



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

**REQUEST FOR PROPOSALS #S026513 (“RFP”)
TRAVEL AGENCY SERVICES
In support of
ELIZABETH GLASER PEDIATRIC AIDS FOUNDATION (“EGPAF” or
“FOUNDATION”)
1350 Eye St., NW
Suite 300
Washington, DC 20005**

Firm Deadline: October 24th 2022 - TIME 5:00 PM Eastern Time

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 eliminate pediatric AIDS through research, advocacy, and prevention and treatment programs. For more information, please visit <http://www.pedaids.org>.

BACKGROUND

The Foundation is soliciting proposals from various bidders (each, an “Offeror”) for the provision of professional travel agency services (“Proposal”) to serve the travel needs of the Foundation within various countries including the United States, Africa, and other countries. Please see Attachment #1 for a complete list of the locations where we work. For informational purposes, the total spend on travel services for the period of September 1, 2021 – September 1, 2022, was about \$550,000 dollars including fees for our U.S. and regional-based staff. Since our work requires regular travel, especially to and within Africa, the Foundation would like to consider the potential Contractor a partner in our mission to eliminate pediatric AIDS.

PURPOSE/SCOPE OF WORK

The Foundation is seeking an Offeror to provide global travel management services of commercial flights, rail, rental cars, and hotels for the Foundation’s approximately 150 U.S., Geneva, and regional employees. The Offeror must provide a high quality of customer service that is readily available at any time and is reliable and responsive. The Offeror must provide a multi-faceted platform that provides an option for automated travel services while not losing the option for human interaction. The Offeror must display familiarity with the Fly America Act and other Federal travel regulations. The Offeror must also display experience and deep knowledge of African travel, specifically intra-Africa

TRAVEL SERVICES REQUIREMENTS

Personnel & Support

24/7 staffing availability supporting international travel including after-hours and emergency support to include an international telephone number for travelers to call (not a 1-800 number).

Ensure dedicated and responsive travel reservation counselors with no less than five years of experience support the Foundation of routine U.S. travel and complex international airline reservations. Knowledge of African travel is required.

Counselors must pay attention to detail (make sure frequent flier number is attached to the itinerary; choose aisle/window seats as requested; special meals; economy plus per our travel policy; preferred airlines, etc.). When unable to obtain requested items, explain why.

Must provide effective travel training programs and offer services that provide continued education, support, and access to information for each user.

Traveler Profiles

Provide timely and accurate input of travelers' profiles.

Update or delete profiles as required for terminations, transfers, and new hires.

Required Services

Assist staff in making travel reservation access and reservation assistance available via the traditional telephone center, via email, and online booking tool for routine travel.

Always offer the preferred vendor and/or lowest available rates for all domestic and international flights, rail, rental cars, and hotels to ensure the lowest price.

Comply with the Fly American Act requirements for all reservations.

Notify travelers promptly of changes, schedule changes, or any other pertinent travel information to prevent traveler disruption and any charges assessed by the airline or other suppliers, and notify suppliers of cancellations to avoid penalties.

Provide personal travel services in conjunction with business travel as requested with no additional transaction fee charged for the transportation arrangements (the personal travel portion of the trip shall be paid by the traveler requesting the service) and ensure that there is a separate and distinct audit trail of accounting documents to show proper accounting of Foundation paid to travel and the additional monies paid by the traveler for personal travel.

Fare Search

Provide continuous low fare search and more than one ticket option; especially if the desired route is preferred and not the least expensive option.

Quality Control/Customer Service

Provide an automated quality control process for all reservations.

Provide escalation process for staff in need of additional assistance that a standard employee may not be able to handle.

Track and analyze issues, errors, process improvement, feedback from travelers/arrangers, etc.

Provide timely problem resolution and support for any services to include a problem with booking tickets within one business day.

Ticket Processing and Distribution

Provide distribution of paper tickets via mutually agreeable delivery service when electronic tickets cannot meet the need.

Provide database to input and track unused non-refundable tickets and ensure tickets are used and tracked when applicable to new bookings. Provide an automated system to remind travelers of non-refundable ticket purchases and cancellation policy reminders.

Process refunds for all travel with the vendor within twenty-four hours of receipt or notification of cancellation; process all returned tickets that fall within the airline Reporting Corporation Void Guidelines as voids.

Additional Services

Describe your capability either directly or through a partner to provide travel services across Africa for our African staff.

Notify travelers and process, upon request, all passport, visa, and immunization requirements. Ideally, our partner can provide a preferred vendor for visa and passport services.

EMERGENCY SITUATIONS

The Offeror must be able to respond and assist in an emergency evacuation.

TECHNICAL REQUIREMENTS

Provide a Web presence and support for an online booking tool with the ability to customize our policy and process requirements. The booking tool should provide a smooth workflow by automating the booking process, confirmation, itinerary, and notifications. Please identify the name of the current booking tool you utilize.

Collaboration and ability to accommodate billings through the Foundation's accounting system.

Flexible, custom reporting capability to enable the Foundation to easily reconcile travel reports with billing.

Easy solution for creating and modifying travelers' profiles.

Ability to integrate with our safety and security partner UHCG.

Ability to integrate data from global offices if or when EGPAF transitions to a global program.

Controls to ensure airlines booked meet necessary security and safety requirements.

Ability to create an egpaf@xxx.com that will email all agents for the quickest turnaround.

ACCOUNT MANAGEMENT

Personnel

Provide primary contacts to include senior staff and off-hours telephone contact information for emergencies.

Provide dedicated account managers to support the Foundation's travel program.

Utilize an account manager with a minimum of ten years of experience in account management with a thorough understanding of all facets of travel, e.g., operations, payment systems, products, etc., and an understanding and/or experience with global travel solutions.

Attention to detail is a must.

Travel Management

Meet with the Foundation initially at a minimum:

- a) quarterly to discuss the statement of work, performance measures, and goals and participate in business reviews of the travel program;
- b) then, annually, or more often if necessary for a formal annual review of the travel program with Senior Management.

Track, and analyze issues, errors, and process improvement opportunities.

Acknowledge and respond to service issues and customer feedback within one business day.

Conduct annual customer service surveys.

Reports

Provide standard and customized (as applicable) reports monthly or as requested.

Be able to drill down, sort, and provide detail by department, division, project, etc.

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

COST:

Provide cost considering a three (3) year contract and also a one (1) year with two option years.

Provide detailed pricing including any additional or ancillary costs that we would incur. Provide reasoning as to why the proposed pricing model is best for EGPAF.

Detail all fees associated with using an online booking tool including implementation, maintenance, offline vs. online fees, unassisted transaction fees, hotel/car transaction fees, etc.

Provide details of any reporting fees (ad-hoc reports, reporting tool, unused ticket tracking, reports, etc.).

Outline any other additional services and products that have an additional cost.

Provide a sample weekly invoice report with any backup documentation that would normally accompany the invoice.

Describe any additional services or amenities that will be available to EGPAF and its travelers.

IMPLEMENTATION SCHEDULE:

The Offeror must provide a proposed implementation timeline of the initial conversion process listing milestones such as loading traveler profile data, training, establishing telephone numbers, etc in your response to the RFP.

LOGISTICS

Services will be performed at the Offeror’s facility.

KEY CONTRACT TERMS:

The anticipated contract type is firm fixed price. Unless stated otherwise in the Scope of Work, the Offeror is responsible for providing equipment and/or supplies required to perform the services.

All services or deliverables provided to the Foundation must be furnished for the use of the Foundation without royalty or any additional fees.

The Foundation will accept the proposal that presents the best value. All proposals will be evaluated against the following Evaluation Criteria. Each proposal must contain the items listed in the Submission Requirements column in the following chart. Please submit your Submission Requirements in the order that they appear below.

Evaluation Criteria	Submission Requirements	Weight
1. Past performance of similar work	1. 3 professional references from similar past projects with phone and email contact information and one or more examples of prior similar work <i>Or</i> <i>1a. Please provide at least 2 current account references and 1 lost account reference, preferably another NGO that is a similar size.</i>	15%
2. Proposed timeline of the implementation schedule as well as go-live date.	2. Proposed approach and recommendations to include all required services.	5%
3. Costs for all fees and any offered discounts.	3. Complete listing of all applicable fees and any offered discounts by the Costs section of the RFP. Include pricing for a three (3) year contract and also for a one (1) year contract with two (2) option years.	20%

4. Ability to react to emergency evacuations of travelers in all countries if necessary	4. Detailed explanation of your firm's knowledge of evacuation processes and how your firm would handle an emergency evacuation in Africa.	10%
5. Africa travel familiarity	5. Documentation reflecting African travel familiarity	15%
6. Proposed approach to include all required services and deliverables.	6. Proposed approach and recommendations to include all required services and deliverables.	15%
7. Understanding of the Fly America Act.	7. A written statement of your understanding of the Fly America Act and documentation of compliance.	10%
8. Responses to questions listed in Attachment #2.	8. Please respond to the questions listed in Attachment #2	10%

PROPOSED TIMELINE:

September 1, 2022 – Release of RFP

September 15, 2022 - Deadline for submission of inquiries directed to:

Technical Inquiries: Anthony Kittrell, Administration Manager, Human Resources at tkittrell@pedaids.org

Contractual Inquiries: Frank Teddy, Sr. Manager Awards & Compliance, at fteddy@pedaids.org

No phone calls, please.

On or about October 1, 2022 - Responses to inquiries will be posted on the Foundation's website at <http://www.pedaids.org/About-Us/Contracting-Opportunities>

October 24, 2022 - Completed proposals must be delivered electronically by the deadline mentioned on page one to Kyu San Shim, Sr. Coordinator Awards & Compliance, at Kshim@pedaids.org

Please do not house Proposals on a website. Actual documents must be attached to your electronic submission.

December 1, 2022 – a final decision is announced and Offerors were notified.

By: January 1, 2023 – Contract executed and Services begin.

Please note it is our best intent to comply with the above timeline but unavoidable delays may occur.

ADDITIONAL INFORMATION

All proposals and communications must be identified by the unique RFP# reflected on the first page of this document. Failure to comply with this requirement may result in a non-consideration of your proposal.

Any proposal not addressing each of the foregoing items could be considered non-responsive.

Late proposals will be rejected without being considered.

This RFP is not an offer to agree with any party, but rather a request to receive proposals from persons interested in providing the services outlined below. Such proposals shall be considered and treated by the Foundation as offers to agree. The Foundation reserves the right to reject all proposals, in whole or in part, and/or enter into negotiations with any party.

The Foundation shall not be obligated for the payment of any sums whatsoever to any recipient of this RFP until and unless a written contract between the parties is executed.

The Elizabeth Glaser Pediatric AIDS Foundation is an Equal Employment Opportunity employer and does not discriminate against any employee or applicant for employment because of age, disability, race, religion, color, national origin, or sex.

ATTACHMENT #1

The Foundation works in the following 13 African countries as well as the U.S and also has an office in Geneva, Switzerland.

Cameroon
Cote d'Ivoire
The Democratic Republic of the Congo
Kenya
Lesotho
Malawi
Mozambique
Nigeria
Eswatini
Tanzania
Uganda
Zambia
Zimbabwe

ATTACHMENT #2

TRAVEL AGENCY SERVICES PROPOSAL QUESTIONNAIRE

(Please restate the questions and provide your responses in a separate document)

I. GENERAL AGENCY INFORMATION

1. How long has your company been providing travel services?
2. Provide your agency's total annual air volume and business mix.
3. How much of your air volume is for flights to, from, or within Africa?
4. Briefly describe your domestic and international presence, especially in Africa. Specifically, address wholly-owned franchised and affiliated relationships internationally.
5. Explain how you differentiate yourself from your competition.

II. OPERATIONAL CONFIGURATION

1. Please describe the service configuration you propose for the Foundation. Include reservation location(s), staffing, computer reservation system, and ticket delivery.
2. What online booking tools do you offer travelers? Any mobile?
3. Describe the agency's ability to provide special airline services for travelers, including seat clearance and upgrades.
4. Describe any software you provide in tracking and reporting unused electronic tickets.
5. Describe your company's contingency plans in case of disruption to the office servicing the Foundation.
6. Describe your company's ability to link into United Healthcare Global (Travel Security Manager Services) the Foundation's contracted company for access to aggregated employee travel reservations for risk management purposes. The selected Offeror will undergo an implementation process with UHG after the Contract award.

III. POINT-OF-SALE SAVINGS

1. Describe any types of air savings programs that would be available to the Foundation. How will you ensure that negotiated rates are booked when appropriate?
2. Will you guarantee the lowest logical airfare, within our company guidelines? Will you refund any differences?
3. Describe any international faring expertise and savings you provide. Is this service wholly owned by your agency, or is it shared or subcontracted to a third party?
4. Do you have a corporate hotel program offering reduced rates? If so, please describe the features of your program.
5. Describe any car rental program(s) and save your agency can offer to the Foundation.
6. Can you link to our current Delta Skybonus Program?

IV. QUALITY/CUSTOMER SERVICE

1. Describe in detail your quality control procedures, from reservations to ticket delivery.

2. Describe your training programs for both new hires and existing travel counselors.
3. How do you monitor and evaluate travel counselor delivery of service?
4. What is the process for resolving customer service issues? What is the average response time?

V. TRAVELER SERVICES

1. Do you have a 24-hour emergency service? If so, is it a third-party service or is it company-owned and operated? Is your 24-hour service backed by a 100% financial guarantee?
2. What steps will you take if a traveler needs to make an emergency evacuation flight?
3. Describe your international services both pre and post-trip.
4. Describe any upgrades you provide for executive travelers.

VI. PAYMENT SYSTEM

1. Do you have automated reconciliation programs for centrally-billed charges?
2. Are you capable of charging two credit cards for one transaction? (business and personal trip difference).

VII. MANAGEMENT INFORMATION

1. Describe your pre-travel and post-travel reporting systems.
2. Describe your ability to provide custom and ad hoc reporting to the Foundation.

VIII. ACCOUNT MANAGEMENT

1. Provide contact information for the primary account manager and define the qualifications and responsibilities for that role. Note any other key contacts and their functions.
2. How will you keep travelers and travel management abreast of industry news and market updates?
3. Describe your ability to assist with vendor negotiations.

IX. GLOBAL CAPABILITIES

1. Describe the service configuration recommendations for the Foundation's international offices, especially in Africa.
2. What additional resources could you provide to the Foundation to assist with our global program?

X. FLY AMERICA ACT

1. Define the FAA as understood by your company and describe your familiarity with the act and how often it is utilized for booked flights.
2. Describe your experience with working with USG-funded organizations.

XI. IMPLEMENTATION

1. Provide an implementation plan and timeframe.
2. Describe the responsibilities of the individuals assigned to the implementation team.
3. Describe how you will orient travelers and travel arrangers to your program.

XII. REFERENCES

1. Provide the names and point of contact information for three current accounts of similar size.

XIII. FINANCIAL OFFER

1. Describe in detail your recommended financial proposal and how your pricing reflects your company's interest in working as a partner in the Foundation's mission.