# Invitation to Tender

Travel Management Company – Indonesia

# Summary

WFD is looking to procure the services of a Travel Management company in Indonesia to assist WFD staff based in Indonesia with all of their domestic travel and accommodation requirements, and meet its duty of care obligations.

# Overview

Westminster Foundation for Democracy (“**WFD**”) is the UK public body dedicated to supporting democracy around the world. Operating internationally, WFD works with parliaments, political parties, and civil society groups as well as on elections to help make political systems fairer, more inclusive and more accountable.

. We are a problem-solving, practitioner-led organisation that offers:

* High quality and impactful regional and country programmes that directly support the full spectrum of institutions in political systems to develop inclusive political processes, more accountable political systems, protection of rights and freedoms, and more pluralistic societies.
* Specialist analysis, research, and advice to inform policy makers on a range of democratic governance issues via its Centre of Expertise.
* International elections observation on behalf of the UK.

# Aim of this Invitation to Tender

WFD is issuing this Invitation to Tender (“**ITT**”) to a range of potential suppliers of services and would welcome a **bid** from your organisation.

Due to the nature of the work WFD carries out, more than 50% of our staff and consultants travel on a regular basis. Our travel needs are often short-notice or subject to last-minute changes due to the changing needs of travellers.

For the logistical arrangements of these business trips, WFD needs the services of a provider that can facilitate both an individual’s travel arrangements, complex group trips, and VIP travel. The successful bidder will provide the following services: **visas**; **domestic** **air travel**; **rail travel**; **ground transportation** (e.g. transfers); **event venue/meeting space finding and booking**; and **hotel bookings** with no guaranteed minimum annual expenditure on travel and accommodation. This will need to be reflected in a flexible cost and billing structure.

In particular, WFD is looking for a provider that has an effective booking process that conforms with our Safe & Sustainable Travel Policy and Expenditure Authorisation requirements, to enable staff to book their own travel if they wish to. Additionally, we require dedicated agents on hand to help with any queries or to fulfil offline travel bookings for staff and sponsored third party travellers and specialist agents to support with group, VIP, and complex booking needs.

# Bid submission

All bids should be submitted by 27 September 2024 in writing, must comply with the requirements of this ITT, and must include the information requested in the Bid Requirements below.

The bid should be sent electronically and addressed to: procurement@wfd.org.

The same email address should be used for any questions related to this ITT. Make sure to include “WFD Indonesia Travel Provider Tender” on the subject line.

WFD’s standard terms and conditions for tendering and key policies are found at [Policies | Westminster Foundation for Democracy (wfd.org)](https://www.wfd.org/governance/policies) and you can find a copy of WFD’s Code of Conduct at [Code of Conduct | Westminster Foundation for Democracy (wfd.org)](https://www.wfd.org/policy/code-conduct).

# Detailed Specification

## Objective

WFD acknowledges that, to achieve its mission and goals, WFD staff, volunteers, experts, or Governors may, from time to time, be expected to travel or host delegations attending meetings or events in Indonesia. WFD requires the services of an outsourced Travel Management Company to ensure that all business travel is booked, approved, and managed in a way that represents value for money, keeps people safe, and mitigates negative environmental impact.

## Scope of work

When submitting their proposal the travel provider will have demonstrate how they aim to meet the following specification:

|  |  |
| --- | --- |
| **Functional area** | **Requirement description** |
| **Essential Requirements** | **Desirable Additional Requirements** |
| **Service Levels**  | * A Service Level Agreement (SLA) is expected to resolve travel query after initial contact from WFD staff (for all offline contact methods).
* Agents contactable by phone, SMS/WhatsApp (or equivalent), email and live chat
* Core availability at least 8am-6pm Monday to Friday.
* 24 hour emergency contact line for out of hours bookings (including weekends).
 | * 24 hour booking and enquiry line, enabling our staff to contact travel provider at times (not just in an emergency) that are convenient for them, or to facilitate last minute travel.
* Dedicated agents to support WFD’s group, VIP, and complex travel requirements
* Dedicated account manager with regular account meetings, informed by high quality management information.
 |
| **Services**  | * Quoted fares for flights, rail, road transfers, hotels and VISAs.
* Ability to book extras such as additional baggage and extra legroom.
* Ability to hold flights, rail and hotels for travellers pending approval/ final confirmation.
* Arranging ground transportation (including but not limited to car hire, coach with driver, and taxis)
* Service offer to include event/meeting spaces and conferencing facilities, including venues that can offer adequate facilities for digital and hybrid events or meetings
 |  |
| **Online and Mobile Booking**  | * The provider should have full, global reach across all geographic regions for both travel and accomodation.
 | * An online booking system so that our staff can book their own travel and/or accommodation if they wish to. The system should conform with WFD’s Safe and Sustainable travel policy.
* The online platform should contain the ability to add budget analysis code (see ‘Finance’ section)
* A mobile application where you can book flights and accomodation and view tickets
* Ability for traveller to input their own personal/travel details via an online form
 |
| **Value for Money – travel**  | * WFD staff should always be provided with the lowest rates, and given cost effective guidance and/or prompts to assist bookers, unless the lowest rates are with airlines or providers with poor safety standards. Safety of our staff is of the highest importance.
* Cost transparency – all costs applied by the provider should be clear and auditable.
* The provider should continuously look to negotiate fares on behalf of WFD, including where possible, offering best in class negotiated air programmes to provide discounted fares
 |  |
| **Value for Money – accomodation**  | * When booking accomodation, WFD staff must be provided with:
	+ The lowest rates
	+ Hotels with a full range of \* ratings
* Cost transparency – all costs applied by the provider should be clear and auditable for WFD.
 |  |
| **Group travel**  | * Group bookings are commonly required. The successful bidder should outline their group/complex booking SLA and the percentage of tickets that have met this SLA over the last 12 months
* Added value services to support VIP travel
 |  |
| **Security / duty of care** | * Airlines and accomodation must meet minimum safety standards stipulated by WFD; must be safe and secure. WFD reserves the right to inform the provider of which airlines or travel services providers they will not book with.
* In the event that an incident occurs, the provider should be able to manage the situation and assist WFD staff or third party travellers impacted.
 |  |
| **Environmental Impact**   | * WFD is a socially responsible organisation, and we would like to work with partners who are environmentally conscious.
* Analysis and insights – the provider should be able to assist WFD to understand the organisation’s travel patterns by providing regular reporting.
* WFD staff should always be provided with the lowest environment impact travel options, and given effective guidance and/or prompts to assist bookers.
 | * Carbon Offsetting option
* Management of airline loyalty point schemes and rewards
 |
| **Cancellation Policy** | * Due to the nature of WFD’s work, staff may have to cancel trips at the last minute. A good cancellation policy will therefore be essential.
* In the event that cancellation of travel or accomodation occurs (e.g. flight is cancelled; hotel can no longer accommodate traveller), WFD staff impacted will need to be fully supported by the chosen travel provider.
 |  |
| **Compliance**  | * Assist WFD by ensuring travel bookings are compliant with the organisation’s internal travel and security policies.
* Auto-notification of WFD’s security policy/requirements and safety guidance to staff who book travel.
* Data security policies to comply with ISO 27001 and information handling processes to comply with UK GDPR / Data Protection legislation.
 | * The provider should be able to integrate WFD’s approval processes for travel booking into the booking platform.
* Alert system that lets travel approvers know that a staff member has requested approval for travel.
* Multifactor Authentication-secured login.
 |
| **Reporting**  | * Comprehensive reports available for:
	+ Total spend across the financial year (April to March)
	+ Total numbers of flights and accomodation stays booked including dates of travel to cross-reference for budget purposes.
	+ A record of all failed bookings or traveller logged issues.
 |  |
| **Finance**  | * Consolidated monthly invoice with all budget analysis codes printed per trip. (Booker name, G/L number, project code, project task number, description, cost centre)
* A system that allows split coding across multiple budgets.
 |  |

## Deliverables

1. Booking and enquiry line (24/7 desirable), enabling our staff to contact travel provider at times (not just in an emergency) that are convenient for them, regardless of their geographical location.
	* Contactable via phone, email, messaging services and/or live chat
2. 24 hour emergency contact line for out of hours bookings (including weekends).
3. Quarterly Account Management review meetings

## Process

The services shall be performed at the address and on the date or within the period stated in the Order, and in either case during the Customer's usual business hours, except where otherwise agreed in the Order.

The proposed offline process for delivering service will be as follows:

* WFD staff/Traveller’s emails Travel Management Company (TMC) with requirement of travels.
* TMC provides 3 quotes- with a range of fares and times and best options available.
* WFD staff identifies preferred option.
* WFD staff forwards the email with their preference to internal authoriser for approval (with budget coding).
* Budget holder approves travel (keeping TMC in copy)
* TMC confirms bookings and issues ticket.
* TMC issues consolidated invoice printed line by line.

## Working arrangements

The Supplier will be expected to always work remotely with WFD colleagues. Regular Account review meetings will be scheduled quarterly with the WFD office with a clear path of escalation.

## Minimum experience and expertise

# The Supplier and its staff assigned to the Contract shall be expected to have worked on a global platform providing quality international travel booking services. Prior experience working with the public sector or international organisations is preferrable.

# Bid process

## Timescale

Below is the proposed timescale for the tendering process. Please note the dates are indicative and subject to change.

|  |  |
| --- | --- |
| Description | Date |
| Issue ITT | 13 September 2024 |
| Deadline for supplier questions | 20 September 2024 |
| Closing date for receipt of completed tender proposals | 27 September 2024 |
| Shortlisting of bids | 27–30 September 2024 |
| Supplier interviews/presentations to tender committee | 1–7 September 2024 |
| WFD announces preferred supplier | 21 October 2024 |
| Contract finalised and signed | 30 October 2024 |

## Bid requirements

In general, the bid should include the following:

1. Organisational profile
2. Proposed solution and how it meets the specification
3. Financial proposal
4. References
5. Confirmation of compliance with General Terms and Conditions of Tendering

### Organisational profile:

* Company profile, including brief history and financial overview
* Case studies/credentials demonstrating relevant experience and skills profile
* Commitment to corporate social and environmental responsibility
* Names and brief biographies of key staff

WFD is particularly keen to receive bids from organisations which are – or are working towards becoming – living wage employers and that have a broadly representative and balanced Board from gender and ethnicity perspectives.

### Proposed solution:

* Clear explanation as to the proposed approach to meeting the specification set out in this ITT.
* Detailed project plan for the onboarding and implementation process, including timelines, assumptions and dependencies, resourcing and risks.

### Financial proposal:

* Full breakdown costings for the proposed solution
* Separate accounting of any applicable tax, duty, or charge.
* Detailing of any discount applied in view of WFD’s not-for-profit status.

### References:

* The bid should include details of two references relating to similar goods/services provided in the last three years. Please note – referees will only be contacted once Preferred Bidder status is assigned.

### Confirmation of acceptance of General Terms and Conditions of Tendering:

* By submitting a bid, you confirm acceptance to [WFD’s General Terms and Conditions for Tendering](https://www.wfd.org/policy/wfd-general-terms-and-conditions-tendering) which can be found on our website.

All bidders should also note the following:

* all bids should be submitted in English;
* all bids should be submitted in electronic form only;
* this ITT and the response may be incorporated in whole or in part into the final contract;
* only information provided in response to questions set out in this documentation will be taken into consideration for the purposes of evaluating the ITT;
* bids which are poorly organised or poorly written, such that evaluation and comparison with other submissions is notably difficult, may exclude the bidder from further consideration; and
* any bids which do not fully comply with the requirements of this ITT may be disregarded at the absolute discretion of WFD.

## Evaluation criteria

*WFD intends to shortlist providers based on their response to this ITT and will use the following scoring criteria.*

|  |  |
| --- | --- |
| *Description* | *Score* |
| *Service offer and fit to specification* | *30 %* |
| *Indicative Service Level Agreement*  | *20 %* |
| *Value for Money* | *30%* |
| *Relevant experience and commitment to corporate social and environmental responsibility*  | *20 %* |
| ***Total Weighting*** | ***100 %*** |

WFD will score each criterion using the following table:

|  |  |
| --- | --- |
| 0 | The proposal submitted omits and fundamentally fails to meet WFD’s scope and specifications. Insufficient evidence to support the proposal to allow WFD to evaluate. **Not Answered** |
| 1 | The information submitted has a severe lack of evidence to demonstrate that WFD’s scope and specifications can be met. Significant omissions, serious and/or many concerns. **Poor** |
| 2 | The information submitted has some minor omissions in respect of WFD's scope and specifications. The tender satisfies the basic requirements in some respects but is unsatisfactory in other respects and raises some concerns. **Satisfactory**.  |
| 3 | The information submitted provides some good evidence to meet the WFD’s scope and specifications and is satisfactory in most respects and there are few concerns. **Good.**  |
| 4 | The information submitted provides good evidence that all of WFD's scope and specification can be met. Full and robust response, any concerns are addressed so that the proposal gives confidence. **Very Good.** |
| 5 | The information submitted provides strong evidence that all of WFD's scope and specification can be met and the proposal exceeds expectation i.e. exemplary in the industry. Provides full confidence and no concerns. **Outstanding** |

## Tender Queries

Any questions related to this tender should be addressed to procurement@wfd.org with “WFD Indonesia Travel Provider Tender” on the subject line.

## Equal Information

Should any supplier raise a question that is of general interest, WFD reserves the right to circulate both question and answer to other respondents, either via WFD’s website or by email. In this event, anonymity will be maintained.

## Annual reports

Please provide a link or copy of your company’s latest audited annual accounts with the bid.

**Expected contract duration**

WFD expects to award a contract for a one-year period, with an opportunity for an annual extension subject to a review and available funding.

## Other information

If the potential supplier believes that there is additional information that has not been requested in the ITT but is relevant to your bid, please include that information as a separate attachment and explain its relevance to this ITT.