



INVITATION TO TENDER

SPECIFICATIONS AND INSTRUCTIONS TO BIDDERS

The HALO Trust - Our Mission:

The HALO Trust assists countries to recover after the conflicts of War, clearing landmines to save lives is our core function and at the heart of what we do. We collaborate closely with communities that are too often forgotten once the hostilities have ceased.

Clearing landmines and other explosives, such as IEDs (improvised explosive devices), so that families torn apart by conflict can return home and rebuild their lives in safety is The HALO trusts main objective.

Once the mines are cleared, confidence is restored. Minefields become fields of crops. Battlefields become playgrounds. Fear turns to hope and belief that normal life can resume.

The HALO Trust – Programme Travel Requirements:

The HALO Trust has offices in Afghanistan, Angola, Cambodia, Colombia, Iraq, Laos, Libya, Sri Lanka, Ukraine, Zimbabwe to name but a few, we have programmes in over thirty countries.

The HALO Trust regularly books economy class flights on global, regional, and national routes for integral and official business between The HALO Trust programmes. The HALO Trust currently spends Circa *Two Million GBP* on international flights per annum. This is set to increase based on the steady growth of the Trust.

The HALO Trust generally uses its travel agent for hotel bookings in countries we have programmes in. All hotel bookings in The HALO Trust countries are made by The HALO Trust local country teams based on locally negotiated rates, services, and security assessments.

The HALO Trust uses its travel agent to support Visa applications for staff travelling from the UK, USA, or other locations across the world, (e.g. Nigerian colleague travelling to the UK).

Administrative Information

1. It is the intention of the Request for Proposal (*thereafter referenced as RFP*) to secure competitive and complete proposals to select a travel agency who can facilitate all The HALO Trust's travel requirements and enter a two-year contract which will cover air travel, passport, visa provision, hotel bookings, and other essential travel services.
2. This RFP comprises of the following documents:
 - a) The Request for Proposal (RFP)
 - b) The Bidder Response Document (BRD)
3. Interested bidders are invited to submit bids in softcopy to tenders@halotruster.org with the following reference in the subject: 'HALO Trust Travel Tender - T007'
4. Bids must be received by 23rd August 2024. Bids submitted after the deadline will **NOT** be accepted.



5. Enquiries, if any, should be sent by email to tenders@halotrust.org up to 20th August 2024 with the following email reference in the subject: 'HALO Trust Travel Tender TQ'

6. The HALO Trust shall notify the winning bidder(s) in writing. The HALO Trust is under no obligation to release the identity or contract terms of the successful supplier.

7. The submitted proposal shall include the following information. Failure to supply all requested information in the time frame stipulated or non-compliance with the specified formats will disqualify the bidder from consideration.
 - a. Signature to confirm compliance with The HALO Trusts Policies & completed Supplier Questionnaire.
 - b. Copy of business registration documents (proof of legal operation in country of incorporation).
 - c. Copy of current audited accounts/statement for the past two fiscal years (2021, 2022).
 - d. Technical Proposal with the following details:
 - i. Range and Depth of company experience
 - ii. At least two relevant client references for similar contracts
 - iii. Relevant internal good practice policies
 - iv. GDPR and data security compliance, an assurance statement, and description of user access model
 - v. Relevant insurances
 - vi. Evidence of approval from relevant authority to provide the required services
 - vii. Team capacity and proposed service level agreement (SLA)
 - viii. Acceptance of the proposed payment terms in accordance with our Purchasing Terms and Conditions. (Supplied)
 - ix. Pricing proposal, including a full cost breakdown for services, cancellations, changes and other applicable fees and charges. Also outline what mark-ups are applied to the various services. Price matching to be applied if more cost-effective travel solution sourced.

8. The HALO Trust reserves the right to accept or reject any or all bids and to accept the bid deemed to be in the best interest of The HALO Trust and is not legally bound to accept the lowest priced bid submitted. The criteria will take into consideration, capacity, capability, reputation and financial standing.

9. The HALO Trust reserves the right to award contracts to multiple suppliers if deemed to be in the best interests of the Trust.



10. The award shall be based on the criteria referenced in **(section 8)** and the proposals overall response while taking into consideration donor and internal requirements and regulations. The award will be determined by a committee of The HALO Trust employees.

11. The successful provider shall receive a contract for a period up to two years, with an option of extension upon agreement of both parties.

12. The language for communications and required documents is English.

Technical Requirements and Specifications

13. Table 1: Description of Services

S/N	Service	Scope of Service
1	Air Ticketing and Travel Management	<p>For both normal and charity fares to be provided by a company with a proven record in dealing with charity organisations. We require best value prices with designated commercial airlines, as well as transparency in all administrative and airlines fees (including, without limitation, fees for changes or cancellation).</p> <p>Air ticketing and travel management services (local and international):</p> <p>Reservation and ticket booking through approved channels.</p> <p>Provide advice on cost-friendly, optimal travel routes and provide other pertinent information that would enable clients enjoy a smooth travel experience.</p> <p>Send notifications on travel status, airline information and other related aviation news to clients.</p> <p>Provide manned helpdesk services 24 hours a day 365 days a year as well as during weekends and public holidays via approved channels.</p> <p>Process claims, refunds, and repayments for cancelled flights within 14 working days of flight cancellation. Pending refunds will be netted off future payments after 14 days until refund process is completed.</p> <p>Ensure tickets cancelled by airlines are refunded without/with minimal penalties.</p>



		<p>Process/facilitate visas for The HALO Trust’s staff, consultants, and other stakeholders.</p> <p>Ability to provide monthly/yearly reports showing:</p> <ul style="list-style-type: none"> (a) Total tickets booked (b) Total cost of tickets - local and international (c) Year to date total spend on tickets (d) Top travellers - local and international (e) Top airlines - local and international (f) Top routes - local and international (g) Refund report (h) Protocol service report (i) After-hours service report (j) Full travel report showing – passenger name, route, airline, Project budget Code (to be provided to the eventual awardee), fare, tax, etc. (k) Service Level report – turnaround time for completing requests, cancellations, refunds etc (l) Any other report as requested. <p>Optional requirements:</p> <p>Airport protocol services at local and international airports.</p>
2	Passport and visa services	<p>Provide fast and competitive visa services for The HALO Trust when necessary, including for all The HALO Trust countries, regardless of where the closest embassy/consulate is to bidder’s business. Ensure that all relevant documents are accurate and presented/collected on time at the relevant consulates or embassy on The HALO Trust’s behalf.</p>
3	Hotel bookings	<p>Book hotels for The HALO Trust worldwide. Hotel bookings can be on prepaid basis or payment on departure by the travel agent.</p>
4	Rail travel services	<p>Book train tickets with Eurostar and on some occasions, UK domestic rail tickets, based on advance purchase or best available rates.</p>
5	Online booking facilities	<p>We require a tool to facilitate online booking of air, rail and hotels, across our offices. Within this, we require an ability to build traveller profiles for staff members, allowing them to find flights and organise their own travel within our The HALO Trust’s travel policy. This system should also be able to integrate with our financial system.</p>
6	Other travel services	<p>Group bookings and conferences Car Rental services in the UK, Europe, Asia & USA Travel cancellation insurance, Innovation roadmap & added value services.</p>



Payment Terms

14. The HALO Trust will make consolidated monthly payments 30 days from date of invoice and after presentation of the following documents outlining any deductions late delivery:
 - a. Commercial invoice(s)
 - b. Associated invoice(s) / receipt(s) for direct charges to The HALO Trust.
 - c. Proof of service delivery

15. Bidders should state if the payment conditions listed in Clause 14 above are acceptable. Otherwise, bidders may state their payment terms considering that The HALO Trust’s preference is to receive a monthly invoice or payment after delivery of goods within 30 days on credit terms.

16. All payments shall be made in GBP, EURO or USD by bank transfer within 30 days of receipt of valid documentation.

17. The evaluation criteria as outlined in section E will be used to evaluate bids.

RFP Evaluation Criteria - Section E:

18. For the proposal to be considered technically compliant, the proposer must achieve a minimum score of 70%. Proposals which do not meet the minimum score will be given no further consideration. In addition, clarity and completeness of presentation will be considered during the evaluation.

Pre-selection criteria (nonadherence disqualifies a bid from further consideration)	
<ul style="list-style-type: none"> • Signature to confirm compliance with The HALO Trusts Policies (on the BRD) 	Y/N
<ul style="list-style-type: none"> • Copy of business registration documents (proof of legal operation in country of incorporation) (<i>see Supplier Questionnaire</i>) 	Y/N
<ul style="list-style-type: none"> • Evidence of approval from relevant authority to provide the required services e.g., International Air Transport Association (IATA). 	Y/N
Technical Criteria	
Technical proposal <ul style="list-style-type: none"> • Ability to offer all the required services, with any proposed value-added services. • Ability to provide environmentally friendly options. • Team capacity and proposed service level agreement (customer service, prompt support and response time). • Data protection regulations including GDPR and data security compliance, an assurance statement, and description of user access model. • Ability to offer service during business hours in different time zones, and during after business hours. 24/7 support preferred. • Ability to offer service in multiple languages including English, Portuguese, and Spanish. • Ability to provide help lines / offer support over telephone to staff based in all The HALO Trust countries. 	40%



<p>Online booking solution that can support multiple quote options to facilitate value for money decisions (global reservation system).</p>	
<p>Company Experience</p> <ul style="list-style-type: none"> • At least two relevant client references for similar contracts. • Relevant internal good practice policies (e.g., data protection, cyber security, safeguarding, environmental policy, quality management, complaints handling, etc.). • Relevant insurances (e.g., professional indemnity, public and products liability, employer’s liability, crisis containment, etc.). <i>(See Supplier Questionnaire for details)</i> • Professional memberships and qualifications e.g., Air Travelers Organiser’s Licence (ATOL), Association of British Travel Agents (ABTA), certificate of tourism). 	20%
<p>Financial Competitiveness</p> <ul style="list-style-type: none"> • Pricing proposal, including a full cost breakdown for services, cancellations, changes and other applicable fees and charges. • Outline what mark-ups are applied to the various services to ensure transparency in all travel, hotel, and administration fees. • Acceptance of The HALO Trust’s proposed payment terms. • Charity and discount agreements with relevant airlines. (to be clearly depicted in the SLA) • Ability to offer at least three costings per travel request form to allow HALO staff to choose based on cost/suitability. • Opportunity for 3-5% Rebate based on spend criteria (to be clearly depicted in the SLA) 	40%