

Request for Proposal

For: Climate KIC Travel Management Company Search

Date: 14th July 2025

1 Overview

1.1 Executive Summary

This is a Request for Proposal (RFP) that details Climate KIC's requirements for services. Please treat this document in accordance with the confidentiality obligations detailed further in this document.

Services and/or goods requested	Travel management services for booking, managing and supporting transport (rail and air), accommodation and events internationally.
The legal entity requesting these goods and/or services	The contract will be held between - Stichting Climate-KIC International Foundation and the lead travel services provider coordinating the services for Climate KIC. Noting however that invoicing will be required on a legal entity basis (~3 entities) for individual travel and may change over time.
Services and/or goods will be delivered to the following locations	Services will be delivered remotely to the following locations: EU, UK, Asia, South America and Africa. Other locations may join our group during the contract term.
Climate KIC Contract Manager for submitting proposals and inquiries	Marta Bogusz Boost Team Coordinator marta.bogusz@climate-kic.org
Proposed contract term for successful candidates	2 years + 2 annual options

1.2 Timelines

Climate KIC has set the following indicative timelines for this RFP:

Planned Date*	Milestones
14/07/2025	RFP issued to bidders
5 business days before the Submission Deadline	Deadline for bidders to submit questions on the RFP
4/08/2025	Bidders submit proposals / Submission Deadline
Expected 25/08/2025	Climate KIC team to review proposals Climate KIC to gain clarification from bidders
Expected week of 25 th August 2025	Interview with shortlisted bidders
Expected 1/09/2025	Notification of contract award
Expected 15/09/2025	Proposed contract start date

* Climate KIC reserves the right to amend this timetable during the RFP.

1.3 How you can participate

1. Review the RFP documents provided by Climate KIC.
2. Email the Contract Manager letting us know you will submit a proposal (within 2 business days if possible).
3. If you have questions on the RFP, email the Contract Manager at least 5 business days before the submission deadline. We aim to respond in a timely manner wherever possible.
4. Submit a proposal following the requirements at Section 6 by the Submission Deadline stated at Section 1.2.
5. Climate KIC will assess bids and notify bidders following the timeline at Section 1.2.

1.4 About Climate KIC

Climate KIC is the EU's climate innovation initiative, working to accelerate the transition to a zero-carbon and resilient world by enabling systems transformation. Headquartered in Amsterdam, it operates from 13 hubs across Europe and is active in 39 countries. Climate KIC was established in 2010 and is predominately funded by the European Institute of Innovation and Technology, a body of the European Union.

Stitching Climate-KIC International Foundation is recognised as a public benefit organisation by the Dutch tax authorities ("Algemeen Nut Beogende Instelling", ANBI) and all its activities are geared to ensure a greater protection of the environment and, by virtue of that, generate tangible benefits for the whole society.

2 Confidentiality

All information provided in this Request for Proposal (hereinafter "RFP") document and any information that may be subsequently disclosed during discussions, correspondence and negotiations is confidential and must not be disclosed to any other party or used for any other purpose whatsoever without the prior written permission of Stitching Climate-KIC International Foundation or relevant subsidiary (hereinafter "Climate KIC").

The Supplier must not disclose any such information, materials, specifications or other documents to any third parties or to any other part of the Supplier's group or use them for any purpose other than for the preparation and submission of a response to this RFP. The Supplier must not make any press announcements or publicise in any way Climate KIC's name, this document, the quotation process or any subsequent agreement without the prior written consent of Climate KIC.

Climate KIC may require the execution of Non-Disclosure Agreement as part of this RFP or for future commercial engagements. As part of preparation for the submission of the response and in any subsequent negotiations, the Supplier is allowed to disclose confidential information to others within the Supplier organisation, external advisors or subcontractors, provided that the confidentiality conditions are adhered to.

Employees of her party who have access to confidential information must be notified of their obligations with regard to confidentiality and of the disciplinary proceedings which will result if confidentiality conditions are breached.

3 Introduction and Background

Climate KIC people are based across Europe and the UK. To date, since 2020, we have been using a TMC providing service and support to all our colleagues across Europe. Before that, each office has engaged their own travel services provider. This has resulted in some well serviced offices, and some less so.

The services to date have been to get our colleagues around Europe, UK and other international destinations like Tanzania and South American countries including transport and accommodation. Travel provider has serviced us remotely and provided itinerary scheduling, bookings, cancellations, help desk services for flights, rail, and accommodation with a great support of changing bookings, group bookings, emergency access to helpdesk staff (e.g. cancellations), full self-service capability and consideration of the impact of the travel (waste, emissions and other negative implications).

We are looking for a Travel Management Company (TMC) or equivalent with excellent online and offline system for our colleagues to use. Additional capability is sought for Events Management support, venue booking capability, offset optionality, integrated travel policy compliance, multi-entity invoicing/billing, negotiated fixed/discount rates at hotels near our offices around Europe and more.

Climate KIC want to be able to be self-sufficient with travel while having a great backbone support from their Travel Management Company.

4 Specification

4.1 Scope

We are looking to find a company who can help us have all our travel support in one efficient system backed by on-demand service support. The system will need to have the best technology to pull through many different flight/rail/hotel/accommodation offers while helping our colleagues pick the most appropriate (based on policy and sustainable or efficient travel options) for their purpose. We are also looking for fantastic service support when we need but also giving us the option to do a lot of the work within the company.

Desired Operating model

Climate KIC's travel needs operate primarily at a colleague basis. It is desirable that colleagues can be trained to use an online tool to perform the majority of their own booking and travel needs without further intervention. This would require configuration of the platform with a Climate KIC travel policy to balance price, sustainable and efficiency options. Further detail is provided as below regarding functionality needs.

The secondary/optional need is for some Climate KIC colleagues being able to perform group bookings and event management. There will be a team of approximately 8 Climate KIC colleagues in charge of all team meetings and events; Climate KIC is looking for a system that assist with finding the right venues for different types of events, while helping make connections and maintain special rates. These individuals may need to make bookings for other colleagues with a higher tier of access to the platform than other employees.

Climate KIC understand some travel operators may have limitations to the number of reservations they can make at times to some rail, air and accommodation providers. Bidders are asked to summarise any known capacity constraints related to availability of tickets to their organisation.

Although Climate KIC will generally limit use of the selected travel provider to employees, there are occasions where we may need to make reservations for external guests. The system would need functionality to enable this.

We aim to minimise Climate KIC employee out of pocket expenses when travelling and have encountered issues with accommodation providers requesting credit cards upon arrival or requiring in-person payment on some services that are better paid when making the reservation. Noting most of our colleagues do not have corporate credit cards. Bidders will be expected to detail how they manage this issue and how their platform will prevent Climate KIC staff going out of pocket for hotel breakfast reservations, city tax and using personal credit cards as deposit/security.

When making group bookings or for events, Climate KIC often need to request discount to online available rates to meet budget requirements. It is hoped bidders will be able to have a simple model to support these activities and potentially negotiate on Climate KIC's behalf to get the best rates for accommodation and travel. Bidders are asked to detail how they can support and report these instances to demonstrate our commitment to value for money (and sustainable travel).

The supplier will ensure sufficient financial, economic, technical and professional capacity to deliver the services in an efficient and effective manner.

4.2 Detailed requirements

Climate KIC has collated the following functional and performance requirements for delivery of the goods and/or services in scope of this RFP. These points will require the bidder's expertise to propose a detailed solution relevant to the scope.

Functional requirements

Platform requirements

- a) 100% SaaS, cloud-based portal access for all employees and supported by a mobile phone application that meets below functionality requests.
- b) The system is to function as a self-service online tool that all employees can use to book all travel and accommodation.
- c) The system must be configurable to the needs of Climate KIC and the way we travel.
- d) User-friendly and easy to use interface.
- e) Some functionality and access to meeting / function rooms is desirable.
- f) One platform will be used for all Climate KIC users regardless of their location.
- g) The system will be able to pull pricing from multiple providers to ensure we receive value for money on our travel bookings.
- h) Book all international flights including low cost airlines and:
 - a. Ability to easily access airline reservation platforms and retrieve boarding passes
 - b. Enable selection of optional extras including priority boarding, seat selection, and hand/stowed luggage with clearly visible cost impact as part of the user booking experience
 - c. Ability to change reservations online without additional charges from the agent (seamless booking experience reflected in changing reservations)
- i) Book and manage reservations for a wide selection of hotels, flights, rail and similar providers
- j) Ability to make bookings for employees and non-employees

- k) Easy comparison and prioritisation of travel options in accordance with our travel policy. When users are choosing travel options, they should be easily able to compare relevant aspects including cost, impact (e.g. CO2 emissions), travel times, luggage allowances and possibly prioritise rail over air.
- l) Ability to create holds on travel and accommodation reservations where possible
- m) System approval process that is easy for line managers to use and approve flights
 - a) Including free-text field to enter PO numbers if needed
 - b) Option for PO approval system
- n) Ease of visibility to refundable and non-refundable accommodation when comparing options
- o) Capability to prioritise and highlight Climate KIC negotiated hotel rates on the online system where applicable
- p) Book domestic rail and international rail from 11+ countries across Europe
- q) Travel arranger functionality
- r) Analytical reporting capability (various spend analyses, travel dates, travel frequency, origin/destination information, OOP bookings, online adoptions, CO2 emissions, third-party provider information, individuals travelling and more)
- s) Travel tracking tool (report on travelling colleagues by location, includes service desk initiated bookings, crisis alert functionality and more if available)
- t) Book for multiple colleagues
- u) Desirable to notify users of special travel requirements (e.g. non Schengen zone or visa required countries)
- v) Super-users have options to change and cancel travel
- w) Functionality to link users to entities, changeable cost centres and funders (defined lists that can be provided by Climate KIC)
- x) Mobile application ability to track travel/accommodation bookings and access tickets for paperless travel, including QR codes/barcodes/similar that are required at most airport and railway stations. Ideally this application will be able to also make and change reservations within our travel policy, select seats and options for travel as described throughout this document.

Specifically, regarding accommodation:

- y) Ability to enter corporate rate codes, or set up in system to let Climate KIC access agreed discounts with accommodation providers
- z) Ability to change reservations and minimise cost. Where this can't be done online (e.g. switching hotels in the same chain, but at different locations), offer affordable booking change support to engage hotels on our behalf
- aa) Where an interfaced booking site such as Hotels.com or Bedsonline.com offers free online cancellation or reservation changes, Climate KIC can access this functionality without incurring additional costs.
- bb) Simple and easy way for all individuals to avoid pre-payment issues at all times. If unavoidable, accommodation options that require pre-payment are flagged to colleagues when looking at reservation options (rather than needing to sift through the fine print).
- cc) Where Climate KIC are booking large events (e.g. more than 20 people to accommodate), there is functionality or support to achieve negotiated scale benefit on accommodation costs. This may require some manual intervention by the travel agency.
- dd) Reasonable and proactive support for resolving disputes where needed

4.3 Service Desk Support

The TMC should have an excellent support team that can help with all travel needs where required by Climate KIC. The service desk are expected to be engaged for:

- Weekday service desk support with working hours from at least 9am to 7pm CET
- Making and managing bookings if requested by our travel team
- Issue resolution
- Online system support (including technical and user issues)

We appreciate support services can come at a cost but require that any offline support is only charged to Climate KIC when travel reservations are made.

4.4 Service Level Requirements

In providing goods and/or services to Climate KIC, the following service levels are requested:

Implementation of online system

- 8 weeks implementation period (or similar) that includes finalising requirements, set up, training, deployment and hypercare before a business as usual service model. During this time there will be on-hand support and account meetings as needed with key Climate KIC staff.

During Contract

- Responsive offline team
 - 2 hour email response
 - 90 second phone answer
- Online system – 24 hour use
- Weekday support Team contactable – 09:00 – 19:00 CET
- Option for 24/7 support for emergency support
- Notification of scheduled system maintenance at least 48 hours in advance (restricted to our off office hours where possible) and backup phone accessible at these times where possible

4.5 Sustainability

In order to uphold our commitment to sustainability, Climate KIC aims to minimise any negative impact we may have on the natural and built environment by effectively managing our resources.

In the efforts to procure in a sustainable manner with minimal impact, the following requests are made of the bidder:

- Climate KIC's new TMC should be fully able to support with a sustainability program to help Climate KIC reduce their footprint
- This TMC should be fully ready to start working with Climate KIC on their sustainability from the start date of the contract
- TMC will need to have a sustainability plan for Climate KIC during the duration of the contract
- The system will need to be comprehensive enough to indicate more sustainable travelling to help Climate KIC be self-aware of their carbon footprint
- Climate KIC is happy to work with the TMC to build this project, but it must be driven by the TMC

- If applicable, all intellectual property associated with Climate KIC guidance on sustainability and related areas is to remain with Climate KIC unless originating otherwise from the travel provider except for performance on the services.

4.6 Eligibility

Climate KIC reserve the right to reject proposals where the proposed supplier:

- Has insufficient technical, professional or financial capacity to deliver the services.
- Has been bankrupt or insolvent (last 7 years)
- Is sanctioned by a relevant authority
- Does not comply or has previously not complied with our [Ethical Standards for Contractual Counterparties](#)
- Has been convicted of crime, links to terrorism, breach of tax or social security obligations
- Is an individual prior employee of a Climate KIC or group entity (discretionary basis)
- Will continue to be a full time employee of a grant recipient or Climate KIC partner during the contract term (discretionary basis)

If any of these scenarios apply, please make Climate KIC aware in your submission.

4.7 Required Experience and Capabilities

The following experience, professional qualifications and/or accreditations are required from the bidder's organisation or employees as follows:

- Climate KIC require a TMC or equivalent that has experience in supplying travel to companies with 300+ employees
 - Experienced in implementing and managing a travel system that will be accessed in over several European countries that allows local and international travel
- Desirable experience in accommodation and event bookings covering the geographical area from the UK to Central and Eastern Europe, Asia, South America and Africa.
- Desirable ISO or similar certification of their platform and process.

4.8 Quality Control

Climate KIC require the provision of goods and/or services at a suitably professional standard. The following quality levels and checks will be performed during the provision of any goods and/or services:

- Climate KIC will need quality control within our online system
 - There should be regular checks taken out by the TMC to ensure all is running smoothly and technical support available 8 am – 6pm, Monday – Friday to ensure all issues can be addressed and resolved
- In the event of a serious issues with the online platform, the TMC should have sufficient offline team to support in booking travel with no extra cost
- Climate KIC will sign off quality of system on a monthly basis with account manager

4.9 Payment & Invoicing

- Payments will be made following provision of a correctly rendered undisputed digital (via email) invoice to Climate KIC. The Climate KIC contract manager will inform the successful bidder where to submit invoices.
- Payment terms associated with delivery of the goods and/or services must be not less than net 30 days.
- Where Climate KIC is requesting services over longer periods of time, we ask that bidders invoice in a pay as we go model (e.g. billed on a monthly consolidated invoice based on work completed or completion of deliverables).
- Requests for deposit payments are generally not accepted.
- If the bidder is requesting any form of payment prior to delivery of goods and/or services, this must be raised with Climate KIC.
- If submitting invoices for subscription services, please ensure these fees are itemised and priced at line level.
- Each colleague will have an entity that all their travel should be billed to. This will be a mandatory field that will be selected upon creating a profile and only changed by the contract manager.
- The travel agent should pre-pay for all travel and bill Climate KIC's different entities at the end of every month

4.10 Contract Management

A framework agreement is proposed for award of work.

Climate-KIC can share their standard terms and conditions but will consider the bidder's own terms and conditions on the basis that the bidder can incorporate the following:

- Climate KIC requires that that service providers provide an indemnity to Climate KIC for breach of third party intellectual property rights;
- In addition, Climate KIC will ask that service providers comply with the Ethical Standards for Climate KIC Contractual Counterparties available at <https://www.climate-kic.org/policies>
- Service providers are required to comply with Climate KIC's standard data protection clauses (can be provided in advance on request) and provide an indemnity for any breach;
- The liability of the service provider to Climate KIC (and affiliates) to be uncapped in respect of breach of data protection clauses. For all other heads, liability of the service provider to Climate KIC (and affiliates) may be capped at a reasonable multiple of fees not less than 2X. If applicable, Climate KIC liability to service provider also be similarly capped;
- No indemnities extended by Climate KIC to service providers.

4.11 Reporting and Account Management

The provision of goods and/or services associated with this RFP will be subject to the following reporting and account management requirements:

- Monthly meetings with account manager to ensure everything is running smoothly

- Feedback to TMC for online system should have acknowledgement of receipt and full report of progress and improvement
- Reporting on relevant KPI's and commitment to a Red, Amber, Green or similar service level. This should include:
 - On-time booking issue resolution
 - Customer satisfaction >95% (if available – this is to be discussed at deployment to minimise annoyance factors)
 - Travel non-compliance (how many bookings for the reporting period that were outside policy)
 - Online versus offline booking events (not just total bookings, noting events may require offline activities)
 - Savings generated by the travel provider through negotiation
- Proactive cost reduction programme through analysis of our travel data
- Proactive emissions reduction programme through analysis of our data

5 Award Criteria

Climate KIC will assess bids based on the following factors:

Component	Weighting
Global Online Booking System International Rail Transport Content Approval Process Reporting/Traveller Tracker Tools	Pass/Fail
Cost – the total cost for providing the scope.	50%
Quality – suitability and capability of the proposed services to deliver the scope and requirements in the Specification as evidenced by its proposal. <ul style="list-style-type: none"> ○ Online System 20% ○ Sustainability 10% ○ Rail Transport content 10% ○ Reporting/Traveller Tracker Tools 10% 	50%
Total	[100%]

6 Instruction to Bidders

6.1 Responding with your proposal

Climate KIC are requesting the following are submitted to bid on this contract:

1. **A Proposal** that sufficiently details the bidder's solution and responds to the requests contained in this document.

- The bidder is kindly asked to include their trading name, VAT or tax identification number (if applicable) and registered trading address (*please note, address is not required for an individual*).
 - Please fill out the fee menu in Section 6.2 below
 - Please complete Attachment:
 - 1 - Pricing Request Travel Management and Attachment
 - 2 – Climate KIC Travel Scenarios
 - Professional references that can be reached by Climate KIC to verify previous services delivery
2. **A Quotation** that meets the requirements described at Section 6.2
- Please fill out the fee menu in Section 6.2 below

Any alternative solutions or services that the bidder may wish to bring to the attention of Climate KIC should be included at the end of your response. Climate KIC reserves the right to reject RFP responses that do not confirm with these guidelines.

All responses shall be made to the Contract Manager (refer Section 1.1) via electronic copy

6.2 Quotation requirements

Climate KIC request that bidders quote in the following manner as appropriate to delivery of the services:

- Please complete the Attachment 1 - Pricing Request Travel Management and include any additional costs in the proposal on an annual basis based on the estimates provided.
- Please provide full list of fees and implementation fees in €/£ and specify if the quote includes / excludes VAT or other taxes;
- Please quote on a company letterhead or similar company form where possible with the following resolution at a minimum:
 - Include all applicable costs or charges associated with providing the goods and/or services in your quotation.
 - Please quote on a company letterhead or similar company form where possible with the resolution described in **Table 1** at a minimum.

Service Fee Menu		
Service	Providers are welcome to include relevant notes/information in this column	Fee per transaction (GBP/EUR excluding VAT)
AIR		
Offline		(please enter rates in this column)
On-line Self Booking		
HOTEL AND CAR HIRE		
Online Transactions		
Offline Transactions		
RAIL		
UK Domestic		
UK International		

Service Fee Menu		
Service	Providers are welcome to include relevant notes/information in this column	Fee per transaction (GBP/EUR excluding VAT)
European Domestic/International		
Ferries		
ADDITIONAL SERVICES		
Meeting, Incentives, Conferences & Events		
Chauffeur Parking		
Passports & Visas		
ADMIN SERVICES		
Cancellations/Refunds		
Refunds		
Air refunds/cancellations after ticketing prior to travel		
After travel		
Out of Hours		
SPECIAL SERVICES		

Table 1: Provided quotations to include the following details

6.3 Terms of this RFP

1. Your proposal should be submitted according to the instructions as detailed in this section and should be valid for a period of at least six (6) months from the bid due date. Any proposal submitted outside the scope defined may be rejected without provision for re-submission.
2. Any further information pertaining to this RFP, of whatever nature, must be directed to the Contract Manager detailed in Section 1.1. If a point of clarification materially affects the RFP, our response will be circulated to all bidders, otherwise the response will only be sent to the bidder seeking clarification.
3. If any doubt exists concerning any element of this RFP, a clear statement should be made on the assumptions taken to arrive at your quoted costs, or alternatively contact us prior to submitting your proposal to seek clarification.
4. Entering into contractual arrangements with Climate KIC in connection with this RFP does not guarantee work will be awarded.
5. Climate KIC reserves the right to reject any proposal(s) received after the submission date/time.
6. Climate KIC reserves the right to undertake post-bid negotiations with none, all or a shortlist of bidders.
7. Climate KIC, at its sole discretion, reserves the right to accept or reject any or all of the proposals received and not to award any business and shall not be bound to give reasons for any decision. Only the execution of a written agreement between a Climate KIC entity and a supplier(s) will obligate a Climate KIC entity in accordance with the terms and conditions contained in such agreement.
8. Climate KIC reserves the right to procure services from alternative suppliers(s) where the successful bidder is, or becomes, uncompetitive within the market. However, issues over pricing and specification will be resolved through discussion and mutual agreement between Climate KIC and the supplier.
9. Bidders are required to email soft copies of their proposal to the Contract Manager detailed in Section 1.1 based on the timeline at Section 1.2.
10. As per above and where applicable, bidders must acknowledge receipt of this RFP by return email to the Contract Manager detailed in Section 1.1 confirming whether they intend to submit a proposal by the Submission Deadline.
11. This RFP does not commit or obligate any Climate KIC company to pay any expenses incurred by you in the preparation of your Proposal. All such expenses are solely at the risk of the bidder and by submitting a proposal you automatically agree that proposal becomes the property of Climate KIC.

12. Proposals are to be kept as clear and concise as possible and should be sequenced and numbered in accordance with the format of this RFP.
13. The formatting of this document and the attached response document should not be altered.
14. Whilst this RFP confers no legal rights on its addressees, it is not intended that any other persons acquire rights or obligations in respect of or arising under it.
15. Unsuccessful bidders agree, by the submission of their proposals, to return to Climate KIC this RFP and any and all papers, records, data and materials supplied to them in connection with it, including all copies made by them.
16. This RFP is for consideration in whole and not in part or parts unless otherwise indicated.
17. All efforts have been made to ensure the accuracy and validity of information contained in this RFP. However, Climate KIC does not warrant the information accurate or comprehensive.