



Travel Services Provider (TSP)

Proposal Title: Travel Services Provider (TSP)

Date RFP is issued: October 24, 2024

Due Submission Date: November 8, 2024

➤ Introduction:

The [International Youth Foundation \(IYF\)](#) invests in the extraordinary potential of young people. Founded in 1990, IYF builds and maintains a worldwide community of businesses, governments, and civil society organizations committed to empowering youth to be healthy, productive, and engaged citizens. IYF programs are catalysts of change that help young people obtain a quality education, gain employability skills, make healthy choices, and improve their communities.

➤ Purpose of the Proposal:

The purpose of this RFP is to provide IYF with official travel services as needed. The following information is provided to assist TSPs in determining if their capabilities match the needs of IYF. Please note that IYF is an international nongovernmental organization (INGO), which receives grant funding from the US government. As such, we are subject to the Fly America Act and specific accounting and reporting requirements. We are seeking a TSP that has significant experience with both Fly America requirements and with systems for tracking individual traveler costs, policy justifications, trip options, and itineraries. TSPs with experience serving clients in the INGO sector are preferred. TSPs should review the requirements listed below to determine if they are well-suited to serve IYF's travel needs before submitting their response to this RFP. The TSP must be capable of providing the following minimum types of travel services:

- Competitive INGO rates
- Already existing negotiated supplier discount programs in place that would benefit IYF.
- Negotiating additional discounts on our behalf with airlines and other agencies. IYF is soliciting proposals from travel agencies who can demonstrate knowledge of the United States Federal Travel Regulations including Fly America Act and other private sector unique regulations; be able to charge costs to multiple internal department cost centers (projects); and generate invoices & reports outlining costs related to each cost centre (project). Additionally, the bidder must demonstrate, via references, that such travel services have been provided to similar organizations with numerous travellers across multiple countries. Furthermore, IYF is seeking a travel agency that will earnestly put forth their best effort in resolving any travel-related problems or emergencies that may arise while traveling, and an agency that can demonstrate the achievement of cost savings for clients in comparable size and complexity.

➤ Scope of work

IYF is interested in securing the highest quality of travel services, maximizing service convenience for its employees and associates, while minimizing travel cost and developing a database that will give IYF an accurate reference of its travel expenditure patterns. IYF reserves the right to use other travel services, when necessary. TSP shall provide travel services for official domestic and international travel of IYF employees and associates. Domestic and international travel includes travel within the continental US and travel outside of and between other countries.



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- **TSP shall include the following:**
 - Travel reservations, issuance and delivery of E-tickets or paper tickets for air transportation with advance seat assignments;
 - Securing reservations for lodging accommodations either within GSA set per diem for domestic and international locations or as directed by IYF;
 - Advice on necessary health requirements, including types of inoculations and vaccinations whether required or suggested for foreign travel;
 - Support and advise regarding Visa process if needed.
 - Detailed travellers' itineraries;
 - Management information and billing reports derived from the booking database;
 - Collection & reporting of total expenditures by airline/hotel chain;

- **Other Service Requirements:**

In addition to providing the services listed under the scope of work, the Vendor shall perform the following:

- Comply with mandatory U.S. Government Federal Travel Regulations (FTR) including but not limited to the Fly America Act for all air travel conducted against federal award funds. The Fly America Act generally precludes use of non-US flag carriers, except as provided in the FTR and the Foreign Affairs Manual. Also, the vendor will follow the instructions provided by the program officer/associate for the conduct of other non-federal and private travel.
- Except for the constraints listed in the FTR including the Fly America Act, the Vendor shall book the lowest available or the requested class of service fare that satisfies the IYF mission requirements. If reservations made by the Vendor are not at the lowest available rate or at the requested class of service rate allowed by policy, the Vendor shall refund IYF the difference. Full coach fares may be used if no reduced fares are available.
- Promotional or other types of discount fares can be used under this contract provided that the vendor shall not use any restricted fare which provides for a monetary penalty for itinerary changes or flight cancellations without consulting the program officer/assistant in charge of the relevant official travel arrangements first.
- When IYF travellers include personal legs of travel in their official itineraries, the vendor should be able to separate the official cost from the personal cost on a cost construct basis and coordinate payment of the personal difference with the traveller directly.
- TSP shall provide IYF with the reservation and ticketing services which industry practice normally accords corporate or private travellers, to include new and improved reservation and ticketing technologies.
- TSP shall provide IYF with a 24-hour phone number accessible by travellers to perform emergency itinerary changes and emergency services outside regular business hours.



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- TSP shall provide delivery of tickets, itineraries, and boarding passes (if applicable), and other travel documents, as determined necessary. Tickets shall routinely be provided no earlier than five days in advance of travel unless IYF requests otherwise. The Vendor shall deliver tickets in the form of either E-tickets to IYF employees.
- TSP shall provide off-site service, Monday through Friday, compatible with IYF's standard workday schedule from 9:00 a.m. to 5 p.m. (EST).
- In the event of emergencies (e.g., Presidential-declared disasters, airline strikes, fires, natural disasters, terrorist attacks including evacuations, etc.), the Vendor shall maintain operations necessary to support IYF under the contract. This includes maintaining services 24 hours a day as required by IYF responding to emergency situations and providing the necessary delivery of tickets.
- Vendor's Project Manager – The Vendor shall assign a Project Manager who shall be responsible for the administration, supervision, and coordination of IYF travel operations. The Project Manager shall have experience in the management of travel services and shall have adequate authority to make decisions for the timely resolution of problems. The Project Manager shall coordinate closely with the designated person in IYF.

➤ **Reporting and monitoring:**

TSP is required to provide management cost reports or access to online reporting to include spend analysis for IYF various cost centers (projects) incurred against individual or multiple credit cards, activity management, reconciliation analysis, etc. The reports should have the capability of detailing specific expenditures related to each project/credit card, i.e. Airfare, car rental, hotel and designated travel locations, as well as individual travel expenditure.

In addition to the above, the TSP is required to maintain an internal monitoring process for identifying and correcting deficiencies in the quality of service furnished to IYF. This may include but is not limited to generating quality service survey forms that address travel services to be furnished under this contract.

➤ **Payment Method:**

All travel services including transaction fees are invoiced to IYF on a regular basis, which are paid via bank transfer.

➤ **Cost Liability:**

IYF assumes no responsibility and bears no liability for cost incurred by bidders in the preparation and submittal of proposals in response to this RFP.

➤ **Business Registration Notice:**

Any travel agency submitting a proposal is required to be in good business standing and should adhere to all US. Federal and State Regulations and to all other applicable registrations laws. Proof of a valid business registration is required prior to conducting business with IYF. Failure to submit such valid registration with a bid will render the bid materially non-responsive.



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➤ **Proposal Preparation and Submission Instructions:**

The bidder is required to follow the instructions contained in this RFP and in the bid cover sheet in preparing and submitting its bid proposal. The bidder is advised to read thoroughly and follow all instructions.

Each bidder is given wide latitude in the degree of detail it elects to offer or extent to which plans, designs, systems, procedures are revealed. However, insufficient detail may result in a determination that the bid proposal is materially non-responsive or may lower its technical score.

For cost estimates:

- 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 IYF.
- 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 and 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.
- Please describe any additional services or amenities that will be available to IYF and its travelers at no additional cost. Please provide at least 2 current account references.

➤ **Number of Bid Proposals:**

Each bidder is required to submit one (1) complete original bid proposal, utilizing PDF, MS Excel or MS Word format, and to include all the relevant documents, registration and other membership certificates, via email to Diego Gallon, Director of Compliance & Operations: d.gallon@iyfglobal.org not later than November 8, 2024 at 5pm EST. IYF will reach out to finalists to coordinate demos.