



Travel TMC RFP - Questions and Answers Document – June 2021

Q1. Domestic Travel - Of the \$400,000, how much of this volume is under negotiated agreements with airlines? Which airlines do you have agreements with?

A1. 57% of domestic travel is under negotiated agreements with United Airlines and Alaska Airlines.

Q2. What hotel volume is domestic? What % of this hotel volume is under negotiated agreements?

A2. \$248,000. 88% under negotiated agreements.

Q3. At present, 60% booked online. What is your desired %?

A3. Under our current setup, 60% online is the goal for domestic travel due to a high usage of soft dollar programs for domestic bookings which need to be handled offline. As part of this RFP, we are looking for a solution that would allow for some of our international travel to be booked online and that would increase our overall online adoption goals.

Q4. International Travel – Of the \$3.2M, how much is under negotiated agreements with airlines? Is any of the Intl volume business/first class?

A4. 30% of international travel is under negotiated agreements. There is historically very limited volume in business/first class. For the purpose of this RFP, do not consider any of our potential volume to be in business/first class.

Q5. What hotel volume comes from this travel? What % of this hotel volume is under negotiated agreements?

A5. \$426,000. 87% under negotiated agreements.

Q6. Would you like an estimate coming from the UK for those travelers as well?

A6. No, UK POS is not included in this RFP. However, we would be interested in knowing your UK operations footprint for future consideration.

Q7. Which Online Booking Tool is Mercy Corps currently utilizing? If SAP Concur Travel, do you hold a direct agreement or utilize your TMC's reseller agreement?

A7. Currently using SAP Concur Travel through a TMC reseller agreement. We are looking for a new OBT solution.

Q8. Do you expect your designated lead agent to be onsite or offsite?

A8. Onsite is preferred but we are open to either depending on pricing.

Q9. Can you describe any negotiated rates for hotels Mercy Corps has in place or access to?

A9. Chainwide negotiated rates with IHG and Club Quarters. Individual negotiated rates with properties in Portland OR, Washington DC, and Edinburgh, UK. Access to Fedrates program through fedrooms.com loaded to GDS.

Q10. Can you describe any negotiated airline rates the Mercy Corps has in place or access to?

A10. Our negotiated airline rates are with UA, AS, CX, EK, ET, TK, CM.

Q11. Can you provide the spend by carrier and the top 5 domestic and international routes?

A11. Our 2019 spend by top airline carriers is:

- Delta - \$833,941
- United - \$607,799
- Air France - \$217,098
- Ethiopian Air - \$189,580
- Turkish Airlines - \$173,730
- KLM - \$169,895
- American Airlines - \$150,914
- Alaska Airlines - \$139,442
- Emirates - \$138,934
- Qatar Airways - \$128,956

Our top 5 domestic routes are:

- DCA-PDX
- PDX-SJU

- PDX-SFO
- IAD-PDX
- PDX-SJC

Our top 5 international routes are:

- AMS-PDX
- NBO-PDX
- AMM-PDX
- EBB-PDX
- CDG-PDX

Q12. Outside of the goals listed in the RFP, what are your top 3 daily pain points you experience with your current program?

A12. Our current top 3 are:

- Time Zones of our international locations and travelers
- Keeping up with the latest COVID-19 requirements and restrictions.
- The ability to know if a flight will actually operate and not just relying on it being for sale in the GDS.

Q13. Can you provide a validating carrier report for all air travel for the past 12 months? (Section II e)

A13. Validating Carrier Report from 06.01.2020 - 05.31.2021

Validating Carrier	Total Spend	# Transactions	Cost / Ticket
Ethiopian Air	\$227,300.37	324	\$701.54
Qatar Airways	\$97,813.86	112	\$873.34
Turkish Airlines	\$78,407.56	153	\$512.47
Emirates	\$76,299.21	106	\$719.80
Hahn Air Lines	\$55,930.60	116	\$482.16
United	\$51,874.28	113	\$459.06

Air France	\$45,579.64	65	\$701.23
KLM	\$42,006.00	52	\$807.81
Delta	\$39,574.53	62	\$638.30
American Airlines	\$30,806.14	53	\$581.25

Q14. Total hotel volume booked annually? (Section II e)

A14. \$426,000. Booking hotels through the TMC is not mandated at this time.

Q15. Regarding the request for a bundled transaction fee “with a maximum of two ticket \$ charges across multi-segment trips”, can you please share or estimate the number of multi-segment trips booked by Mercy Corps per year? For example, of the ~3,400 international tickets annually how many “trips” does that represent? (Section III a)

A16. ~2,200 trips

Q17. Can you give us more info about your Automated systems integration via API? (Section II d)

A17. The primary use for an API integration is for our travel request system which is housed on our intranet. Once the request is approved on our system we can send the custom data fields via API so it can be included in the booking and flow through to reporting systems.

Q.18. What risk management services does Mercy Corps currently receive with the current provider and are there any additional services Mercy Corps is not receiving today that is wanted?

A18. Currently our primary risk management provider is International SOS and we have no plans to change providers at this time. We are always interested in understanding what risk management services are offered by a TMC so we can assess if there are any that can compliment/strengthen our existing program.

Q19. What visa/passport services does Mercy Corps currently receive with the current provider and are there any additional services Mercy Corps is not receiving today that is wanted and/or required?

A19. Currently we primarily use a small independent provider that offers high touch service. We are interested in exploring visa service options that can be integrated into the booking process both online and offline.

Follow Up Clarifications

Q1 Follow Up: Are your airline contracts set up as mid-market (soft dollars) or are you getting an upfront discount at point of sale on these carriers? Our pricing team is questioning how an account only spending \$400K in domestic air on a variety of carriers could even qualify for an upfront discount program on any carrier.

Q1 and Q10 - All air contracts listed in the answer are for upfront point of sale discounts and do not include "soft dollar" programs. In addition to air contracts listed we also participate in soft dollar programs with DL and AA.

Q9 Follow Up: Based on less than \$500,000 in annual hotel spend, our finance team also requested more details on your system-wide contracts with IHG & Club Quarters. We have clients spending millions annually at these types of properties and the chains will not provide systemwide discounts that are "client specific" until they meet minimum room nights annually. Is there that much leakage through your current TMC?

Q9 - As previously stated hotel booking is not currently mandated through our TMC. Additionally, we participate in some pooled procurement negotiations in collaboration with some other non-profit organizations.

Q10 Follow Up: again, can you clarify if each of these is just set up as a "soft dollar" contract or if they provide an upfront discount?

Q1 and Q10 - All air contracts listed in the answer are for upfront point of sale discounts and do not include "soft dollar" programs. In addition to air contracts listed we also participate in soft dollar programs with DL and AA.

Q 15 Follow up: To confirm, if a traveler is required to have 4 tickets issued on 4 separate air carriers (for one trip), you would like the new TMC to cap the fees at only 2 fees instead of what would normally be 4? Part 2, if this itinerary then needs to be completely exchanged and re-issued, you are asking the new TMC to not charge you for any work to re-issue the additional exchanges?

Q15 - Correct that if a traveler requires 4 tickets for a single trip the maximum number of transaction fees would be 2. Exchanges would be considered a new transaction and subsequent fees can be charged.

Additional Clarification: Humanitarian fares are not offered by each air carrier and those carriers that do, build the language into a direct air agreement with the clients in order to have a TMC access these fares. The TMC does not contract directly to access these fares in most cases. My team would like to better understand how your current TMC is accessing these, through your agreement or some other 3rd party set up?

Humanitarian Fares - We are open to having access to humanitarian fares through a third-party reseller, however, our preference is to work with a TMC that has the ability to sell humanitarian fares directly. In either case, the expectation is that the TMC will be the one facilitating access to humanitarian fares.