

Disability Rights Fund / Disability Rights Advocacy Fund

Business Travel Management Services

Terms of Reference - Request for Proposal

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1. Introduction

This document sets forth the Terms of Reference (ToR) on which the Disability Rights Fund and the Disability Rights Advocacy Fund (hereinafter, DRF) to solicit proposals from travel management companies (TMC) who provide comprehensive travel booking and programme management. We are seeking a strong travel management partner who will deliver best-in-class travel services in a consistent approach across all of DRF's locations, acknowledging the centrality of accessibility for travelers with disabilities; utilize the latest travel technology systems to secure the lowest fares and rates; and deliver continuous quality improvement.

This ToR will become an integral part of the contract concluded between DRF and the selected company.

2. Background information

The Disability Rights Fund and Disability Rights Advocacy Fund are grantmaking collaboratives that support organizations of persons with disabilities (OPDs) around the world to build diverse movements, ensure inclusive development agendas, and achieve equal rights and opportunity for all.

Through DRF/DRAF support, OPDs are equipped to advocate for implementation of the Convention on the Rights of Persons with Disabilities (CRPD), the Sustainable Development Goals (SDGs), and other relevant mechanisms (such as GDS Commitments, the Marrakesh Treaty, and the African Disability Protocol), and to build strong, inclusive, and intersectional movements at local and national levels. To do this, DRF and DRAF currently administer three funding streams (summarized below) during our grantmaking rounds: Small Grants, Mid-Level Coalition Grants, and National Coalition Grants.

3. Travel management priorities and objectives

a. Priorities

In line with our Travel Policy, our priorities are:

1. Global Traveler Solution – All DRF travelers to use one TMC across the entire organization that allows for both an online booking system as well as concierge services.
2. System Authorization – TMC to support booking process according to DRF's travel authorization process.
3. Travel Policy Management – TMC to integrate DRF's Travel Policy into the booking solution for travel and accommodation.
4. Accessibility of travel solutions – TMC to implement and suggest accessible solutions for travelers with disabilities to travel in equal conditions with others.
5. Travel Risk Management – TMC to offer system integration with an international security provider.

It is important to us that we partner with a TMC who can assist DRF in bettering the travel service as well as ensuring traveler safety and security in an accessible environment.

It is a priority that we have a TMC that can offer a global service to all our travelers (Board members, staff, grantees, invited guests, personal assistants). Most of the travels will be conducted by DRF staff, based in the following locations:

- North America (US and Canada): 15 travelers
- Latin America: 2 travelers
- Europe and MENA: 3 travelers
- Sub-Saharan Africa: 6 travelers
- Asia-Pacific: 4 travelers

DRF travels globally.

b. Objectives

The objective of this Terms of Reference (ToR) is to engage a qualified and experienced Travel Management Company to provide comprehensive, efficient, and cost-effective travel management services for the DRF, according to the priorities listed above. The selected TMC will be responsible for coordinating and managing all travel-related arrangements, including but not limited to booking flights, accommodations, ground transportation, visa facilitation, and travel insurance.

The TMC must ensure compliance with the organization's travel policies, deliver timely and reliable customer service, and utilize modern technology platforms for booking and reporting. The ultimate goal is to streamline travel processes, optimize travel spend, and ensure the safety, accessibility, and satisfaction of travelers.

Specific objectives include:

1. Ensuring efficient and timely travel and accommodation booking and ticketing services.
2. Providing travel solutions that align with accessibility requirements, time- and cost-saving and budgetary constraints.
3. Facilitating the arrangement of accommodation and ground transportation.
4. Offering 24/7 customer support for urgent travel needs or emergencies.
5. Delivering travel reports, analytics, and insights for budget tracking, with clear identification of fees.
6. Ensuring compliance with DRF's Travel Policy.
7. Providing proactive solutions for changes or disruptions in travel schedules.
8. Offering a user-friendly online platform for self-booking and management.

5. Duration of the contract

The contract duration is 12 months starting as soon as possible, with possibility for extension.

6. Application process

Prospective TMCs are asked to submit their responses to this RFP for review. Following response submission, DRF will reduce the potential suppliers to a short list and an interview phase may take place.

Proposals should be outlined in the following order:

- a. company background
- b. relevant experience
- c. process
- d. technical capabilities
- e. customer support
- f. pricing
- g. client references.

a - Company Background

- 1.1. Provide the location of your company's headquarters, including the full address and any additional regional offices that may support our travel management needs.
- 1.2. Highlight your unique competitive advantages.
- 1.3. Provide an overview of your global network.
- 1.4. Provide the total number of companies your firm serves as well as the average size of each.
- 1.5 Describe your company's approach to Diversity, Equity, Inclusion, and Justice (DEIJ).
- 1.6 Detail your company's approach to travel accessibility for persons with disabilities, detailing the experience in this field.

b – Relevant experience, Process, and Technical capabilities

Please outline here, in detail, your online itinerary management booking tools and process. Please consider the following:

- 2.1. Does your company offer a proprietary online booking tool (OBT) for our markets, or do you use third-party OBT?
- 2.2. What is the process for traveler profile maintenance?
- 2.3. What technical support would you be offering directly to our travelers?
- 2.4. What devices can travelers' use to manage itineraries and booking processes (online, mobile, tablet)?

- 2.5. Do you offer one dedicated team for our organization?
- 2.6. Are your system and communications accessible to persons with disabilities?
- 2.7. What risk mitigation and risk management resources do you have in place?
- 2.8. Describe your disaster recovery/business continuity strategies to ensure uninterrupted service in an emergency.

C – Customer support

Please describe what your approach to customer support is, considering the following:

- 3.1. Overview of your service configuration, including team size, hours of operation, languages supported, etc.
- 3.2. How quickly your company typically responds to issues and requests. Please provide details of your standard service level agreements, including any variations based on the type of issue or request and the time of day.
- 3.3. Describe your 24-hour/ after-hour concierge services.
- 3.4. Describe your visa, country-entry requirements, and passport assistance.
- 3.5. Describe how your company would safeguard our data privacy interests (i.e. protect confidential company and traveler personal data management)?
- 3.6. What is the process for resolving customer service issues?
- 3.7. How will you inform us of breaking industry news and security advisories?
- 3.8. How do you promote and manage compliance with our Travel Policy

F – Pricing and contract management

Describe how your company would manage this contract. Consider the following:

- 4.1. Please provide estimated pricing for a company of our size. Estimates should outline the pricing structure including all one-time implementation fees, account management fees and other expenses in addition to your company's transaction fees.
- 4.2. How your system is set up to secure competitive fares for our travelers.
- 4.3. Whether we can determine which search results and prices our travelers see?
- 4.4. The level of flexibility in bookings, for example what options might be available for modifying, rescheduling, and canceling bookings.
- 4.5. What are the key responsibilities of the account manager?
- 4.6. What process you have in place for dealing with voids, cancellation, exchanges and refunds.

4.7. Describe the custom data fields available for company departments and cost centers.

4.8. Please define and describe a standard online transaction.

4.9. What are your standard contractual terms? Outline the specific conditions and circumstances under which the contract would be terminated, including any required notice periods or other contractual obligations.

G – Client references

5.1. Please provide three references of similarly sized or configured accounts.

7. Process for Interested Parties

Individual applicants shall submit their proposal **by email only to procurement@disabilityrightsfund.org by 20 October 2024 at 6:00 pm Boston ET time**. Applications will be assessed on a rolling basis. All inquiries on the selection process shall be submitted to the same email address.

8. Additional information

Interested parties must comply with the proposal requirements described in this ToR in order for DRF to fully and properly evaluate each proposal. DRF reserves the right to reject any proposal that is not in compliance with the ToR, including without limitation any proposal that is incomplete, is conditional, or contains irregularities of any kind; provided, however, that DRF also reserves the right to waive any such non-compliance.

Before submitting a proposal, interested parties must thoroughly examine the ToR and familiarize itself with applicable laws and regulations and any other circumstances or conditions that may affect the cost or performance of the requested services. Failure to familiarize itself with the ToR will not relieve the proposer from any obligation with respect to its proposal or any contract that may be entered into with DRF.

For subcontractors, the submission of a proposal will constitute a representation by the bidder that it understands and has complied with every requirement of the ToR.

DRF reserves the right to amend the ToR at any time. Any amendments to the ToR will be issued through written addenda. DRF will provide copies of each addendum to all interested parties who, according to DRF's records, received the ToR. Addenda will be sent via e-mail to the e-mail address provided by the bidder. Any addenda so issued will become part of the ToR. Each bidder is responsible for determining that it has received all addenda issued, and failure of a bidder to receive an addendum will not relieve such proposer from any obligation under its proposal as submitted or any contract subsequently entered into with DRF.

Any clarifications or interpretations and any supplemental instructions or forms, if issued, will be issued in the form of written addenda prior to the deadline for submitting proposals. Oral clarifications, interpretations, instructions, or other communications will be of no effect. DRF will not be responsible

for, and a proposer may not rely upon, any information, explanation, or interpretation of the ToR rendered in any fashion except as provided herein.

The ToR is not binding on DRF. DRF reserves the right to amend or withdraw the ToR at any time its sole discretion before the execution of a contract. In such event, DRF will not be liable to any bidder for any costs incurred by it as a result of the amendment or withdrawal of the ToR. The ToR has been prepared solely to solicit proposals and is not a contract offer. The only document that will be binding on DRF is the contract duly executed by DRF and the selected service provider after the completion of the selection process and the award and negotiation of the contract.

Time is of the essence in submitting proposals. Interested parties are cautioned to allow ample time to prepare and transmit their proposals. All portions of and attachments to any proposal must be received by the proposal deadline.

Any proposal may be withdrawn by the bidder or its duly authorized representative by written notice received prior to the proposal deadline by DRF at the address specified above for receipt of proposals.

At any time prior to the proposal deadline, a bidder may submit an amendment to a proposal previously submitted. Any such amendment must be submitted in writing in the same manner as the original proposal. DRF reserves the right to disregard any amendment submitted that does not indicate clearly and precisely the proposed modifications to the original proposal.

DRF reserves the right to reject any or all proposals if it determines that such action is in the best interests of DRF.