

REQUEST FOR INFORMATION

6 December 2023

REQUEST FOR INFORMATION (RFI) - HQ23NF654 for Global Travel Management Services

Closing on 16 January 2023 at 18:00 hrs (CET Time)

A. Background

1. The United Nations World Food Programme hereinafter referred to as the "WFP", with its Headquarters located in Via C.G. Viola, 68/70, 00148 Rome, Italy is the leading humanitarian organization saving lives and changing lives, delivering food assistance in emergencies and working with communities to improve nutrition and build resilience by assisting almost 100 million people in over 100 countries each year. Over 20,000 people work for the organization, most of them in remote areas, directly serving the hungry poor.
2. The WFP Management Services Divisions seeks to identify a Global Travel Management Company to consolidate WFP's travel programme on a global scale, potentially covering the entire list of Countries included in Annex II.
3. WFP invites Travel Management Companies operating on the relevant markets to provide information about the global travel management services they offer.

B. The purpose of this RFI

4. The purpose of this RFI is to gain a more detailed understanding of the supply market to identify and to gain knowledge about Travel Management Companies (TMCs) who are interested in managing WFP's global travel programme and who can meet WFP overall objectives as described here below as well as the requirements (listed in Annex I).
5. **WFP's mission is to save and change lives with a focus on global emergency response**, which implies travelling to the most vulnerable and sometimes remote areas in the world, often with last minute requests and/or changes in travel plans. Therefore, **WFP specific needs are:**
6. FLEXIBILITY and CONTINUITY OF SERVICES. TMC should be able to offer flexible services, with the ability to rapidly scale up travel services to support staff deployment and movement at the onset of any emergency and should include a set-up where 24/7 after-hours service are fully integrated with regular office hours service, offering seamless continuity of service at all hours across the world.
7. GLOBAL SOLUTION with LOCAL CONTENT. WFP seeks a global solution fitting WFP's mandate, through a global set-up that will support global process standardization and the consolidation of WFPs' global travel programme. Currently approximately 78% of WFP travel volumes are managed through one TMC (managing 55 different WFP Country Offices) and WFP aims to consolidate even further. However, WFP also requires the TMC to be effectively supporting regional and local nuances; this should include access to comprehensive, multi-source local content (through local presence or POS emulation as required) to meet local as well as international traveller expectations, and any local government requirements and restrictions.
8. SYSTEM INTEGRATION and DIGITAL INNOVATION. In a recent WFP internal assessment, the importance of boosting system integration and digital innovation was highlighted to ensure a seamless, easy and fast travel booking experience with reduced booking lead times and less email back-and-forth between WFP and TMC. WFP is aiming to reach full integration between its own travel management system (based on SAP FIORI) with the TMC systems and with the Online Booking Tool, to reduce the gap between personal travel booking experience and the corporate one. (Currently WFP is using Cytric online booking tool with successful pilot results so far in Italy and would like to implement the online booking tool more widely across its global regions).
9. PAYMENTS and RECONCILIATION. Currently WFP pays the TMC based on invoicing in all Countries; current reconciliation process is mostly manual and time consuming. WFP is interested in exploring more efficient solutions (e.g. lodge cards or integrated systems) to streamline reconciliation and payments.



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10. After the deadline for submission of responses has passed, WFP will review responses received and will notify eligible participants of the outcomes of this RFI initiative. The objective is **to explore** the TMC market and understand TMCs characteristics as well as their interest in potentially serving WFP in future. Through this RFI, WFP seeks to explore current TMCs' global geographic footprint as well as their service delivery models, processes, tools and technology. Focus will be placed on:
 - a. TMC's overall interest and ability in serving WFP on a global scale, both operationally and strategically;
 - b. TMC's tools, pricing and payment models and technology used today as well as what is concretely planned for the future and its potential value to WFP;
 - c. What's unique about each TMC and in what way could each TMC best serve WFP's needs.
11. Following the closing of the RFI, it is expected that in March 2024 a WFP Request for Proposal (**RFP**) for a TMC will be launched to select the TMC of choice to manage WFP's travel programme which must be fully operational as of 1 May 2025 (the current global TMC contract expires on 30 April 2025).

C. How to prepare and submit your response to Request for Information

12. In order to participate, Travel Management Companies are required to provide the following:

The completed RFI Response Form, which includes:

- Table 1. WFP Requirements, TMC Country Presence and Programme set-up (Annexes I and II)
 - Table 2. Supplier Information;
 - Table 3. Supplier Financial Status;
 - Table 4. Supplier Relevant Experience;
 - Signatory by the authorized company representative and company stamp.
13. All supporting documentation listed above shall be prepared in accordance with the instructions provided and sent by email to hq.tenders@wfp.org.
 14. This request for RFI is a non-binding inquiry and does not constitute a solicitation. WFP reserves the right to change or cancel this procurement process or any of its requirements at any time during the process.
 15. Should you have any questions please do not hesitate to contact us at hq.tenders@wfp.org.

Sincerely,

Alessio PAGLIARINI
 Head a.i., Goods and Services Procurement unit
 HQ Rome, Italy
 World Food Programme





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RFI Response Form

TABLE I. WFP REQUIREMENTS, TMC COUNTRY PRESENCE and PROGRAMME SET-UP

1. Please fill in **Annex I** to highlight TMC alignment with WFP requirements and **Annex II** to highlight TMC capabilities per country.
2. Please provide a **PowerPoint** document (ideally no more than 30 slides) answering the below 6 questions:
 - a. Which **service configuration** model would you recommend setting up to achieve the right balance between global consolidation and local content with flexible, personalised service? Please also include the different services provided by the account mgmt. team.
 - b. Please describe TMC's recommended **pricing model** (e.g. transaction fees or management fee or other fee models? please detail) and required **payment methodologies** (e.g. invoicing vs lodge cards etc.)
 - c. Please propose a **digital roadmap** for full automation and system integration to enhance the booking experience, reduce booking lead times and streamline reconciliation. Please include any use of Artificial Intelligence if available (e.g. Artificial Intelligence chatbot, etc) or other booking digital communication tools (WhatsApp etc.). Furthermore, considering WFP's current plan to deploy Cytric OBT, please include activities planned for OBT implementation, support services and maintenance.
 - d. How **would you approach the implementation project plan** to guarantee service is in place by 1 May 2025 (at least in the 55 countries currently covered by global TMC, as per Annex II), including training plan and change management plan?
 - e. How would you approach the **reporting and SLAs**? What type of reports do you recommend for WFP and would your reporting solution be available across all WFP countries to manage their programme better? Is user online training available for your reporting solution? Please detail which data would be available both at global and at country level (e.g. does it include real time tracking of travellers? Predictive analysis? Peer benchmarking? etc). Please list the SLAs you can deliver and would recommend for WFP, how/how frequently would they be assessed (including SLAs for account mgmt.)
 - f. **Conclusion:** what are the top 3 to 5 elements that make your TMC different from the other TMCs and why would it be best placed to fit WFP needs? (No demo foreseen at this stage).

TABLE II. SUPPLIER INFORMATION

Company / Organization's Background Information			
1	Legal Name of Company/Organization:		
2	Full address:		
3	E-mail address:		
4	Website address:		
4	Telephone:	Fax:	
5	Contact person, title:	Tel./E-mail of contact person:	
6	Registration with UNGM	Yes <input type="checkbox"/> No <input type="checkbox"/>	UNGM No.
7	Type of Business	<input type="checkbox"/> Corporate/ Limited <input type="checkbox"/> Partnership <input type="checkbox"/> Other (specify):	
8	Goods / Services:		
9	Company/Organization Business Registration Number:	Date of Registration:	
10	Additional company/organization background information: [If applicable, no more than 100 words]		





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TABLE III. SUPPLIER FINANCIAL STATUS

Company / Organization's Financial Status	
Item	Value USD
Gross Turnover [Insert year]	
Gross Turnover [Insert year]	
Gross Turnover [Insert year]	
<i>Maximum contract value in relation to which your Company can be engaged:</i>	
USD 0 – 30,000	<input type="checkbox"/>
USD 30,000 – 100,000	<input type="checkbox"/>
USD 100,000 – 500,000	<input type="checkbox"/>
above USD 500,000	<input type="checkbox"/>
Maximum "Bank Guarantee" amount available to the Company/Organization	
Last two years audited accounts or alternative assessed within WFP's discretion are attached to prove the information stated above	

TABLE IV. SUPPLIER RELEVANT EXPERIENCE

List at least 4 contracts in the last two years relevant to the supply of global travel management services to clients within and/or outside of the UN system.

Company / Organization's Relevant Experience				
Commenced (Month / Year)	Completed (Month / Year)	Type of Contract	Total Value (USD)	Client

- Provide CVs of senior staff (no more than three).

TABLE V. SIGNATORY & ORGANIZATION STAMP

Signatory	
Name of Company/Organization:	
Name of the authorized representative:	Signature:
Title:	Date:

