



## MERCY CORPS

Request for Proposal – Travel TMC Selection

Date: May 20<sup>th</sup> 2021

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# I. Mercy Corps Overview

Mercy Corps is a global team of humanitarians, working together on the front lines of today's biggest crises to create a future of possibility, where everyone can prosper.

Our mission: to alleviate suffering, poverty and oppression by helping people build secure, productive and just communities.

In more than 40 countries around the world, our nearly 6,000 team members work side by side with people living through poverty, disaster, violent conflict and the acute impacts of climate change. We're committed to creating global change through local impact — 85 percent of our team members are from the countries where they work.

We bring a comprehensive approach to every challenge, addressing problems from multiple angles. Thanks to support from our extended global community, we've provided \$4 billion in lifesaving assistance to meet the urgent needs of more than 220 million people over nearly 40 years. In addition to emergency aid, we partner with local governments, forward-thinking corporations, social entrepreneurs and people living in fragile communities to develop bold solutions that make lasting change possible.

## **Through our impact, influence and innovations, in 2020 we:**

- Reached nearly 37 million people in more than 40 countries.
- Raised \$60.5 million for our COVID-19 Resilience Fund and have reached 15.1 million people so far through our response.
- Provided 1.8 million people with emergency cash assistance.
- Reached more than 4.9 million people with our work in the Democratic Republic of the Congo alone.
- Secured \$490 million in revenue from institutional and private funders in 2019.
- Piloted the use of 3D printing to support children with disabilities in Jordan's Za'atari refugee camp.
- Sponsored the Global Fragility Act, together with a coalition of 70 grassroots organizations, which created the first-ever U.S. government strategy to tackle alarming levels of global violence around the world. The act was signed into law in December 2019 after receiving bipartisan support in Congress.
- Launched FinX with a \$10M contribution from Ripple and Rippleworks with the goal to accelerate global financial inclusion by advancing innovative, responsible distributed ledgers, digital assets, cryptocurrencies and other digital financial solutions that help people join the global economy and lift themselves out of poverty.

See more details about our impact in 2020: <http://www.mercycorps.org>

# II. Project Background and Context

Mercy Corps is issuing this Request for Proposal (RFP) for the purpose of obtaining travel management services from a vendor with capabilities to meet the needs of our travelers and adhere to our donors' requirements.

The core business benefits Mercy Corps is seeking include:

- a) Exceptional customer service and attention to detail.
- b) Travel service partner with extensive experience in complex international travel.

- c) Policy compliance and the ability to book our interpretation of Fly America\* compliance in an online booking tool.
- d) Automated systems integration (via API).
- e) Spend oversight and analytics.
- f) Cost savings.
- g) Access to humanitarian fares.

**\*See Exhibit A**

The award decision will be based on vendor responses to the RFI, the RFP, interviews, references, product demonstrations and overall cost of services and implementation.

Approximate Mercy Corps Travel Volume

For the current bid, Mercy Corps is providing the following numbers based on 2019 spend:

- (1) Domestic travel - fully within the United States (approximately 11% of air spend, \$400,000 / 1,000 tickets annually)  
 \*\* At present 60% booked online / 40% touch \*\*
- (2) International travel - to include all travel that (a) touches the United States (b) involves employee relocation from one country to another (which can include travel that does not involve the U.S.) (c) U.S. HQ travelers (d) International team members who elect to book with our U.S. TMC but are not required to. (approximately 89% of air spend, \$3,200,000 / 3,400 tickets annually)  
 \*\* At present 100% of international bookings are a touch booking \*\*
- (3) To efficiently process an average of 500 ticket exchanges (annually)

We estimate that the selected vendor can expect a trajectory of the above annual air volume once travel patterns normalize but should have the capacity to support additional travel bookings if we expand our scope at a later date.

This data is presented to assist in pricing of the RFP and does not represent a commitment of any kind by Mercy Corps.

A copy of our full travel policy will be provided with completion and receipt of signed NDA.

### **III. Desired Services & Scope of Work**

For purposes of back up support team configuration and pricing out of hours fee calculation, Mercy Corps anticipates regular business hours of 5am to 5pm Pacific Monday to Friday.

At least 1 designated lead agent with designated offsite backup support team of at least 4 individuals.

24/7 in house after hours booking support.

Preferred pricing model:

- A bundled transaction fee with a maximum of two ticket \$ charges across multi-segment trips.
  - A quoted \$ price per booking /action reflective of all monthly fees outside of the tickets themselves. There would be no monthly fees for items such as the maintenance and availability of the booking portal, reporting tools or agent salary.
- Please include a clear definition of a “transaction”.
- Include a list of fees for optional additional services the TMC provides.
- Primary and secondary pricing model options should be included for comparison, if possible.

Performance to required SLAs of:

- **Reservation Response Times**
  - 80% of incoming calls answered by an agent within 20 seconds.
  - 100% of emails and phone messages responded to with options within 4 hours.
- **24 Hour “Emergency” Service**
  - 80% of incoming calls answered within 60 seconds / Maximum hold time of 2 minutes for calls.
  - 90% of emails acknowledged or responded to within 2 hours (not including automated canned responses).
  - 100% of all phone calls and emails resolved within a 4 hour period for emergencies, excluding periods of major events (such as 9/11, ash cloud).
- **Agent Accuracy**
  - 99% of all options provided and itineraries booked are 100% accurate in accordance with the traveler’s request.
  - 99% of options provided are within our travel policy (Fly America\*, Lowest Logical Airfare, etc.).
  - 99% of exceptions to policy include the correct justification for reporting purposes.

Technology:

- **Trip Request:** The ability to receive an approved trip request from Mercy Corps via API that includes relevant custom data fields for inclusion in TMC reporting.
- **Online booking tool (OBT):** We are looking for an OBT that can handle the following requirements:
  - Book our interpretation of Fly America\* compliance including justification reporting by leg.
  - Effectively build and price international split ticket and multi segment itineraries.
  - Capability to book, cancel, change, and track unused tickets.
  - The ability to integrate with travel request pre-trip approval via an approval code.
  - Detailed policy rules options.
  - Carbon emissions displayed at point of options.
- **Reporting/analytics system:** A robust reporting system with the ability for Mercy Corps to create our own custom reports and dashboards.
- **Hotel payment solutions:** A solution that enables the centralized payment and reconciliation of all hotel bookings, including the capturing of hotel invoice/receipts.
- **Integrated Visa, passport and health requirements:** An integrated solution for both online and offline bookings that provides information to travelers related to their itinerary with the option of getting Visa processing support.
- **Chat:** The ability to communicate via chat. Both via a bot and a live agent.

Implementation Plan:

If you are selected as Mercy Corps’ TMC, please give a high-level overview of the proposed implementation plan and timeline, including:

- Major action items and phases.
- Timeline for agent assisted vs OBT bookings.
- Proposed implementation costs.

**\*See Exhibit A**

## IV. Evaluation of Proposals

Proposals will be scored using the following technical criteria. Points for each question will range from 0-25 with a maximum technical score of 100 points. Proposals should address each evaluation criteria.

- **Adherence to the RFP Requirements:** Did the bidder conform to all requirements, products or service specifications in the RFQ or RFP? **Extra consideration for the ability to book end to end our interpretation of Fly America compliance\* within an online booking tool.** (0-25)
- **Technical Criteria:** Includes the bidder's understanding of the service or procurement required, bidder's management plan, supplier's qualifications and bidder's overall resources. Does the supplier have the right qualifications (registration, insurance, experience)? (0-25)
- **Management Criteria:** Includes the bidder's experience on similar projects, bidder's performance on similar projects, bidder's available facilities and resources for the project and the bidder's plan for management and control of the project. (0-25)
- **Cost Criteria:** Is the cost within any pre-determined price range, such as cost estimates from a market analysis? Is the bidder able to charge costs at the transaction level vs. fixed fee? In most cases, cost is evaluated using value for money, unless otherwise directed by donor requirements. (0-25)

\* See Exhibit A

## V. Proposal Format & Requirements

In order to securely submit proposal information and to ensure that your proposal will be properly evaluated, you are asked to submit your proposal according to the specified format requirements listed below. Standard proposal formats are acceptable as long as the following information is included:

1. Name, address, telephone number and email address for principal contact.
2. A brief outline of your organization and services offered, including:
  - Full legal name, jurisdiction of organization or incorporation and address of the company.
  - Full legal name and country of citizenry of company's President and/or Chief Executive Officer and all other officers and senior managers of the company.
  - Year business was established.
3. Name and professional qualifications of personnel who would provide the services.
4. Names, addresses, phone numbers and email addresses of at least two clients of similar industry and scope of operations as Mercy Corps that can be contacted as references.
5. Two most recent years of financial statements in addition to disclosures of any material changes, mergers, or acquisitions being considered (NDA provided as an attachment).

### CONTACT FOR BID INQUIRIES

All inquiries concerning this solicitation shall be addressed to the following Designated Contact:

- Mark Spencer | Director of Global Procurement | [m Spencer@mercy Corps.org](mailto:m Spencer@mercy Corps.org)

Please email an electronic version of your response (via email), including all supporting documentation, and direct questions about the RFP to the designated contact.

All questions should be submitted in writing (via email) citing the particular bid section and paragraph number. Bidders should note that all clarifications and exceptions are to be resolved prior to the submission of a bid.

Only questions received during the Question and Answer period (as outlined in the RFP Calendar/Timeline below) will be addressed. No telephone questions will be answered. Official answers to the questions will be posted on Mercy Corps website at [www.mercycorps.org/tenders](http://www.mercycorps.org/tenders)

#### RFP CALENDAR/TIMELINE

- RFP published May 20th 2021 11AM PST
- Questions and Answers period May 20th to June 4th
- RFP responses due June 11th 5PM PST
- Vendor fare exercise TBD in mid to late June
- Vendor meetings week of TBD in late June / early July
- Vendor selected and notified TBD in mid to late July

Documents constituting the tender offer:

- RFP document
- NDA (mutual) for purposes of supplying financials and receiving our full travel policy
- Supplier information form for completion

## VI. Other Terms & Conditions

#### WITHDRAWAL OF RFP

Proposals may be withdrawn before the RFP submittal deadline by submitting a written request to the Contact Person. Re-submittal before the RFP submittal deadline can be made; however, they may not be re-submitted after the deadline.

#### RFP COSTS

All costs incurred in the preparation and presentation of proposals to the RFP shall be completely absorbed by the responding party to the RFP. All documents submitted as part of the RFP will become property of the Mercy Corps. Requests for specific material to be returned will be considered. Any material submitted that is confidential must be clearly marked as such.

#### AWARD BASIS

At the option of the Mercy Corps, finalists for the Agent designation may be selected for a final round of negotiations; however, applicants are encouraged to present their best offers with their initial submission. Mercy Corps reserves the right to accept or reject any and all proposals, to waive any irregularities in any proposal process, and to make an award of contract in any manner in which Mercy Corps, acting in the sole and exclusive exercise of its discretion, deems to be in Mercy Corps' best interest.

#### CONTRACTUAL DEVELOPMENT

Once an applicant is approved as the exclusive Agent, the successful respondent will enter into a contract with the Mercy Corps. Contract discussion and negotiation will follow the award selection. Bidders must be amenable to inclusion, in a contract, of any information provided whether herein or in response to this RFP, or developed subsequently during the selection process.

#### CONTRACT TERMS

Firms that are selected as the exclusive Agent are eligible to enter into a service contract. Mercy Corps may terminate the contract upon written notice to the Agent of not less than thirty (30) days.

### **EQUAL OPPORTUNITY**

Mercy Corps emphasizes that all respondents will receive full consideration without regard to race, color, religion, sex, national origin, sex, disability, age or sexual orientation. Minority and women-owned firms are especially encouraged to respond to this RFP.

### **LIMITATIONS**

Mercy Corps reserves the right to reject any and all Proposals and to waive any informality in the solicitation process. Total proposal length excluding cover letter, details of professionals who will provide services, and contact information of client references, should not exceed 12 pages.



## EXHIBIT A: Fly America Act

Fly America Act compliance is required for any travel that will be charged to a US government funded grant or Mercy Corps' indirect cost pool. When travel requires Fly America Act compliance all flight legs must be ticketed on a US flag carrier or US flag carrier codeshare unless an allowable exclusion applies. One of the following exclusions must be documented for each leg of travel that is flown on a non-US flag carrier.

### **A. Exclusions applicable to any travel (includes the scenarios in provided in B. and C.):**

- 1) No US Flag Air Carrier (including service provided under US Flag Carrier code share) provides service on this particular leg of the route.
- 2) Travel is on an EU, Norwegian or Icelandic carrier and therefore the Open Skies exception applies.
- 3) The Open Skies exception applies because travel is on a Japanese, Swiss or Australian carrier where (a) the origin and destination is between the USA and Switzerland, Japan or Australia (not beyond, as defined by not being a "through fare"), and there is not a city pair fare in place between origin and destination, or (b) the travel is between any two points outside the United States.
- 4) Tickets are not available in the authorized class of service on a US Flag Carrier.
- 5) Service on the foreign carrier is 3 hours or less and use of a US Flag Carrier would at least double en route travel time.

### **B. Exclusions applicable only when traveling between the U.S. and another country:**

- 6) Travel by a US carrier would increase the total number of aircraft changes outside of the US by two or more, when compared to foreign carrier.
- 7) Travel by a US Carrier would require connecting time of 4 hours or more at an overseas interchange point, but travel by the foreign carrier would require less than a 4 hour layover at the interchange point. Exclusion applicable only when traveling between the US and another country AND a US carrier does not offer non-stop or direct service (no aircraft change) from your origin to your destination.
- 8) Travel by a US Carrier would increase the total time in travel status by at least 6 hours more than travel by foreign carrier. Exclusion applicable only when traveling between the US and another country AND a US carrier does not offer non-stop or direct service (no aircraft change) from your origin to your destination.
- 9) Travel by a US Carrier would extend the total time in travel status by at least 24 hours more than travel by foreign carrier. Exclusion is only applicable when traveling between the US and another country AND a US carrier offers nonstop or direct service (no aircraft change) from your origin to your destination.

### **C. Exclusions applicable only for travel that occurs solely outside the US, and a US Flag Carrier provides service between origin and destination:**

- 10) Travel by a US carrier would increase the total number of aircraft changes en route by two or more, when compared to foreign carrier.
- 11) Travel by a US Carrier would increase the total time in travel status by at least 6 hours more than travel by foreign carrier.
- 12) Travel by a US Carrier requires connecting time of 4 hours or more at an overseas interchange point, but travel by the foreign carrier would require less than a 4 hour layover at the interchange point.