

# Request for Proposals - Travel Services Provider

RFP n#: 2022-11-FO-TRAVEL

Location: Remote

Start date: 09 01 2023

**Better Cotton key contact:**

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All applications must be submitted via the following [link](#)

All questions and requests must be sent to [tender@bettercotton.org](mailto:tender@bettercotton.org). Applications sent after the deadline (02 December 2022) will only be considered in exceptional circumstances.

## Description

Better Cotton is the world's largest cotton sustainability programme. Our mission: to help cotton communities survive and thrive, while protecting and restoring the environment. In difficult times, we are meeting the challenge head on. Through our network of field-level partners we have provided training on more sustainable farming practices to more than 2.9 million cotton farmers in 26 countries. More than a fifth of the world's cotton is now grown under the Better Cotton Standard and our membership network includes more than 2,400 members.

More information about Better Cotton can be found on our website: [www.bettercotton.org](http://www.bettercotton.org)

## Background and what we are looking for

There are currently over 180 Better Cotton staff working from 15 different locations in Europe, Africa, Asia and North America. We travel for: field visits, visits to other office, to members and partners, for annual team meetings, the Better Cotton Conference, etc.

We are seeking proposals from Travel Service Providers interested in partnering with Better Cotton, and able to offer a comparison and booking tool for all travel services.

We are looking to establish a partnership with a specialised Travel Services Provider for a duration of 5 years with a formal contract review at 2.5 years into the contract and an additional option for annual feedback and review meetings

Through the travel services provided, Better Cotton will obtain the most competitive, qualified, responsive, and high-quality service, representing the best value for money, for all Better Cotton travel service requirements. The Travel Service Provider should have the most experienced personnel and management to provide Better Cotton with a travel service that represents the most efficient technology, processes, and systems for the benefit of its travellers.

The online platform should include options for air ticketing, airport transfers, hotel reservation, visa services, and other relevant travel services.

## Our Requirements

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### Ongoing support

The travel agent shall provide:

- Travel services during working days (covering at least our European offices core working hours: 9am - 5pm CET)
- A dedicated phone line/number that can be reached for 24-hours emergency customer service, as well as services during weekends and official holidays where emergency travel service is required
- Staff training on how to use the provider platform to ensure successful staff adoption
- A successful tested online platform with a guaranteed high level of service
- A reliable support and IT team to assist staff with queries by phone and email .

### Visa services

The Travel Service Provider shall assist Better Cotton staff in obtaining visas. The assistance should be available to Europe-based staff (Switzerland, the UK and Sweden) of various nationalities travelling primarily (but not limited) to our countries of operations such as India, Pakistan, China, Brazil, Mozambique, etc.

The services offered should also be made available to other staff members based in India, Pakistan, Mozambique, Mali, Burkina Faso, Brazil, the US, Turkey, Uzbekistan, etc. and looking to travel to neighbouring countries and Europe.

The assistance offered should include providing and updating visa requirements guidance and on demand end-to-end support.

### Bookings & Online platform

- The Travel Services Provider shall be user friendly to successfully assist Better Cotton staff in the booking of train tickets, flights, and hotels.
- The online system should be adaptable and include customisation options to align to our organisational needs and travel policy.

- The Travel Services Provider should also offer access to an online booking platform for Better Cotton staff. The platform should enable staff to make direct flight, train, and hotel bookings, invoiced in EUROS.

The online booking platform should also include:

- a quoting and approval system
- the ability to integrate our specific processes (budget codes, approvals, etc.)
- managing bookings
- reporting for Better Cotton administrators (and ideally an option to add/remove users)

## Invoicing & Reporting

The provider shall:

- Adapt invoicing and reporting to meet the needs of Better Cotton's finance team.
- Provide the ability to allocate flights to custom Activity Codes and staff responsible for monitoring specific budgets
- Enable key Better Cotton staff members to access records of all travel bookings by journey to monitor our Co2 emissions and enable us to offset them.

In addition, a quarterly summary (including year to date cumulative figures) of all travel activity data shall be submitted to Better Cotton. The summary should contain:

- the number of trips & travellers;
- locations travelled from and to;
- mode of transport used e.g. flight or train
- carriers used;
- cancellations & refunds;
- visa applications.

## Mandatory Application Requirements

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Proposals should include the following:

- **Overview**
  - o Presentation of the organisation (location(s), language of operations, background, etc.);
  - o Overview of relevant experience; information on the modes of communication and available support for travellers (including during out of office hours);
  - o A minimum of 3 references: Testimonials from customers. We may wish to interview current users.
- **Technical Proposal:** ways of working, timelines, functionalities of the online booking tool, support services and timings, etc.
- **Financial Proposal:** fee structure and relevant information.

The Travel Services Provider must also demonstrate evidence of:

- Being a registered entity (ex: certificate of incorporation)
- Being registered under the relevant tax authorities
- Being a IATA accredited travel agent
- Having sound financial management by providing their Audited Financial Statements for 2019, 2020 and 2021.

## Evaluation criteria

We thank all applicants for their interest; however only shortlisted applicants will be contacted.

Better Cotton is committed to good practice and transparency in the management of natural, human and financial resources. All applications will be reviewed under the principles and subject to Better Cotton's policies on equal opportunity, non-discrimination, anti-bribery & corruption and conflict of interest.

In addition to the range, availability and demonstrated quality of services, we will consider value for money and the applicant's operational stability to evaluate applications.

Our decision will be based on the scoring obtained for each of these criteria (in order of importance):

- i. Organisation capacity (including relevant experience)
- ii. Financial stability of the organisation (including resource management)
- iii. Quality of the technical proposal
- iv. Value for Money
- v. Dedicated team

## High-level Timeline

02 December 2022	<b>Applications deadline</b> All applications must be submitted via this <a href="#">link</a> .
05 to 29 December 2022	Applications review & shortlisting Interviews (by 16 December 2022) Due diligence checks
By 30 December 2022	The successful applicant will be notified Unsuccessful <u>shortlisted</u> applicants will also be notified