RFP QUESTIONS AND ANSWERS

Date: February 6th, 2023
Subject: Q&A Travel Arrangement Service Request for Proposals
RFP Number: RFP-CI_TAS2023-01
Offer Deadline: Monday, February 13th, 2023; 5:00 PM EST (Washington, D.C.)

RFP-CI_TAS2023-01 is amended to include the questions and answers listed below.

1. How many people does Counterpart employ?
   a. Counterpart International has a global workforce and not all staff would utilize the travel arrangement services in the RFQ. Counterpart International has approximately 90-100 staff that may be utilizing these travel arrangement services annually. The number of staff traveling at any given time will vary, as will the number of trips for any individual staff member.

2. What were your travel expenses for last year?
   a. Counterpart International had approximately $240,000.00 worth of travel costs in FY22.

3. What are your anticipated travel expenses for the coming year?
   a. We anticipate increased travel throughout FY23 with expenses estimated to be greater than $400,000.

4. What is your Percentage of domestic vs. international air?
   a. Roughly 10% / 90%

5. What is your Percentage of hotels or ancillary services such as ground transportation?
   a. Hotel fees and ancillary services are paid for separate from our Travel Management Company.

6. In which countries will you need local support?
   a. The Travel Arrangement Services related to this RFP are primarily anticipated for international travel between the United States and international destinations including Armenia, Bangladesh, Burundi, Dominican Republic, Egypt, El Salvador, Guatemala, Guinea, Iraq, Mauritania, Mozambique, Niger, Senegal, and Timor Leste. Most of the domestic travel within each of these countries will be obtained locally, however there may be instances when support for local domestic travel will be requested.

7. Is your travel program currently managed? i.e. you are utilizing a Travel Management Company.
   a. Yes.

8. Please provide some context on why you are reviewing your travel program now and/or what has prompted you to go to market at this time?
   a. The agreement with our current Travel Agency has expired and given the changing landscape of travel specifically the increased need following the Covid Pandemic, we want to assess if there are companies which better fit our needs at this time.

9. Are you travelers mandated to use your contracted Travel Management Company?
   a. Yes, for trips arriving or departing the United States. While preferred this requirement is not mandated for local domestic and local regional travel.

10. What works well with your current program?
    a. We appreciate the ease of accommodations and the efficiency in arranging flights with no gaps in service and the flexibility to answer questions from employees in other time zones.

11. What are your biggest challenges or areas you are most looking to improve?
    a. Faster and more efficient presentation of travel documents, invoices, approvals, etc.

12. Do you have an approval process? If so please describe.
    a. Yes. All flights are sent through our cost management software, Concur, and require approval from the requestor’s manager, and a representative from the Finance Department. Once approved, the flight is booked and the invoice and approval are sent to us for reconciliation purposes.
13. Which online booking tool are you using currently and what is your adoption rate? How many bookings as a ratio are made online?
   a. We book our flights through a Travel Management Company and all bookings are made through them.
14. Do you work with a security or risk management partner currently? Do they provide traveler tracking?
   a. Yes, we do have a security management partner but no we do not currently have a traveler tracking program.
15. What percentage of your travel must be Fly America Act Compliant?
   a. Much of our travel must be Fly America Act Compliant. Less than 5% would be exempt from this requirement.
16. Do you have any preferred supplier agreements with air/hotel/car suppliers and if so with whom?
   a. We are open to entering into such agreements however, we do not have any preferred supplier agreements currently.
17. What was your travel spend pre-pandemic?
   a. Counterpart International had a significantly different project profile pre-pandemic and therefore a comparison would not be applicable to our current organization.
18. What percentage of your travel is conferences, i.e., 10 or more people from multiple origins to a single destination?
   a. 10-15%
19. What percentage of your travel is groups, i.e., 10 or more people on the same flight?
   a. We rarely have need for group flights. Most of our flights for conferences are done individually from different countries.
20. What are your top 10 city pairs or top destinations?
   a. Washington D.C. is our most frequent departure and destination location. All other travel is conducted as needed and therefore the frequency for other destinations will vary over time.
21. What percentage of your travelers are located outside of EST zone?
   a. 25%
22. What is your current expense management software? Is this being provided by your incumbent TMC or licensed by Counterpart International? If you have a Concur license does it include Triplink?
   a. We do use Concur which is separate from our agreement with our current travel agency. Triplink is not currently used however, we are open to the inclusion.
23. Are you currently using an online booking tool and if so, which one? If you are currently using Concur, are you open to using an alternative online booking tool?
   a. We currently use Concur. We have been doing work with Concur and I don’t expect we’ll be looking to make a change in the short-term.
24. What is your online adoption rate? Do you want to increase online spending?
   a. We anticipate increased travel rates with online bookings year over year.
25. Do you currently have access to humanitarian airfares? If so, what is your usage and are you able to book them online?
   a. Currently, we do not.
26. Are we able to include reporting samples/screenshots as appendices rather than within the document?
   a. Yes.