

Request for proposal – Procurement of Travel Management Services

1. Introduction

Friends of the Earth International (FoEI) invites qualified travel management companies to submit proposals for the provision of business travel management services.

The objective of this procurement is to appoint a travel management partner that provides reliable, cost effective and high quality travel services while supporting FoEI's operational needs, travel policy, duty of care obligations and ethical procurement principles.

This procurement will be conducted in accordance with FoEI's Procurement Policy and the principles of transparency, fairness and value for money.

2. Scope of services

The successful supplier shall provide, at a minimum:

- International air travel bookings
- European rail travel bookings
- Visa and travel documentation support
- Itinerary changes, cancellations and refunds
- 24/7 emergency travel assistance
- Traveler tracking
- Processes for managing travel disruptions and emergency situations
- Online booking platform
- Dedicated account manager and travel consultant support team
- Consolidated invoicing and reporting

3. Mandatory supplier requirements

3.1. Legal and corporate requirements

Suppliers must:

- Be legally registered and financially stable
- Be established and operating in the Netherlands, with a registered office or permanent establishment in the Netherlands
- Be authorized to provide international travel management services

- Be able to enter into a contract with and invoice a Dutch legal entity
- Comply with Dutch and EU legislation, including GDPR

3.2. Professional qualifications

Suppliers should demonstrate:

- IATA accreditation or equivalent
- Access to Global Distribution Systems (GDS)
- Appropriate professional liability insurance
- Experience supporting international organisations and/or NGOs.

3.3. Human Rights and Ethical Business Conduct

Suppliers must demonstrate a commitment to internationally recognised standards, including:

- The UN Guiding Principles on Business and Human Rights
- The OECD Guidelines for Responsible Business Conduct

Suppliers should have policies covering:

- Human rights and labor rights
- Modern slavery prevention
- Non-discrimination and diversity
- Whistleblowing and grievance mechanisms
- Environmental sustainability

3.4. The Occupied Palestinian Territory

Suppliers must declare whether they conduct business activities in Israeli settlements located in the Occupied Palestinian Territory. FoEI reserves the right to consider such activities as part of its ethical procurement assessment, consistent with its organizational policies and international law.

4. Business requirements

The selected travel agency should be able to:

- Manage complex international air and rail travel
- Provide competitive fares and travel options
- Support itinerary changes and cancellations
- Provide 24/7 emergency traveler assistance

- Support FoEI travel approval processes
- Deliver accurate invoicing and reporting
- Provide an online booking platform
- Assist with visas and travel documentation (if applicable)
- Deliver proactive account management

5. Evaluation Criteria

Criteria	Weight
Company profile, experience and references	10%
Understanding of NGO requirements	15%
Account management and customer service	15%
Service Levels (SLAs)	15%
Booking platform and technology	5 %
Emergency support and duty of care	10%
Commercial proposal and pricing	15%
Human rights, sustainability and ethical business	15 %
Total: 100%	

6. Evaluation requirements

6.1. Company profile

Suppliers should provide:

- Company overview
- Ownership structure
- Years in business
- Relevant experience
- 3 (three) relevant client references

6.2. International Organization/NGO experience

Demonstrate:

- Experience supporting NGOs or international organizations.
- Understanding of complex international travel
- Examples of responding to travel disruptions or emergencies

6.3. Account management:

Describe:

- Account management structure
- Dedicated consultant and account manager
- Escalation procedures
- Customer service response times

6.4. Service levels

Provide Service Level Agreements covering:

- Response times
- Quotations
- Ticket issuance
- Ticket holding
- Amendments
- Refund processing
- Performance reporting

6.5. Technology

The booking platform should:

- Be user friendly
- Clearly display fare rules and restrictions

6.6. Emergency support

Demonstrate:

- 24/7 emergency assistance
- Traveler tracking and alerts
- Crisis and disruption management

6.7. Commercial proposal

Include:

- Transaction fees
- Pricing model
- Payment terms
- Cancellation and refund process

- Contract conditions

6.8. Human rights and sustainability

Suppliers should demonstrate:

- Human rights and ethical business policies
- Relevant certifications or equivalent management systems
- Commitment to responsible business practices
- Human rights due diligence processes for operations in conflict affected and high risk areas
- Confirmation that they do not conduct business activities in Israeli settlements located in the Occupied Palestinian Territory, or otherwise support activities that are inconsistent with international humanitarian law.

7. Procurement process

FoEI intends to:

- Publish this “request for proposal”
- Invite qualified travel management companies to submit proposals
- Evaluate proposals using the weighted criteria above
- Invite shortlisted suppliers to present their services
- Conduct reference checks
- Negotiate with the preferred supplier
- Award the contract

FoEI reserves the right not to award a contract if no proposal adequately meets its requirements.

8. Contract

The successful supplier will be awarded an initial 1 (one) year contract, with the option to extend subject to satisfactory performance.

The contract will include:

- Agreed Service Level Agreements (SLAs)
- Key Performance Indicators (KPIs)
- Biannual performance review meetings
- Confidentiality and GDPR provisions
- Compliance with FoEI's ethical procurement and human rights requirements

9. Reservation of rights

Friends of the Earth International reserves the right to:

- reject any or all proposals
- request clarification or additional information
- negotiate with one or more suppliers
- amend or cancel the procurement process at any stage and exclude suppliers that do not meet the mandatory legal, ethical or human rights requirements.

Submission of a proposal does not create any contractual obligation on Friends of the Earth International.

10. Submission of Proposals

Interested suppliers are invited to submit their proposal electronically in PDF format.

Proposals should include:

- Company profile and relevant experience
- Response to all requirements outlined in this RFP
- Description of the proposed services and booking platform
- Service Level Agreements (SLAs)
- Pricing proposal, including all applicable fees
- Client references
- Relevant policies and certifications (where applicable)

Proposals must be submitted by Wednesday, **12th of August, 17:00 CET** to the **email address:** mara@foei.org

The subject line should read:

RFP - Travel Management Services - [Supplier Name]

Late submissions may not be considered.

Questions regarding this procurement should be submitted by email no later than **Monday, 3rd of August 2026, 17:00 CET**

Responses to questions may be shared with all participating suppliers to ensure a fair and transparent procurement process.

Friends of the Earth International reserves the right to request clarification of any proposal and is not obliged to accept the lowest priced or any proposal received.