**RFP Title:** Global Traveler Risk Management Service Procurement

**RFP No:** Global Traveler Risk Mgmt RFP # 22-GS-01

**Date of Issuance:** June 22, 2022

**Questions Due:** June 30, 2022; Responses posted on [https://www.pactworld.org/procurement](https://www.pactworld.org/procurement) by July 5

**Closing Date:** July 22, 2022 (revised from July 13, 2022)

Short-Listed Offerors May be Asked to Provide Demo and/or Trial Prior to Award

**Estimated Award Date:** October 1, 2022

**Request for Proposal (RFP) for Global Traveler Risk Management Service**

I. **BACKGROUND**

Pact is an international NGO with offices throughout the world with a mission to enable systematic solutions that allow those who are poor and marginalized to earn a dignified living, be healthy and take part in the benefits that nature provides. Pact accomplishes this by strengthening local capacity, forging effective governance systems, and transforming markets into a force for development.

Pact has been operating in and out of over 30 countries globally for decades. For the vast majority of our international travel we use one US-based travel agency, which sends a manual journey management overview weekly to assist in the tracking of our staff as they travel. However, this one-dimensional approach does not allow us to know where travelers are in real time should there be an incident that may affect their travel plans. Considering the amount of travel ongoing at any one time, it is also too complex to send appropriate travel risk analysis and reporting to the individual traveler in a timely manner. Conversely, should a traveler encounter an incident they have no simple and effective means of raising an immediate alert of their plight to the needed staff members that can advise or help.

Through new projects, we are finding ourselves travelling with more frequency to fragile states which often times have little to no reliable data communications. This along with patchy cellular reception can mean travelers can traverse long distances by road in higher risk regions with no viable means of live tracking overwatch.

To meet these needs, Pact seeks a partner that can provide the services outlined in the scope of work below.
II. **SCOPE OF WORK**

A. **Place of Performance**

Pact requires a service that can be deployed worldwide including areas prone to natural disaster (Nepal, Indonesia, Madagascar) as well as in fragile states such as Central America (Northern Triangle), Mali, Myanmar, Somalia, South Sudan, Sudan, and Ukraine.

B. **Scope of Work**

To deal with the travel tracking, locator system, and emergency call issues described above in a universal manner, Pact requires a platform that integrates travel itineraries with our current travel agency (*Corporate Traveler*) at source to ensure all travel is captured accurately and provides means for pushing alerts to staff and for staff to check-in and communicate with Pact.

We require two use cases to be addressed:
1. Traveler risk management services in situations with *reliable* communication infrastructure
2. Traveler and permanent staff risk management services in situations with non-existent or *unreliable* communication infrastructure

**Traveler risk management services in situations with reliable communication infrastructure**

We would then require a functional app for smartphones that creates the platform to allow for the following services:
- Staff checking-in at their location
- Interface for management overview
- Ability for staff to receive flash reports of pertinent travel warnings
- Allow for a silent distress button for the end user
- Built-in privacy features for the end user where they can check-in but Pact cannot track their exact location centrally

In addition to the requirements listed above, Pact is interested in the following features if available.
- Ability to geofence an area that Pact would consider no-go that alerts the end user
- Ability to send mass notifications to all users should a major incident occur
- Ability to converse two-way through the app

**Traveler and permanent staff risk management services in situations with unreliable communication infrastructure**

Finally, for travelers and permanent workers in fragile states with a limited/unreliable communication infrastructure, the required solution would be as follows:
- Satellite phones with a tracking application to allow for use in all global locations.
- This would also allow for voice calls should the need arise.

Should the location not tolerate the use of overt equipment, then Pact is interested in the following features:
- Access to other smaller GPS (or dual 4G and GPS) devices that would allow for location tracking and possible simple texting
III. SUBMISSION INSTRUCTIONS

A. Technical Proposal
   The technical proposal in response to this solicitation must address how the offeror intends to carry out the scope of work contained in Section II. It should also contain a clear understanding of the work to be undertaken and the responsibilities of all parties involved. Please note that technical proposals will be evaluated based on the evaluation criteria set forth in Section IV. Offerors shall provide all documentation in English.

   1. **Company information including:**
      i. Total number of employees in your company
      ii. Company Headquarters
      iii. What is the primary location of the core service team?
      iv. Average client size?
      v. Geographic coverage

   2. **Technical Approach:** The technical approach should state clearly the offeror’s understanding of the requirements in Section II as well as the proposed approach to accomplish the contract objectives and achieve results. Clarity, completeness, and directness are imperative. Elaborate formats are not desirable. This section should be limited to five pages.

   3. **Past Performance.** Describe the organization’s previous experience within the technical area with organizations of the same or similar scope and size. Previous experience with other international NGOs and/or organizations operating under U.S. Government funding is preferable. This section should be limited to two pages.

   4. **References.** Offeror shall list at least three major contracts its company has held over the past five years for the same or similar work. This section should be one page. Provide the following information for each contract:

      a. Customer's name, address, and telephone numbers of customer's lead contact and technical personnel;
      b. Date of the contract, place(s) of performance, and period of performance;
      c. Contract size and dollar value;
      d. Brief description of the work, including responsibilities;
      e. Comparability to the work required under this solicitation;
      f. Brief discussion of any technical problems and their resolutions;
      g. Brief discussion of any terminations (partial or complete) and the type (convenience or default) as well as any show cause notices or cure notices (provide explanatory details).

B. Price
   The pricing must clearly describe the proposed prices for the services offered. If prices vary based on a certain factor, please indicator accordingly. Below is an example of a price list which should be modified to include the services in Section II and the offerors fees.

<table>
<thead>
<tr>
<th>Service</th>
<th>Frequency</th>
<th>Price (USD)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost for Pact management dashboard access</td>
<td>Monthly/Quarterly</td>
<td></td>
</tr>
<tr>
<td>Cost per device/traveler</td>
<td>Monthly/Quarterly</td>
<td></td>
</tr>
</tbody>
</table>
C. Submission of Proposals: The deadline for submission of proposals is 11:59PM EDT on July 13, 2022. Submissions must be sent in electronic format only (either PDF or Microsoft Word and Excel) to Erik Lundgren (elundgren@pactworld.org).

D. Offeror’s proposals should not contain any unnecessary promotional material or elaborate presentation formats. Offerors must not submit zipped files. Please reference the RFP Number and RFP Name in the e-mail subject line. Offerors are responsible for ensuring that their offers are received in accordance with the instructions stated herein. Late offers may be considered at the discretion of Pact. Pact cannot guarantee that late offers will be considered.

E. Contractual Agreements and Other Requested Documents
Offeror’s should submit copies of the following as an annex to the proposal:
1. Screenshots of the app

IV. EVALUATION CRITERIA

A. Review Process. Pact will establish a selection committee that includes representatives from various company departments and external professionals if necessary. All technical reviewers will be subjected to a screening process to eliminate any conflict of interest. Evaluation will be based on the criteria set forth in Section B. Evaluation Criteria.

B. Evaluation Criteria. The award will be decided on Best Overall Value as determined by a Selection Committee on the basis of the criteria set forth below, based on the offerors proposal. Only proposals conforming to the solicitation requirements will be considered.

<table>
<thead>
<tr>
<th>Evaluation Criteria</th>
<th>Expectations</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technical Proposal and Responsiveness to the Scope of work</td>
<td>Technical know-how – Does the proposal clearly explain, understand and respond to the objectives of the project as stated in the Scope of Work and technical proposal requirements? Evaluation will include proposed level of service offered including measures to ensure security and protection of confidential information.</td>
<td>25%</td>
</tr>
<tr>
<td>System Security</td>
<td>What is the company doing to protect user data and identities?</td>
<td>10%</td>
</tr>
<tr>
<td>Geography/Coverage</td>
<td>Does the company’s operations include broad geographic coverage?</td>
<td>10%</td>
</tr>
<tr>
<td>Platform Capabilities and Implementation</td>
<td>Does the company offer a streamlined implementation process with a robust and user-friendly platform?</td>
<td>15%</td>
</tr>
<tr>
<td>Offeror’s Past Experience and Performance</td>
<td>Company Background and Experience – Does the company have experience relevant to the Scope of Work?</td>
<td>10%</td>
</tr>
<tr>
<td>Price</td>
<td>The price structure will be reviewed for completeness, to ensure the services and fees are clear, and evaluated based on competitiveness.</td>
<td>30%</td>
</tr>
<tr>
<td>TOTAL AVAILABLE POINTS</td>
<td></td>
<td>100%</td>
</tr>
</tbody>
</table>
V. TERMS AND CONDITIONS

A. Disclaimers

- Pact reserves the right to modify by written notice the terms of this solicitation at any time in its sole discretion. Pact may cancel the solicitation at any time.
- Pact may reject any or all proposals received.
- Issuance of solicitation does not constitute award commitment by Pact.
- Pact reserves the right to disqualify any application based on applicant’s failure to follow solicitation instructions.
- Pact will not compensate applicants for their response to the solicitation.
- Pact reserves the right to issue an award based on initial evaluation of applications without further discussion.
- Pact may choose to award only part of the scope of work in the solicitation or to issue multiple awards the scope of work.
- Pact reserves the right to waive minor proposal deficiencies that can be corrected prior to award determination to promote competition.
- Pact may contact offerors to confirm contact person, address, and that the proposal was submitted for this solicitation.
- Pact may contact listed past performance references without notice to the offeror. Pact also reserves the right to contact other past performance information sources that the offeror did not list in the proposal.
- By submitting a proposal, the offeror confirms they understand the terms and conditions.
- Information pertaining to and obtained from the Offeror as a result of participation in this solicitation is confidential. The offeror consents to the disclosure of the documents submitted by the offeror to the reviewers involved in the selection process. Please note that all reviewers are bound by non-disclosure agreements.