



Request for Proposal (RFP)

Solicitation No. RFP-FY19-GS01

Title: Travel Assistance Services

Contracting Entity: University Research Co., LLC (URC)

Release Date: Tuesday, 29 January 2019

Deadline for Questions: Sunday, 03 February 2019; 11:59 PM (Eastern Standard Time)

Deadline for Bids: Sunday, 17 February 2019; 11:59 PM (Eastern Standard Time)

Award Start Date: Wednesday, May 1, 2019

Questions and Answers

Q1: Can you describe the makeup of the RFP decision committee, i.e. roles and responsibilities?

There will be representation from URC's three technical divisions, (senior staff who typically oversee a number of projects and have responsibility for travel processes, finance and admin arrangements) as well as HR, Global Security and Compliance. All staff on the committee are regular travelers themselves, so will be potential users of the services.

Q2: What is most important to URC when making the RFP decision?

As noted, proposals will be evaluated on the basis of their understanding and interpretation of the services required. Price is a key determining factor (which is why it is helpful to unbundle as many of the costs as possible), but ultimately we want to find a provider(s) who offers a user-friendly platform, provides timely and relevant security information, gives the necessary coverage in the event of an incident – and has dedicated account/management support so that account issues can be resolved in a timely manner.

Q3: How are you evaluating the RFP? Can you list the decision making criteria and each individual weight per topic?

As answered in Q2, we are looking at a variety of factors. There will not be strict weighting per topic, given that some vendors may not be able to provide all services and we may have to award to more than one vendor.

Q4: What drove URC to go out to RFP for these services? Are you required to go out to bid for these services?

The existing contracts expire at the end of April 2019. URC's policy is that all procurement transactions shall be conducted in a manner to provide, to the maximum extent practical, open and free competition, and that competition is required for procurement valued at \$3,500 and above. We want to ensure that we have evaluated the market fully and conducted an open competition for these services.

Q5: Are you looking for a fully insured product? Does URC have the proper insurances in place to complement an assistance program such as coverage for international emergency medical expenses, medical and security evacuation, and expatriate medical care? – If so, please provide policy types and names of insurers.

Yes, URC is looking for a fully insured product but, as noted in the RFP, if we need to engage more than one (1) vendor to achieve full coverage, we will be willing to consider awarding accordingly.

Q6: What is the average annual number of unique PNRs?

There were approximately 1,200 unique PNRs (~80% international bookings).

Q7: What TMCs are you currently using / Are there any anticipated changes to TMCs under this contract period / Does URC anticipate having additional booking locations to implement over the contract term?

We use two small companies for travel bookings from HQ – Philoxenia and Cass Travel. They use Saber. Note that travel booked outside the HQ is typically not captured through this process – although we would like to get to a stage where we have more visibility of travel booked at the field, there is currently no appetite for a global travel booking system. That said, we anticipate an increase in the number to a total of 3 TMCs in the contract year.

Q8: How many data feeds (PCCs)?

Currently two (see Q7), but if we can establish processes to capture bookings in the field, this may increase.

Q9: How many company assets (office locations) / How many assets (locations important to you) do you want monitored, notifications sent to and visible on a map?

URC currently has projects in approximately 40 countries each with 1 or more office locations. To what extent would URC be limited by providing a fixed number of assets?

Q10: Number of locations: Is the opportunity for mass notification applicable to all as end users / Number of employees: Is the opportunity for mass notification inclusive of the full company?

Very limited requirement for mass notification

Q11: Security / Emergency Risk Management: How many security personnel in the Company?

URC has 2 dedicated security staff at HQ. Project offices have staff with security responsibilities.

Q12: How many company employees or estimated number of annual short-term travelers to be included in the program (# of people needed to be eligible for services during travel per year) / In regard to real-time tracking, is URC looking for the ability to track all employees or a segment of employees?

Estimated 1,500 personnel (Full-time; Part-time; Consultants) to be covered in the program (Medical / Security / Evacuation / Short-term Medical Benefit / Assistance / etc). The total number of personnel tracked in the system is likely to be less than the number of personnel with coverage.

Q13: How many international travelers?

Approximately 350 unique travelers, 900 trips.

Q14: How many domestic travelers?

Approximately 60 unique travelers, 80 trips (Domestic is end-to-end travel USA).

Q15: What is the average length of a trip (in days)?

The average trip (days) was 9 days.

Q16: What is the average number of trips per traveler?

There were an average of two (2) trips per unique traveler although there are about 10 travelers with 10+ trips per year.

Q17: What are the top 5 traveled destinations?

Philippines; Uganda; India; South Africa; Jamaica and the Caribbean.

Q18: Are Services Requested in any OFAC Sanctioned Countries?

We have projects in countries where there are active sanctions e.g., Nicaragua, Burundi

Q19: List countries international travelers are most likely to visit:

Same as Q15 excluding India; Likely increased travel to Philippines, Afghanistan, Pakistan, Central America, West Africa.

Q20: Do you travel to any high risk destinations? If so, please list:

Afghanistan; Bangladesh; Brazil; Burkina Faso; Burundi; Cambodia; Cote d'Ivoire; El Salvador; Guatemala; Haiti; Honduras; Kenya; Malawi; Mali; Mozambique; Niger; Pakistan; South Africa; Togo; Zimbabwe

Q21: How many expats?

Twenty (20)

Q22: What is the average length of an expat assignment?

3.5 Years

Q23: Where are the expatriate located?

Cambodia, Eswatini; Ghana; Guatemala; Nigeria; Philippines; Uganda

Q24: How many expat dependents / What is the average expat family size / Will coverage extend to expat dependents?

28 total expat dependents. Average family size is 2.4 members; Cambodia (2), Eswatini (12), Ghana (8), Guatemala (2), Uganda (4); Please include coverage for expat dependents in your submitted proposal.

Q25: Do expats have any basic level insurance coverage?

Question unclear; Please define basic level insurance.

Q26: Does URC work with an insurance broker to place any of these international insurance policies? If so, please provide the names of the insurance brokers with the corresponding policies they provide.

URC does not have a designated broker for this coverage.

Q27: Is direct billing with an insurance provider required? If so, how many insurance providers are there and who are they?

Direct billing is desired but not required; Two carriers: MetLife International and Kaiser Permanente.

Q28: Is the request for medical transport assistance to be on an access or indemnified basis / Is the request for access only with case fees or indemnified assistance and no case fees; If indemnified- is there also a request for indemnified security evacuations (political and natural disaster)?

URC is seeking experienced provider to provide the evacuation and transport services for medical, political and natural disasters;

Q29: Is URC seeking no-cost evacuation and mortal remains services, in which the vendor pays for the cost of services or is URC seeking retainer-based access to these services?

URC is seeking no cost evacuation and mortal remains services, in which the vendor pays for the cost of the services.

Q30: Is URC seeking medical evacuation services to the home hospital of choice or to the nearest appropriate facility?

URC is seeking medical evacuation services to the nearest appropriate facility; please quote an option for home hospital of choice

Q31: Number of medical or security evacuations/repatriations & reason, i.e. political, natural disaster, terrorist attack in the past 3 years

Two (2) - Medical

Q32: What are the originating countries of evacuations?

Bangladesh, Cambodia

Q33: Number of other incidents requiring medical or security assistance

Two (2) – Medical

Q34: Is there any way to change the RFP due date to a work day (not a weekend day)?

The submission can be made on a week day before this date (i.e. Friday 15 February)

Q35: Should the letter of transmittal be submitted with the technical or cost email?

With the technical email please.

Q36: Should the company information, implementation, past performance and complication questions be submitted in the cost email or technical proposal email?

With the technical email please.

Q37: If the Offeror is the incumbent vendor, would URC consider utilizing the current Master Services Agreement already in place?

To be considered.

Q38: The RFP did not include URC's Terms and Conditions – can that document be provided to offerors for review?

URC's Terms and Conditions will be provided to the vendor(s) selected by the evaluation committee by the URC Contracts Department.

Q39: Are you able to accept a zip file as part of our proposal submission?

Yes, attached documents and files may be submitted in a Zip file.

Q40: May we submit additional questions and what is the deadline?

All vendors may submit questions for clarification or additional questions either new or created in response to the Q&A above. The deadline for additional questions is Thursday, February 7, 2019, 11:59PM (EST). All questions will be compiled and answered on Monday, February 11, 2019.