



# **Invitation to Tender**

Provision of Business Travel & Related Services

Issue Date: 2<sup>nd</sup> September 2022

Closing Date and Time: 7<sup>th</sup> October 2022 at 1pm BST

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## **PART 1 – BACKGROUND**

### **1.1 *MSI overview***

Marie Stopes International is a global organisation with over 9,000 team members working in 37 countries to deliver our mission. Starting from one single clinic in London, our organisation has grown to become one of the world's largest providers of high quality, affordable contraception, and safe abortion services.

Since 1976, we have delivered sexual and reproductive healthcare services to over 162 million women. We currently support over 67,000 clients daily with reproductive choice, and over 32 million women and girls worldwide use a method of contraception provided by us. Last year, our services prevented 14.1 million unintended pregnancies, 6.6 million unsafe abortions and 39,000 maternal deaths (read more about our impact). But our work is far from over.

Our vision for the next decade is bold: that by 2030, no abortion will be unsafe and every individual who wants access to contraception will have it. We know we have a long road ahead of us. But reproductive choice is foundational in the drive for gender equality and to a future where women and girls take their rightful place in all aspects of society.

### **1.2 *Current Travel Situation***

Currently, around 51% of MSI Reproductive Choices travel is rail (See Appendix A). MSI has reduced travel due to COVID-19, but we have seen an increase in travel in 2022 year to date. MSI currently has one dedicated travel management company where all rail, air, accommodation, and supporting services such as visa applications, documentation and vaccination are purchased directly with our travel management company.

All travel purchased through our travel management company is charged to individual cost and budget codes via Purchase Order approval and Invoice.

Hotels, where we have country offices, are usually booked by the country office locally. Country programmes tend to hold relationships with local hotels and assist MSI staff on their bookings in these locations where necessary

International SOS is our security arm which provide MSI with year-round assistance with worldwide access to security, medical and logistic services. They are predominantly used for international travel, where our staff get connected to them when we book flights via our travel management company. There are 27 assistance centres worldwide where travelling staff can contact 24/7 for assistance with medical or security matters in connection with MSI global travel insurance policy. Should a staff member become ill whilst travelling ISOS coordinate health facilities and managed medical evacuation. We also use them for subsidiary services such as daily security and health alerts and risk outlooks. Also, with global events such as the pandemic they provided advice on international travel during lockdowns. There is also a travel tracker support that which is an

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invaluable asset that keeps our travellers safe and ensures things go smooth when something goes wrong, such as someone getting hospitalised overseas.

### **1.3 MSI's Travel Directive**

The majority of MSI's air travel is funded by donor's and therefore, travel must comply with the [Global Affairs Canada](#) Donor, [Fly America Act](#), and the [Open Skies Agreement](#) for some of our air travel.

Our class of service policy is that economy or coach class to be used for all travel. There are some exceptions where a traveller may fly premium or business class, but this must be approved by the Chief Operations Officer (COO), or the Chief Executive Officer (CEO).

## **PART 2 – RFP OBJECTIVES, PROCESS, AND INFORMATION**

### **2.1 The Opportunity**

#### **2.1.1 RFP Objective**

MSI and MS UK are considering options for the provision of Travel Management Services ("Opportunity"). MSI's expectation is that the dedicated travel management company will help to achieve the following objectives:

- Will be consultative with our travellers by suggesting lower fares, time saving options, and facilitating upgrades with status along with handling complex requirements
- Develop a consistent and solid online service depending on MSI's specificities that guides travellers to the most cost-efficient options within the MSI policy document
- Reduce carbon footprint whilst adhering to the guidelines set out in MSI's Travel Policy document
- Streamline financial processes

#### **2.1.2 The Opportunity**

The Opportunity includes, but is not limited to, the following activities:

- Provision of offline and online travel booking services for the below services:
  - Rail (UK, Europe - *including Eurostar rail*, International)
  - Hotel
  - Air including complex international multi-leg requirements
  - Group Travel
- Visa processing services including provision of a courier service to/from the Travelers preferred address.
- Account management & monthly reporting
- Support of Security procedures including collaboration with SOS International and traveller tracking

Service to be provided at the travel management company's own premises. All associated specialist and support teams and knowledge base to be accessible to MSI.

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The vendor should have maximum buying power as a recognised provider of travel services, providing MSI with extensive choice and excellent pricing.

## **2.2 RFP Key Dates**

The timeline for this RFP process is as follows. While MSI do not anticipate any changes to this timeline, we reserve the right to adjust it as we see fit.

<b>ITT Issue Date</b>	Friday 2 <sup>nd</sup> September 2022, 13:00, GMT
<b>Deadline for Bidder Questions</b>	Friday 23 <sup>rd</sup> September 2022 13:00 GMT
<b>Final Responses to Bidder Questions Posted</b>	Friday 30 <sup>th</sup> September 2022
<b>ITT Closing Date and Time</b>	Friday 7 <sup>th</sup> October 2022, 13:00 GMT
<b>Shortlist Posted</b>	Tuesday 11 <sup>th</sup> October 2022
<b>Presentations / POC Scheduled</b>	Monday 17 <sup>th</sup> October 2022
<b>Final Award</b>	Friday 4 <sup>th</sup> November 2022
<b>Contractual Commencement</b>	Wednesday 21 <sup>st</sup> December 2022

## **2.3 Intent to Bid and Proposal Instructions**

Bidders should submit their Proposals via email for receipt no later than Friday 7<sup>th</sup> October 2022. All proposals are to be submitted via email no later than 13:00 GMT to the following nominated email address:

<b>Email address</b>	LSO_Tender@MSIchoices.org
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MSI Reproductive Choices reserves the right to negotiate any or all the RFP terms and conditions and to cancel, amend or extend this RFP in part or entirely at any time.

Bidders must provide disclosure of any known past, present or prospective relationships with any parties associated with MSI Reproductive Choices.

This RFP is not an offer to contract but represents a definition of specific requirements and an invitation to qualified Travel Management Companies to submit a response addressing our business requirements.

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## ***2.4 Queries and questions during the ITT period***

Suppliers are to direct any queries and questions regarding the ITT content or process to LSO\_Tender@msichoices.org. All questions should be submitted in writing to the nominated email address. MSI will convey responses to submitted questions and queries to all suppliers so that each is equally informed.

Suppliers must submit any email responses using the following naming convention listed below as the title:

Clarifications\_TMC22\_Suppliername

BidResponse\_TMC22\_Suppliername

## ***2.5 Response lodgement methods and requirements***

Suppliers must submit their response to MSI Contact by email. The subject heading of the email shall be "BidResponse\_TMC22\_Supplier name". Electronic copies are to be submitted in PDF format (not scanned copies) and suppliers may submit multiple emails (suitably annotated – e.g., Email 1 of 3) if attached files are deemed too large to suit a single email transmission (recommended to be no more than 10MB). Responses must be prepared in English and in the format requested in Part 3 of this ITT.

## ***2.6 Late responses***

Suppliers are responsible for submitting their response prior to the ITT closing date and time in accordance with the acceptable lodgement requirements described in Clause 0. There will be no allowance made by MSI for any delays in transmission of the response from supplier to MSI.

Any Proposal received by MSI later than the stipulated ITT closing date and time may be removed from further consideration by MSI. A delivered receipt would not be considered grounds for a challenge.

## ***2.6 Suppliers to inform themselves***

MSI has taken all reasonable care to ensure that the ITT is accurate; however, MSI gives no representation or warranty as to the accuracy or sufficiency of the contained information.

## ***2.7 Costs of preparing the response***

All costs relating to the preparation and submission of a response are the sole responsibility of the supplier. MSI shall not pay the supplier, wholly or in part, for its response.

## ***2.8 Confidentiality***

Except as required for the preparation of a proposal, suppliers must not, without MSI's prior written consent, disclose to any third party any of the contents of the ITT documents. Suppliers must ensure that their employees, consultants, and agents also are bound and comply with this condition of confidentiality.

## ***2.9 Acceptance of these Conditions***

Suppliers, by submitting a response to this ITT, are deemed to have acknowledged and agreed to the conditions set out in this ITT.

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## 2.10 Information to be provided

This Part details all the information suppliers are required to provide to MSI. The following minimum information is to be provided. If this information, or any additional information, is available on your website please provide the address to enable MSI to undertake further analysis.

**Table.1**

<b>Document</b>	<b>Notes</b>
Supplier Pre-Qualification Questionnaire	Must be completed, signed, and dated
MSI's Compliance Schedule	Must be signed and dated
Supplier Commercial Proposal	Must be completed, signed, and dated. To include financial and technical proposals
Requirements	Complete Excel spreadsheet detailing all technical and functional requirements for the proposer to use when responding to the RFP (Appendix B)
Certification & Awards	E.G ISO9001, ISO140001
Copy of Current Operating/Trading License or Company Registration	Must be signed and dated
Updated legal documents	Certificate of Incorporation, updated Trade License, VAT registration
Copy of Tax Clearance Certificate	Stamped and dated
Last 2 Years of Audited Accounts	Copies must be stamped, signed, and dated
Three References from within the last 2 years from similar customers to MSI	Full contact details of references, including contact person and email address to be provided
Environmental Impact Assessments	Surveys or details on how you offset nitrogen/carbon emissions
Insurance	Professional Indemnity Insurance Public Liability Insurance

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## **PART 3 – EVALUATION**

### **3.1 Evaluation Criteria**

The evaluation will consist of three stages:

**Stage One:** As indicated in table 1. Mandatory compliance requirements will be considered on a Pass/Fail basis. Failure to comply with all these requirements will disqualify the bidder from any further evaluation stages.

**Stage Two:** The technical proposals shall be evaluated based on the criteria listed therewithin (Appendix B)

**Stage Three:** Scores from stage two will be calculated. Those who obtain the top three highest scores will be invited to present and provide MSI with a POC of their portal offering.

All technical proposals will be evaluated and ranked based on the following criteria

<b>Criterion</b>	<b>Weighting</b>
Pricing & Payment Schedule	40%
Online Portal & Support	30%
Consultative Account Management & Support	20%
Presentation & POC	10%

The scoring methodology for the Technical Proposal Questions will be as follows:

<b>Assessment</b>	<b>Description</b>	<b>Score</b>
<b>Exceeds Expectation</b>	The response is concise and answers the question with precision and relevant facts and examples. The response also clearly demonstrates innovation/added value relevant to the topic covered.	<b>2</b>
<b>Meets</b>	The response meets most of the required information.	<b>1</b>
<b>Doesn't Meet</b>	The response significantly fails to provide the required information. It provides inadequate details, misses most of the required information and/or not relevant to the question.	<b>0</b>



## APPENDIX A –CURRENT SITUATION

Please see the following MSI's travel data which more accurately reflects our MSI's travel anticipated pre-COVID.

### *Annual spend Jul 2021/Jun 2022 & Pre-Pandemic Summary*

2022 Jun YTD	Air	Hotel	Rail	Total	Other bookings
<b>Spend (%)</b>	47%	28%	24%	£525,002	£ 3,485
<b>Booking (%)</b>	18%	32%	51%	3,408	
<b>Online</b>	1%	15%	38%	1,825	
<b>Avg booking window</b>	12	8	6	8	
<b>Avg spend 2017-2019</b>	71%	9%	18%	£ 956,025	£ 77

### **MSI Locations**

MSI will require a provider who can travel to all the below MSI locations. Most of the travel is to and from the UK to these locations.

East & Southern Africa	Asia	Pacific Asia	West & Central Africa	Commercial
Ethiopia, Kenya, Madagascar, Malawi, Tanzania, Uganda, Yemen, Zambia, Zimbabwe	Afghanistan, Bangladesh, China, India, Mongolia, Myanmar, Nepal, Pakistan, Vietnam	Cambodia, Papua New Guinea, Timor Leste	Burkina Faso, Democratic Republic of Congo, Ghana, Mali, Niger, Nigeria, Senegal, Sierra Leone	Austria, Australia, Bolivia, Mexico, Romania, South Africa, Sri Lanka, United Kingdom, USA

### **Top 10 Countries - Spend**

No	Country
1	United Kingdom
2	Senegal
3	Burkina Faso
4	Netherlands
5	Nigeria
6	Ethiopia
7	Kenya
8	Jordan
9	Uganda
10	Nigeria



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## **APPENDIX B – TECHNICAL REQUIREMENTS**

See MSI-TMC Requirements file

## APPENDIX C – PRICING SCHEDULE

Please note, all prices are to be quoted in GBP and must be exclusive of taxes.

PRICING SCHEDULE				
AIR Booking Fees		Charge Unit	Offline	Online
Charity fare	Domestic	per ticket		
	European	per ticket		
	International	per ticket		
Negotiated fare	Domestic	per ticket		
	European	per ticket		
	International	per ticket		
Published fare	Domestic	per ticket		
	European	per ticket		
	International	per ticket		
Low-Cost Carrier		per ticket		
Ticket refund		per ticket		
Ticket cancellation		per ticket		
Ticket amendment		per ticket		
Rail bookings				
Domestic (Ticket on departure)		per ticket		
European		per ticket		
Eurostar		per ticket		
Rail Refund		per refund		
Hotel bookings				
Hotel		per booking		
Hotel Billbacks (Domestic)		per booking		
Hotel Billbacks (International)		per booking		
Booking amendment		per booking		
Booking cancellation		per booking		
Visa services				
Visa support		per Visa		
Courier service to MSI London office		per trip		
Meetings and Events				
Venue Finding UK		per event		

Venue Finding European / World		per event		
Group accommodation booking		per event		
Group Travel booking		per delegate		
Billback fee		per invoice		
Project management		per day		
Ancillary Charges				
Out of hours emergency support fee		per call		
iSOS data transfer		per PNR		
Ferry		per ticket		
Car Hire Bookings		per transaction		
Coach Hire		per transaction		
Hotel Billbacks (Domestic)		per billback		
Hotel Billbacks (International)		per billback		
Parking		per transaction		
Airport Parking		per transaction		
E-Ticket Reclaim		per sector		
Other Costs / Additional comments				

## Rebate

Please detail all commission, overrides and rebate rates returned to MSI, if applicable, and how this will be passed on to MSI.

Service	Rebate/Discounts
Air	Charity:  Negotiated:  Published:
Hotel	
Rail	
How will these rates be passed onto MSI?	

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**Additional Services**

For the duration of the agreement, please provide the additional services that you may charge

Description	Additional Charge
Risk Management Services	
Reporting	
Available insurance levels & associated costs for all services provided	
[additional charge]	
[additional charge]	