

REQUEST FOR PROPOSALS (*updated with responses Sept. 22, 2020*)

Procurement Number:	IRI2020Global040
Open Date:	08/27/2020
Questions Deadline:	09/15/2020 6:00 PM Eastern Time
Closing Deadline:	10/01/2020 6:00 PM Eastern Time
Decision Date:	11/06/2020
Geographical Area Restrictions:	United States
Point of Contact:	travel@iri.org

Background

The International Republican Institute (IRI) is a nonprofit, nonpartisan, organization dedicated to advancing freedom and democracy worldwide. Since 1983, IRI has worked to develop democratic institutions and ideals, carrying out a variety of international programs to promote freedom, self-government and the rule of law worldwide. IRI provides technical assistance in the areas of political party strengthening, developing civic institutions and open elections, promoting democratic governance and advancing the rule of law.

IRI has outsourced travel services through a travel management company (TMC) since August 2015. It is seeking proposals for TMC services for the period from October 1, 2020 – September 30, 2025. The selected TMC will be responsible for management of itineraries, travel bookings, and ticket purchases, while ensuring compliance with USG and other funder regulations.

Period of Performance

Start Date: April 1, 2021
End Date: March 31, 2025.

Statement of Work

IRI Objectives:

Objective 1: Travel operations that can provide agent-assisted and/ or online 24/7 booking, ticketing delivery, and during travel support.

Objective 2: Travel operations that can be integrated to IRI’s internal risk management and duty of care processes including, but not limited to; mapped travel approval authorization levels, travelers security briefings, live travel tracking and to provide visibility for higher-risk travels to IRI’s security team.

Objective 3: Travel management platform that can be integrated with expenses and finance software (e.g., JAMIS Prime, Deltek expense, etc.) in addition to having the capacity to generate reports by but not limited to (Traveler's name; itinerary; cost(s); internal project number; "staff" or "non-staff" configuration; origin and destination; top destinations; airlines; refunds and open tickets)

Required capabilities:

- 24/7/365 online booking capability for air and ground transportation, including through a range of desktop, and IOS and Android mobile device applications.
- 24/7/365 Agent assisted booking support with dedicated team of agents necessary to meet IRI's needs and a dedicated account manager.
- Dedicated fulltime one (1) representative embedded to IRI's headquarters in Washington, DC. The representative will follow IRI's workplace configuration including but not limited to telework/remote and other workplace related policies.
- Ability to configure and securely maintain the travel profiles of multiple travelers in accordance with funder criteria.
- The platform must provide the ability for IRI to integrate and maintain IRI's existing security threat matrix that classifies destinations to tiered threat levels.
- Ability to provide a travel approvals platform that allows for IRI's bookers to request travel approvals and for IRI authorized approvers to provide approvals.
- The platform must provide the capacity to map out travel approvers and to automatically add additional approvers for higher threat travel. If a destination and/or connection meets a certain threat level designated by IRI, the approval system must be able to automatically capture that and add IRI's security team as additional approver.
- The platform must provide the ability to automatically deliver security briefings based on upcoming travel and relevant security alerts and warnings in reaction to incidents.
- The platform must enable travelers to fill and send a limited number of templated documents such as IRI travel consent forms.
- The platform must provide the ability to track travelers and generate live reports that shows a "who is where" snapshot. A suggested method is to link the function to the travelers' itineraries to generate an accurate snapshot that can be interrogated by IRI management. IRI is open for assessing other methods suggested by the bidder
- The platform must be able to capture multiple internal/IRI billing codes
- Ability to arrange and deliver tickets prior to departure
- Ability to set travel/traveler parameters to meet and document compliance and cost-related requirements under applicable U.S. Government regulations (e.g., Fly America, etc.) and selected non-U.S Government. regulations (e.g., Canadian, British, and EU)
- Ability to bill per transaction
- Ability to process and issue e-tickets and, as required, associated refunds
- Compatibility or connectivity with travel and expense tracking software (e.g., JAMIS Prime, Deltek expense, etc.)
- Ability to provide a range of both "canned" and customized report on travelers and travel usage as well as projects, that include cost and invoice number for quick

- reference, account balance and expiration date of points
- Ability to access travel itineraries and receive travel alerts by mobile devices, including internationally via SMS
- Unused ticket tracking including reminders to change, reissue or refund tickets
- Access to Airline rewards programs for IRI's benefit and management of IRI's existing airline loyalty programs
- Ability to provide guidance regarding visa requirements

Optional capabilities:

- Incentives (e.g., discount travel services, airline/hotel commission rebate programs, set up/management/other fees)

Technical Proposals

All proposals submitted to IRI must include:

1. Information addressing your firm's experience in providing each of the services identified in the above Statement of Work and your proposed specific approach for providing those services to IRI under this contract, including sufficient information to determine a clear definition of services as it relates to other providers that may be involved.
2. The name, address, and telephone and facsimile numbers of the Offeror (and electronic address if available);
3. Names, titles, and telephone and facsimile numbers, and electronic addresses of persons authorized to negotiate and act on the Offeror's behalf with IRI in connection with this RFP and the resulting contract award.
4. Name, title, and signature of person authorized to sign the proposal. Proposals signed by an agent shall be accompanied by evidence of that agent's authority, unless that evidence has been previously furnished to the issuing office.
5. Offerors shall provide a list of at least five previously executed contracts of a similar nature for the last three years along with the contact details. IRI may contact the firm as reference check.
6. If the Offeror is a U.S. organization/resident, or a foreign organization/resident which has income effectively connected with the conduct of activities in the U.S. or has an office or a place of business or a fiscal paying agent in the U.S., the technical proposals must contain Offeror's Taxpayer Identification Number.
7. Bidders must provide a list that includes the name, address, and telephone and facsimile numbers of all third parties service providers who will have access to any IRI's information through the bidder.
8. Technical information confirming your firm's compatibility with JAMIS Prime, Deltek expense, and other expense tracking softwares Bidders may provide a list of up to three references for work performed of a similar nature during the last three years, along with contact details. IRI may contact the references to evaluate past performance.
9. Proposals will not exceed 15 pages (not including cover page).

In addition to the established page limit, proposals should contain:

1. A representative list of current customers.

2. A description of the firm’s most recent and relevant past performance and experience in performing similar work, including specific contracts providing travel services to non-profit organizations that receive funding from or perform work under federal grants and cooperative agreements and involve international travel, including contact details of at least five existing customers as references, preferably from nonprofit organizations. IRI may contact those references to evaluate your firm’s experience and past performance.
3. CVs and professional experience information of a proposed [account manager and embedded representative to IRI’s DC office] for IRI and proposed travel agents. IRI reserves the right to interview select members of the team.
4. Sample of reports that can be retrieved from the travel management system, The following is a sample of travel-related reports (on a monthly and year-end basis) that would benefit IRI:
 - By Traveler’s name;
 - By itinerary;
 - By cost(s);
 - By IRI’s project number;
 - By “staff” or “non-staff” configuration;
 - By origin and destination;
 - By top 25 city;
 - By airlines
 - Monthly reporting on refunds and open tickets

IRI’s Travel Statistics

To provide responders with some background on IRI’s travel operations, please see the following data for travel activities for the period from January 1 to December 31 of 2019:

Total amount spent on travel: 4.16 million USD

Total number of tickets purchased: 4,712 tickets

Top destinations: (USA, Tunisia, Ukraine, Georgia, Germany, South Africa, Argentina, Colombia, Jordan). Please be advised that these were top destinations for 2019 and NOT the only ones, destinations will shift based on IRI’s programming priorities. Additionally, IRI’s teams consistently travel to difficult to access areas throughout Africa, Asia, and the Middle East.

Price Proposals

Offerors must propose a firm-fixed Unit Price for each of the deliverables identified below and in the format of the table below. The Offeror’s pricing must be valid for at least 60 (sixty) calendar days after the due date for proposal submission. The proposed Unit Price should be fixed and inclusive of all costs to perform, including inspection services, transportation, taxes, import duties (if any), and other levies. To the extent that an Offeror proposed to include any pricing not reflected in the table below, such pricing must be fully described in the proposal. Proposals must be submitted in US dollars, payments under any resulting contract will be made in this currency.

Unit/ Deliverable	Unit Price
U.S. domestic airfare booking, re-booking, and cancellation	transaction fee

U.S. domestic rail booking, re-booking, and cancellation	transaction fee
International airfare booking, re-booking, and cancellation	transaction fee
International rail booking, re-booking, and cancellation	transaction fee
Hotel booking, re-booking, cancellation in the U.S.	transaction fee
Hotel booking, re-booking, cancellation outside of the U.S.	transaction fee
Management fee(s) (if any)	specify period/fee(s)
Set-up fee(s) (if any)	Lump sum price

Evaluation and Award Process

1. IRI may contact any Offeror for clarification or additional information, but Offerors are advised that IRI intends to evaluate the offers based on the written proposals, without discussions, and reserves the right to make decisions based solely on the information provided with the initial proposals. IRI may but is not obligated to conduct additional negotiations with the most highly rated Offerors prior to award of a contract, and may at its sole discretion elect to issue contracts to one or more Offerors.
2. Mathematical errors will be corrected in the following manner: If a discrepancy exists between the total price proposed and the total price resulting from multiplying the unit price by the corresponding amounts, then the unit price will prevail and the total price will be corrected. If there is a discrepancy between the numbers written out in words and the amounts in numbers, then the amount expressed in words will prevail. If the Offeror does not accept the correction, the offer will be rejected.
3. IRI may determine that a proposal is unacceptable if the prices proposed are materially unbalanced between line items or sub-line items. Unbalanced pricing exists when, despite an acceptable total evaluated price, the price of one or more contract line items is significantly overstated or understated as indicated by the application of cost or price analysis techniques. A proposal may be rejected if IRI determines that the lack of balance poses an unacceptable risk
4. IRI will conduct a source selection based on "best value" weighted evaluation in accordance with the following factors. On a 100-point scale system, technical evaluation factors have a total of 75 points; evaluation of price and price reasonableness has a total of 25 points. These factors will serve as the standard against which all technical information will be evaluated, and identify the determining factors that offerors should address. IRI intends to evaluate bidders' proposals in accordance with the Statement of Work of this RFP and make an award to the responsible bidder.

IRI intends to make an award to the responsible Bidder based on the following evaluation factors:

Criteria	Points
Compliance with content requested and capacity to meet compliance of IRI funders	15
Technical capacity: reporting, tracking and notifications delivery	10
Technical capacity: software compatibility	10
Technical capacity: travel support and travel agent team	15

Technical capacity: booking options and modes	25
Price	25
Total	100

IRI intends to evaluate Offerors' proposals in accordance with these factors, IRI may, at its option, invite the offerors who submitted the most highly rated proposals for an in-person (if possible) presentation to IRI in support of its proposal. Based on a final evaluation, taking into account consideration of any presentations from the offerors and any negotiations, IRI will make award to the responsible offeror whose proposal is most advantageous to IRI's travel needs, considering price and the technical criteria and weighting described above.

5. If a cost realism analysis is performed, cost realism may be considered in evaluating performance or price.

Submission Instructions

Bids must be submitted via email to POC, at travel@iri.org with the subject line "**IRI Travel Services Rebid – IRI2020Global040 - Name of the TMC – Proposal**" by the deadline listed above.

RFP Terms and Conditions

1. Prospective Offerors are requested to review clauses incorporated by reference in the section "Notice Listing Contract Clauses Incorporated by Reference".
2. IRI may reject any or all proposals if such is within IRI's interest.
3. Proposals must be submitted in English.
4. Payment will be made upon receipt of invoices and deliverables/services.
5. Proof of costs incurred, such as but not limited to receipts, pictures and financial documents may be requested during and for up to three years after the end of the contract period.
6. The Offeror's initial proposal should contain the Offeror's best offer.
7. IRI reserves the right to make multiple awards or partial awards if, after considering administrative burden, it is in IRI's best interest to do so.
8. Discussions with Offerors following the receipt of a proposal do not constitute a rejection or counteroffer by IRI.
9. By submitting a proposal, offeror agrees to comply with all terms, conditions, and provisions included in the solicitation and agreement to the services identified above, and will specifically identify any disagreement with or exceptions to the terms, conditions, and provisions.
10. Any samples submitted by Offerors will not be returned to Offerors.
11. IRI will hold all submissions as confidential and submissions shall not be disclosed to third parties. IRI reserves the right to share proposals internally, across divisions, for the purposes of evaluating the proposals.
12. For any currency conversion, the exchange rate to US Dollars listed on oanda.com on the closing date of this solicitation shall be used.

13. By submitting a proposal, Offeror agrees to comply with all terms, conditions, and provisions included in the solicitation and agreement to the services identified above, and will specifically identify any disagreement with or exceptions to the terms, conditions, and provisions.
14. Offerors confirm that the prices in the proposal/proposal/application/quote have been arrived at independently, without any consultation, communication, or agreement with any other Offeror or competitor for the purpose of restricting competition.
15. Offerors agree to disclose as part of the proposal submission:
 - Any close, familial, or financial relationships with IRI staff and agents. For example, the Offeror must disclose if an Offeror's mother conducts volunteer trainings for IRI.
 - Any family or financial relationship with other Offerors submitting proposals. For example, if the Offeror's father owns a company that is submitting another proposal, the Offeror must state this.
 - Any other action that might be interpreted as potential conflict of interest.

Notice Listing Contract Clauses Incorporated by Reference

IRI is required to make the subcontractor subject to the clauses of the prime award. This subcontract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Where "flow-down" to the subcontractor is appropriate and applicable, references to "USAID/Department of State" shall be interpreted to mean "IRI", "Recipient" to mean "Contractor", and "Subrecipient" to mean "lower-tier subrecipients". Included by reference are 2 CFR 200 and USAID Standard Provisions for Non-US Non-governmental Organizations/US Department of State Standard Terms and Conditions.

IRI Obligations

Issuance of this RFP does not constitute an award commitment on the part of IRI, nor does it commit IRI to pay for costs incurred in the preparation and submission of a quotation.

Required Certifications

The following certificates need to be signed by all Offerors. These certifications are an integral part of the quotation/proposal. Please print them off and send back to us with your proposal after signature on each certificate. They are:

- Narcotics offenses and drug trafficking- key individual certification
- Certification regarding debarment, suspension, ineligibility and voluntary exclusion lower tier covered transactions
- Lobbying disclosure
- Authorized Individuals

**NARCOTICS OFFENSES AND DRUG TRAFFICKING- KEY INDIVIDUAL
CERTIFICATION**

I hereby certify that within the last ten years:

1. I have not been convicted of a violation of, or a conspiracy to violate, any law or regulation of the United States or any other country concerning narcotic or psychotropic drugs or other controlled substances.
2. I am not and have not been an illicit trafficker in any such drug or controlled substance.
3. I am not and have not been a knowing assistor, abettor, conspirator, or colluder with others in the illicit trafficking in any such drug or substance.

Signature: _____

Date: _____

Name: _____

Title/Position: _____

Entity Name: _____

Address: _____

Date of Birth: _____

NOTICE:

1. You are required to sign this Certification under the provisions of 22 CFR Part 140, Prohibition on Assistance to Drug Traffickers. These regulations were issued by the Department of State and require that certain key individuals of organizations must sign this Certification.
2. If you make a false Certification you are subject to U.S. criminal prosecution under 18 U.S.C. 1001.

CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION LOWER TIER COVERED TRANSACTIONS

This certification implements Executive Order 12549, Debarment and Suspension and the requirements set forth in 2.C.F.R. 180, Subpart C.”

Copies of the regulations may be obtained by contacting the person to which this proposal is submitted.

1. By signing and submitting this proposal/application/quote, the prospective lower tier participant is providing the certification set out below.
2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.
3. The prospective lower tier participant shall provide immediate written notice to the person to which this proposal/application/quote is submitted if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
4. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participant," "person," "primary covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549.
5. The prospective lower tier participant agrees by submitting this proposal/application/quote that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the IRI.
6. The prospective lower tier participant further agrees by submitting this proposal/application/quote that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion--Lower Tier Covered Transactions," without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals.
8. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
9. Except for transactions authorized under paragraph 5 above, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a

person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.

1. The prospective lower tier participant certifies, by submission of this proposal, that neither it nor its principals are presently debarred, suspended, proposed for disbarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.
2. Where the prospective lower tier participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Signature: _____
Date: _____
Name: _____
Title/Position: _____
Entity Name: _____
Address: _____

CERTIFICATION REGARDING LOBBYING

The undersigned certifies, to the best of his or her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal Cooperative Agreement, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment or modification of any Federal contract, grant, loan, or cooperative agreement.
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned must complete and submit Standard Form-LLL, "Disclosure of Lobbying Activities," in accordance with its instructions.
3. The undersigned must require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients must certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, United States Code. Any person who fails to file the required certification will be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Signature: _____
Date: _____
Name: _____
Title/Position: _____
Entity Name: _____
Address: _____

Authorized Individuals

The offeror/bidder/applicant represents that the following persons are authorized to negotiate on its behalf with IRI and to bind the recipient in connection with this procurement:

Name	Title	Telephone	Email

Signature: _____

Date: _____

Name: _____

Title/Position: _____

Entity Name: _____

Responses to Questions received (September 22, 2020)

- In what format is your existing security matrix/threat levels? Can a copy be shared with us?

Our global risk matrix is held in MS Excel format and cannot be shared at this time. Our risk levels are calculated by the security team based on risks pertaining specifically to IRI and not based purely on physical risk.

- How frequently do risk levels change and how is this communicated?

Risk levels are reviewed quarterly or on a significant event occurring. Any change is communicated immediately to regional directors and to the head of the field office in that area if one exists. Additionally, our global risk matrix is available to all employees who should check ratings before travel.

- How frequently do traveler profiles change – i.e. those approved to travel to higher risk destinations? How is this communicated?

Traveler profiles are currently informal, not systemized and are not linked to functions like trainings, briefing, ...etc. Our intent is to create traveler profiles and attribute training levels to them, mapped against risk levels to ensure only trained staff can travel to higher risk destinations.

- At which point in the travel booking process are travel briefings issued and sent to travelers? In what format are these? How often are they updated and how many do you have? How does this process work currently? Can a sample briefing be shared with us?

Travel briefings are shared withing 48hrs of travel by pdf, reinforced by virtual briefing as needed (decided by the security team) or requested by the traveler. These are bespoke to each travel based on the travel risk assessment and using information from third party intelligence providers.

- At what point in the travel booking process are high risk destinations approved – before the TMC provides a quote or at the final booking/ticket purchase stage?

Final booking.

- Who approves travel? Are there additional approvals required for higher risk destinations other than your security team? What's the process today? / Does IRI currently have an approval process? If so, can you elaborate on the process? / Can you clarify and provide the workflow and templated documents required in the travel booking approval process?

The direct supervisor provides initial travel authorization. The security team risk assesses all travel to ELEVATED and above destinations. The Security Director approves and Regional Director authorizes. The senior leadership team additionally authorizes travel to VERY HIGH destinations.

Travel is approved through a Travel Request Form prepared and submitted through the TMC website. When travel is purchased outside the TMC website, travel approval is communicated by e-mail and must be obtained prior to the purchase of the ticket

Approval requests must contain the following details:

- Name of traveler(s)
- Nationality of the traveler(s)
- Scope/purpose of the travel
- IRI project code(s) and funder(s) name(s)
- Estimate allocation percentage split if the cost is billed to multiple projects
- Confirmation that the travel is approved by the funder
- Preferred itinerary if any

Approval by e-mail is obtained with a response message from the appropriate supervisor with “approved” in the text.

- Where in the travel booking process should consent forms be signed/submitted? Prior to quote or at/after ticket purchase? What format is used for these? What’s the process today?

Informed consent declarations are completed by the traveler after risk assessment and briefing so that they are informed of the risk and mitigations, and consent to travel. It is the final piece of documentation completed before travel.

- Can you provide a list/further details of the internal billing codes that need to be captured? How many codes are required typically?

Most tickets require 1 to 3 codes. In rare cases we may need more than 3 codes. The split between codes is not always equal, so a way to capture the percentage to each code is also necessary.

- How is travel currently paid (flights & hotels) and are you open to both credit card and invoicing terms?

Yes, we are open to both. Currently it is paid by credit card. This has challenges because charges for flights, booking fees and change fees are listed individually and not linked by any notes on the statement. If invoicing by booking number is possible, that is preferred. If not, then we will need a monthly report that will tell us the total cost of tickets and when various charges were made to the card.

- Please provide further details regarding your requirements/objectives around expense management integration? What integration do you currently have and what's your ideal solution? Do you have a template of data that's required?

We don't currently have any integration other than the report in excel format. As noted in the previous question, we are looking for a way to capture the codes, percentage to each code, name of traveler, and dates of travel.
- Please provide a breakdown of projected volume by Country (air/hotel/car spend) / Does IRI expect to maintain the Total Travel Spend shown in the RFP or is there an anticipated drop in spend? What is the projected spend for 2021?

As referenced in the RFP, the travel operations snapshot provided for 2019 was intended to "provide responders with some background on IRI's travel operations" and that travel destinations and frequency will shift based on IRI's programming priorities. Additionally, the COVID-19 pandemic situation will also be a highly influential element in deciding the level of travel operations for 2021 as it is still not clear how/ when governments will re-open their airfields and what travel/travelers restrictions will they impose.
- Does IRI have any existing contracts with suppliers/vendor such as Hotels properties, Car Rental companies or Airlines? / How many negotiated hotel properties do you currently have? / Do you have any negotiated air, hotel or car contracts? / Does your TMC currently manage the hotel program? Do you want the TMC to provide this service?

IRI does have existing contracts with hotels outside the US. Booking for those hotels will not be requested from the TMC. IRI would like the TMC to be capable of providing this service when requested.
- Based on the current Pandemic, does IRI still maintain an On-site Travel Counselor? / Due to the impact of COVID-19, is it still the requirement of IRI to have an onsite fully dedicated representative at IRI's headquarters? / Do you prefer your dedicated agents to be onsite or offsite?

IRI would like to maintain the onsite dedicated representative referenced in the SOW, the rest of the account team should be offsite. The dedicated onsite agent is a new initiative that IRI will implement under the new TMC contract. The representative will follow IRI's workplace configuration including but not limited to telework/remote and other workplace related policies which are being updated regularly in light of the current pandemic and other factors. The IRI Security Team currently advise on all international travel with regard to Coronavirus risks.
- What are IRI' top 3 travel management program challenges and/or concerns?

Please see the objectives section of the RFP for IRI's travel operations objectives.
- Does IRI currently contract with a single TMC?

Yes.

- How important are traveler mobility services? Are your travelers asking for additional mobile apps and/or related services?
IRI travelers/ bookers have indicated in multiple occasions the importance of having some sort of mobile service that can be used to access travel itineraries and receive travel alerts and updates including internationally via SMS.
- Is IRI interested in providing leisure travel benefits to your travelers?
No
- Does IRI conduct internal meetings? What is the projected annual spend for these meetings? / Does the scope of this include the travel spend associated with your meetings programs?
IRI conducts a series of internal meetings; some may involve travel by a speaker or participants. Every-other year, IRI conducts a global strategy meeting, convening US and international based staff. The most recent of these meetings included 90 staff from outside the United States.
- What new services do you think IRI travelers would be interested in?
Nothing outside what is outlined in the RFP
- Are IRI travelers satisfied with the current level of travel service? If not, where can improvements be made?
All required tools and services are outlined in the RFP.
- How many VIP travelers does IRI have? How important are specialized VIP services for these travelers? / Do you have VIP travelers? If so, how many?
IRI has occasional VIP travelers. This travel is generally defined by existing US Government or third country funder travel regulations.
- How concerned is IRI with change management strategies associated with a TMC change?
IRI is very keen on making any transition of service as smooth as possible, IRI intends to allocate enough amount of transitional time, staff training and other resources needed to complete a transition process.
- Does IRI hold a direct contract with your current Online Booking Tool or is the TMC the Reseller? What is the current Online Booking Tool being utilized by IRI travelers? What is your goal for percent of online adoption? / Which online booking tool do you currently use, what is the adoption rate, and do you want to stay with that tool? What is your target online booking adoption rate? / Do you have a direct contract with the OBT provider or is it through your current TMC? / Do you hold the license for the Online Booking Tool, or does your TMC?

IRI does not have access to an “online booking tool” nor holds a contract with any entity other than the TMC. We are open for online adoption, however, this will depend on how tool/s can achieve the purpose while being compliant with IRI’s travel policy and US government Federal Regulations.

- What is your current Online Booking Tool?
Agent assisted service with an online travel authorization tool that is maintained and managed by the TMC.
- What Expense Management tool is IRI using?
JAMIS Prime
- Does IRI have a current Global travel policy?
Yes, IRI maintains a travel policy that is in line with the US government and other international funders’ rules and regulations
- What is the current travel policy compliance for IRI, high/low?
IRI is in full compliance with its internal policy and with the US government and other international funders’ rules and regulations
- Does IRI currently have an approval process? If so, can you elaborate on the process?
The direct supervisor provides initial travel authorization. The security team risk assesses all travel to ELEVATED and above destinations. The Security Director approves and Regional Director authorizes. The senior leadership team additionally authorizes travel to VERY HIGH destinations.

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- Estimate allocation percentage split if the cost is billed to multiple projects
- Confirmation that the travel is approved by the funder
- Preferred itinerary if any

Approval by e-mail is obtained with a response message from the appropriate supervisor with “approved” in the text.

- Are IRI travelers accustomed to a call/contact center environment with agent-initiated transactions?
Yes
- Will IRI be interested in multiple pricing options i.e. Transaction Fee, Subscription Fee or Monthly Management Fee?
Yes
- Is there a current need for a robust Duty of Care / Risk Management program along with a client facing dashboard and traveler alerts?
There is a robust duty of care & risk management system in place. The travel system must integrate, enable, and automate existing travel, administration, and security practices to be more efficient and streamlined.
- How many bookings do you have that are for a hotel without air? Car without air?
The majority of the 2019 spending figure is for international travel and hotels (4,152,408\$ air transportation through the TMC.
- What is your average ticket price?
\$ 883.42 for 2019.
- Can you provide a list of your preferred vendors for air, car, and hotel?
No preferred vendors
- Please outline how travel is currently booked. Via arranger? Via traveler?
Travel is booked by TMC agents after a Travel Authorization (TA) is initiated by traveler or authorized booker on the TMC's platform
- Does your TMC currently manage the hotel program? Do you want the TMC to provide this service? / How many negotiated hotel properties do you currently have?
IRI does have existing contracts with hotels outside the US. Booking for those hotels will not be requested from the TMC. IRI would like the TMC to be capable of providing this service when requested.
- Will you provide your percentage or the number of exchanges, cancellations, and refunds? / How many unused tickets do you currently have?
It is difficult to provide a precise number for cancellations, exchanges and unused tickets as they change depending on different factors like size of event, number of participants and other factors that might impact travel plans in certain parts of the world.
- What key considerations would drive your organization to change providers?
IRI is required by the US Government Federal Regulations to openly compete all contracts.

