

PROVISION OF TRAVEL MANAGEMENT SERVICES

Issued by
The Global Alliance for Improved Nutrition (GAIN)

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1. PROJECT BACKGROUND AND SCOPE OF WORK

ABOUT GAIN

The Global Alliance for Improved Nutrition (GAIN) is a Swiss-based foundation launched at the UN in 2002 to tackle the human suffering caused by malnutrition. Working with both governments and businesses, we aim to transform food systems so that they deliver more nutritious food for all people.

At GAIN, we believe that everyone in the world should have access to nutritious and safe food. We work to understand and deliver specific solutions to the daily challenge of food insecurity faced by poor people. By understanding that there is no “one-size-fits-all” model, we develop alliances and build tailored programmes, using a variety of flexible models and approaches.

We build alliances between governments, local and global businesses, and civil society to deliver sustainable improvements at scale. We are part of a global network of partners working together to create sustainable solutions to malnutrition. Through alliances, we provide technical, financial and policy support to key participants in the food system. We use specific learning, evidence of impact, and results of projects and programmes to shape and influence the actions of others.

Headquartered in Geneva, Switzerland, GAIN has representative offices in the Netherlands, the United Kingdom, and the United States. In addition, we have country offices in Bangladesh, Ethiopia, India, Indonesia, Kenya, Mozambique, Nigeria, Pakistan, Benin, Rwanda, Uganda and Tanzania. Programmes and projects are carried out in a variety of other countries, particularly in Africa and Asia.

BACKGROUND

The Global Alliance for Improved Nutrition (GAIN) is issuing this Request for Proposal (RFP) and will be the administrative lead organisation for this RFP.

GAIN seeks to partner with either a globally operating Travel Management Company (TMC), or three regionally based TMCs in Europe, Africa and Asia, to provide comprehensive Travel Management Services. The selected TMC(s) must be highly qualified, reputable and experienced, with a strong global presence, an intuitive and user-friendly online platform, good value fares and outstanding customer service. We require that a TMC will support GAIN in achieving cost efficiencies, ensuring compliance with our travel and sustainability policies, and prioritising the safety and security of our employees as they travel.

The selected TMC(s) will play a crucial role in streamlining GAIN's travel processes, providing reliable support for both routine and complex itineraries, and offering innovative solutions to meet our travel needs.

1.1 GAIN's Current Travel Programme and Business Priorities

Approximately 82% of travel for GAIN is international (see Appendix A for GAIN's 2023 travel data and top destinations). GAIN currently uses a centralised TMC to book most of its travel, however, it is not currently mandatory that every trip be booked through the TMC. The remaining travel (around 20%) is booked either through local travel agencies or directly with the service provider and reimbursed. In the future we intend to implement a financial parameter that would minimise travel booked outside of the TMC or possibly, to require all bookings to be made via the TMC.

The following principles guide GAIN's travel planning:

- **Efficiency and impact:** GAIN encourages staff to be thoughtful about how travel can best advance our mission and impact. Travellers are encouraged to only travel when necessary, and to consider multiple objectives when planning trips.
- **Cost-consciousness:** As a non-profit organisation, GAIN has the fiduciary responsibility to ensure that travellers do not incur inappropriate or excessive travel expenses. We currently request that

travellers consider value for money, noting that this does not necessarily always mean taking the cheapest option. First and business class are only allowed on exceptional circumstances and require prior approval. In 2023 the percentage of Charity and negotiated spend was 61% of our total travel booked through the TMC. We expect that the successful TMC can identify opportunities for cost savings, such as by securing access to negotiated rates with suppliers.

- **Safety and Security:** GAIN places the utmost importance on the safety and security of our colleagues. We expect the chosen TMC to offer advanced technology solutions that will effectively safeguard our team during travel.
- **Sustainability:** When travelling, employees should do so in the least environmentally damaging way. Where services exist and are safe, all travel that takes less than 6 hours should be taken by train. If air travel cannot be avoided, employees should always choose the most direct route and efficient airline for that route.

GAIN is exploring how to further 'green' our travel and is currently revising our carbon emission targets. While travel has increased post-pandemic, we expect the amount of international travel to decrease in the coming years. The figures in Appendix A are provided as an example of our travel history, and the contract with the TMC(s) will not impose a minimum guarantee on volume of travel on the part of GAIN.

Note that our travel and sustainability policies are currently under review. We expect the chosen TMC to be able to support our ability to meet our emission targets in the form of data-tracking and reporting.

1.2 SCOPE OF WORK AND DELIVERABLES

GAIN seeks to partner with a TMC that delivers value through a strong global network, access to competitive rates on flights, accommodation and ground transport, user-friendly technology platforms, advanced security features, and with the capabilities to integrate GAIN's travel and sustainability policies.

1.2.1 SCOPE OF SERVICES

Customer service:

- The TMC shall offer multiple channels for customer service support, including email, phone, Whatsapp and/or webchat, to accommodate employees across GAIN's countries.
- Customer service representatives must be proficient in English to ensure clear and effective communication.
- Regular customer service must be available during GAIN's standard hours of operation, which are 9:30am to 4pm CET Time. 24-hour emergency support must also be available and is further detailed in the Safety and Security section.
- Response times are critical, with an expectation to match or exceed current standards where 90% of emails are responded to within two hours.
- The TMC shall provide timely notifications to both GAIN and travellers regarding events that may affect travel, including airport closures, flight delays or cancellations, strikes, and relevant local political, safety or security concerns.
- Services provided by the TMC must reflect professionalism, demonstrating a strong knowledge base and extensive experience in global travel management.
- The TMC shall operate in strict compliance with GAIN's travel policies and procedures, ensuring that bookings are only made once all required approvals have been obtained.

Advanced Technology Solutions:

- The TMC shall offer an intuitive online booking tool that allows colleagues to efficiently search, compare, and book travel and accommodations.
- The tool shall include features that ensure automatic compliance with GAIN's travel and sustainability policies, streamlining the booking process while supporting policy adherence.
- The tool shall ensure that only persons authorised to book travel and accommodation on GAIN's behalf are able to do so, and that bookings cannot proceed without the required approvals.

Air Travel:

- The TMC shall provide tickets for both international and domestic air travel, ensuring value for money, direct and convenient routing, and alignment with sustainability considerations. Domestic travel includes air travel within GAIN countries in Africa and South/South East Asia.
- The TMC shall offer reasonable flexibility to GAIN, allowing for itinerary changes at short notice when necessary.
- The TMC shall offer the lowest applicable fare for the most direct route available at the time of booking, in full compliance with GAIN's travel policy.
- The TMC shall provide three quotes for each itinerary requested.
- The TMC shall promptly process refunds for any cancelled flights.
- For each proposed itinerary, the TMC shall provide the following detailed information:
 - Airfare and ticketing deadlines
 - Fare restrictions, such as flexibility, validity, penalties for changes and cancellations
 - Required visa or other requirements for entry and transit
 - Ticket conditions, including baggage allowances and any pertinent pre-departure details
 - Carbon emissions data, including indicators of flights with lower-than-average CO2 emissions and/or fuel-efficient flights to support GAIN's emission reduction target
 - OPTIONAL: Health, safety, and security information relevant to the destination

Ground Travel:

- The TMC shall arrange tickets for ground transportation, including buses, trains, and boats/ferries, for both domestic and international journeys, ensuring alignment with GAIN's travel policy.

Accommodation:

- The TMC shall provide assistance with accommodation reservations upon request, adhering to GAIN's travel policy. This service includes planning, booking, and making amendments to reservations as needed.
- The TMC shall have the capability to negotiate discounts on standard rates, secure reduced tariffs, or apply existing corporate discounts available through partnerships with specific accommodation providers.

Safety and Security:

- The TMC must provide a 24/7 emergency support line accessible by phone, WhatsApp, or webchat to assist travellers at any time. It is essential that this can be accessed free of charge in all countries.
- The TMC shall offer live traveller tracking, clearly monitoring and displaying the journeys of all staff from departure through arrival and return.
- Automated risk alerts emailed to the relevant persons at GAIN throughout the journey (likely the traveller, the traveller's manager and the Security Manager).
- The TMC shall assess and advise on risk levels, ideally through a 'heat map'.

Sustainability Target:

- The TMC shall support the operationalizing of GAIN's travel policy guidance specifically to support the managed reduction in GAIN's carbon emissions. This could include but is not limited to the functionalities below:
- Providing informational nudges, such as emission comparisons across booking options to guide green decision-making, provision of eco-tips or resources to educate employees on environmental impacts of travel, etc.
- Integration of GAIN's travel policy language, such as in the form of pop-up prompts, to remind employees of travel guidance throughout the booking process.
- Automatic filtering, such as showing only train journeys on qualifying itineraries (e.g. journeys shorter than 6h that are feasible and safe by train).
- Accurate data-monitoring and timely reporting. This should include keeping a running database of emissions from all bookings. Reporting such data should be customizable using filtering parameters such as itinerary (domestic vs international), budget code, destination country, departure country, traveller, team/department, etc. Data reports should also be available to send on either a quarterly or six-monthly basis.
- GAIN currently purchases carbon credits to offset emissions for all travel booked through our current TMC. While we purchase from a verified carbon crediting programme, GAIN is interested in hearing from TMCs that can either a) seamlessly integrate our current carbon credit scheme into their service offer, and/or b) their own carbon crediting schemes

Training:

- The TMC will provide training to GAIN at agreeable periods when required, including but not limited to online tools and online bookings.

Optional services:

Approval process and policy adherence: The TMC may integrate our travel policy and approval process into the TMC travel platform. Note that GAIN currently uses SharePoint to manage our travel authorisations, and we use Microsoft technologies including Power Automate to automate the process. As part of the tender process, we will be open to reviewing your platforms, particularly from the optics of user-friendliness and the ability to interact with other workflows, such as travel expense processing. We would also be interested in exploring whether the TMC travel platform can replace all travel related processes.

Visa processing: The TMC may fully support the processing of visa applications. The scope of services could include the provision of comprehensive information on visa requirements for the destination country based on the traveller's nationality and passport, step-by-step guidance on the application processing, provision of relevant application forms, assistance in completing the forms, as well as submission and collection of documents on behalf of the traveller. The TMC may be fully involved in the entire process.

Travel application: The TMC may be able to provide a branded travel application for traveller's mobile phone devices, compatible with iOS, Android and other systems.

Sustainability tracking: The TMC may have a personalized, real-time data dashboard which displays metrics such as accrued emissions, miles, journeys etc. for both individuals and GAIN-wide when employees log-in to the TMC portal.

1.2.2 MANDATORY COMPETENCIES

- The TMC shall meet the service requirements laid out in 1.2.1
- The TMC shall have a sufficient number of experienced and professionally trained travel experts and staff members to support GAIN in the services requested in this RFP.
- The TMC must have at least 5 years of proven experience of providing corporate travel management services on a global scale, with references of client profiles similar to GAIN.
- The TMC must be able to operate in GAIN's normal working hours. In addition, the TMC must be contactable for urgent queries outside of standard business hours, through phone, online chat and/or Whatsapp options
- The TMC must have global capabilities and an extensive network of partners.
- The TMC must have access to negotiated, reduced and/or Charity fares.
- The TMC will appoint a suitably experienced Account Manager who will oversee the overall relationship between the TMC and GAIN.
- The TMC must be able to provide fully itemised invoices on a monthly basis, with supporting data in standard formats (Excel, OXF).
- The TMC must follow GDPR and the Swiss FADP.

TYPE OF AWARD ANTICIPATED

The successful bidder shall be contracted for an initial probationary period of two years, renewable upon satisfactory evaluation of performance. GAIN retains the right to terminate the agreement with the selected TMC at any time if it finds that quotes are higher than industry standard, the TMC does not render the minimum services described in this RFP, or that the performance is below satisfactory.

2. INSTRUCTIONS FOR RESPONDING

This section addresses the process for responding to this solicitation. Applicants are encouraged to review this prior to completing their responses.

CONTACT

Please direct all inquiries and other communications to the contact below. Responses will not be confidential except in cases where proprietary information is involved.

Megan Cruickshank, Governance Assistant.

mcruickshank@gainhealth.org

BUDGET

Applicants are required to provide GAIN with a detailed fee percentage proposal. The final budget amount will have to be approved by the organisation prior to starting the project.

SUBMISSION

Proposals should:

- Comprise one electronic copy containing all documents in MS word, with all the required information including the fee proposal, and not exceed 10 sides of A4 including Appendices
- Reach GAIN at the address mentioned below:
Megan Cruickshank

mcruickshank@gainhealth.org

DEADLINE

Completed proposals should be submitted to GAIN **before 17:00 Central European Time on Wednesday 27th November.**

UNACCEPTABLE

The following proposals will automatically not be considered or accepted:

- Proposals that are received after the RFP deadline.
- Proposals received by fax.
- Incomplete proposals.

REVISIONS

Proposals may be revised by electronic mail and confirmed by hard copy provided such revision(s) are received before the deadline.

ACCEPTANCE

GAIN will not necessarily accept the lowest cost or any of the Proposals submitted. Accordingly, eligibility requirements, evaluation criteria and mandatory requirements shall govern.

COMPLETION

- Proposals must be submitted on official letterhead of the lead organisation or firm.
- In case of errors in calculating overall costs, the unit costs will govern.
- It is the applicant's responsibility to understand the requirements and instructions specified by GAIN. In the event that clarification is necessary, applicants are advised to contact the responsible person at GAIN under section II. point 1., prior to making their submission.
- While GAIN has used considerable efforts to ensure an accurate representation in this Request for Proposal (RFP), the information contained in this RFP is supplied solely as a guideline. The information is not warranted to be accurate by GAIN. Nothing in this RFP is intended to relieve applicants from forming their own opinions and conclusions with respect to the matters addressed in this RFP.
- By responding to this RFP, the applicant confirms its understanding that failing to comply with any of the RFP conditions may result in the disqualification of their submission.

RIGHTS OF REJECTION

GAIN reserves the right to reject any or all submissions or to cancel or withdraw this RFP for any reason and at its sole discretion without incurring any cost or liability for costs or damages incurred by any applicant, including, without limitation, any expenses incurred in the preparation of the submission. The applicant acknowledges and agrees that GAIN will not indemnify the applicant for any costs, expenses, payments or damages directly or indirectly linked to the preparation of the submission.

REFERENCES

GAIN reserves the right, before awarding the Proposal, to require the applicant to submit such evidence of qualifications as it may deem necessary, and will consider evidence concerning the financial, technical and other qualifications and abilities of the applicant.

RELEASE OF INFORMATION

After awarding the Proposal and upon written request to GAIN, only the following information will be released:

- Name of the successful applicant.
- The applicant's own individual ranking.

3. TERMS AND CONDITIONS OF THIS SOLICITATION

NOTICE OF NON-BINDING SOLICITATION

GAIN reserves the right to reject any and all bids received in response to this solicitation and is in no way bound to accept any proposal. GAIN additionally reserves the right to negotiate the substance of the successful applicants' proposals, as well as the option of accepting partial components of a proposal if deemed appropriate.

CONFIDENTIALITY

All information provided as part of this solicitation is considered confidential. In the event that any information is inappropriately released, GAIN will seek appropriate remedies as allowed. Proposals, discussions, and all information received in response to this solicitation will be held as strictly confidential.

RIGHT TO FINAL NEGOTIATIONS ON THE PROPOSAL

GAIN reserves the right to negotiate on the final costs, and the final scope of work of the proposal. GAIN reserves the right to limit or include third parties at GAIN's sole and full discretion in such negotiations.

EVALUATION CRITERIA

Proposals will be reviewed by the Selection Team. The following indicate a list of the significant criteria against which proposals will be assessed. This list is not exhaustive or 100% inclusive and is provided to enhance the applicants' ability to respond with substance.

The proposal must:

- Provide an overview of the Travel Management firm, detailing how and why they are the best entity to meet the requirements outlined in section 1.2 of this RFP.
- Expertise of the firm – Provide a list of at least 5 recent awards of similar scope and duration. The information shall be supplied as a table (sample provided in Appendix B) and shall include the name of the organisation for which the services are/were provided, a description of the work provided, the duration of the work, and a current contact email address of a representative of the organisation.
- Example of quotes – Provide a set of example quotes found in Appendix C. This should ideally be displayed as a screenshot from the online booking tool.
- Finances – Submit a financial proposal which provides a detailed cost breakdown and fees linked to the requirements of this RFP.

Applicants are required to submit the following information, conforming to the guidelines given in this section:

- Understanding of the scope of work:
 - Proposal shall demonstrate a clear understanding of the project objective and deliverables as outlined in Section 1.
 - Provide a set of proposed KPIs for measuring performance.
- Demonstrate a clear understanding of the technical requirements of this RFP:
 - Providing detailed technical documentation of the proposed strategy.
 - Evidence of experience delivering solutions using proprietary information technology and/or connecting to client technology.
- The creative and methodological approaches required to implement each of the parts of the scope of work.
- Comprehensiveness of work plan and reasonableness of proposed time frame:
 - Proposal shall include a feasible work plan to ensure successful completion of deliverables.
 - The work plan details how activities will be coordinated.
- Detailed budget and cost-effectiveness of proposed approach:
 - Evidence of cost-effective approaches to undertaking the scope of work.
 - Proposal shall identify possible challenges and include creative approaches to addressing them.
 - Proposal shall include details on the payment process to the supplier.
- Management and personnel plan:
 - Proposal shall include how the customer/supplier relationship will be overseen and supported.
 - The team members working on this project shall have the relevant qualifications and overall experience required to successfully implement the project.
 - Proposal shall include the number of staff assigned to GAIN and how they are organised.
 - Roles and responsibilities of each team member shall be clearly defined. GAIN shall have one main contact person clearly identified in the proposal.
- A duly completed offer of services.

GAIN reserves the right to contact the individuals and contractor(s) in order to verify the information provided as part of the Proposal.

REVIEW PROCESS

The review process will involve a Review Panel with participants selected by GAIN.

LIMITATIONS WITH REGARD TO THIRD PARTIES

GAIN does not represent, warrant, or act as agent for any third party as a result of this solicitation. This solicitation does not authorise any third party to bind or commit GAIN in any way without GAIN's express written consent.

COMMUNICATION

All communication regarding this solicitation shall be directed to appropriate parties at GAIN. Contacting third parties involved in the RFP, the review panel, or any other party may be considered a conflict of interest and could result in disqualification of the proposal.

FINAL ACCEPTANCE

Award of a Proposal does not imply acceptance of its terms and conditions. GAIN reserves the right to negotiate on the final terms and conditions including the costs and the scope of work when negotiating the final contract to be agreed between GAIN and the applicant.

VALIDITY PERIOD

The offer of services will remain valid for a period of 60 days after the Proposal closing date. In the event of award, the successful applicant will be expected to enter into a contract subject to GAIN's terms and conditions.

INTELLECTUAL PROPERTY

Subject to the terms of the contract to be concluded between GAIN and the applicant, the ownership of the intellectual property related to the scope of work of the contract, including technical information, know-how, processes, copyrights, models, drawings, source code and specifications developed by the applicant in performance of the contract shall vest entirely with GAIN.

SCOPE OF CHANGE

Once the contract is signed, no increase in the liability of GAIN or in the fees to be paid by GAIN for the services resulting from any change, modification or interpretation of the documents will be authorised or paid to the applicant unless such change, modification or interpretation has received the express prior written approval of GAIN.

4. OFFER OF SERVICES

1. Offer submitted by:

(Print or type business, corporate name and address)

2. I (We) the undersigned hereby offer to GAIN, to furnish all necessary expertise, supervision, materials, and other things necessary to complete to the entire satisfaction of the Executive Director or authorised representative, the work as described in the Request for Proposal according to the terms and conditions of GAIN for the following prices:
- Click or tap here to enter text.
 - Click or tap here to enter text.
 - Click or tap here to enter text.
 - Click or tap here to enter text.
3. I (We) agree that the Offer of Services will remain valid for a period of sixty days (60) calendar days after the date of its receipt by GAIN.
4. I (We) herewith submit the following:
- A Proposal to undertake the work, in accordance with GAIN's requirements specified.
 - A duly completed offer of services, subject to the terms herein.

OFFERS WHICH DO NOT CONTAIN THE ABOVE-MENTIONED DOCUMENTATION OR DEVIATE FROM THE PRESCRIBED COSTING FORMAT MAY BE CONSIDERED INCOMPLETE AND NON-RESPONSIVE.

Date this day of Click or tap here to enter text. in Click or tap here to enter text.

_____ Click or tap here to enter text.

Signature (applicant)

_____ Click or tap here to enter text.

Signature (applicant)

Appendix A

In 2023, GAIN spent around \$1,600,000 on travel, over 2562 trips with 211 different travellers. This includes both national and international travel (flights, trains, buses and taxis), however the majority of our travel spent is on airfare.

The top destinations for 2023 are:

Country	Bookings
Netherlands	108
Switzerland	83
Kenya	74
United Kingdom	67
Tanzania	50
Ethiopia	36
Rwanda	36
Italy	35
India	33
United States	32
Benin	28
Uganda	27
Nigeria	23
Turkey	20
United Arab Emirates	20
Bangladesh	13
Mozambique	12
Indonesia	11
Denmark	8
Germany	8

Appendix B

Past Performance Form

Include projects that best illustrate your work experience relevant to this RFP and GAIN. Projects should have been undertaken in the past three years.

#	Name of the Company	Description of Activities and Duration	Contact email address
1			
2			
3			
4			
5			

Appendix C

Sample Quotes:

Ideally, please provide screenshots taken from the online booking tool. Please include information regarding:

- Different fare options, such as charity and negotiated fares
 - Baggage allowances
 - Fare restrictions, such as flexibility and penalties for changes and cancellations
 - Carbon emissions data
-
1. Flight: London to Kigali, Depart January 7th, Return January 10th
 2. Flight: London Gatwick to Geneva, Depart January 19th, Return January 22nd
 3. Flight: Nairobi to Mombasa, Depart December 15th, Return December 20th
 4. Flight: Maputo to Nampula, Depart December 15th, Return December 20th
 5. Flight: Karachi to Dubai, Depart January 23rd, Return January 30th
 6. Train: London Paddington to Geneva, Depart January 19th, Return January 22nd