



# Request for proposal: Travel bookings

## Summary:

This request for proposal is sent to potential travel agencies to handle travel bookings for the International AIDS Conference, the IAS Conference on HIV Science, and the HIV Research for Prevention Conference.

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## Proposal submission deadline:

**Monday 1 July 2019**

- No proposals will be considered after the appointed deadline.
  - An electronic version of the proposal is required.
  - Incomplete proposals will not be considered.
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## Submit your complete proposal to:

International AIDS Society

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**12 June 2019 | IAS Conference Secretariat**

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## Table of contents

<b>1</b>	<b>GENERAL</b>	<b>3</b>
1.1	INTERNATIONAL AIDS SOCIETY	3
1.2	PROJECT SCOPE	3
1.3	FORMAT OF THE PROPOSAL	3
1.4	RFP – PROPOSAL – FINAL AGREEMENT	3
1.5	TENTATIVE TIMELINE	4
1.6	REPORTS	4
1.7	AIM AND OBJECTIVES	4
1.8	CONFIDENTIALITY	4
1.9	SECURITY	4
<b>2</b>	<b>IAS TRAVEL BOOKING PROCEDURE</b>	<b>5</b>
2.1	SPONSORED TRAVEL	5
2.2	IAS STAFF, GOVERNING COUNCIL MEMBERS AND COMMITTEE MEMBERS	5
<b>3</b>	<b>TRAVEL AGENT INFORMATION AND PROPOSED SERVICES</b>	<b>6</b>
3.1	COMPANY INFORMATION	6
3.1.1	GENERAL INFORMATION	6
3.1.2	PROJECT TEAM DETAILS	6
3.1.3	EXPERIENCE	6
3.1.4	FURTHER DETAILS:	6
3.2	BOOKING PROCEDURE	6
3.3	FEES APPLIED FOR SERVICES	7
3.4	REPORTS	7
3.5	ESTIMATES	8
3.5.1	AIDS 2020	8
3.5.2	HIV R4P	8
3.5.3	IAS 2021	8

## **1 General**

### **1.1 International AIDS Society**

The IAS is the custodian and lead organizer of the International AIDS Conference, IAS Conference on HIV Science and HIV Research for Prevention (hereinafter referred to as “the conferences”).

This request for proposal refers to the above listed conferences as well as travel for IAS staff, consultants and Governing Council members year-round.

### **1.2 Project scope**

In 2020, the IAS will need to book nearly 2,000 flights (most of them will be economy fare and only a small percentage will be business fare). These bookings will serve various purposes, such as sponsored travel for the conferences, for staff members or Governing Council members to attend meetings across the globe.

### **1.3 Format of the proposal**

#### **1.3.1 Pricing model**

All costs for services, reports, adjustments, and other activities mentioned in this document shall be included in a “per booking” fee. For purposes of this RFP, a “booking” is defined as any ticket booked by the travel agency on behalf of the IAS.

Only confirmed tickets are subject to a booking fee. Separate tickets and cancellations are not subject to a booking fee.

#### **1.3.2 Currency**

All prices should be given in USD. All invoices shall be issued in USD based on the proposed costs in USD, or issued in another currency converted from the proposed costs in USD. If an invoice is issued in another currency the amount will be converted from USD to the used currency based on the exchange rate of the day that the invoice is issued.

### **1.4 RFP – proposal – final agreement**

The proposal should be based on the RFP (this document) and clearly refer to it. The proposal only needs to contain prices, based on the pricing model described above, and deviations from /additions to this RFP. This means that parts of this RFP that cannot be fulfilled or will be performed differently or additional services that are included in the proposal but not mentioned in the RFP, should be clearly specified. Parts of the RFP that will be fulfilled as described in this document do not need to be mentioned.

Travel agencies answering to this RFP are encouraged to come forward with suggestions on the booking process and innovative technical solutions that serve the needs of IAS.

Should the travel agency be selected, the RFP and the proposal will constitute part of the final agreement. The final agreement will, apart from standard contractual arrangements, only contain deviations/additions/clarification from the proposal and the RFP. In case of conflicting information between these documents the final agreement shall prevail, then the proposal shall apply and lastly the RFP shall apply.

The final agreement will be based on the IAS’ standard agreement with suppliers.

## 1.5 Tentative timeline

This timeline outlines major events for which group bookings will be needed. The estimated number of flights is merely an indication and does not include more than 120 staff travels each year.

<b>Meeting</b>	<b>Date</b>	<b>Location</b>	<b>Estimated number of flights</b>
AIDS 2020 October meetings	October 2019	San Francisco and Oakland	50
Governing Council Retreat	December 2019	London	25
HIVR4P 2020 POC Meeting	January 2020	Cape Town (TBC)	35
AIDS 2020 Marathon Meeting	March 2020	San Francisco and Oakland	60
HIVR4P 2020 POC Meeting	June 2020	Amsterdam (TBC)	35
AIDS 2020	July 2020	San Francisco and Oakland	1200+
HIVR4P 2020	October 2020	Cape Town	400

## 1.6 Reports

During the lead up to the conference (April to July included for AIDS 2020 and July to October included for HIVR4P 2020), the travel agency shall render available all data from the programme in Excel format to IAS. These weekly reports should include at least: the name of the traveler, dates of travel arrival to destination and departure from destination, cost of the booking, cost center.

## 1.7 Aim and objectives

The supplier should work towards booking flights with the highest possible turnaround time between the time of the request and the booking confirmation and the least possible amount of back and forth with the traveler.

Data should be gathered and stored accurately and safely. Communication should be simple and clear.

Travelers – whether they are IAS staff members, consultants, Governing Council members or sponsored delegates – should get the best possible service and have a positive experience.

## 1.8 Confidentiality

The travel agency or any subcontractors shall not give out any information received during the bidding process (including this document) to a third party without prior written consent of IAS.

## 1.9 Security

To ensure maximum security of the data, the travel agent shall put all possible technical means to secure the entire booking process.

This applies to possible hack attempts, as well as hardware failures.

All communications and passwords must be encrypted. Databases cannot be directly accessible via Internet.

## **2 IAS Travel booking procedure**

### **2.1 Sponsored travel**

For sponsored travel (i.e. Scholarship recipients and invited speakers), the travel agent should directly collect flight information via an online platform and initiate contact to offer at least one itinerary according to IAS' general instructions in terms of budget and dates. After approval by the traveller – and IAS if needed – the travel agent sends the e-ticket to the traveller copying IAS.

All changes to the expected travel arrangements or issued e-tickets will have to be communicated and agreed with IAS, such as: change of travel date(s), location, recipient, etc.

In line with donors' requirement, all U.S. sponsored conference flights should be compliant with the [Fly America Act](#).

### **2.2 IAS Staff, Governing Council members and committee members**

IAS staff initiate contact with the travel agent when they need to book a flight for themselves or committee member or Governing Council member.

The travel agent should provide at least one quote, which will serve to obtain approval for the flight and itinerary.

The travel agent can only book the flight upon reception of the line manager or director's approval.

All changes to the expected travel arrangements or issued e-tickets will have to be communicated and agreed with IAS, such as: change of travel date(s), location, recipient, etc.

### 3 Travel agent information and proposed services

Please fill in the below information, which will be used to select the travel agency. The below indicated functions are not the complete technical specification but should at this stage be seen as minimum requirements which will be further specified by IAS. These are subject to change from one conference to another.

#### 3.1 Company information

##### 3.1.1 General information

Company's name: \_\_\_\_\_

Contact person: \_\_\_\_\_

Address: \_\_\_\_\_

Phone number: \_\_\_\_\_

Email: \_\_\_\_\_

Website: \_\_\_\_\_

##### 3.1.2 Project team details

Key account manager: \_\_\_\_\_

Number of team members: \_\_\_\_\_

Are the manager and team members able to communicate in English? Yes No

Ability to communicate in other languages (please list):

##### 3.1.3 Experience

Please describe similar projects or experience relevant for this proposal.

##### 3.1.4 Further details:

Details on resources dedicated to the project, tools, any other information that you consider important to mention.

#### 3.2 Booking procedure

For Governing Council and committee members only and based on clear IAS guidance, are you able to suggest an alternative procedure allowing these people to make direct contact with you in order to book their flights at our cost? If yes, how would you handle the approval process?

Are you able to work using an Airplus Credit Card? Yes No

Are you able to collect "miles" and other travel rewards and apply them to other IAS bookings when necessary? Yes No

Are you able to suggest itineraries that comply with the IAS and travellers' needs in terms of immigration requirements (transit visas) or other specific requirements?

### 3.3 Fees applied for services

Please indicate the fees and currency you would apply for the following services:

- Travel booking
- Cancellation
- Rebooking/changes

### 3.4 Reports

Please indicate if you are able to provide IAS with the following information:

Estimates on flight bookings from over 150 countries to San Francisco and Oakland (list of countries and airports will be provided).

Weekly booking and costs overview including latest updated information on:

- Issued tickets
- Bookings not yet confirmed
- Travel agent costs (fees)
- Reimbursements
- Travel dates
- Route
- Cost

Please provide any comments on the above, if needed:

### 3.5 Estimates

Please provide a quote (**specify the currency**) for the cheapest economy fare booking currently available to you for the following:

#### 3.5.1 AIDS 2020

<b>Itinerary</b>	<b>Quote</b>
5 July – 11 July 2020: Geneva – San Francisco	
5 July – 11 July 2020: Kyiv – San Francisco	
5 July – 11 July 2020: Abuja – San Francisco	
5 July – 11 July 2020: Rio de Janeiro – San Francisco	
5 July – 11 July 2020: Bangkok – San Francisco	

#### 3.5.2 HIV R4P

<b>Itinerary</b>	<b>Quote</b>
10 October – 16 October 2020: Seattle – Cape Town	
10 October – 16 October 2020: Paris – Cape Town	
10 October – 16 October 2020: Nairobi – Cape Town	
10 October – 16 October 2020: New Delhi – Cape Town	
10 October – 16 October 2020: Kampala – Cape Town	

#### 3.5.3 IAS 2021

<b>Itinerary</b>	<b>Quote</b>
17 July – 22 July 2021: Geneva – Berlin	
17 July – 22 July 2021: Kyiv – Berlin	
17 July – 22 July 2021: Abuja – Berlin	
17 July – 22 July 2021: Bangkok – Berlin	
17 July – 22 July 2021: Dar Es Salaam – Berlin	