

May 16, 2022

REQUEST FOR PROPOSAL (RFP) FOR TRAVEL MANAGEMENT SERVICES

Wedu is soliciting proposals for professional services from qualified and established travel agencies for a project scheduled for August 2022. The RFP comprises three sections. Bidders are advised to review the sections and requirements carefully before proceeding to submit their proposals.

Section A: Overview

Information on purpose and submission dates.

Section B: Details of Requirements

This section lists the requirements of the logistics plan and the selection criteria of the successful bidder.

Section C: Response format

All submissions should be submitted following the format of the questions listed.

The deadline for submission of this RFP is May 27, 2022. Please submit any questions you have regarding the specifications to shima@weduglobal.org.

Wedu appreciates your interest in our procurement opportunity and looks forward to receiving your proposal.

SECTION A: OVERVIEW

Purpose

Wedu is interested in receiving pricing from a qualified and established travel agency to develop and manage a logistics plan for a 5-day workshop for 56 youth from ASEAN and Timor Leste, scheduled for May 2021. Wedu requests that all agencies examine the specific requirements contained in this RFP and prepare your responses in accordance with the requirements of this RFP. Preference is given to a travel agency that is based in Bangkok, Thailand.

Background

Wedu's vision is a world where half of all leaders are women. Wedu nurtures women's leadership development across Asia by supporting their unique, lifelong journeys with mentorship, leadership academies, customised learning opportunities, and funding for education. Since 2012, Wedu has impacted over 2,000 women across 27 countries in Asia. Learn more at weduglobal.org. This year Wedu is organizing a 5-day regional workshop in Bangkok, Thailand, for 56 youth from across Southeast Asia. The Travel Agent will support Wedu in managing the participants' travel and other required logistics related to the event.

Process and Timeline

The following dates are set for information and planning purposes. All questions must be submitted in writing by email to Ms. Shima Jaafar shima@weduglobal.org. The deadline for RFP submission is May 27, 2022 COB. The term COB denotes 5:00 p.m +7 GMT Jakarta. Questions or proposals submitted to Wedu after this period will not be entertained.

Right to Reject Proposals

Issuance of this RFP in no way constitutes a commitment by Wedu. Wedu reserves the right to reject any or all proposals or portions of proposals received in response to this RFP, to request modification or clarification of any part of a proposal, or to cancel this RFP if it is in the best interest of Wedu to do so. Wedu may reject any proposal if it is considered incomplete, conditional, contains irregularities, or does not meet qualifications, requirements or specifications. Failure to furnish all information may disqualify the proposal.

Ownership of Proposals

Proposals and any other materials submitted to Wedu in response to this RFP will become the exclusive

property of Wedu upon receipt and will not be returned. Wedu is not liable for any costs incurred by bidders as a result of responding to this RFP.

SECTION B: DETAILS OF REQUIREMENTS

Wedu is looking for a travel management agency to provide the best options and travel arrangements for over 56 participants and project team for a 5-day workshop.

Below is the tentative travel dates:

- **August 23, 2022:** Travel to Bangkok from ASEAN and Timor Leste (exact departure cities will be confirmed in June 2022).
Preferably to arrive in Bangkok before 3PM.
- **August 27, 2022:** Travel from Bangkok to ASEAN and Timor Leste (exact arrival cities will be confirmed in June 2022).
Preferably to depart from Bangkok before 12PM.

Below is the geographic breakdown of the participants and project team:

Group	Details	
A (Participants)	54 participants from the following countries:	
	Brunei (5 pax)	Philippines (5 pax)
	Cambodia (5 pax)	Singapore (5 pax)
	Indonesia (5 pax)	Thailand (5 pax)
	Laos (4 pax)	Timor-Leste (5 pax)
	Malaysia (5 pax)	Vietnam (5 pax)
	Myanmar (5 pax)	
B (Project team)	2 (ASEAN region)	

The selected vendor will be responsible to prepare and implement a comprehensive logistics plan of the travel arrangement, including:

1. All flight arrangements with costs, arrival times and name list for Group A and B.
2. All airport transfer arrangements with arrival times and name list for Group A and B including:
 - Pick up points and timing options from the airport on arrival day.
 - Departure timing options from hotel on departure day.

3. Travel insurance for Group A and B, to include COVID-19 coverage which covers the fee of medical requirement, hospitalization and other necessary quarantine if needed.
4. Ground transportation (bus) for the participants during the event with a tentative plan of a site visit (the date and time will be confirmed in June).
5. Key contact person or team handling the logistics.
6. Emergency contacts available 24/7 throughout the duration of the workshop.
7. Shared platform / documents accessible to Wedu and organizing committee where logistics plan can be easily accessed.

Selection Criteria:

1. Ability to provide the best option and competitive prices.
2. Ability to provide multiple / various quotes on ticketing.
3. Ability to provide cost saving strategies.
4. Ability to change bookings, if required on the shortest notice possible, without additional charges.
5. Ability to provide additional services such as on-ground transfer and travel insurance.
6. Availability during an emergency. Accessibility to a team or personnel from the agency who can be reached at all times through various communication methods (email, chats, internet, phone).
7. Ability to accept payment by international bank transfer.
8. Ability to provide detailed and reasonable payment timeline and requirements (example: final payment max 30 days from the date of receipt of invoice).

Experience criteria

Essential:

1. Demonstrate capability and experience in managing flights for medium-large groups from ASEAN.
2. Experience in managing travel insurance for medium-large international groups.

Desirable:

1. Experience in working with the non-profit sector.
2. Experience in managing travel logistics for U.S Embassy related projects.

Qualifications:

1. IATA Travel accreditation.

SECTION C: RESPONSE FORMAT

Each proposal should provide a straightforward, concise description of the agency’s ability to meet the requirements of this RFP. Proposals should not contain unsolicited, extraneous or duplicative information. Proposals must be based solely on the requirements contained in this RFP, listed in the format below. Kindly ensure the following:

- Clearly reference the sections and questions in your submission.
- Submissions in PDF format with a maximum of 4 pages.
- Proposed budget in USD.
- All submissions to be sent to shima@weduglobal.org by May 27, 2022.

A. Agency Profile
1. Describe your agency’s experience in organizing travel logistics for medium to large events for multinational groups within ASEAN (More than 50 pax). Please also include the experience during Covid-19 pandemic as well.
2. Describe your agency experience servicing non-profit organizations/ international development agencies/government agencies. Please list (in chronological order) the events and organizations your organization has serviced.
3. What were some of the challenges in managing a medium-large group of international travels, and how did you handle the challenges? Please include the experience managing flight during pandemic if you have any.
4. Describe your experience in managing the insurance claim process for a medium-large group of international travelers. Please also include the experience during Covid-19 pandemic as well.
5. What are the standard days / hours of operation of your agency?
6. What are the contact numbers for your operational hours, and what are the emergency contact details (personnel names and contact numbers).
7. Describe your 24-hour emergency service and your ability to assist travelers nationally or globally.
B. Compliance
1. Is your agency familiar with the flight guideline requirements under U.S State Department grants? If so, can you give examples of events and travel services you have provided?
C. Savings

1. Describe how your agency can deliver incremental savings beyond transaction fee savings.
2. Describe your ability to manage unused ticket inventories for both traditional and online transactions.
D. Services
1. As a travel agency, what other services are you able to provide? E.g. ground transfer, bus or van rentals, travel insurance.
2. What is your disability assistance service for on-ground transfer?
3. How will your agency compile and maintain profiles for Wedu's travelers? Can you share the site and details of your communication portal?
4. List the primary individuals (and their experience) who will be responsible for managing the Wedu account.
5. How does your agency handle changes in flight information? E.g. passport number errors, change of name, change of passengers?
6. How will you inform Wedu of breaking industry news, security travel advisories?
7. What is your agency's policy on flight cancellation and/or urgent flight changes; and your contingency plan to minimize such occurrence.
8. What is your agency system to keep track of the Covid-19 traveling policy and requirements in the Southeast Asia countries?
E. Reservation Process
1. What systems/procedures/tools are in place to streamline the reservation process and reduce handling time? If you are using a platform to streamline the process, please provide details. Additionally, please advise if Wedu can access this platform if there is a need to view the reservations.
2. What is the process for traveler profile maintenance particularly when changes are made via telephone, email and/or the web?
F. Billing & Reporting
1. What are your agency's payment invoice terms and timeline?
2. What is the refund policy for canceled tickets?
3. What are the charges incurred for last minute ticket changes?
4. What is your agency's booking fees; and is it charged per tickets booked, per group booking, or other arrangement?