net)

## Scope of Tender

CEPI is tendering for a Travel Agency to be engaged from January 1<sup>st</sup>, 2023.

The travel agency will be expected to support approximately 200 employees in addition to external partners that travel on behalf of CEPI.

CEPI's travel pattern varies from division to division, and the travel agency will need to accommodate for international travel as well as domestic. Travel between our three main office locations Oslo, London and Washington, DC will also be frequent.

CEPI is seeking a Travel Agency that can provide a holistic travel support system that works seamlessly with internal procedures as well as our duty of care / travel security provider and any local partners CEPI is working with.

Due to the international situation over the last 2 years, there has been limited travel. As a result we are unable to provide traveller spend, but we have a rough forecast of what our predicted traveller spend is for the coming 3 years. CEPI expects to resume travel activities to a frequent level throughout the year to carry out meetings and projects on a regular basis, which will vary from team to team.

## **Successful Proposals**

Proposals that fulfil the absolute requirements in the bidder qualification and have completed satisfactory responses to the Case studies will be considered for interviews.

Please note that as part of our assessment we may ask tenderers to provide references from clients you have worked with. CEPI will in addition carry out due diligence screening and where appropriate, ask you to complete a due diligence questionnaire.

## **Bidder Qualification**

Eligible tender submissions can be accepted from travel agencies that document the following criteria:

### **Absolute requirements:**

- Local offices in either UK, Norway or US
- Access to global air fare rates
- Access to accommodation rates at reduced or fixed prices
- The travel agency should provide a maximum 2-hour response time by email during office hours
- Offer out-of-hours travel support, by email and through a phone answering service
- Provide an online booking system available 24/7 to make flight and hotel reservations, car rentals etc
- Provide at least 3 quotes for individual and group flights with the most convenient departure and arrival schedule to any destination
- Provide at least 3 options for accommodation near the main visiting venue of the traveller
- Offer pre-paid options at accommodations such as breakfast, dinner and other
- Be able to provide a clear breakdown of service charge fees
- The travel agency should issue invoices that are itemized and clearly reflect traveller and itinerary so that invoice verification can take place effortlessly
- Travel data provision for CEPI's Duty of Care provider/Travel risk management
- Experience working in international and multicultural environments

### **Desired services:**

- Visa services including fast track of applications, this can be in-house or outsourced
- Arrange local ground transportation for all destinations that CEPI will be traveling to
- Support in identifying and booking local/international restaurants/sightseeing field trips; including transportation between venues and ticket booking for attractions
- A dedicated travel team that CEPI can liaise with both for individual and group bookings

- The travel agency should be able to maintain a database with information such as cost center, passport details, dietary requirements and other relevant information to facilitate bookings
- Charity and/or Academic rates
- Climate quotas/CO2 emission offset
- Travel arrangements for people who require accessibility and mobility help

## Case studies

We request all applicants provide a response to the below case studies with details of how they would respond to the requests including 2 options for flights / accommodation / venue/ meals / field trip suggestions. Please use [CEPI's Travel Policy](#) as a reference for these case studies.

### Case 1:

CEPI is arranging a Board meeting in New Delhi, India and will need accommodations, all day venue hire for meetings, flights, food including lunch both days and dinner first day and field trip suggestions.

Many of the attendees represent senior management who require appropriate handling.

#### Details for the meeting

Dates: 18 and 19 October 2022

Number of participants: 40

Departure city/country:

- 10 from London, UK
- 10 from Oslo, Norway
- 10 from Washington, DC, USA
- 3 from Shanghai, China
- 5 from Addis Ababa, Ethiopia
- 1 from Sydney, Australia
- 1 from Mumbai, India

### Case 2:

4 CEPI employees are traveling to Abuja, Nigeria for meetings from Oslo, Norway and London, UK.

They will need flights, accommodation and ground transportation between airport and hotel as well as when going to meetings locally in Abuja.

The meeting will happen over two days and the dates for the meeting are 4 – 6 July 2022.

## Tentative Time Plan

The expected time scale for the procurement process is summarised in the table below. However, CEPI reserves the right to change the time schedule at any time.

Activity	End Date
Request for proposals advertised	June 1st 2022
Request for proposals advertised – <b>updated bidder qualification</b>	June 10 <sup>th</sup> 2022
<b>Deadline for submission of written proposal</b>	<b>July 01<sup>st</sup> (23:59:59 GMT)</b>
Meeting with shortlisted applicants	August/September 2022
Recalibration of proposals	After pitch meetings
Selection process completed	As soon as practicable
Contract initiation and agreement	As soon as practicable

If applicants have questions we will respond to them by publishing a Q&A on our [website](#) no later than 7 days prior to the deadline for submission. That means all questions must be with us within two weeks prior to the submission deadline.

Questions can be sent to [nora.indrehus@cepi.net](mailto:nora.indrehus@cepi.net). Please include “RfP 202217 – Travel Agency” in the subject line of the message.

## Tender Instructions

To be considered for a contract award under this request for proposals, please submit the written proposal in English.

The proposal must include the following information:

- Brief background information on the company
- Overview of how each item in the scope will be delivered, focusing on the absolute and desired requirements
- Summary and examples of pricing models, fee structures. Please provide fees in either GBP, NOK or USD
- Details of your Service Level Agreement
- Summary of additional services you can provide if required
- Example of a generic invoice in order to see how items are specified
- Documented ability and capacity to perform the work to a high standard, on time, and on budget
- Indication of expected cost / rate for work completed
- Two examples of similar work undertaken with similar clients (we may ask for relevant contact details should we decide to take up references.
- Completed Tender Declaration form (appendix A below)
- Completed Supplier Details form (appendix B below)
- Completed technical questionnaire (appendix C below)

Deadline for submission is **Midnight (23:59:59 GMT) on the date shown in the time plan above.**

Proposals received after the deadline will not be considered. Costs for the preparation of proposals will not be refunded.

Electronic copies of your proposals should be sent to: [tenders@cepi.net](mailto:tenders@cepi.net) in **PDF format**.

## Evaluation Criteria

We will assess the proposals against the information presented in the Scope detailed above. The contract will be awarded to the tenderer who: have demonstrated that they can meet the qualifications detailed in the scope (must have), the quality of the response to the two cases (30%) as well as providing an economically competitive offer (70%).

**Please note that CEPI will negotiate contracts with only a subset of tenderers.**

**The subset of tenderers will be required to provide answers to additional questions on the technical capabilities, systems and infrastructure.**

## Confidentiality

By accepting to take part in this RFP process, your firm agrees to keep in confidence all information imparted to you by CEPI during the period of consultancy, not to disclose it to third parties, and not to use it for any other purpose than for participation in the RFP process.

## Cancellation

CEPI reserves the right to change the time plan or cancel the competition without any obligation to cover any cost associated with the tender process.

## Duration

We are seeking to engage the Travel Agency on a framework / service agreement basis for an initial duration of 3 years with the option to extend.

Performance under the Agreement will be evaluated regularly and the option to renew, replace or terminate may be provided based upon that evaluation.

## Additional Information

If you have any questions, please contact [nora.indrehus@cepi.net](mailto:nora.indrehus@cepi.net)

CEPIs current Travel policy can be found here: <https://cepi.net/wp-content/uploads/2019/01/Travel-Policy-2.0.pdf>

## Appendix A – Tender Declaration Form

Before awarding any contract, and as part of the procurement procedure, CEPI, its Partners, representatives and Awardees will need to ensure that the candidates comply with the CEPI Third Party Code in force from time to time (and available at <https://cepi.net/?s=third+party+code>) (the “**CEPI Third Party Code**”). Written confirmation in the form of this signed document should be provided to confirm this.

CEPI, its Partners and Awardees reserves the right, even if such confirmation is given, to investigate / audit any of the situations listed if it has reasonable grounds to doubt the contents of such confirmation. This right to audit is applicable for CEPI’s supplier/ contractor and its supply chain. For the purpose of the declaration signed below, the term “**the Tenderer**” refers to the following:

Name of Tenderer / Organisation: \_\_\_\_\_

Registered Office Address:

Registration Number (as appropriate): \_\_\_\_\_

### ELIGIBILITY

**The Tenderer** hereby declare that I/we agree(s) to participate in the **procurement procedure** in adherence to the principles stated in the CEPI Third Party Code and are fully aware that any failure to comply could lead to our exclusion from the tender process and to the rejection of our bid.

**The Tenderer** agrees to carry out our duties to the highest professional standards, with no consideration linked to possibilities for future contracts. **The Tenderer** commits to adhere to the CEPI Third Party Code throughout our commercial and procurement activities and have procedures in place to ensure that respect for these principles and standards is upheld by our staff and contractors.

I/we hereby furthermore declare that **the Tenderer**:

- (a) is not subject to any conflict of interest in the ongoing procurement procedure for this contract and there has not been any misrepresentation in the information supplied along the process;
- (b) is not bankrupt or being wound up or having its affairs administered by the courts. It has not entered into an arrangement with creditors or suspended business activities and is not the subject of proceedings concerning those matters;
- (c) we or persons having powers of representation, decision-making or control over them have not been convicted of an offence concerning their professional conduct by a final judgment;
- (d) has never been proven guilty of any grave professional misconduct;
- (e) has not failed to fulfil their obligations relating to the payment of social security contributions or taxes in accordance with the legal provisions of the country in which they are established, or with those of the country where the contract is to be performed;
- (f) has never been convicted for fraud, corruption, illegal activity, involvement in a criminal organisation or money laundering by a final judgment.
- (g) Where air transport is required, preference shall be given to providers who are not on the EU Safety Ban List and whose aircraft are registered in countries which meet the International Civil Aviation Organization's standards.
- (h) shall not engage the services of a transport provider known to also transport illicit or illegal goods such as narcotics or to transport arms, ammunition or other conflict-sensitive materials to or from territories subject to a UN or EU embargo.

- (i) shall not engage in the sale or transport of arms or conflict-sensitive supplies to governments which systematically violate the human rights of their citizens; or where there is internal armed conflict or major tensions; or where the sale of arms may jeopardize regional peace and security.

#### AVAILABILITY OF WHISTLEBLOWING CHANNEL

It is everyone's responsibility to ensure that CEPI and its partners remain in compliance with the CEPI Third Party Code. You are strongly encouraged to report any intentional or unintentional non-compliance with the CEPI Third Party Code to CEPI Governance, Risk and Compliance Manager ([GRC.Manager@cepi.net](mailto:GRC.Manager@cepi.net)). If you are concerned about retaliation and prefer to report anonymously, you can do so through the Whistleblowing Channels implemented at CEPI. Please see [www.cepi.net](http://www.cepi.net) for further information regarding the Whistleblowing Channels. Rest assured, CEPI will not tolerate any retaliation against anyone who has reported an actual or suspected violation in good faith.

#### DECLARATION CONCERNING CONFIDENTIALITY

I/we agree to hold in trust and confidence any information or documents disclosed to us, discovered by us or prepared by us during the course of the tender and agree that it shall be used only for the purposes of this process and shall not be disclosed to any third party. I/we understand that any unauthorized disclosure by us may render **the Tenderer** liable to legal action.

#### SIGNATURES

Signed on behalf of **the Tenderer**: \_\_\_\_\_

Name (block capitals): \_\_\_\_\_

Date: \_\_\_\_\_

## Appendix B – Supplier Details Form

CEPI completes checks on all suppliers to ensure that we are engaging in accordance with good practice and relevant legislation.

Please can you provide the following information so that we can undertake these checks as soon as possible.

Organisation Name:			
Name of Key Contact:			
Organisation Registration Number:			
Jurisdiction of Registration:			
Date of Registration:		Number of Employees:	
Registered Address:			
Telephone:		Mobile:	
Email address:			
Website:			
Completed by:		Date:	

**Please ensure that you inform CEPI if any of the parameters above change.**

For office use only:

Supplier, PE and PAYE Check Comments:			
OK / not OK:		Completed by:	
Signed:		Date:	



## Appendix C – Questionnaire: assessment of vendor’s technical infrastructure, systems, and capabilities

As part of your application, please provide **succinct** answers (preferably up to 250 words per answer) to the following technical requirements.

**Definitions:** \*Out of the Box: The offered product fulfils the requirement Out of the Box;

†Configuration: Standard configuration of the product can meet the requirement;

‡Development: Some level of bespoke coding or customisation of the product is needed to fulfil this requirement;

¶Alternative solution: None of the three alternatives above are relevant. Please describe the solution in the *Vendor's answer* column

Requirement	Reasoning	How does the vendor meet this requirement	Does system, software, service fulfil requirement (Yes/No/NA)	How is the requirement fulfilled?
<b>Architecture</b>				
1. Briefly describe the SaaS & PaaS setup in the solution you offer	CEPI has made a strategic choice of <i>not</i> running our own servers. Therefore, we will always prefer a PaaS or SaaS (Cloud First)			*Out of the Box <input type="checkbox"/> †Configuration <input type="checkbox"/> ‡Development <input type="checkbox"/> ¶Alternative solution <input type="checkbox"/>
2. Please describe your capabilities and level of expertise with different technologies and platforms, especially MS Azure and Salesforce	CEPI has standardised on Microsoft Azure, Salesforce and Atlassian platforms, and specialised platforms like Tableau for statistical analysis. For the Vendor's services to coexist with our other products, we expect the Vendor to have sufficient knowledge of their product and our standard platforms to integrate properly, e.g. for SSO using Azure AD.			Out of the Box <input type="checkbox"/> Configuration <input type="checkbox"/> Development <input type="checkbox"/> Alternative solution <input type="checkbox"/>
3. What are the preferred Database technologies being used for your solution? If multiple options, please list all.	Different products utilise different databases for data integration, migration, and management. We want to understand the Vendor's use of databases within their product(s) for the purposes mentioned. CEPI will typically prefer databases already in production, or at least which offer good connectivity with external services.			Out of the Box <input type="checkbox"/> Configuration <input type="checkbox"/> Development <input type="checkbox"/> Alternative solution <input type="checkbox"/>
<b>Integrations</b>				

<b>4. Please describe your organisation's capabilities in integrating with Azure in general?</b>	<p>MS Azure AD is CEPI's backbone for User Identity and Access Management. MS SharePoint is the primary storage location, while MS Teams is the primary collaboration platform. The Vendor's product should offer integration with relevant parts of the Azure platform, SSO as a minimum, to reduce management and duplication of effort.</p>			Out of the Box <input type="checkbox"/> Configuration <input type="checkbox"/> Development <input type="checkbox"/> Alternative solution <input type="checkbox"/>
<b>5. Integration with other products is generally done through an Application Programming Interface (API). A product may include multiple APIs for different purposes, and CEPI seeks to understand the product's API capabilities.</b>	<p>Please describe what kind of APIs you have enabled.          Please describe how Data shall be stored to allow easy integration or data extraction to other tools.          Please describe how Data can be imported or exported to an external product via automation</p>			Out of the Box <input type="checkbox"/> Configuration <input type="checkbox"/> Development <input type="checkbox"/> Alternative solution <input type="checkbox"/>
<b>Data and Security</b>				
<b>6. How do you enable Azure solutions such as Single Sign-On, Multi-factor authentication and access management?</b>	<p>Security is critical for all of CEPI's infrastructure and operations. Using Single-Sign-On (SSO) and Multi-Factor Authentication (MFA) for user identification and Azure AD groups to control product access is CEPI's preferred way of managing identification and access.</p>			Out of the Box <input type="checkbox"/> Configuration <input type="checkbox"/> Development <input type="checkbox"/> Alternative solution <input type="checkbox"/>