



**Request for Information
For
Travel Management**

Request for Information No: 2020 - 003

Issued: September 21, 2020

Submission Deadline: October 23, 2020 2:00 PM Local Time

Table of Contents

Contents

1.	Introduction and Submission Instructions.....	3
1.1.	Situation Overview.....	3
1.2.	RFI Contact and Timeline	3
1.3.	Response Submission.....	3
2.	Background and Procedures	4
2.1.	Background	4
2.2.	Procedures	4
3.	Response Instructions.....	4
3.1.	Executive Summary.....	4
3.2.	Information Requested	4

1. Introduction and Submission Instructions

1.1. Situation Overview

This Request for Information (RFI) has been issued by Interuniversity Services Incorporated (ISI), on behalf of its member institutions, to gather information on travel management companies and options available in the marketplace. It is the objective of Interuniversity Services Inc. to solicit suppliers' input to inform a potential future solicitation.

Interuniversity Services Inc. (ISI) is a not-for-profit company incorporated in 1984 by four independent universities. ISI currently provides selected central administrative services and collaborative procurement initiatives for eighteen-member institutions in Nova Scotia, New Brunswick, Prince Edward Island and Newfoundland/Labrador, thus reducing their overall operating costs, improving services and providing a framework for cooperation among the membership, while maintaining their independence. In addition, ISI provides administrative support and shares office resources with Novanet Inc., and the Nova Scotia Council on Admission and Transfer (NSCAT).

1.2. RFI Contact and Timeline

1.2.1. For the purposes of this procurement process, the "RFI Contact" will be:

Li Lei, Contracts Manager

li.lei@interuniversity.ns.ca

1.2.2. Questions can be asked via Opportunity Q&A through ISI's online Bonfire portal.

Deadline for questions: October 2, 2020 at 2:00 PM (Local Time).

1.2.3. Respondents to submit their responses to this RFI no later than **October 23, 2020 at 2:00 PM (Local Time).**

1.3. Response Submission

1.3.1. Responses to be Submitted at Prescribed Location

1.3.1.1. Responses must be submitted through ISI's online Bonfire portal at:

<https://interuniversity.bonfirehub.ca/opportunities/34958>

1.3.1.2. Submissions by other methods will not be accepted.

1.3.1.3. Minimum system requirements are Internet Explorer 11, Google Chrome, or Mozilla Firefox. JavaScript and cookies must be enabled.

1.3.1.4. Respondents should contact Bonfire at Support@GoBonfire.com for technical questions related to submissions or visit Bonfire's help forum at <https://bonfirehub.zendesk.com/hc>.

2. Background and Procedures

2.1. Background

ISI members are exploring the opportunity to leverage their collective travel volumes to develop a Framework Agreement with a travel management company or companies to provide a comprehensive travel management program. ISI members' faculty, students and staff travel globally, administratively they have diverse experiences with institutional travel management and varying degrees of institutional readiness. Some members have mature programs with mandatory program compliance; others have little or no established provider-focused travel policies or programs, and many are somewhere in between.

The purpose of this RFI is to gather information on existing travel management solutions that could help formulate a strategy to implement such a program and integrate with members' existing systems.

2.2. Procedures

- 2.2.1. This RFI is being used as an information tool only and will not eliminate potential vendors from future procurement processes.
- 2.2.2. This process may or may not result in an RFP. Submissions in response to this RFI will not be scored in any way nor will they be used as a pre-qualifying mechanism for vendors.
- 2.2.3. ISI may choose to conduct follow-up discussions with one or more proponents to gain greater insight into the marketplace.
- 2.2.4. No debriefings will be given as a part of this RFI as this is being used as an information tool only.

3. Response Instructions

This section describes the guided structure and content expected for the response. Respondents are requested to provide their submissions in the order and format as specified below.

Respondents are required to submit one document in **Word format** in **font size 11**, and it must be limited to **fifteen (15) pages**. Any sample reports should be submitted separately in Bonfire in your chosen format and will be excluded in page limitation. Responses are only required in English.

3.1. Executive Summary

Please provide a **one-page executive summary** for your organization.

3.2. Information Requested

3.2.1. General Questions

- 3.2.1.1. Provide details of the comprehensive travel management program options offered by your organization. Our members understand comprehensive travel management programs can be delivered online or through agent-assisted booking systems (or a combination of both); and can include key features such as (but not limited to)

safety and security protocols, travel tracking services, travel interruption services, and expense reporting features.

- 3.2.1.2.** What are the key attributes of the program offered by your organization? This could include the services listed above and others such as enhancement of policy compliance and integration with and access to preferred providers' rates (e.g., carriers, hotels, car rentals, etc.). Describe how these features are integrated into your program.
- 3.2.1.3.** The travel management process consists of various components, from the trip being initiated by the end-user through to expense reimbursement and reporting. Multiple stages and multiple stakeholders are involved. Describe the typical end-to-end process. Can ISI members adapt the whole end-to-end process, or do they have the option to choose a portion of the program? Please specify.
- 3.2.1.4.** How will your organization deliver value to ISI members through a travel management program?
- 3.2.1.5.** Describe how a successful travel management program could create efficiencies and effectiveness for ISI members.
- 3.2.1.6.** ISI members promote sustainability policies and practices. What does a successful travel management program do to support these policies and practices and how is it reported on?

3.2.2. System Integration and Policy Alignment

- 3.2.2.1.** Software integration between ISI members' various financial systems, credit cards providers, travel and expenses systems are critical. Describe a successful travel programs integration capability across these systems including any limitations to specific programs.
- 3.2.2.2.** How can a successful travel management program support policy alignment? Specifically, through workflow approvals and customizable features.

3.2.3. Risk Mitigation

- 3.2.3.1.** There are various risks associated with travel (safety/security issue, trip interruptions/cancellations etc.) that may adversely impact organizations and their employees. What can be done to mitigate risk to both traveller and ISI member organizations?
- 3.2.3.2.** Identify the major risks or barriers to the successful implementation of a travel management program. Explain the process to implement a program including an anticipated timeframe to do so.

3.2.4. Current Marketplace

- 3.2.4.1.** Describe any significant changes in the marketplace in recent years such as changes to available service providers, costs of doing business etc.
- 3.2.4.2.** The COVID-19 pandemic situation has had a significant impact on the travel industry. What learnings have been identified as a result of the COVID-19 pandemic? of those what are being implemented to assist clients in the future?

3.2.5. RFP Development

- 3.2.5.1.** What information and at what level of detail is required from ISI and its members to provide a fully qualified response to an RFP? E.g., historic data from participating members. What key parameters should be included in an RFP?
- 3.2.5.2.** What are reasonable volume thresholds to access to the best rates (e.g., airfares)?
- 3.2.5.3.** Describe existing travel management program cost structures (rebates, fee for services etc.). Provide an example of what cost structure would be most beneficial for ISI members and explain the reason.