

IUCN RFP IUCN-22-07-Px-1 HQ Travel Services

Bidder Questions and Answers 09 September 2022

Please find below our answer to the questions received.

A. Background information

1. *Could you please share your top 10 destinations?*

These change constantly. As you can see in the background information provided, only about 20% of our travel spend is on the top-10 destinations in any given year.

Top 10 origin-destinations:

2020: Geneva-Ahmedabad, Geneva-Johannesburg, Geneva-Ouagadougou, Geneva-New York, New York-Geneva, Geneva-Kigali, Geneva-Bogota, Geneva-Melbourne, Guatemala-Geneva, Ahmedabad-Geneva.

2019: New York-Pohnpei, Geneva-Johannesburg, Geneva-Nairobi, Geneva-Beijing, Geneva-Washington, Geneva-Bangkok, Geneva-New York, Geneva-Frankfurt, Geneva-Brisbane, Geneva-Seoul.

2018: Geneva-Johannesburg, Geneva-Dubai, Geneva-New York, Geneva-Washington, Geneva-Bangkok, Geneva-Nairobi, Geneva-Tokyo, Geneva-Sao Paulo, Geneva-Ouagadougou, New York-Geneva.

2. *The travel spends indicated in the table in the attachment 1 – 1. Background data, are they only air travel spends? If yes, could you please share your travel spend for rail, hotel, and car as well? At least for 2019.*

No, this is total travel spend through our current travel services provider. The large majority of this is air travel, since accommodation is usually booked separately, either by the office/organisation visited, or determined by the event organisers. Car hire is negligible.

To give an example, in 2019, total travel spend was CHF 970,334, of which CHF 957,020 air travel.

3. *Can you please tell us more about the domestic / Europe proportion, as long hauls are around 80%?*

We are based in Switzerland. Our domestic air travel is negligible (less than 0.1%).

4. *How many travellers are there in the IUCN HQ?*

We don't have exact data on this. There are 183 staff members at HQ, all of whom, in principle, may need to travel. However, this is not counting the non-staff, whose travel makes up just over 50% of our travel spend.

5. *Are there any travellers that need VIP level servicing? If yes, how many VIP travellers? If you need VIP services, could you please precise for which occasions? Daily travels? During IUCN events? Or both?*

We do not regularly require VIP level servicing but please do provide details if you offer this service.

6. *The travel spends indicated in the table in the attachment 1 – 1. Background data, what is the percentage of non-staff travels? At least in 2019.*

Approximately 50%.

7. *Do the Non-Staff travel only during IUCN's events?*

No, these could also be consultants travelling to IUCN or IUCN's partners' offices.

B. Negotiated prices

1. *It is not mentioned in the RFP, do you have any negotiated prices with airlines?*

Yes, we do.

2. *Can you get NGO's fares?*

We do not currently have access to NGO fares, but we will look to the selected travel services provider to negotiate these on our behalf where possible.

C. Online Booking Tool and online adoption rate

1. *Which Online Booking Tool are you using? Are IUCN travellers satisfied with it? If not, what are the pain points about the OBT?*

We are currently using Cytric but happy to consider alternatives. The key requirements for the OBT are user-friendliness, clarity of option presentation, and reliability of the search engine to identify the best options.

2. *In the description, IUCN explains the percentage online is today around 20% (because of the implant situation); is it your wish to develop online booking channel? do you have maybe an estimated adoption rate as a target?*

As per item 2.a in the Statement of Requirements, yes, we do need an Online Booking Tool.

We do not have a specific adoption target. A lot of our travel is complex and to remote locations and requires the assistance of an offline agent. As you can see in the background information provided in the Statement of Requirements, prior to having an implant our online adoption rate was around 40%.

3. *Can we know please which TMC is your current provider?*

Our current provider is American Express Global Business Travel.

D. Meetings and Events

1. *About meetings / conferences: how many IUCN organises per year please, and what is the travel budget approximately?*

Could you describe the type of events (number of participants, locations, etc...)?

Could you share the number of the events that might be organized?

What is the typology of events and the share of internal events (i.e. with travellers with profiles) and customer events (i.e. with travellers without profiles)?

Do you have any idea of the average rate of modification during events?

We do not have a centralised travel or events function and no data on this. The kind of event varies significantly in all the above respects.

2. *The travel spends indicated in the table in the attachment 1 – 1. Background data, are events travelling included? If not, could you share your travel volume during IUCN events? At least for 2019.*

Yes, the data includes events travel.

E. Current Processes

1. *Can you please explain in an explicit way the booking process currently for staff and non-staff travellers? are travellers booking themselves (non-staff included) or are there travel managers (or bookers)?*

IUCN HQ does not have a centralised travel function. Travel bookings are made by the travellers themselves or, in the case of some senior staff, their administrative assistant. For events, there will be a person or team managing the event, but travel bookings will normally be made directly by the travellers.

The current process for staff travellers is that they create a Travel Authorisation in our finance system, which is then approved by their line manager and budget holder. With this approval, the traveller contacts the travel agency, selects and confirms a ticket option. No further approvals are required.

For non-staff, the IUCN contact person (meeting organiser) creates a Requisition in our finance system, which is similarly approved by the relevant budget holder. The IUCN

contact then either creates a non-staff profile in the travel service provider's system, which lists an approver for the trip; or provides a list of approved travellers to the travel service provider together with the relevant approver. In the former case, the traveller contacts the travel service provider; in the latter case, the travel service provider contacts the travellers. Provisional bookings are made based on the traveller's choice. These are then sent to the nominated approver for validation before the booking is finalised and the ticket(s) issued.

F. Procurement Procedure

1. *Can we know please which agents have been invited to this tender?*

This is an open tender. Any agency can submit a proposal subject to the conditions stated in the RfP.

2. *About the exercise 28/09: can you please tell us if there would be a concrete booking afterwards when the contract has started?*

No, there will be no actual booking. This is just a test to see what options you can provide.

3. *When are you planning to send us the 5 travel demands on the 27th of September? Do we need to find the travel options on the 27th or 28th of September?*

We have not yet decided on the exact time, but it will be during reasonable office hours, probably in the morning. You will then have 24 hours to provide us with travel options.

4. *Offline team: it is not allowed in our HR policy to share externally any detail about our agents; can we share the bio of our agents without providing their name please?*

Yes, please do not provide actual names.

5. *It is indicated, when sharing a CV we need to present the agreement of the person presented. However I am not sure for which profiles do you need a CV? Account Manager? Business Travel Consultant?*

This is a generic statement in our standard RfP document. In this specific case, whether you need to include particular CVs depends on your proposal and is thus up to you.

6. *You are asking to share all the necessary legal registrations, what exact documents are you looking for? IATA certification?*

We are not asking you to share the legal registration documents, merely for you to confirm that you are duly registered to provide this service.

7. *In the pricing grid, could you please confirm that for each transaction fee, we need to indicate which for requirement (e.g. indicating next to offline fees: "3. Offline team") it is?*

You do not need to provide a price for each requirement listed in the Statement of Requirements. It is expected that parts of the service will be included in the regular transaction fees rather than priced separately. This is for you to determine. Please list all of your applicable prices that could be charged in the provision of the service, and the unit to which they refer. For example, long-haul air ticket booking fees (offline) will probably be charged per transaction, whereas set-up costs for the online booking tool will be a "one-off".

G. Payment

2. *The lodge card: is it mandatory please? can you please tell us more about the reasons of such a card on IUCN's side?*

This is not mandatory. Please feel free to propose an alternative payment method. We do not, however, issue a significant number of corporate credit cards to individual travellers.

H. Contract

1. *What would be the duration of the contract?*

The contract would be for three years with two optional one-year extensions at IUCN's discretion.

2. *In the attachment 3: Template Consultancy Agreement, in the article 15. Could you please confirm that we would have a data controller to data controller relationship?*

We will need to clarify this during contract finalisation but this is what we have with our current provider.

I. Duty of Care, Travel Insurance

1. *Duty of care: what is the current provider please? are there any requirements for the TMC to create interactions with the provider?*

There are no requirements to interact with the travel insurer.

2. *Insurance: in the travel policy, IUCN informs us about the contract for an insurance; which company is it please? is it a global contract?*

This is indeed a global contract, which is managed separately from the HQ travel services provider. There will be no need for the travel services provider to interact with the insurer.