



NATIONAL  
DEMOCRATIC  
INSTITUTE  
FOR INTERNATIONAL AFFAIRS

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Travel Management Company  
Request for Proposal

Date Issued: February 25, 2020

## OVERVIEW

### 1.1. Introduction

As a recipient of this Request for Proposal (“RFP”), your company (“you”, “your”, “supplier”) is considered a potential supplier of Travel Management Services to the National Democratic Institute for International Affairs (“NDI”, “we”). The RFP and all Appendices hereto are collectively the “RFP”.

### 1.2. About NDI

The National Democratic Institute is a nonprofit, nonpartisan, nongovernmental organization working to support and strengthen democratic institutions worldwide through citizen participation, openness and accountability in government. NDI is one of the four core institutes of the National Endowment for Democracy.

Since its founding in 1983, NDI and its local partners have worked to establish and strengthen democratic institutions and practices around the world by building political and civic organizations, safeguarding elections, and promoting citizen participation, openness and accountability in government. With staff members and volunteer political practitioners from more than 100 nations, NDI brings together individuals and groups to share ideas, knowledge, experiences and expertise. Partners receive broad exposure to best practices in international democratic development that can be adapted to the needs of their own countries. NDI’s multinational approach reinforces the message that while there is no single democratic model, certain core principles are shared by all democracies.

The Institute’s work upholds the principles enshrined in the Universal Declaration of Human Rights. It also promotes the development of institutionalized channels of communication among citizens, political institutions and elected officials, and strengthens their ability to improve the quality of life for all citizens.

NDI currently has 1,009 employees; however, at any given time there are advisors, consultants, volunteers or participants traveling on behalf of NDI.

### 1.3. Current Travel Program

Approximately 98% of travel for NDI is international. (See Appendix A for NDI’s 2019 travel data and top destinations.) NDI currently has two dedicated travel agents; one onsite and one offsite. All international travel is required to be purchased through our DC designated travel agency with limited exceptions for security concerns.

All travel booked through the DC designated travel agency is charged to a central business travel account (CTA). Hotels where we have field offices are booked by the field office locally; however, we are seeing an increase in travel to non-field office countries and therefore an increase in hotels booked by our DC designated travel

agency. Rental car spend is minimal. NDI participates in the following small business programs: United PerksPlus, Delta SkyBonus, American Business Extra and Emirates Skywards. We have a small discount program with Turkish Airlines.

#### 1.4. Travel Policy

The majority of NDI travel is funded by the US Government and therefore, travel must comply with the Fly America Act for most of its travel. Our class of service policy is that economy or coach class is to be used for the majority of travel. There are some exceptions where a traveler may fly business class but it must be approved by the Senior Operations Manager and President, Vice President or CFO. The travel policy is being reviewed and will be updated at the discretion of NDI.

### **RFP OBJECTIVES, PROCESS AND INFORMATION**

#### 2.1. RFP Objective

NDI's objective is to partner with a Travel Management Company ("TMC") that has extensive international experience as well as superior customer service. Additionally, we are looking for a TMC that will assist NDI in achieving savings, tracking spend and monitoring compliance to our travel policy.

We intend to continue having dedicated agents, preferably in our DC office. NDI's expectation is that the dedicated agents will be consultative with our travelers by suggesting lower fares, time saving options, facilitating upgrades with status, etc. Additionally, we utilize Concur Travel and would look to remain with that online booking tool.

#### 2.2. RFP Process Timeline

The timeline for the RFP process is as follows. While we do not anticipate any changes to this timeline, we reserve the right to make adjustments to it as we see fit.

<b><u>Date</u></b>	<b><u>Action</u></b>
February 25, 2020	RFP distributed
March 3, 2020	Deadline for bidder questions
March 10, 2020	Responses to bidder questions posted
March 23, 2020	Proposals are due
April 8-12, 2020	Presentations scheduled
April 22, 2020	Anticipated decision and selection

#### 2.3. Intent to Bid and Proposal Instructions

Please send your proposal via electronic mail for receipt no later than March 23, 2020. All proposals are to be submitted via email for receipt no later than 5 p.m. ET to Julie Jarrait, Senior Operations Manager, at [jjarrait@ndi.org](mailto:jjarrait@ndi.org).

Proposals must address and respond to all issues raised in the RFP. NDI requires that the person signing your offer is authorized to execute the contract on behalf of your company. Late proposals will not be accepted.

#### 2.4. RFP Conditions and Changes

NDI reserves the right to negotiate any or all RFP terms and conditions, and to cancel, amend or resubmit this RFP in part or entirety at any time.

This RFP is not an offer to contract, but represents a definition of specific requirements and an invitation to qualified Travel Management Companies to submit a response addressing our business requirements. Issuance of the RFP, your preparation and submission of a proposal, and subsequent receipt and evaluation of your proposal by NDI does not commit NDI to award a contract to you or any other respondent, even if all requirements stated in the RFP are met. All costs of participation including your proposal and subsequent activity in the selection phase are at your risk and any such costs, whether direct or indirect, are the responsibility of the bidder.

Nothing in this document shall be construed as an offer by NDI and no terms, discussions or proposals shall be binding on either party prior to execution of a definitive agreement. NDI reserves the right to reject any part or the entire proposal. NDI's decision may be made on any basis it deems pertinent to this undertaking, regardless of whether or not a particular factor is described in this Request for Proposal or otherwise discussed between the parties.

Proposals are expected to be binding for a period of one hundred and twenty (120) days from the published response date.

#### 2.5. Non-Disclosure and Confidentiality

Supplier shall hold in confidence and, without the prior written approval of NDI, shall not disclose to any third party, except to employees and approved subcontractors having a need to know, and Proprietary information provided to Supplier by NDI or any of its subsidiaries or affiliates. Supplier shall not use Proprietary information for any purpose other than responding to this RFP. The term "Proprietary Information" means (a) any information of NDI which is not openly communicated or accessible to third parties, whether or not marked or identified as confidential, related technical data and know-how, financial information, pricing, terms of sale, products, processes, plans, personnel, research and development projects or other aspects of the business of NDI until such information shall have ceased to be proprietary as evidenced by general public availability and knowledge, (b) information of a third party as to which NDI has a non-disclosure obligation, and (c) information produced by Supplier in the course of

performing the services. All tangible proprietary information in Supplier possession or control shall be promptly returned to NDI or destroyed on request or upon termination of this RFP, whichever occurs first.

## **RFP QUESTIONS**

### **3.1. General/Overview**

- a) Provide a brief overview of why you believe you are best suited to provide travel management services to NDI.
- b) Describe your organizational and reporting structure.
- c) Describe the mix of clients you currently have. Explain any experience with non-profit organizations and non-governmental organizations (NGO's), especially organizations that do international development work and/or are funded by the United States government.
- d) Define the implementation timing and process upon selection.

### **3.2. Account Management**

- a) Describe the primary duties of the account manager.
- b) How many accounts does the account manager handle? Is there a specific amount of time allotted to NDI versus other accounts? If so, how much?

### **3.3. Operations**

- a) Describe your basic operations including, but not limited to: location of call center(s), operating hours, average length of agent experience, agent turnover rate, GDS automation, other automation, quality control, etc. Please include your organization's experience in complying with federal travel regulations (Fly America Act, economy class, and per diem.)
- b) Describe your after-hours emergency service including, but not limited to: the location of the call center(s), hours, who operates the call centers, how quality standards are maintained, number of agents, access to payment information and profiles, etc.
- c) Understanding that NDI would prefer to have dedicated agents, do you have agents that you would recommend? If so, please include their CV's and an explanation of why they would be a good fit for NDI.

- d) Describe any backup/overflow options for when NDI has a short term increase in travel or in the event both dedicated agents are out.
- e) Do you have a system for automated travel authorization and approval prior to ticketing? If so, please describe.
- f) Describe any negotiated supplier programs in place that would benefit NDI.
- g) Explain the process, response time and tracking for customer service issues.
- h) Are unused tickets automatically tracked and refunded? Are unused non-refundable tickets tracked automatically? If so, does the agent see a reminder so that they can try to apply the credit toward another flight?
- i) What process do you use to notify travelers of a delay or cancellation? Do you own or use a technology that would automate this process?
- j) Do you offer automatic notifications of travel incidents around the world (i.e. airport closures, airline worker strikes, etc.)?
- k) Please describe any services or tools you can provide to help NDI's travel become more environmentally sustainable.

#### 3.4. Online Booking Tool

- a) NDI currently uses Concur Travel and would look to stay with it. Please advise if this online booking tool is available through your organization.
- b) Please describe your fulfillment process including any technology used to reduce manual intervention. Are online transactions accessible to all agents including after-hours agents? What is the process for faring international reservations?

#### 3.5. Reporting

- a) Please describe the available reports. Are pre-trip reports available as well as post-trip? Are the reports all in .pdf format or can they be downloaded into excel for manipulation?
- b) Describe your ability to track travelers at any given point in time.
- c) Please describe your ability to provide ad-hoc reporting. How long after a report is requested does it take to receive the report?

- d) Is there an online reporting tool that NDI would have access to? Does the tool allow customers to customize reports or does it only produce standard reports? Please be prepared to provide a demo.
- e) How soon after the end of a reporting period are the reports delivered? Who is responsible for providing the reports?
- f) Is a reconciliation report available that can be matched up against a centrally billed account?

### 3.6. Financial

- a) Please 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 NDI.
- b) 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.
- c) Provide details of any reporting fees (ad-hoc reports, reporting tool, unused ticket tracking and reports, etc.).
- d) Outline any other additional services and products that have an additional cost.
- e) Provide a sample monthly invoice with any backup documentation that would normally accompany the invoice.

### 3.7. References

- a) Please provide at least 2 current account references and 1 lost account reference, preferably similar in size and/or type of organization.

### 3.8. Additional Services

- a) Please describe any additional services or amenities that will be available to NDI and its travelers.

## APPENDIX A

Approximately 98% of NDI travel is international. The following is NDI's travel data for 2019.

Approximate number of travelers: 1,500  
2019 Total Travel Spend: \$3,743,172  
2019 Gross Air Spend: \$3,596,652  
2019 Air Travel Bookings: 4,345

These are the top 30 destinations for 2019.

USA	Turkey
Ukraine	Bosnia-Herzegovina
Tunisia	Kenya
Germany	United Arab Emirates
France	Armenia
El Salvador	Georgia
Colombia	India
Poland	Belgium
Serbia	Niger
Austria	Thailand
South Africa	Costa Rica
Guatemala	Ecuador
United Kingdom	Honduras
Nigeria	North Macedonia
Canada	Myanmar