



REQUEST FOR PROPOSAL (RFP)
FOR CORUS INTERNATIONAL
TRAVEL MANAGEMENT SERVICES

Introduction

Corus International (Corus) is the parent of a family of long-serving, faith-based organizations committed to ending poverty and building healthy communities in the world's most challenging places. Drawing on a heritage of nearly 150 combined years, Corus connects and catalyzes non-profit and for-profit subsidiaries that include Lutheran World Relief, IMA World Health, Charlie Goldsmith Associates, Ground Up Investing, IMA Innovations, and LWR Farmers Market Coffee. Alongside communities in fragile settings, their dedicated experts integrate disciplines, approaches, and people to grow local economies, eliminate extreme poverty, ensure access to quality healthcare, mitigate climate change, and respond to humanitarian crises.

Corus intends to proceed through an RFP process, leading to an agreement with a single travel management company (TMC) who can provide a complete range of travel management services to meet the needs of our travelers in the Lutheran World Relief and IMA World Health companies and adhere to our donors' requirements.

Minimum Vendor Capabilities

The following information is provided to assist TMCs in determining if their capabilities match the needs of Corus. Please note that Corus 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 TMC that has significant experience with both Fly America requirements and with systems for tracking individual traveler costs, policy justifications, trip options, and itineraries.

TMCs with experience serving clients in the INGO sector are preferred.

TMCs should review the requirements listed below to determine if they are well-suited to serve Corus' travel needs before submitting their response to this RFP.

The TMC must be capable of providing the following minimum types of travel services:

- Dedicated account agent(s)
- Humanitarian Fares
- Competitive INGO rates
- Already existing negotiated supplier discount programs in place that would benefit



Corus

- Negotiating additional discounts on our behalf with airlines and other agencies
- Ability to automatically upload bookings into our International SOS (ISOS) platform
- Recommending frequent flyer programs at both the corporate and traveler level that allow both to earn frequent flyer miles/points and facilitate the sign-up process
- Booking and ticketing domestic and complex international air travel by Corus staff and associates
- Please reference Attachment A to this RFP for a list of countries where we work.
- Booking and reserving of hotels and other accommodations
- Online booking tool with Corus policies embedded into the search parameters, as well as automated workflow for travel authorizations prior to purchase, including tracking approvals and accounting codes
- Mobile and web itinerary management, including alerts and flight status notifications
- Travel information on countries to be visited, including visa (based on traveler's profile) and inoculation requirements
- Additional travel information on countries to be visited included exit visa requirements (cash), and any relevant information about entering and leaving the country to facilitate travel
- After-hour live phone support around the clock, 365 days a year; multi-language speakers available as needed. Including, but not limited to, French and Spanish.
- Travel tracking for crisis situations (e.g., if there was a severe earthquake in Nepal – who's currently traveling in Nepal and where are they staying/how do we get in contact with them?) – See DUTY OF CARE synopsis under “Detailed List of TMC Requirements”.
- Expense tracking and reporting (integrated expense management tools)
- Daily/Monthly on-line reporting on Corus-specific travel metrics (that Corus management staff can generate)
- Compliance monitoring and reporting specific to Corus donors; both internal and external regulations
- Loyalty program management
- Meeting management (i.e. predetermined Board of Directors meetings, or any international predetermined meetings)
- In conjunction with Corus staff, conduct periodic reviews of information related to TMC performance and booking practices, and suggest policy/process adjustments

Through this future TMC relationship, Corus seeks to achieve the following important business benefits:

- Improved employee/traveler satisfaction
- Adherence to travel policies/regulations



- Reduced paperwork burden for travelers and travel approvers, improved online tools
- Improved efficiency around travel activities (traveler and administrative)
- Cost savings (direct travel costs and indirect human resource costs)
- Increased travel benefits (through participation in corporate level business frequent flyer programs)

Corus Travel by the Numbers

The selected TMC should expect a similar volume of ticketing and ratio of international to domestic tickets but should also have the capacity to support additional travel bookings.

Please note, due to the COVID Pandemic, we are providing you with historical travel numbers to gauge what our travel spend “could be” going forward.

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| Annual Air Spend (approximate 2020) | 2020 – \$1,388,400 |
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| Average Annual Domestic & International Air Spend (2020) | Domestic – \$111,000 |
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| International - \$1,277,400 |
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| Average Annual Number of Ticketed Transactions (2019) | 1,100 |
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|---|---------------|
| TOTAL Annual Travel Budget (Including all components 2020) | \$4.2M |
|---|---------------|

Detailed List of TMC Requirements

The following capabilities are required of our TMC:

Service/Operations

- Provide complex international itineraries to remote destinations within the restrictions of the Fly America Act and Corus policies; they must advise traveler of the exception when a non-US carrier option is provided
- Provide more than one ticket option to travelers
 - The lowest cost, usually traveled and most direct route itinerary that is restricted, non-upgradable, and non-refundable for comparison purposes
 - The traveler's desired itinerary
 - At a minimum, the lowest cost, non-stop itinerary (or shortest/direct flight if non-stop is not possible)



- Review/Monitor cost effective alternatives and provide that information to the traveler to facilitate their informed decision on choice of itinerary
 - For example, determining an extended coach class is less expensive than an upgradable airfare on a particular route/itinerary and providing that also as an alternative option
 - Additional example, providing traveler with flexible travel date options if there are lower cost flight options available as an alternative option
- Book tickets with excellent attention to detail (few mistakes)
- Guide travelers with industry-specific expertise (e.g. baggage and split ticketing)
- Accurately log policy exception justification as well as required budget coding
- Advise of baggage and ticket restrictions, travel times, and other relevant trip details
 - For example, XXX Airline only allows 1 carry on, with additional baggage fees; or XXX Country requires \$\$ cash exit tax.
- Excellent customer service and response times, effectively and efficiently serving the urgent nature of our travel, both during and after business hours
- Manage ticket changes, including those made directly by airlines
- Record the trip options provided by agents to allow financial review/audit trail
- Provide in-house after-hours assistance, with agents well-trained on Corus travel policies and processes
- Provide global/regional service solution to support Corus international country offices if/when we transition to a global program. Transition to a global program is likely in 2021.
- **DUTY OF CARE**
 - TMC should demonstrate, with clearly planned, implemented procedures and systems that are put into effect continuously in order to demonstrate a commitment or compliance to duty of care within the context of travel risk management. These processes must include collection of information, assessment of hazards and threats, education, monitoring of travel related activity, attention to the specific demographic of business travelers and caution when addressing foreseeable risks and dispatch of business travelers



into areas and situations for which they are not yet prepared. All actions must be within the realm of reasonable and not gratuitous expenditure on any and all products, services and support in the area of travel risk management.

- TMC **must** be able to integrate with International SOS (ISOS) platform effectively and seamlessly. Corus has a pre-existing contract w/ISOS that we will not be changing.

Management

- A dedicated Account Manager, who is proactively engaged in problem solving, cost savings proposals, and providing guidance in best practices and industry benchmarks
- Ability to accurately track unique trip information throughout the life of the booking, including email threads, reconciliation documents, etc.
 - For example, if we have a unique identifier ABC123 that the traveler includes with their trip request to the TMC the TMC shall link all subsequent data to this unique identifier for Corus to track and report
- Ability to work with Corus' credit card company (at the moment is SunTrust) to reconcile costs, including Corus customizable required fields, should this be necessary
- Dedicated Implementation Manager to ensure implementation process runs smoothly and within required timeline
- Experience managing global accounts for other INGO clients
- Ability to provide guidance, support implementation and manage global account if/when we transition to a global program

Technical

- Online booking tool with the ability to be customized to our policy and process requirements
- Simple solution for creating and modifying traveler profiles
- Controls to ensure airlines booked meet necessary security and safety requirements
- Ability for Corus operations/management staff to log in to reporting system to run and export reports based on customizable data fields



- Ability for Corus staff to change tickets independently while on travel status without having to go through the TMC
- Ability to send automated notifications (such as trip requests, itineraries or out-of-policy notices) to Corus employees, supervisors, or approvers. Notification contact information may be stored in travelers' profiles or may be an established internal email address.
- Ability to integrate data from global/regional offices if/when Corus transitions to a global travel program.

RFP Response Details

TMCs who meet the above requirements and are interested in participating in the Request For Proposal (RFP) should provide a response to Kelly Pence at kpence@corusinternational.org no later than **5:00pm EST, October 15, 2020**. **Please do not call.**

Responses should be direct and concise. Due to time constraints, lengthy and overly verbose responses will not receive the same attention as concise and pointed ones. Please do not provide marketing verbiage or materials; we are interested in specific responses and solutions to the requirements outlined in our RFP.

Please also refer to Attachment B – Terms & Conditions.

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 Corus.
- 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 Corus and its travelers.

Please provide at least 2 current account references and 1 lost account reference,



preferably similar in size and type of organization (INGO).

Questions related to the RFP should be emailed to the Corus contact below by 5:00 PM EST, October 9, 2020.

Answers will be shared with all potential respondents by 5:00 PM EST, October 12, 2020.

RFP Costs – Any resources expended by the TMC in responding to this RFP, including any costs incurred in proposal preparation or presentation, are the sole responsibility of the TMC.

RFP Review

Based on RFP submissions, Corus will shortlist those TMCs most capable of servicing our account. We anticipate shortlisted TMC's to provide a virtual demo of their system and completing contract negotiations prior to October 30, 2020 and beginning implementation by November 1, 2020

CORUS Contact:

Ms. Kelly Pence

Senior Director, Domestic Operations

kpence@corusinternational.org

700 Light Street

Baltimore, MD 21230



ATTACHMENT A

CORUS COUNTRIES WHERE WE OPERATE

- Burkina Faso
- Colombia
- Democratic Republic of Congo
- Ecuador
- El Salvador
- Guatemala
- Haiti
- Honduras
- India
- Indonesia
- Iraq
- Kenya
- Lebanon
- Mali
- Nepal
- Nicaragua
- Niger
- Peru
- Philippines
- South Sudan
- Syria
- Tanzania
- Uganda
- United States
- Yemen



ATTACHMENT B
Terms and Conditions

1. All Proposals must be in the English language, signed and dated by an authorized employee of the Bidder
2. Prospective Bidders are under no obligation to prepare or submit proposals in response to this RFP and do so solely at their own risk and expense. Corus will not reimburse any costs incurred related to this RFP.
3. Bidders are solely responsible to ensure the timely receipt of their proposals. Proposals received after the date and time required will, generally, not be considered unless no other proposals are received.
4. Proposals may not be altered or corrected after the Date of Receipt, except when Corus at its sole discretion, may permit correction of arithmetic errors, transposition errors, or other clerical or minor mistakes, in cases in which Corus deems that both the mistake and the intended proposal can be established conclusively on the face of the proposal.
5. Issuance of this RFP does not constitute an award commitment on the part of the Corus, nor does it commit Corus to pay for costs incurred in the preparation and submission of a bid.
6. Corus may contact bidders to confirm contact person, address, bid amount and to confirm that the bid was submitted for this solicitation.

False Statements in the Bid:

Bidders must provide full, accurate and complete information as required by this solicitation and its attachments.

Conflict of Interest Disclosure:

Bidders must provide disclosure of any past, present or future relationships with any parties associated with the issuance, review or management of this solicitation and anticipated award. Failure to provide full and open disclosure may result in Corus having to re-evaluate selection of a potential bidder.

Right to Select/Reject

Corus reserves the right to select and negotiate with those firms it determines, in its sole discretion, to be qualified for competitive proposals and to terminate negotiations without



incurring any liability. Corus also reserves the right to reject any or all proposals received without explanation.

Reserved rights:

All RFP responses become the property of Corus and Corus reserves the right in its sole discretion to:

1. To disqualify any offer based on Bidder's failure to follow solicitation instructions;
2. To waive any deviations by Bidder from the requirements of this solicitation that in Corus opinion are considered not to be material defects requiring rejection or disqualification; or where such a waiver will promote increased competition;
3. Extend the time for submission of all RFP responses after notification to all interested Bidders;
4. Terminate or modify the RFP process at any time and re-issue the RFP to whomever Corus deems appropriate;
5. Issue an award based on the initial evaluation of offers without discussion;
6. Award only part of the activities in the solicitation or issue multiple awards based on solicitation activities.

Source Selection Criteria:

Award will be made to the Bidder submitting a response that meets or exceeds the technical acceptability standards. Technical capability will be evaluated by how well the proposed services meet the minimum technical specifications and requirements set forth in this RFP.

The evaluation criteria will be based on the following factors:

1. Conformance to the technical specifications and requirements
2. Past Performance