# Invitation to Tender

# Summary

WFD seeks to engage a Travel Management Service Company in Nepal to assist WFD staff with all of their travels and accommodation requirement.

# 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:

* Specialist analysis, research, and advice to inform policy makers on a range of democratic governance issues.
* High quality and impactful 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; and
* International elections observation on behalf of the UK.

WFD has registered its liaison office in Nepal pursuant to subsection (4) of section 154 of the Company Act 2006 of Nepal, at the Office of Company Registrar (OCR), the Inland Revenue Office (IRD) and the Local Municipal Office.

# Aim of this Invitation to Tender

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

WFD is looking to procure the services of a Corporate Travel Management company to assist WFD staff with all of their domestic travel and accommodation requirements.

Due to the nature of the work WFD carries out, our staff travel on a regular basis locally in the Nepal. For the logistical arrangements of these business trips, WFD needs the services of a provider that can facilitate both an individual’s travel arrangements and group trips. The successful bidder will provide the following services: domestic travel; transfers and hotel bookings and hotel space for organising events 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 system with dedicated agents on hand to help with any queries or to book travel for staff.

# Bid submission

All bids should be submitted by 5pm on the 11th February , 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: Pallawi Karna, WFD PAFA at pallawi.karna@wfd.org and CCing archana.ghimire@wfd.org

The same email address should be used for any questions related to this ITT.

WFD’s standard terms and conditions for tendering and key policies are found at <https://www.wfd.org/policy/procurement-policy>  and you can find a copy of WFD’s Code of Conduct at <https://www.wfd.org/policy/code-conduct>.

# Detailed Specification

## Objective

WFD intend to procure the services of a Corporate Travel Management company to assist WFD staff with all of their domestic travel and accommodation requirements.

Due to the nature of the work WFD carries out, our staff travel on a regular basis both locally in the Nepal and overseas to a diverse range of countries. For the logistical arrangements of these business trips, WFD needs the services of a provider that can facilitate both an individual’s travel arrangements and group trips. The service provider will provide the following services: domestic travel; transfers 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 system with dedicated agents on hand to help with any queries or to book travel for staff*.*

## Scope of work and Deliverables

The travel service provider is expected to assist WFD staff with all of their travel and accommodation requirements.

The service provider will undertake the following responsibilities, but not limited to:

1. **Services:**
* Quoted fares for domestic flights, road transfers and hotels.
* Multiple fare types – including negotiated, charity and published rates.
* Ability to hold flights for travellers pending approval/ final confirmation.
* 24 hour emergency contact line for out of hours bookings (including weekends) and an agent will need to be contactable by phone/email.
* Dedicated account manager with regular account meetings.
1. **Value for Money – travel:**
* WFD staff should always be provided with the lowest rates, and given cost effective guidance.
* Cost transparency - all costs applied by the provider should be clear and auditable for WFD.
* The provider should continuously look to negotiate fares on behalf of WFD.
1. **Value for Money – accomodation:**
* When booking accomodation, WFD staff must be provided with:
* The lowest rates
* Hotels with a full range of \* ratings.
* The provider should continuously look to negotiate fares on behalf of WFD.
* Cost transparency – all costs applied by the provider should be clear and auditable for WFD.

1. **Value for Money – event venues and event related needs:**
* When booking venues for events including event related needs such as meals, snacks, equipment’s etc, WFD staff must be provided with:
* The lowest rates
* Hotels with a full range of \* ratings
* Details of packages for events.
* The provider should continuously look to negotiate fares on behalf of WFD.
* Cost transparency – all costs applied by the provider should be clear and auditable for WFD.
1. **Travel alerts:**
* Travel alerts issued by the provider so that WFD staff are aware of any issues or circumstances that might hinder or affect their travel.
1. **Cancellation Policy:**
* Due to the nature of WFD’s work, staff may have to cancel trips at the last minute. A good cancellation policy agreement 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.
1. **Duty of Care**
* Airlines and accomodation must meet minimum safety standards stipulated by WFD; must be safe and secure.
* In the event that an incident occurs, the provider should be able to manage the situation and assist WFD staff impacted.

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| --- | --- |
| **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
* 24 hour emergency contact line for out of hours bookings (including weekends).
* 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.
 | * 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

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| **Services**  | * Quoted fares for domestic flights, rail, road transfers, and hotels.
* Multiple fare types – including negotiated, charity/humanitarian (or equivalent, e.g. public sector negotiated rates) and published rates.
* 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
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| **Online and Mobile Booking  (Optional)** | * An online booking system so that our staff can book their own travel and/or accommodation if they wish to.
* The online booking system must be able to conform with WFD’s safe and sustainable travel policy and expenditure authorisation requirements, please see process map below this table for more information.
* Online booking system to be able to generate reports for both individuals and for the organisation, to keep track of movements.
* Ability divide bookings into departments
* Ability for traveller to input their own personal/travel details via an online form
 | * The online booking system to provide multilingual capabilities
* The online booking system should be compatible with Microsoft Edge (Chromium).
* A mobile application where you can book domestic flights and accomodation and view tickets
* Customisable landing page to highlight key internal policies and procedures.

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| **Value for Money – travel**  | * WFD staff should always be provided with the lowest rates, and given cost effective guidance and/or prompts/nudges to assist bookers.
* 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
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| **Value for Money – accomodation**  | * When booking accomodation, WFD staff must be provided with:
* The lowest rates
* Hotels with a full range of \* ratings.

The provider should continuously look to negotiate prices on behalf of WFD, including bespoke rates for WFD in destinations with high travel volumes (e.g. London). * Proactive negotiated accommodation programme providing discounted/fixed rates for hotels
* Cost transparency – all costs applied by the provider should be clear and auditable for WFD.
 |   |
| **Visas**  | * The travel provider must be able to advise and assist WFD staff members and sponsored third party travellers in acquiring visas for their travels, whether from or to the UK.
* The provider would be the point of contact to liaise with the embassy and provide updates on the status of visas.
* Courier service included for all Visas.
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| **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
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| **Security / duty of care**  | * Travel advice and alerts issued by the provider (to WFD Management and the traveller), so that WFD staff or sponsored third party travellers are aware of any issues or circumstances that might hinder or affect their travel.
* Airlines and accomodation must meet minimum safety standards stipulated by WFD; must be safe and secure.
* 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.
* Traveller profiles with up to date contact and medical information, which should be accessible to WFD Management/HR.
 | * Auto-generated travel/accommodation confirmations
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| **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/nudges to assist bookers.
* Environmental transparency – all Co2 emissions related to WFD travel should be clearly reported and auditable.
 | * Carbon Offsetting option
* Management of airline loyalty point schemes and rewards
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| **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.
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| **Compliance**  | * The provider should be able to integrate WFD’s approval processes for travel booking into the booking platform.
* 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
 | * Alert system that lets travel approvers know that a staff member has requested approval for travel.
* Multifactor Authentication-secured login.
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| **Reporting**  | * Comprehensive reports available for:
	+ Total spend across the financial year (April to March)
	+ Environmental impact / Co2 emissions
 |   |
| **Finance**  | * Consolidated monthly invoice with all budget analysis codes printed per trip.
* A system that allows split coding across multiple budgets.
 |   |

## Timeline

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.

## Reporting

The service provider should be able to assist WFD to understand the organisation’s travel patterns by providing regular reporting. The service provider shall provide comprehensive report for total spend across the English financial year (April to March) and Nepali financial year (Shrawan to Ashadh) and reports on top bookers, destinations and airlines.

## Working arrangements

The place of work for this assignment is mainly remote (online) with time-to-time online meetings with WFD Representative.

## Payments

Payment is subject to successful completion of tasks/deliverables/milestones mentioned in the deliverables above. WFD shall pay the service provider as per the contract within 30 working days after the receipt by WFD of a valid invoice. The payment is subject to TDS as per relevant local law.

## Minimum experience and expertise

1. Proven work experience as a Travel Agent.
2. Strong sales and commercial awareness and ability to interact, communicate and negotiate effectively.
3. Interpersonal abilities, industry knowledge and technical qualifications that enable people to coordinate and manage travel-related activities.
4. Sound knowledge of domestic and travel trends.

# Bid process

## Timescale

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

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| --- | --- |
| Description | Date  |
| Issue ITT | *24th January 2024* |
| Closing date for receipt of completed tender proposals | *11th February 2024* |
| Shortlisting of bids | *25th February 2024* |
| Supplier interviews/presentations to tender committee (if applicable) | *On or before 10th March 2024* |
| WFD announces preferred supplier | *17th March 2024* |
| Contract finalised and signed | *25th March 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
* 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, including timelines, assumptions and dependencies, resourcing and risks.

### Financial proposal:

* Full breakdown costings for the proposed solution in Nepali Rupees (NPR)
* Separate accounting of VAT and/or any other 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:

* All bids should include a signed copy of the Confirmation of Compliance form as annexed to this ITT.

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 the RFP and will use the following scoring criteria.*

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| --- | --- |
| Description | Score  |
| *Quality of bid document* | *20 %* |
| *Service offer and fit to specification* | *20 %* |
| *Value for money*  | *20 %* |
| *Professional profile, track record and references* | *20%* |
| *Relevant experience* | *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 Pallawi Karna, WFD PAFA at pallawi.karna@wfd.org*.*

## 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.

## 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.