

The New Development Bank

Request for Proposal

(This is not a Purchase Order)

1. Introduction

The New Development Bank (NDB) is issuing a Request for Proposal (RFP) to invite qualified suppliers to provide proposals to NDB's S-AD-2026-02263 Travel Management Service project. Please refer to the following information and attachment for detailed requirements.

NDB invites those interested and qualified companies to register with NDB's e-procurement system to be our **registered suppliers** and participate in the bidding process (**please be advised the contact information provided in registration, especially email address, must be correct as all communications regarding the bid, including RFP distribution and award notice, will be sent through it**). NDB will choose the most suitable one(s) from the shortlisted suppliers. NDB at its sole discretion reserves the right to reject all proposals in accordance with its internal policy and guidelines.

2. RFP Schedule

Please be advised the following activities could take place in the RFP process. NDB will inform the specific arrangements in advance and the suppliers are requested to respond in a timely manner.

Activity	Date
Distribution of RFP	February 9, 2026
Deadline for Questions	March 4, 2026
Proposal Response Due	March 6, 2026
Presentation and Demonstration	TBD
Negotiation on contract	TBD
Signing Contract	TBD
Project Kick Off	May 18, 2026

**The RFP Schedule is for reference only and NDB has its sole discretion to adjust as per the project's needs.*

3. Instruction to bidders

3.1 Contact Information

Please use the following contact information for all correspondence with NDB concerning this RFP.

Name: Ivan Nepeivoda

Address: 26th floor, NDB Headquarters, 1600 Guozhan Road, Pudong, Shanghai, China

中国上海浦东新区国展路 1600 号, 新开发银行总部大楼 26 层

Email: nepeivoda.ivan@ndb.int

3.2 Submission of Proposals (Introduction to use of NDB's e-procurement system)

Proposals shall be prepared in English. Electronic version is obligatory and shall be uploaded in NDB's e-procurement system.

For submission of proposal, the qualified suppliers should register with NDB's e-procurement system to be **NDB registered suppliers** (subject to NDB's internal approval) in advance. All registration information shall be in English except for uploads of scanned or copied documents originally produced in other languages. Then registered suppliers need to **ENROLL** in the procurement notice (for open competitive bidding) or **ACCEPT** the invitation (for limited competitive bidding) before submitting proposal online according to the timeline: <https://www.ndb.int/procurement-opportunities/corporate-procurement/>

The deadline, due time, closing date, among others, referred to herein means Beijing time; and NDB's business time is from 9:00AM to 5:15PM in working days.

3.3 Questions

Please submit questions in writing by e-mail. Suppliers are advised to refer to the specific paragraph and page number in RFP and should quote the corresponding passage. NDB will be prompt in responding to the questions. Questions can be responded to as a group and sent to all suppliers. NDB will not provide feedback to questions raised beyond deadline.

3.4 Ownership of Materials

All materials submitted in response to this RFP become the property of NDB. Proposals and supporting materials will not be returned to suppliers.

3.5 Proposal Costs

NDB is not responsible for any costs incurred by the supplier in the preparation of the proposal or the site visit.

3.6 Proposal Format (if applicable)

NDB recommends that the proposal should contain **three** parts as follows. **The supplier may choose another proposal format as long as it suits the purpose.**

- Volume 1 – Information on the supplier. The supplier is required to provide the basic information in the attached table (attachment 2). Please fill out the table as complete as possible. More information will help us in evaluation.
- Volume 2 – Main Proposal

Section 1	Executive Summary
Section 2	Functional Section
Section 3	Technical Section
Section 4	Project Management Section
Section 5	Support Section

- Volume 3 – Price Proposal – Should be in a separate document even though it is an integral part of the proposal. The currency is **USD**; if quoted in other currencies, the exchange rate should be clearly defined. **The price shall be inclusive of applicable taxes (if not, please specify)**; other charges shall also be clearly defined.

3.7 Validity Period

The proposal, including pricing quotation, shall be valid at least for 120 days.

3.8 RFP Amendments

New Development Bank reserves the right to amend this RFP any time prior to the closing date. Amendments will be issued only to suppliers who are going to complete a proposal.

3.9 Sub-contractor

NDB expects to negotiate and sign contract with one winning supplier. NDB will accept only complete solutions from a primary supplier and will not accept any incomplete proposals that are only cover part of the RFP. The prime supplier will be responsible for the management of all subcontractors. NDB will not accept any invoices from subcontractors or become part of any negotiations between a prime supplier and a subcontractor. If there is any sub-contractor involved or engaged by the supplier, it shall be clearly stated in the proposal.

3.10 Award Notification

NDB will negotiate with all shortlisted suppliers before deciding the winning supplier. NDB reserves the right to negotiate further with the winning supplier before or in the contracting process. The award notification is sent to the winner online in the e-procurement system. NDB is not obliged to notify the bid outcome to unsuccessful suppliers.

4. Evaluation Criteria

The proposals will be reviewed and evaluated by NDB's team in accordance with the related policy and guidelines, especially the six principles (Economy, Efficiency, Competition, Transparency, Value for Money, Fit for Purpose) contained in NDB's corporate procurement policy. NDB is interested in obtaining a complete solution to the requirements contained in this RFP. Proposals that meet the proposal instructions and requirements will be given a thorough and objective review. Proposals that are late, or do not comply with proposal instructions, or take exceptions to mandatory requirements will be excluded. The following are the key factors that would be taken into consideration for evaluating the proposals.

i. Technical Approach and Methodology or Software Solution

Primary consideration will be given to the mandatory requirements as listed in this RFP.

The following are the main factors in the evaluation.

1. Meeting the requirements as stated in this RFP;
2. Understanding of the work to be performed;
3. Technical approach and methodology to accomplish the work;
4. Completeness and competence in addressing the scope of work.

ii. Project Management

NDB also believes that effective project management is essential for a successful implementation. Suppliers will be evaluated on the completeness and responsiveness of their project management plans and the project team assigned.

As part of the project management plan, suppliers must demonstrate adequate experiences in developing and implementing the requested project. NDB's confidence in the suppliers' ability to meet deadlines and successfully manage similar projects will be a primary consideration.

Special consideration is given to suppliers who propose a detailed project plan with sufficient breakdown of tasks and steps to demonstrate a complete understanding of the project.

iii. Pricing

NDB will consider pricing as part of the evaluation criteria. **Lowest price is not essential to win.** However, large pricing differentials between suppliers will be carefully examined. Price will be used as a final indicator for determining the supplier finalists when all other criteria have been normalized.

iv. Presentation and Demonstration

The performances and results of Presentation and Demonstration will be evaluation factors.

v. Support and Maintenance

NDB believes the ability to perform timely support is also an important factor for the success of this project. Therefore, suppliers should provide adequate information to demonstrate their capabilities to fulfill this task.

5. Contract

The participants shall review the service agreement template provided by NDB in advance. The use of NDB's version of service agreement is preferable. NDB Template for Service Agreement and NDB General Terms and Conditions for Procurement Contracts can be found on the NDB's official website: <https://www.ndb.int/procurement-opportunities/corporate-procurement/>

Please note that, being an international institution, NDB enjoys privileges and immunities as per the Articles of Agreement ([Agreement on the New Development Bank](#)) and disputes will be resolved by a reputable international arbitration center. The preferable forum is Shanghai International Arbitration Center ("SHIAC") or any alternative forum in a neutral jurisdiction.

6. Conflict of Interest

Each supplier submitting its proposal shall be deemed to have confirmed to NDB (and shall indicate the same in its proposal) that there is no existing conflict of interest with respect to it being potentially engaged to provide services to NDB. If a new or potential conflict of interest arises after NDB retains the selected supplier, each supplier agrees to promptly notify and consult with NDB. The detailed requirements can be found on the NDB's official website:

<https://www.ndb.int/wp-content/uploads/2024/02/Code-Of-Business-Conduct-and-Ethics-2024-v1.pdf>

Attachment 1:

ANNEX 1

I. INTRODUCTION

1.1 NDB is a multilateral development bank with its headquarters in Shanghai, China, established by the Federative Republic of Brazil, the Russian Federation, the Republic of India, the People's Republic of China and the Republic of South Africa in accordance with the Agreement on the New Development Bank dated 15 July 2014.¹ The purpose of NDB is to mobilize resources for infrastructure and sustainable development projects in NDB member countries and other emerging economies and developing countries.

1.2 NDB is headquartered in Shanghai, China and has Regional Offices in Brazil, Russia, India and South Africa. NDB Senior Management and NDB staff are nationals from the NDB member-countries and holders of diplomatic visas. NDB member-countries² and the creation of additional country-presence tend to expand within the next years.

II. PURPOSE

2.1 The Bank is undertaking a solicitation of bid proposal through this Request for Proposal (RFP) in order to select one or more qualified Travel Management Company (or consortium) (TMC) for the provision of comprehensive, consistent travel management services worldwide.

2.2 This RFP covers travels to and from NDB headquarters in Shanghai, China (HQ), and to and from NDB's Regional Offices (ROs) in NDB member-countries to worldwide destinations, not necessarily within a Member-country. TMCs submitting proposals to provide travel management services must address how the services will be provided to Headquarters and to all NDB Regional Offices worldwide.

2.3 Travel, as referred in this RFP, shall apply to all duly pre-authorized movements or journey by air, rail, road or sea for one place to another for official business purposes, both international and domestic, of NDB Personnel, NDB Senior Management, Members of the NDB Board of Directors, as well as any other individuals authorized to travel in their official capacity to carry-out official business of the NDB (jointly referred as **NDB Travelers**). These official purposes include, but are not limited to:

- Business missions, meetings and various events;
- Interviews of applications/candidates for employment;
- Appointment and repatriation of Bank Personnel, Senior Management and family members;
- Home leaves, emergency travels;
- Visit to project sites, by Bank Travelers;

¹ A copy of the "Agreement on the New Development Bank – Fortaleza, July 15" is accessible on <https://www.ndb.int/wp-content/themes/ndb/pdf/Agreement-on-the-New-Development-Bank.pdf>.

² At the time of this RFP drafting, in addition to the founding members, Bangladesh, UAE, Egypt and Algeria have become full members of NDB, while Uruguay, Colombia, Uzbekistan and Ethiopia are in the process of finalizing their domestic processes.

- Personal travel of Bank Personnel and family members (privately paid by the relevant NDB Traveler).

2.4 This RFP and supporting service and financial templates require a Business Plan approach. TMCs are encouraged to respond to the NDB's overall travel requirements, both in China and globally, in a strategic travel management manner.

2.5 The latest statistics show indicative overall cost travel funded by the NDB. During the year 2025 exceeded the sum of USD5,894,785, as follows:

	Cost (US\$)	Q-ty
Air International	4,107,616	1,800 flights
Air Domestic	260,360	750 flights
Hotel*	1,269,185	1700 nights
Car	234,815	-
Rail	22,809	-

Note:

1. Statistics related to the hotels is indicative since most bookings were paid to hotels directly without TMC involvement.

2. The volume of the above bookings will be shared by the selected vendors, subject to the choice of NDB.

2.6 The Bank intends to award a (3) three-years contract, with the option to extend the contract for up to (2) two additional years to the selected TMCs. The contract shall not set a minimum guarantee on volume sales on the part of the Bank nor will the Bank or the TMC be allowed to impose such a guarantee of volume any time before or during the life of the contract.

III. OBJECTIVES

3.1 The NDB seeks to streamline its domestic and international travel services arrangements worldwide to provide more high-quality, expeditious, robust customized travel services to the NDB Travelers based in the NDB Headquarters in Shanghai or in one of the NDB Regional Offices³, and take advantage of state-of-the-art technological processes in the field of global travel services for online booking and reporting. The NDB goal is to ensure that Official travel is undertaken in an efficient manner that balances travel safety, convenience and cost, while optimizing value for money, providing competitive travel options, outstanding client service, and access to direct and economic routes in accordance with the relevant NDB policies and guidelines.

3.2 To achieve these objectives, the NDB intends to select one or more TMCs capable of providing the below, and as further detailed in this RFP:

- Global reach, with strong local support in NDB's expanding member-countries;
- Integrated online booking tool (OBT) compatible with NDB's systems and compliance controls;
- 24/7 NDB Traveler support, duty of care and crisis management, including Presidential Concierge, VIP service, personal manager service and at least one onsite representative at the travel desk based at the NDB HQ in Shanghai, China;
- Visa support service;
- Regular and reliable data collection, reporting and analytics for travel expenditures, policy

³ Currently with presence in Johannesburg, Sao Paulo, Brasilia, Moscow and the Gift City, India.

- compliance, policy updates, carbon footprint tracking and savings tracking against benchmarks;
- Negotiated airfare and airline programs, and preferred hotel rates with direct contracts support;
- MICE support service
- Seamless integration with NDB's finance and expense systems;
- Sustainability initiatives aligned with the NDB's sustainability practices.

3.3 The successful TMC(s) will be granted access to relevant sections of the NDB Operational Travel Guidelines (hereinafter "Travel Guidelines") and other applicable policies and guidelines, as they are amended from time to time, and shall be fully familiar and comply with said instruments throughout the rendering of the travel management services.

IV. SCOPE OF SERVICES

4.1 The successful TMC(s) shall render a full spectrum of high-quality travel management services, in a prompt, pleasant and hassle-free manner to all NDB Travelers worldwide, in accordance with the Travel Guidelines, as amended from time to time.

4.2 The broad range of domestic and international travel products and services required by the NDB shall basically include, but not be limited to, the following:

Reservation and Ticketing Services

Air tickets with the lowest prices are preferable, however flexible and full - fare air tickets can be eligible, considering the safety, the most direct route to the destination, the need to avoid risk regions, and the need for services and flexibility for possible changes according to business needs. The TMC must be knowledgeable and prepared to offer special fares, discounts fares, and bulk fares for use whenever appropriate. The TMC shall not favor any particular carrier when making reservations and it shall maintain excellent relations with all carriers for the benefit of the Bank. The TMC must comply with the following:

- a) Upon request for booking/reservation, immediately provide the following information to the NDB Traveler/requestor for each segment of the journey for each suggested itinerary: (i) travel dates, air/land or maritime fares and ticketing deadlines, same for ground transportation and hotel booking, if applicable; (ii) accurate status of the airlines/carrier on all segments of the journey; (iii) fare restrictions, including validity, penalties for changes and cancellations;
- b) For airfares, deliver by email to the NDB Traveler/requestor, travel arrangement options on at least 3(three) main airlines operating the route, preferably all on confirmed status, while securing cost reductions on the most economical fare (or at the authorized fare in certain limited circumstances), the most direct and convenient routings and most appropriate itineraries, on the designated travel class. In no event shall TMC procure airline tickets in excess of the approved amounts;
- c) Only upon receipt of written pre-approval of travel request authorization, promptly issue and deliver accurately printable tickets and detailed itineraries, showing the accurate status of the airline/carrier on all segments of the journey;
- d) In the event that the required travel arrangement cannot be confirmed, notify the NDB Traveler/requestor of the issue and present 3 (three) alternative routings / quotations / dates for the NDB Traveler/requestor's consideration;

- e) For wait-listed bookings, provide daily feedback on flight/carrier status and continuously endeavor to secure confirmation;
- f) Accurately and timely advise the NDB Traveler/requestor of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings;
- g) Provide the same level of service for rebooking, reissuance and refund, prior to or during the NDB Traveler's travel, and to timely make the necessary changes to ticketing and billing to reflect the changes;
- h) Always include NDB Traveler contact information for all departures, to enable the airline/transportation entity to directly keep the passenger updated on flight/ transportation schedule.

Travel Documentation and Advisory Services

TMC must:

- a) Provide services for the timely application for visa required for NDB Travelers to travel;
- b) Advise NDB on required travel documents;
- c) Advise the NDB on market practices and trends that could result in further savings for the Bank, including in the use of OBTs and reporting systems;
- d) Immediately replace e-tickets and other travel documents in the event of their loss.

Airfares and Airline Routings/Itineraries

TMC shall:

- a) Unless in certain limited cases as per the Travel Guidelines, propose the lowest cost and preferably refundable airfares and for the most direct routing for the journey concerned by using its corporate fares with the airlines/carrier and passing on all the discount to NDB, without sacrificing flexibility of itinerary;
- b) Ensure that tickets issued and any modification are in accordance with entitlements as per the Travel Guidelines.

Travel Information and NDB Traveler Duty of Care

TMC shall:

- a) Timely inform NDB Travelers in the travel planning process and until travel completion, including outside of regular working hours, of transit visas, involuntary stop-overs or hidden stops, that may adversely affect the relevant travel;
- b) Provide NDB Travelers with online and offline updated information on official destinations (e.g., flight/transportation ticket restrictions, baggage allowance, risks of close connections, mandatory check-in/check-out procedures, airport transfers/ground transportation, facilities, currency restrictions/regulations[, as well as other information that may affect or may require specific preparations from NDB Travelers sufficiently before departure time. For tickets with no checked-in baggage allowance, TMC shall try to add the service and notify the NDB Traveler on such arrangement.

Flight/Transportation Cancellations/Rebooking and Refunds

TMC must:

- a) Monitor outbound and inbound flights/transportation to advise NDB Travelers of scheduled changes and ensure protection for cancelled, delayed, re-routed flight/transportation and missed connection;
- b) Process approved flight/transportation changes/cancellations when and as required and endeavor best efforts to avoid cancellation fees and charges imposed by airlines/carrier;
- c) Immediately process airline/carrier refunds for canceled travel requirements/unutilized pre-paid tickets and credit these to the NDB as expeditiously as possible, and no later than 3 (three) months from the cancellation date;
- d) Process refund applications within 72 hours from receipt of refund request notification.

Event Management Services (MICE)

Support the Bank's corporate events (such as Annual Meetings, high-level workshops, seminars or knowledge-sharing sessions in its member countries), with the provision of:

- a) Venue sourcing and related negotiation, for meetings and events (accommodations, meeting space);
- b) Venue decoration, AV facilities, catering under the guidance of NDB;
- c) Group bookings for flights, hotels and ground transportation as well as travel coordination, ensuring adherence to NDB's Travel Guidelines;
- d) Dedicated account and onsite representative for 24/7 operational support;

Other Travel Products

TMC, where applicable and upon request of NDB Travelers, shall provide other services, including, but not limited to:

- a) Preferred seating arrangements/upgrades;
- b) Outbound visa arrangements, if required;
- c) Hotel booking, with a preference to global hotel programs with negotiated corporate rates, safety certifications, and sustainability credentials. Reduced rates must be sought for stays exceeding 7 nights;
- d) Ground transportation, with car rental agreements, including English-speaking chauffeurs services, where required;
- e) VIP airport service for the President;
- f) Travel insurance if required;
- g) Excess/lost luggage, supporting NDB Travelers in the management of these situations.

Specific Arrangements

- a) Provide one highly experienced, dedicated VIP travel counselor, to render travel services 24/7 at the Presidential Concierge or alternative arrangement, to be responsible for expeditiously managing the NDB President's travel agenda and NDB Personnel accompanying the President's

travels. The services may include, but are not limited to, VIP airport services, Meet and Greet services for every flight/transportation, high-level ground transportation with English-speaking drivers, quick-response to last minute changes, arrangement of special accommodations and any other needs as the President may request;

- b) Provide one highly experienced Travel Counselor, to render travel services to the (4) four NDB Vice Presidents (VIP service);
- c) Implement proper back-up in the absence of the VIP travel counselor or the travel counselor, to ensure seamless, uninterrupted travel services 24/7.

V. MINIMUM COMPENTENCY AND REQUIREMENTS

Team Composition and Qualifications

- a) TMC personnel shall be composed of highly experienced and professionally trained travel experts and staff with very high-level skills, with a travel manager with at least 10 years of global work experience and travel representatives with at least 5 years of work experience, all in the field of international ticketing and reservation, capable of handling requirements and of delivering on the travel demands of the NDB Travelers;
- b) All TMC personnel serving the NDB shall be fluent in English. TMC personnel serving NDB Regional Offices shall be fluent in English. Fluency in the official language of the country where the NDB Regional Office is located is a plus;
- c) TMC is required to devote on a full-time basis, the following personnel:
 - 1 onsite personnel dedicated to NDB Travelers' travel arrangements, to be physically located at the NDB travel desk at the NDB Headquarters in Shanghai, from Monday to Friday or every workday, from 9:00 to 18:00 and one back-up for onsite coverage for that personnel in his/her absence;
 - 1 personnel, onsite or remotely available from 9:00 to 18:00 Shanghai time, exclusively dedicated to the Presidential Concierge. TMC may also offer an alternative approach to the management of the President's travel agenda;
 - 1 personnel, onsite or remotely available from 9:00 to 18:00 Shanghai time, exclusively dedicated to the VIP Concierge for travel arrangements for the 4 NDB Vice-Presidents;
 - Dedicated back-up coverage shall be provided to the President Concierge and to the VIP Concierge in her/his absence, 24/7, seven days a week;
 - 24/7 call center for travel arrangements for other NDB Travelers and 24/7 support in the case of emergencies, including days that might not be working days in China or in the countries where ROs are located or where the travel personnel is based;
 - 1 TMC General Account Manager off-site, who will be required to attend quarterly meetings review in presence at the NDB HQ or in the frequency as requested by the NDB;
- d) Other expertise needed and facilities required shall be sourced from the TMC existing operational capacity, commuting to and from the NDB HQ, as often and as fast as needed;
- e) All TMC personnel shall be required to be well-versed on the Travel Guidelines and practices, and in handling travelers that may require special procedures (diplomatic status, diverse nationalities, visa requirements);

TMC Qualification

- a) Be an accredited IATA travel agent. IATA ID number and a copy of guarantee paper providing that the warranty for IATA has been paid must be presented;
- b) At least 10 years of proven experience in providing corporate travel management services (with references of client profiles) to international organizations, embassies, consulates and/or medium to large multinational entities;
- c) Employs highly qualified, competent and experienced travel experts, especially in ticketing and fare computations;
- d) Able to efficiently maintain facilities of online booking/airline reservation, domestic and international ticketing basic office equipment, telecommunications equipment, and OBT;
- e) Able to obtain the necessary clearances for, setting themselves up within the NDB HQ, based on the space and utilities provided by the NDB HQ;
- f) A global network of vetted local partners and proven experience in managing official or multilateral events in emerging markets, particularly within NDB member countries is a plus.

VI. TECHNICAL REQUIREMENTS

IT Tools and Booking

- a) TMC shall demonstrate technical capabilities to ensure that travel arrangements can be requested via phone (ACD system) and email with the additional option of an online booking tool;
- b) The online booking tool and other systems must have the following capabilities:
 - Two-way integration with NDB core systems;
 - Finance system for cost allocation, payment files and reconciliation;
 - HR system for employee master data sync;
 - Fully configurable, with mobile-responsive design and native mobile apps (iOS/Android) and available in English. Availability in Portuguese, Chinese, Arabic and Russian is a plus;
 - NDB related data should reside in NDB member countries;
 - Multilevel, rule-based approval workflow with delegation capabilities;
 - Automated CO2 emission carbon calculator estimates per travel segment;
 - Ability to produce standard reports and travel spend by department, division, traveler, preferred supplier utilization, advance booking
 - Real-time, interactive executive dashboard accessible to NDB Administration
 - Ability to provide raw, anonymized data in the format that the NDB may request.
 - Technology platform for dedicated meeting registration, travel booking, and data reporting is a plus.
- c) The Bank adopts:
 - Sabre GDS and TravelSky GDS (exclusively used in China) for TMC bookings and Travel Management Section (GST) use; (Other GDS and non GDS sources can be proposed by TMC to enhance efficiency and cost savings);
 - Helios Expense system for travel electronic pre- and post-authorizations;

- All Official Travel is charged to one central billing account. Monthly reconciled billing statements arrive with pre-established fields in Excel format. After review, this file is sent for payment and uploaded to NetSuite to charge the corresponding cost centers;
- NDB Travelers' profiles are housed and maintained by the Human Resources Department, in SuccessFactors.
- d) TMC must provide detailed plan for data migration, configuration, testing, training and go-live (maximum 6-month timeline from contract signing) and detail how TMC will advise on and support NDB sustainable travel goals, including preferred supplier selection and traveler nudges in the online booking system.
- e) Travel alerts system

Travel Management Reporting System

TMC shall provide the following reports, in the format that the NDB may request:

- a) Monthly:
 - All issued tickets, including NDB Traveler's name, purpose of the travel, travel dates, complete itinerary breakdown from origin to destination, ticket number, carrier, low fare basis, booking class, ticketing date, fare paid and TMC service charge for each transaction;
 - Penalties and additional or refund amounts for each changed/cancelled tickets, with NDB Traveler's name, purpose of the travel, travel dates, reason for the cancelation or change;
 - Complaints/Incidents summary, if any;
 - Calculation of carbon footprint.
- b) Immediately, after receiving the information, of any changes and updates on airline rates, promotions, policy changes or any other information that may optimize costs or impact NDB Travelers;
- c) Quarterly, a review of the travel bookings and transactions for the quarter based on the agreed format;
- d) Annually, a benchmarking exercise among international organizations selected by NDB, of city ceilings and reimbursement thresholds.

ANNEX 2 – PROPOSAL REQUIREMENTS

In submitting the Proposal, demonstrate TMC's responsiveness to the requirements indicated in Annex 1 above, by identifying the specific components proposed, addressing the requirements point by point, providing a detailed description of the essential characteristics, and how your proposal meets or exceeds the specifications. Explain your

2.1 Mandatory TMC Experience Requirements

- a) Confirm that the TMC has at least 10 years of proven experience in providing corporate travel management services to international organizations, embassies, consulates and/or medium to large multinational entities (provide reference letters of at least 2 of these clients). Specify in which countries the TMC has had experience in the last 5 years of operation;
- b) Confirm that the TMC has at least 10 years of experience handling VIP level concierge services.
- c) At least 5 years of experience in handling visa services, either directly or through a sub-contracted company. Experience in handling clients with diplomatic status is a plus.
- d) Confirm that the TMC can provide global travel management services including commercial flights, rail, rental cars and hotels.

2.2 TCM Details

- a) Provide a brief description of the organization submitting the proposal, its legal mandate/authorization, including year of incorporation and brief description of TMC's present activities, year and country of incorporation, types of activities undertaken and approximate annual budget, HQ location, branches' locations, number of employees, list of the airlines the TMC is selling tickets on behalf of. Include reference to reputation or any history of litigation and/or arbitration on the past 5 years in which the organization or the TMC have been involved and/or that could adversely affect or impact the performance of the services, indicating the status of each of the litigations/arbitrations.
- b) Provide a certified copy of:
 - certificate of business registration;
 - certificate of incorporation;
 - business licenses or equivalent;
 - information on the ownership structure, name of directors of the TMC and main owners;
 - IATA accreditation certificate, ID number and guarantee paper of professional membership in travel management association.
- c) Provide details of the contact persons, phone numbers and office address who will be supporting this project;
- d) Provide a corporate organizational chart, which identifies the reporting structure, and displays the links at HQ and from the office(s) supporting the services;
- e) Provide the following information:

Fiscal Year	Total Sales	% Domestic	% International	% Corporate	% Leisure	% Group
2024						
2025						

- f) Provide a statement from TMC's Financial Division regarding TMC's financial health and financial viability to provide the services described herein for a period of 3-5 years if awarded a contract and a detailed description of how you foresee the flow of transactions involved, the billing/invoices and payment procedures, as well as other expected roles and responsibilities and acceptable client payment methods;
- g) Provide TMC's initiatives in the area of Corporate Social Responsibility and Sustainability. Please state TMC's Environmental Policy.

2.3 Service Delivery

- a) Provide a detailed description of the proposed services and processes. In complying with this, it is recommended to present the services offered in accordance with the sequence of requirements listed by the Bank in Annex 1;
- b) Briefly describe your experience or capabilities for processing passport and visa applications, directly or through third parties, if you offer this service;
- c) Submit a progressive strategy together with a schedule of continuous improvement for the provision of a consistent service by country, regional and at a global level;
- d) Submit data regarding the accuracy of booking and ticket issue/confirmation; fast and efficient execution of requests; cost awareness; flexibility in approach to reservations;
- e) List any service and technology you provide to major corporate customers, which significantly differentiates TMC from major competitors;
- f) Explain how TMC through product delivery intends to ensure maximum compliance with the Travel Guidelines, and a seamless execution of reservations;
- g) Describe any additional value-added services, publications, focus groups that could benefit the Bank i.e., executive dashboard, etc;
- h) What actions would be taken if the services did not meet the agreed performance levels? Include a description of escalation procedures in place to deal with complaints or queries;
- i) Describe the quantity and type of OPT and other technology that the TMC operates, including multi-GDS capability to meet the global 24/7 service requirement and inform if the 24 hours service is a division of your company or a contracted 3rd party;
- j) Please confirm who would be the Executive sponsor of this program;
- k) Describe any value-added products and services that may have not been covered in this RFP but the TMC is offering to the Bank, including any VIP servicing configuration that is different from your competitors or special services to regional offices. This is optional but will be given credit if proven indeed to add value to the Bank's activities;

I) Please describe your disaster recovery plan covering NDB member countries and globally should operations be suspended. Describe how back-up services will be provided and the timeframe to establish alternative options;

2.4 Staffing

a) Describe your resources in terms of personnel to meet the requirements set forth in Annex 1, and provide job descriptions for each proposed position, clearly defining the professional and educational requirements, key competencies and responsibilities of each position and submit complete name, signed copies of the CVs and related professional certifications of the proposed individuals. CV shall only highlight the travel-related work experiences, travel-related training and skills and educational background;

b) Describe the following:

- b.1. Your ability to supply the minimum required professional experience levels;
- b.2. How existing employees are structured to provide differentiated services to satisfy the Bank's needs;
- b.3. Average staff turnover rate per annum;
- b.4. Back-up plans that for day-to-day personnel coverage in the case of absence, and for meeting seasonal surges in travel activity, such as the Bank's Annual Meeting, held every year in April or May;
- b.5. Back-up plan for Presidential Concierge and VIP Concierge coverage or an alternative approach for handling the President's travel;
- b.6. Identify all activities that will be subcontracted. If the TMC will utilize a third party for the performance of any tasks associated with this project, the TMC is to clearly identify the name of such sub-contractors, their roles and level of effort.

2.5 Agency Consolidation

- a) The implementation methodology that is being proposed and any conflicts or hurdles that you anticipate on a regional basis, in case of Regional Offices;
- b) Lessons learned at planning and implementation stage in previous consolidation programs;
- c) Any cross-border, legal or labor issues, in case of Regional Offices implementation;
- d) GDS emulation requirements and difficulties and how you would handle ticketing for any air carriers not part of a GDS;
- e) Describe briefly how and why these lessons differ between China, Brazil, Russia, India and South Africa.

2.6 Reporting

Please detail how you will meet the requirements set forth in Annex 1, including:

- a) Reporting- Standard and Custom/Data Warehousing
- b) Ability to provide real-time data to the Bank
- c) CO2 emission tracking
- d) Process for tracking traveler complaints and their resolution
- e) Process used to notify travelers of any change to their travel requests.
- f) Quality Control processes

2.7 Proactive Cost Reduction

The Bank is keen to reduce costs not only by streamlining processes and by using cost efficient technology. How would you:

- a) Pro-actively offer alternative routings to take advantage of special discounts;
- b) Take advantage of country fare differences;
- c) Describe your agency's CURRENT use of "ethically-creative" fare processes and consolidated fares to reduce cost at point of sale;
- d) Explain how the TMC will make use of offices in other countries to purchase and issue cost effective tickets. Describe the feasibility and savings that could be obtained. Provide specific country examples and how the logistic would work.

2.8 Implementation

- a) Having selected a TMC(s) and agreed contract terms, the implementation of a new supplier agreement can present its own problems and detail can sometimes be overlooked, often adversely affecting the success of the contract. It is therefore important for the Bank to understand the implementation program that will be rolled out and controlled.
- b) Describe how you would manage a comprehensive travel implementation program necessary to service the Bank locations, including traveler and travel booker indoctrination programs, profile loading, technology implementation and phased approach to online booking tool rollout. Please include a Project Gantt Chart with a chronological list of tasks necessary to fulfill a successful implementation program. Please differentiate between HQ and RO's (Regional Offices) implementation plans.

2.9 Safety

Introduce Travel Alerts systems and measures implemented for automatic alerts notifications.

Travel safety recommendations before trips, if any.

ANNEX 3

Pricing

TYPE OF SERVICE	UNIT	PRICE PER UNIT WITHOUT VAT	
		offline	online
<i>Air ticket booking (international)</i>			
Issuing	transaction		
Exchange	transaction		
Refund	transaction		
<i>Air ticket booking (domestic)</i>			
Issuing	transaction		
Exchange	transaction		
<i>Hotel booking int. through GDS</i>			
Issuing	transaction		
Exchange	transaction		
Refund	transaction		
<i>Hotel booking int. Direct contracts</i>			
Issuing	transaction		
Exchange	transaction		
Refund	transaction		
<i>Hotel booking dom. GDS</i>			
Issuing	transaction		
Exchange	transaction		
Refund	transaction		
<i>Hotel booking dom. Direct contracts</i>			
Issuing	transaction		
Exchange	transaction		
Refund	transaction		
<i>Rail ticket booking</i>			
Issuing	transaction		
Refund	transaction		
<i>Car rental</i>			
Issuing	transaction		
Exchange	transaction		
Refund	transaction		
<i>Taxi service</i>			
Issuing	transaction		
Exchange	transaction		
Refund	transaction		
<i>Visa support</i>			
Issuing	transaction		

3.1. President's Concierge Services (Please Specify)

3.2. VIP Services Prices (Please Specify)

3.3. MICE/event support management fee details

3.4. Quotation

Price quotation besides the table pricelists above should contain overall estimated cost calculated based on the indicative service volume below:

Service	Q-Ty (offline booking)
INTERNATIONAL AIR TRAVEL	1800
DOMESTIC AIR TRAVEL	750
INTERNATIONAL HOTEL	1700

ANNEX 4

SLA Matrix

#	Service Category	Scope	KPI Definition	Target	Frequency	Penalties, % from monthly fee
1	Response Times (Offline)	Telephone response time	70% of telephonic reservations answered in 30 seconds (during normal business hours)	70%	Monthly	1.00%
		Email response time	95% of responses issued within four working hours of receipt of all required information from the traveler and if any pre-trip authorization form, where required.	95%	Monthly	5%
		Telephone response time	Abandon rate is less than 4% after the first 30 seconds call time.	less than 4%	Monthly	1.00%
		Complaint Monitoring & Managing	All complaints responded to within 24 hours of receipt of complaint and a target communication within 5 days.	24 hours & comms within 5 days	Monthly	5%
2	Travel Reservations	Lowest Fare	will offer clients the lowest logical fare available within the parameters of the travel policy. will track the lowest fare offered & the fare taken.	100%	Monthly	10%

		Accuracy of Reservations	100% of reservations shall be completed and accurate.	100%	Monthly	20%
		VISA & PASSPORTS	There is a general alert written on the itinerary which reminds the traveler to think about their VISA requirements. TMC will assist in this process.	100%	Annually	10%
		Refunds	All tickets eligible for refunds sent to TMC will be recorded according to suppliers' rules & regulations.	100%	Monthly	5%
		Hotel Allocation Report	TMC to provide global report including breakdown by country of allocations used versus allocations available and remaining allocations	100%	Monthly	5%
		Error Management	An error is defined as a written or verbal complaint received from client where fault lies with TMC, not the supplier. Target is less than 1% of total transactions.	less than 1%	Monthly	5%
		Online Profile Management	When the client requires and authorizes the traveler to have an online profile, the traveler and/or travel arranger have access to the online booking tool to make changes.	100%	Monthly	1.00%
		Online Booking Support	Support of technical and navigation issues for traveler and/or travel arranger using the online booking tool.	100%	Monthly	1.00%
		Policy Compliance	All reservations must be made according to client's travel policy. Online: if a traveler tries to book an out-of-policy transaction then they are able to book this but a notification will be sent to their line manager stating that they have made an out of policy booking. Offline: Travel authorization is an internal client process; therefore, TMC agents will consider all travel requests as being pre-authorized and will not contact client to obtain any confirmation on this.	100%	Monthly	20%
		Policy Compliance	Agreed benchmarking fares, missed savings and reason codes to be included in all our of policy reservations.	100%	Monthly	10%
3	Traveler Satisfaction	Satisfaction Survey	All countries to achieve an average of four out of five, or 80% on mutually agreed satisfaction survey.	80%	Annually	10%
4	Travel Reports	Travel Reports	Travel Reports, as agreed, should be delivered by the 25th of the month or as agreed by both Parties.	100%	Monthly	5%
5	Invoicing	Invoices are issued in strict accordance	100% of visa requirements advised for online and offline records within 24 hours of booking	100%	Monthly	10%

Attachment 2:

Information Category	Description	Supplier's inputs
General Information	Legal Entity Name	
	Legal Address	
	Website	
	Government Registration Number	
	Date of Registration	
	Tax ID	
	Name(s) of Authorized Signatory	
	Contact Information (name, title, mail address and telephone number)	
	Amount of Employee	
	Three reference customers (minimum)	
Financial Information	Registered capital	
	Revenue of last 3 years	
Other Information	Information Security Credentials if any	
	Data residency location, for providing service required in the RFP	
	IDD/ AML Sanctions, Yes or No. If yes, please specify.	
	Others deemed necessary	