



**Elizabeth Glaser
Pediatric AIDS Foundation**
Fighting for an AIDS-free generation

Q&A for RFP # S026513

Travel Agency Services

in support of

ELIZABETH GLASER PEDIATRIC AIDS FOUNDATION (“EGPAF”)

1350 I Street, NW

Suite 400

Washington, DC 20005

The Elizabeth Glaser Pediatric AIDS Foundation, a non-profit organization, is the world leader in the fight to eliminate pediatric AIDS. Our mission is to prevent pediatric HIV infection and to eliminate pediatric AIDS through research, advocacy, and prevention and treatment programs. For more information, please visit <http://www.pedaids.org>.

Questions and Answers

Question 1: Can you describe how your program is currently managed today?

Answer: We utilize an outside travel partner who works directly with our staff and books travel for them (after the appropriate internal approvals have been received). Internally, the travel function falls under the responsibility of the administration team.

Question 2: Are you currently utilizing an Online Booking Tool? If so, which one? Do you have a direct agreement with the provider or are you utilizing a TMC’s reseller agreement?

Answer: Most of our travel is booked directly through the travel agent and while there has been some recent talk of an online tool – it really hasn’t been utilized to date.

Question 3: Can you provide your annual spending for air/hotel/car from 2019?

Answer: USD \$ 9,892,392.

Question 4: What percentage of your travel is international?

Answer: Approximately 75% of our travel is international.

Question 5: Do you have any VIP travelers?

Answer: We have 4 members of our ELT, who may need some special attention. However, they follow our same policies and procedures and are not granted special benefits.



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Question 6: Do you have any guest travelers?

Answer: There are times, when we book travel for individuals who are not employed by the Foundation (although their travel may be funded by the Foundation). There are also times when an employee may choose to bring a family member along during business travel, but those expenses are paid for by the employee directly, and not charged to the Foundation.

Question 7: Will this agreement need to service your Switzerland office? If so, can you explain how it is currently being serviced today and how you envision it being managed moving forward as well as send spend figures for air, hotel, car and rail.

Answer: Yes, this program will need to serve our Switzerland office. They currently, book their travel through our travel partner who is located in Washington DC.

Question 8: Which suppliers do you currently have negotiated rates with?

Answer: For our air travel, we do not have negotiated rates – yet, always try to book utilizing the most cost-effective alternative. For some of our hotels, we have tried to negotiate rates, typically agreeing to not exceed USG per diem rates.

Question 9: How do your travelers pay for travel?

Answer: Most flights are directly charged to our corporate credit card. Occasionally, staff choose to charge them on their personal credit cards and the costs of all personal travel (above the cost of any business travel needs to be paid for at the time of booking by the employee.

Question 10: Are there any aspects of your current program that are working well?

Answer: We have an internal Travel Database that we utilize for approvals and will want to ensure that whatever vendor we choose has the capability to integrate with our database. We also have linked our travel provider to our Global Safety and Security Provider, United Healthcare Global, so whenever itineraries are booked the information is automatically send onto UHC Global.

Question 11: Can you provide all proposers' questions and responses?

Answer: Yes, all questions and answers from all bidders are posted within this document.



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Question 12: Please provide some context on why you are reviewing your travel program now and/or what has prompted you to go to market.

Answer: To ensure value for money and to maintain compliance with donor requirements and internal policies, our outsourced work must be re-competed periodically.

Question 13: What are the current biggest challenges in managing your program?

Answer: The timeliness of responses and turnover of the staff.

Question 14: What ratio of your bookings are managed online?

Answer: A very small percentage is booked online. Typically, our staff send emails to the agency, who then responds with 3 different options.

Question 15: Do you expect to reach pre-pandemic travel volumes again and if so, when?

Answer: Our travel is steadily increasing. and we are back to planning meetings and conferences. However, we are also cognizant that some of our travel in the past may not return in full.

Question 16: Regarding personal travel when combined with organizational travel - will you consider deducting the difference from payroll rather than utilizing two forms of payment, which may increase the overall cost?

Answer: No, we do not see this as a viable option.