

17<sup>th</sup> August 2022

ADDENDUM No. 1

To ALL Bidders,

Dear Sir/Madam,

**RE: CLARIFICATIONS FOR TRAVEL MANAGEMENT SERVICES RFP (IPA/RFP/G-OPS/001/2022)**

We have received request for clarification in reference to the above mentioned RFP. Below are the responses to the questions raised.

#	Questions	Clarifications
1	What has prompted you to review your travel provider?	Please refer to the RFP objective.
2	What are the current “pain points” in your travel program? Please detail all areas where there could be improvement.	These are captured in the RFP objective.
3	What was your pre-pandemic travel spend and do anticipate your travel will increase?	The average spend shared is from 2018 to 2022. This data is presented to assist in pricing of the RFP and does not represent a commitment of any kind by IPA.
4	What is your total travel spend breakdown of the \$300-\$400k?	The estimate provided refers to airfare only and is sufficient for responding to the RFP.
5	Do you have any preferred supplier agreements with air/hotel/car suppliers and if so with whom? What percentage of your travel spend is through preferred supplier agreements?	No, we do not currently have any preferred supplier agreements.
6	Are your travelers mandated to use your contracted TMC?	No, but we strongly encourage them to do so, and the majority of staff do.
7	Are you currently using an online booking tool? If so, what tool are you using? Are you trying to increase online adoption?	There is an online booking tool through our current TMC, though most reservations are made via email through the TMC.
8	Are we able to include samples/screenshots in appendices?	Please feel free to include relevant supporting documentation as an appendix.
9	Do you want copies of all licenses, certifications etc?	Yes
10	Recommendations/awards – Could you please advise what is meant by “designation?” Are you looking for 5 references who are willing to discuss our services?	Designation refers to the job title of the referee. IPA will reach out to references as part of our due diligence and selection process.

11	Other than the Service Level Agreement, are there parts of the scope of work that you want included in bidders' proposals?	The proposal should address all areas as noted in the evaluation criteria presented in the RFP.
12	Do you have a preferred format for submissions?	Please refer to Section 5.2 of the RFP.
13	What is the air spend for domestic and international split estimated for next fiscal year?	The vast majority of travel booked through the TMC is expected to be international. Please refer to estimates listed in the RFP.
14	What is the hotel spend for domestic and international estimated for next fiscal year?	The estimates provided in the RFP refer to airfare. IPA hotel services are primarily arranged through its country offices and not through the TMC.
15	Are there any anticipated travel numbers for each of the IPA project countries?	No.
16	Is there any authorized business class travel?	Business class may be authorized for medical purposes.
17	Does IPA utilize ISOS or another risk management provider?	Yes, IPA utilizes ISOS and the TMC should explain how it will facilitate linkages to ISOS' various platforms.
18	Our firm is family-owned operation and does not have audited financial statements for review. Would annual corporate tax returns provide necessary assurances?	Yes
19	We provide direct phone line and email access to our team members as well as a rolling main line for calls to be answered. We do not have any monitoring or corporate call center approach to service provision as we see humanitarian travel as a personal service to our partners. Are we eligible?	Yes, but please explain how your firm would handle the increased business from IPA to ensure timely service provision.
20	Is there a requirement for an online booking tool?	Yes
21	What are the current biggest challenges in managing your program?	Please refer to the information provided in the RFP.
22	What are the top 3-5 objectives when managing your travel program?	Please refer to the information provided in the RFP.
23	Do you intend to appoint a single TMC?	Yes
24	How has the global pandemic impacted your travel program? Assuming travel has been limited, have you started traveling again and in what capacity?	Travel during the pandemic was limited, but has increased significantly in the first half of 2022. We expect continued increases through the remainder of 2022 and into 2023.
25	What specific reports do you require?	Please refer to the information provided in the RFP.
26	Do you use an expense management tool currently?	Yes. Staff based outside the US use ProcessMaker, and staff in the US currently use Replicon.
27	How is your travel booked currently? Are individual travelers booking or is there a single point of contact coordinating travel?	Individual travelers contact the TMC.



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28	Is travel booked on a corporate/ ghost card, or individual credit cards? Will travelers have a credit card to present upon hotel check in?	The TMC will charge IPA's corporate credit card. As noted above, the TMC will not be the primary hotel booking mechanism. On the rare occasions when the TMC does arrange a hotel, the traveler will only be able to present a personal card, not a corporate card.
29	Are you currently utilizing an online booking tool? If yes, which one and what is your online adoption rate? If yes, do you hold the contract for travel or does your current TMC?	IPA's current TMC has an online booking tool, but adoption is low.
30	Do you currently have any negotiated airline discounts/contracts?	No
31	Do you have any negotiated hotel or car rental rates?	No
32	What, if any, meeting management requirements would you be looking for?	None at the moment.
33	Do you have any language requirements for travelers outside of the US?	Some IPA staff speak Spanish and French.



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