



The New Development Bank

Request for Proposal

(This is not a Purchase Order)

1. Introduction

The New Development Bank (NDB) is issuing a Request for Proposal (RFP) to invite qualified suppliers to provide proposals to NDB's S-AD-2020-00272 Travel Management Services project. Please refer to the following information or attached TOR (Service Scope) for detailed requirements.

Those interested and qualified companies please register into NDB's e-procurement system to be **NDB's registered suppliers** and participate in the bidding process (**please be noted the contact information provided in registration especially email address must be correct as all communications regarding the bid including RFP distribution and award notice will be sent through it**). NDB will choose the most suitable one(s) from the shortlisted suppliers. NDB at its sole discretion reserves the right to reject all proposals in accordance with its internal policy and guidelines.

2. RFP Schedule

Please be noted the following activities could take place in the RFP process. NDB will inform the specific arrangements in advance and the suppliers are requested to respond timely.

Activity	Date
Distribution of RFP	December, 2 ,2020
Deadline for Questions	December, 24 , 2020
Proposal Response Due	December, 25 , 2020
Negotiation on contract	January, 2021 (TBC)
Signing Contract	February, 2021 (TBC)
Project Kick Off	TBC

3. Instruction to bidders

3.1 Contact Information

Please use the following contact information for all correspondence with NDB concerning this RFP. **Suppliers who solicit information about this RFP either directly or indirectly from other sources will be disqualified.**

Mr. Ivan Nepeivoda

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Email: nepeivoda.ivan@ndb.int

3.2 Submission of Proposals

Proposals shall be prepared in English. Both hard copy and electronic version is acceptable. Hard copy (6 copies at least) is **optional** and shall be sent in sealed covers. Electronic version is **obligatory** and shall be submitted online in Electronic Procurement System.

For submission of proposal, the qualified suppliers should register to NDB's e-procurement system to be **NDB registered suppliers** (subject to NDB's internal approval) in advance. Then registered suppliers need to **ENROLL** in the procurement notice (for open competitive bidding) or **ACCEPT** the invitation (for limited competitive bidding) before submitting proposal online according to the timeline. (<https://www.ndb.int/data-and-documents/corporate-procurements/>)

The mentioning of deadline, due time, closing date, etc. herein means **Beijing time**; and NDB's business time is from **9:00AM to 5:15PM in working days**.

3.3 Questions

Please submit questions in writing by e-mail. Vendors should refer to the specific RFP paragraph number and page and should quote the questioned passage. NDB will be prompt in responding to questions. All questions will be responded to as a group and sent to all vendors.

3.4 Ownership of Materials

All materials submitted in response to this RFP become the property of NDB. Proposals and supporting materials will not be returned to vendors.

3.5 Proposal Costs

NDB is not responsible for any costs incurred by the vendor in the preparation of the proposal or the site visit.

3.6 Proposal Format (if applicable)

NDB recommends that the proposal should contain two parts as follows:

PART I:

- Volume 1 – Main Proposal
- Section 1 Executive Summary
- Section 2 Functional Section
- Section 3 Technical Section

- Section 4 Project Management Section
- Section 5 Support Section

PART II:

According the **ANNEX 5 (Schedule of Questions)** and **ANNEX 6 (Pricing)**

NOTE: Price Proposal: Should be separate but integral part of the proposal. **The currency is USD;** if quoting in other currencies, the exchange rate should be clearly defined. **The price shall be inclusive of applicable taxes (if not, please specify);** and other charges shall also be clearly defined. Note: The payment will be done by international wire transfer, then NDB recommends that the tax fee must be included in the proposal, with respective details.

Payment terms applicable - not less than **30 days**.

3.7 Validity Period

The proposal including pricing quotation shall be valid at least **for 120 days**.

3.8 RFP Amendments

New Development Bank reserves the right to amend this RFP any time prior to the closing date. Amendments will be issued only to vendors who are going to complete a proposal.

3.9 Sub-contractor

NDB expects to negotiate and sign contract with one winning vendor. NDB will accept only complete solutions from a primary vendor, and will not accept any proposals that are on only one item or a combination of items from the RFP. The prime vendor will be responsible for the management of all subcontractors. NDB will not accept any invoices from subcontractors or become part of any negotiations between a prime vendor and a subcontractor.

3.10 Award Notification

NDB could negotiate with all shortlisted suppliers before deciding the winning vendor. And NDB reserves the right to negotiate further with the winning supplier before and in the contracting process. The remaining vendors will be notified in writing of their selection status.

4. Evaluation Criteria

The proposals will be reviewed and evaluated by NDB's team in accordance with the related policy and guidelines, especially the six principles (Economy, Efficiency, Competition, Transparency, Value for Money, Fit for Purpose) contained in NDB's corporate procurement policy. NDB is interested in obtaining a complete solution to the requirements contained in this RFP. Proposals that meet the proposal instructions and requirements will be given a thorough and objective review. Proposals that are late, or do not comply with proposal instructions, or take exceptions to mandatory requirements will be eliminated without further consideration. The following are the key factors that would be taken into consideration for evaluating the proposals.

i. Technical Approach and Methodology or Software Solution

Primary consideration will be given to meet the mandatory requirements as listed in this RFP.

The following are factors in the evaluation.

1. Meeting the requirements as stated in this RFP;
2. Understanding of the work to be performed;
3. Technical approach and methodology to accomplish the work;
4. Completeness and competence in addressing the scope of work.

ii. Project Management

NDB also believes that effective project management is essential for a successful implementation. Vendors will be evaluated on the completeness and responsiveness of their project management plans and the project team assigned.

As part of the project management plan, vendors must demonstrate adequate experience in developing and implementing the requested project. NDB's confidence in the vendors' ability to meet deadlines and successfully manage similar projects will be a primary consideration.

Special consideration is given to vendors who propose a detailed project plan with sufficient breakdown of tasks and steps to demonstrate a complete understanding of the project.

iii. Pricing

NDB will consider pricing as part of the evaluation criteria. **Lowest price is not essential to win**; however, large pricing differentials between vendors will be carefully examined. Price will be used as a final indicator for determining the vendor finalists when all other criteria have been normalized.

iv. Presentation and Demonstration

The results of Presentation and Demo will be evaluation factors.

v. Support and Maintenance

NDB believes the ability to perform timely support is also an important factor for the success of this project. Therefore, vendors should provide adequate information to demonstrate their capabilities to fulfill this task.

5. Contract

The participant shall review the service agreement template provided by NDB in advance. The use of NDB's version of the agreement is preferable. Template agreement and general terms and conditions can be found on the NDB's official web-site <https://www.ndb.int/data-and-documents/corporate-procurements/>

ANNEX 1

Introduction

1.1. NDB is a multilateral development bank with its headquarters in Shanghai, China, established by the Federative Republic of Brazil, the Russian Federation, the Republic of India, the People’s Republic of China and the Republic of South Africa (“**BRICS**”) in accordance with the Agreement on the New Development Bank dated 15 July 2014.¹ The purpose of NDB is to mobilize resources for infrastructure and sustainable development projects in the BRICS and other emerging economies and developing countries.

1.2. Purpose

- 1.2.1. The Bank has developed this Request for Proposal (RFP) in order to select a qualified Travel Management Company (TMC) for the provision of travel services. The NDB requires a high quality service with on-line booking, data management and reporting capabilities at competitive prices. The NDB will look for a proactive approach to reducing travel management costs through the automation of travel processes and other initiatives that will lead to an overall reduction in travel expenditure.
- 1.2.2. This RFP is intended to provide interested TMCs with sufficient understanding of the Bank and its operation to enable the TMC to submit a proposal and provides the basis upon which the service offers will be evaluated. The RFP and supporting servicing and financial templates require a Business Plan approach and TMCs are encouraged to respond to the NDB’s overall travel requirements, both in the China and globally, in a strategic travel management manner.
- 1.2.3. The Bank intends to award a (2) two-years contract with the option to extend the contract for up to (2) two additional years to the selected firm. The total contract period shall not extend beyond (5) five years.

1.3. Project overview

- 1.3.1. The RFP will cover travel from headquarters in Shanghai, China Mainland (HQ). Phase 2 will cover the remaining the Regional Offices (RO) on our country members in Brazil, Russia, India and South Africa.
- 1.3.2. HQ originating travel represents the bulk of all Bank travel and is focused on country members (BRICS). Travel is handled by a single TMC. These trips can be complex, last minute and in need of frequent updates to accommodate adjusted travel plans. Customer care and focus on individual customer needs is an on-going priority. The NDB’s objective is to combine the utilization of technology and the inventiveness of a travel partnership to reduce cost of delivery, the time to deliver, and the resources required for providing travel services, while still meeting the expectations of our traveler base.
- 1.3.3. RO management is currently very fragmented with offices using local TMCs (South Africa) and Brazil the air tickets booking has been done directly by the traveler as well as the accommodation reservations. The offices in India and Russia are in implementing phase, which means that there is no data or statistics. Consequently, data relating to RO current service models and volume statistics is more limited. That said, it is the Bank’s intent to consolidate RO travel with a phased implementation. The roll-out will be determined by the readiness of the individual regional office to proceed and the implementation timelines agreed between the Bank and the selected TMC. Although we believe the majority of countries will join this initiative, we are unable to guarantee all 5 countries will participate in the project and it will lie with the Bank and selected TMC to lead a campaign of persuasion to highlight the benefits of being part of the program.

¹ A copy of the “Agreement on the New Development Bank – Fortaleza, July 15” is accessible on <https://www.ndb.int/wp-content/themes/ndb/pdf/Agreement-on-the-New-Development-Bank.pdf>.

- 1.3.4. TMCs submitting proposals to provide travel services at HQ must address how they would provide services for RO as well. The Bank can provide detailed information about HQ travel and has gathered whatever information is available related to RO.
- 1.3.5. The TCM selected should to provide an executive account manager for NDB contract;

ANNEX 2

Statistic data 2019

2.1. Statistic data for 2019 provided for reference. NDB is growing organization and it is expected of reasonable increasing of travel activity after pandemic period.

	Cost*	Transactions #
Air International	USD 2,951,872	1084
Air Domestic	USD 144,290.93	317
Hotel*	USD 82,024.12	147
Car	USD 22,177.46	42
Rail	USD 2,660.29	18

Note: Statistic data related to the hotels is not indicative due to the most cases of the booking were provided directly w/o TMC involvement.

***Exchange used: USD 1,00 = CNY 6,62 (November, 13th, 2020)**

ANNEX 3

Current Process and Systems Used at HQ

3.1. Travel is booked by an off-site Travel Management Company (TMC) or via on-line booking tool.

3.2. **Sabre GDS and TravelSky GDS (exclusively used in China)** are used for TMC bookings and Travel Management Section (GST) use.

3.3. All trips are pre-authorized electronically via **Concur Expense system**. Post-trip electronic statements of expense are processed via **Concur**.

3.4. All mission travel is charged to one central billing account and monthly, reconciled billing statements arrive with pre-established fields in **Excel** format. After review, this file is sent for payment and uploaded to **Lawson** to charge the corresponding cost centers.

3.5. For travel profile creation, Admin Travel Desk collects personal information from the staff himself/herself directly when creating CTRIP/Concur accounts. However, considering Personnel information used for travel profile creation/maintenance originates in **Bamboo HR** and all profiles are housed and maintained by the Human Resources Division, it is advised that the information could be collected from Bamboo directly in the near future.

3.6. Travelers must book travel directly with the off-site TMC via telephone (ACD system) or e-mail as soon as they know a trip will take place. The TMC is then responsible for sending all itineraries to the traveler. All mission travel is pre-approved electronically via **Concur**. A unique Travel Authorization number is generated by **Concur** for each trip, and this unique number must appear on all invoicing and reports.

3.7. In order to issue a travel ticket, the TMC must have the Travel Authorization Number from **Concur** and an "ok to ticket" from the traveler or travel arranger. The TMC confirms to the traveler or travel arrangers via telephone or e-mail when tickets are issued. **Electronic invoices** are issued by the TMC and sent to the traveler who must include this document when processing the corresponding statement of expense. The Travel Management Section also receives and archives copies of all valid invoices on a daily basis from the TMC.

ANNEX 4

4.1. Summary Services Description

- BRICS countries coverage
- Hotel program, direct contracts support
- Airlines program, direct contracts support
- Policy improvements advisory
- Personal manager service
- VIP service
- Visa support service
- 24/7 English speaking travelers support. In case of RO's English and Native Language
- Online booking tool, App
- Monthly reporting/Carbon Emission Report
- Travelers tracking and security service

4.2. TCM Team

Please note that inter-personal and customer service skills are extremely important as is the ability to speak and write in English, once is the official NDB language.

The TCM should to appoint an exclusive General Account Manager off-site, who will be required at least once a month to come to HQ attend monthly meetings review. Also, whenever NDB needs it should be available to attend meetings remotely;

The Travel Consultants team should be exclusive to NDB contract and must to accomplish the follow requirements:

- 24/7 English speaking travelers support for HQ, India and South Africa (at least two for each office)
- 24/7 Bilingual travelers support for Brazil (English and Portuguese) and Russia (English and Russian) (at least two for each office)

One Presidential Concierge who will be available 24/7 to handle the President's travel. The President travels extensively and the concierge is dedicated exclusively to the President and his staff, arranging Meet and Greet services for every flight, checking to confirm flight times and advising of any delays, reserving any special needs for the President, and handling changes in his schedule at the last minute. This position also handles personal and family travel as requested by the President's office. **Please note that the Bank is interested in an alternative approach for handling travel for the President's Office and TMC's should address this request in their proposals. Is mandatory that the Presidential Concierge speaks and write fluently in English.**

One V.I.P. Travel Counselor with a backup, who handles travel arrangements for staff members in positions of Manager and above and provides special assistance in the handling of the (4) Vice Presidents' travel arrangements. The V.I.P. Counselor acts as back up to the Presidential Concierge and must be on call 24 hours a day, seven days a week when the Concierge is on leave.

ANNEX 5 – Schedule of Questions

5.1. Mandatory Agency Experience Requirements

- a) Please confirm that your TMC has at least 10 years of experience handling international travel. Specify which countries your company has had experience;
- b) Please confirm that your TMC has at least 10 years of experience handling VIP level concierge services.
- c) Please confirm that your TMC has at least 5 years of experience handling visa services, either directly or through a sub-contracted company, for BRICS, Europe, Americas and Asia.
- d) Please confirm that your TMC can provide global travel management services including commercial flights, rail, rental cars and hotels.

5.2. TCM Details

- a) Please provide details of the contact persons, phone numbers and office address who will be supporting this project;
- b) Please provide a local and corporate organizational chart, which identifies the reporting structure, and displays the links from the office supporting this account to its corporate office;
- c) Please provide the following information:

Fiscal Year	Total Sales	% Domestic	% International	% Corporate	% Leisure	% Group
2019						
2020						

- d) Provide a statement from your Financial Division regarding your financial health and your financial viability to provide the services described herein for a period of 3-5 years if awarded a contract;
- e) Provide your company's initiatives in the area of Corporate Social Responsibility and Sustainability. Please state your company's Environmental Policy.

5.3. Service Delivery

- a) List those services that would be provided in addition to reservations and explain the coordination process with the off-site agents;
- b) Describe your experience and capabilities for processing passport and visa applications and include the average and maximum turnaround time and the software/systems used for tracking and reporting Visa activities or the processing of other documents. Describe any Service Module you or your 3rd party representative has available to advise of document expirations;
- c) While cost savings initiatives are a major consideration within this RFP, it is of importance that the Bank maintains a high level of service. Please submit a progressive strategy together with a schedule of continuous improvement for the provision of a consistent service by country, regional and at a global level;

d) The Bank believes service performance should be judged by a quick response to reservations requests and messages; accuracy of booking and ticket issue/confirmation; fast and efficient execution of requests; cost awareness; flexibility in approach to reservations; and a helpful attitude, combined with knowledge of company and individual traveler preferences. Explain how you would meet these performance criteria. How would you measure this and at what frequency?

e) Please list any service and technology you provide to major corporate customers, which significantly differentiates your agency from major competitors;

f) Explain how your company through product delivery will ensure maximum compliance to travel policy, and a seamless execution of reservations;

g) Describe any additional value added services, publications, focus groups that could benefit the Bank i.e. executive dashboard, etc;

h) What actions would be taken if the services did not meet the agreed performance levels? Include a description of escalation procedures in place to deal with complaints or queries?

g) The Bank requires a global 24 hours reservations service. Please describe the range of services offered through this facility; the technology you have in place; and your multi-GDS capability. Please confirm whether the 24 hours service is a Division of your company or contracted to a 3rd party;

h) Please confirm who would be the Executive sponsor of this program;

i) Please describe the additional range of services available to the Bank Executives in each region and particularly the Bank's Headquarters in Shanghai, China. Define any VIP servicing configuration that is different from your competitors;

j) Please describe your disaster recovery plan covering BRICS and globally should operations be suspended. Describe how back-up services will be provided and the timeframe to establish alternative options;

l) Describe how you have been managed your services during the COVID 19 pandemic. Main challenges, lesson learned and a specific business case (customer case) that your service was crucial to respond a customer caused directly by the COVID 19 Pandemic.

5.4. Staffing

a) Please provide job descriptions for required positions, mentioned on the **Annex 4, item "B"**, which clearly define the professional and educational requirements, competencies, responsibilities and experience necessary to perform the position. Presidential Concierge is required in Shanghai, China and must be available via smart phones after normal working hours and on weekends;

b) The Bank appreciates the importance of investing in the best people for their travel agency operations. The Bank would expect travel reservations staff to have a minimum of 2 years' experience and managers 10 years and also have global experience. With this in mind please confirm the following:

b.1. Your ability to supply the minimum experience levels mentioned;

b.2. The percentage mix of current agency employees and externally recruited staff who will be dedicated to service the Bank's needs;

b.3. Average staff turnover rate per annum;

b.4. Ability to supply English speaking personnel depending on Regional Office (RO's) Russian and Portuguese;

b.5. Provide the process for your back-up plans that will be utilized for day-to-day personnel coverage in the case of absence due to illness or vacation, and for meeting temporary surges in activity such as the Bank's Annual Meeting, held every year in March or April;

b.6. Provide the back-up plan for VIP coverage in the event that the Presidential Concierge in Shanghai, China is out and the VIP agent is covering that position. In view of the Bank's interest in an alternative approach for handling the President's travel, please include all relevant details of the approach being proposed;

b.7. Provide the name and title of the person who will be assigned the function of Global Account Manager. Include a short description of the Global Account Manager role in managing the Bank account;

b.8. Describe the key responsibilities of each position, in particular: authorization levels; reporting relationships direct and indirect); and the Bank's influence or authority over selection and evaluation of individual Account Managers;

b.9. Identify all activities that will be subcontracted. If the TMC will utilize a third party for the performance of any tasks associated with this project, the TMC is to clearly identify the name of such sub-contractors, their roles and level of effort.

5.5. Agency Consolidation

a) The implementation methodology that is being proposed and any conflicts that you anticipate on a regional basis, in case of Regional Offices

b) Lessons learned at planning and implementation stage in previous consolidation programs;

c) Any cross-border, legal or labor issues, in case of Regional Offices implementation;

d) GDS emulation requirements and difficulties and how you would handle ticketing for any air carriers not part of a GDS;

e) Describe briefly how and why these lessons differ between China, Brazil, Russia, India and South Africa.

5.6. Reporting

Please detail your:

a) Reporting- Standard and Custom/Data Warehousing

b) Ability to provide real-time data to the Bank

c) Security tracking

d) CO2 emission tracking

e) Process for tracking traveler complaints and their resolution

f) Process used to notify travelers of any change to their travel requests.

g) Quality Control processes

5.7. Proactive Cost Reduction

The Bank is keen to reduce costs not only by streamlining processes and by using cost efficient technology. How would you:

- a) Pro-actively offer alternative routings to take advantage of special discounts;
- b) Take advantage of country fare differences through a Call Center environment;
- c) Describe your agency's CURRENT use of "ethically-creative" fare processes and consolidated fares to reduce cost at point of sale;
- d) Please explain how your company will make use of offices in other countries to purchase and issue cost effective tickets. Describe the feasibility and savings that could be obtained. Provide specific country examples and how the logistic would work.

5.8. Implementation

- a) Having selected a TMC(s) and agreed contract terms, the implementation of a new supplier agreement can present its own problems and detail can sometimes be overlooked, often adversely affecting the success of the contract. It is therefore important for the Bank to understand the implementation program that will be rolled out and controlled.
- b) Describe how you would project manage a comprehensive travel implementation program necessary to service the Bank locations, including traveler and travel booker indoctrination programs, profile loading, technology implementation and phased approach to online booking tool rollout. Please include a Project Gantt Chart with a chronological list of tasks necessary to fulfill a successful implementation program. Please differentiate between HQ and RO's (Regional Offices) implementation plans.

5.9. Payment

- a) Please provide which types of payment are possible to consider in a monthly basis: credit card, invoices, etc;
- b) Keep in mind that each region faces some differences in terms of method of payment;
- c) Please explain in details, how would be the TCM payment request process.

ANNEX 6 – Pricing

TYPE OF SERVICE	UNIT	PRICE PER UNIT WITHOUT VAT	
		offline	online
<i>Air ticket booking (international)</i>			
Issuing	transaction		
Exchange	transaction		
Refund	transaction		
<i>Air ticket booking (domestic)</i>			
Issuing	transaction		
Exchange	transaction		
<i>Hotel booking int. through GDS</i>			
Issuing	transaction		
Exchange	transaction		
Refund	transaction		
<i>Hotel booking int. Direct contracts</i>			
Issuing	transaction		
Exchange	transaction		
Refund	transaction		
<i>Hotel booking dom. GDS</i>			
Issuing	transaction		
Exchange	transaction		
Refund	transaction		
<i>Hotel booking dom. Direct contracts</i>			
Issuing	transaction		
Exchange	transaction		
Refund	transaction		
<i>Rail ticket booking</i>			
Issuing	transaction		
Refund	transaction		
<i>Car rental</i>			
Issuing	transaction		
Exchange	transaction		
Refund	transaction		
<i>Taxi service</i>			
Issuing	transaction		
Exchange	transaction		
Refund	transaction		
<i>Visa support</i>			
Issuing	transaction		

6.1. President’s Concierge Services (Please Specify)

6.2. VIP Services Prices (Please Specify)