

**REQUEST FOR PROPOSAL (RFP)**  
**Preferred Vendor, Travel Management Company**

**RFP Issue Date:** **January 12, 2026**

**RFP Closing Date:** **January 30, 2026**

**RFP Closing Time:** **5:00 PM Eastern Standard Time**

**Performance Period:** **Three years, March 1, 2026 – March 1, 2029**

NASTAD is inviting qualified travel agencies to submit proposals for professional travel management services in response to this Request for Proposals (RFP). NASTAD encourages providers to offer their best value proposals for the services specified in this RFP.

Vendors are encouraged to thoroughly review this RFP, including all attachments, specific instructions, and requirements. Issuance of this solicitation does not, in any way, obligate NASTAD to award a contract, nor will NASTAD pay for any costs incurred in the preparation and submission of a proposal. The agreement resulting from this RFP will be provided to the most responsive Offeror(s) whose proposal is considered the most advantageous in terms of cost, functionality, and other factors specified in this RFP.

### **Background**

NASTAD is a leading non-partisan non-profit association that represents public health officials who administer HIV and hepatitis programs in the United States. Our singular mission is to end the intersecting epidemics of HIV, viral hepatitis, and related conditions. NASTAD's programmatic teams interpret and influence policies, conduct trainings, offer technical assistance, and provide advocacy mobilization for U.S. health departments to improve health outcomes for people living with HIV and hepatitis.

NASTAD represents public health officials in all 50 U.S. states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, seven local jurisdictions receiving direct funding from the Centers for Disease Control and Prevention (CDC), and the U.S. Pacific Island jurisdictions. The local jurisdictions are Baltimore, Chicago, Los Angeles County, Houston, New York City, Philadelphia, and San Francisco. The U.S. Pacific Island jurisdictions are American Samoa, Guam, the Marshall Islands, the Federated States of Micronesia, the Northern Mariana Islands, and Palau.

NASTAD hosts annual conferences, leadership retreats, Board meetings, and a dozen or more regionally focused gatherings across the United States. Our meetings inspire collaboration, foster innovation, and drive results. In collaboration with our preferred vendors, our team handles every detail — including

venue selection, travel logistics, technology integration, and on-site coordination — ensuring a seamless experience for attendees.

### **Proposal Preparation Instructions**

The required services are described in the **“Scope of Work” in Attachment A**. Proposals are expected to be comprehensive and include the information indicated below. Offerors may send any additional supplemental material as part of the proposal package. Please ensure that you respond to each of the requested elements.

To qualify for this RFP, all Offerors must provide the following information and format their proposals accordingly.

**1. Letter of Transmittal, one page**

**2. Agency Information, one page**

- Overview: Provide a brief description of the Agency and the services it offers, including history, years in business, and number of years providing the types of services specified in this RFP.
- Contact: Name of authorized representative(s) for this RFP, with telephone number(s), and e-mail address(es)
- Legal name, registered address, and “Remit to” mailing address, if different from registered address
- Standard hours of operation

**3. Qualifications and Capabilities, up to three pages**

- Describe your organization’s experience servicing non-profit or humanitarian entities
- Policy Compliance: Describe your procedures to ensure compliance with Federal Travel Regulations (Fly America, business class, and per diem).
  - Indicate how you identify policy exceptions, pre- and post-trip.
- Quality Control: Describe what quality control processes you have for the trip/travel process.
- Duty of Care: Describe your organization’s 24-hour emergency services and your ability to assist travelers. Include information on locating travelers, and examples of rapid response for emergencies
- Describe experience and capabilities with managing sponsored, non-staff, event travel.
- Describe any plans to outsource/subcontract the services requested or any part thereof

**4. Account Management, up to two pages**

- Key Staff: List the primary individuals who will be responsible for managing NASTAD's account. Include a brief description of the expertise of the individuals listed.
- Data Security: How will your agency compile and maintain profiles for NASTAD's travelers? Include how travelers' personal information will be protected.
- Unused Tickets: Describe how your agency manages unused ticketed itineraries
- Explain your process for voids and refunds.
- Service issues: What is the process for resolving account complaints or service issues?
- Reporting: What is the process for providing NASTAD's management with access to travel dashboards?

#### **5. Customer Service, up to two pages**

- Describe your agency's customer service philosophy and explain how you measure overall effectiveness in providing travel management services.
- Service hours: Provide your standard operating hours and describe your plan for unexpected high-volume periods.
  - Describe how your after-hours service program functions.
- Communication: Describe the system or process for providing travelers with country-specific guidance, such as visa requirements, inoculations, immunizations, etc.
- Communication: How do you keep travelers abreast of important updates and changes?
- Duty of Care: In the event of a travel emergency, describe your ability to identify, locate and assist travelers. How would this be communicated to NASTAD?
- Travel Services: Is your agency able to provide the following services: air, hotel, train, car, and visa?
- What additional services and benefits is your agency able to provide, including cost savings and discounts?

#### **6. Systems and Technology, up to three pages**

- OBE: Describe the system used for online booking, including information on the user interface and ease of use.
- Mobile application: Describe any means for utilizing apps for reservations, communications, travel alerts, assistance, itineraries, etc.
- Communication: How will your agency inform NASTAD of security advisories and industry updates?
- Approval Process: Does your agency have a system for automated travel authorization and approvals? If so, please describe.

- Reporting: Does your agency offer a solution for integrating travel expense reporting? If so, please describe

#### 7. Billing, up to two pages

- Describe your agency's billing process/methods. Is central billing offered? If so, describe the process for reconciling centrally billed charges.
- Cost Center: Does your agency offer a system or have a process for allocating fees to varying projects/program codes? Describe how codes/centers can be added or updated.
- Describe the process for separating business and personal travel costs/fees.
- Data Security: Describe your company's PCI compliance efforts

#### 8. Past Performance and Experience (References)

Document and summarize your proven track record of successfully providing the services specified in this RFP. Using the table format provided below, list three relevant ventures you have completed within the past three (3) years, include a brief description of how each relates to the scope of the RFP, and provide the contact details for each previous client. You may also include recommendation/appreciation letters and certificates.

#	(a) Name of Organization	(b) Synopsis of the service and relevance to this RFP	(c) Performance period (date and duration)	(d) Name & Contact Info (E-mail <u>and</u> phone)
1				
2				
3				

#### 9. Cost Proposal

- Provide a brief overview of your agency's fees related to the services specified in this RFP
- Submit a detailed cost proposal in U.S. dollars, using the recommended format shown in ***Attachment B, Cost Proposal Template***
- Include any additional fees or costs for the proposed services
- Include the total estimated annual cost proposed

### **Proposal Submission**

Proposals, including any attachments, should be submitted electronically in PDF format to: [travel@NASTAD.org](mailto:travel@NASTAD.org) by **5:00 PM Eastern Standard Time, January 30, 2026**. Include in the subject line: **Preferred Vendor RFP, Travel Management Company**.

### **Questions**

Questions should be submitted as comments via [this Google doc](#) by **5:00 PM Eastern Standard Time on January 19, 2026**. Any questions received will be answered within the [Google doc](#).

### **Schedule and Due Dates**

Proposals should be submitted via email to [travel@NASTAD.org](mailto:travel@NASTAD.org) by **5:00 PM Eastern Standard Time, January 30, 2026**.

The proposals for the top candidates will be invited to provide demonstrations based on timeline below:

<b>Event</b>	<b>Date of Completion</b>
RFP distribution to Offerors	January 12, 2026
Deadline for Offerors questions	January 19, 2026
Proposal due date	January 30, 2026
Proposal review & demonstrations	February 20, 2026
Anticipated decision and selection	February 27, 2026

**Selection Criteria**

Item	Requirement	Maximum Length (pages)	Points available
Qualifications	Experience providing travel management services to NGOs/humanitarian organizations	3	30
	Compliance: Process for ensuring compliance with relevant policies		
	Experience in travel/risk management, 24/7 emergency services		
	Experience providing services in this RFP		
Account Management	Dedicated Expert Staff assigned to the account	2	15
	Data Security: Maintaining the security of traveler information		
	Management of unused tickets, voids and refunds		
	Process for resolving customer complaints		
	Travel dashboard availability and access		
Customer Service	Flexible and responsive customer service	2	25
	Service hours and support		
	Communication: travel requirements, alerts, and updates		
	Duty of care: Ability to locate and assist travelers during an emergency		
	Multiple travel services offered		
Systems & Technology	State-of-the-art booking tools, storage and application of frequent traveler numbers	3	20
	Global alerts and advisories		
	Automated system for travel authorization and approvals		
	Traveler monitoring dashboard		
	Integrated expense reporting		
Billing	Multiple billing options	2	10
	Easy and reliable process and system for allocating costs to NASTAD projects		
	Costs are clearly defined and reasonable for the services proposed.		
	PCI compliance efforts		

## RFP Conditions

NASTAD reserves the right to:

- Reject any or all offers and discontinue this RFP process without obligation or liability to any potential Offeror or other party.
- Accept other than the lowest price offered.
- Award a contract on the basis of the initial offers received, without discussions or requests for best and final offers.

Each Offeror shall keep the RFP and its contents confidential. In submitting a proposal, you must agree that your offer shall remain firm for a period of no less than **120** days from the RFP closing date.

Failure to follow the specifications and requirements provided in this RFP may result in disqualification.

## Renewal

Selection may be renewed, at NASTAD's sole discretion, for up to 3- years before re-competition. NASTAD reserves the right to exercise any one of the following options:

- Accept the updated proposal if changes are reasonable and within the scope of the original selection.
- Negotiate any updates/changes; or,
- Decide not to renew. The vendor will receive a 30-day notification non-renewal.

## Attachment (A) Scope of Work

The Preferred Vendor(s) shall provide travel services for domestic and international travel of employees, consultants, participants, grantees and other partners of NASTAD, a non-profit with 501c3 status. Domestic and international travel includes travel within the United States, travel outside of the United States.

- **Number of tickets purchased in 2024 (flight/rail):** 749
  - Air: 737
    - *Domestic Flights* = 736
    - *International Flights* = 13
  - Rail: 12
- **2024 Total Travel Spend (flight/rail):** \$351,251.25
- **Travel Bookings:** approximately ~770 per year
- **Frequent destinations:** North & South America

Based on the number of travelers and specifications above, the travel services that the Preferred Vendor(s) shall provide include the following:

- Travel, lodging and ground transportation reservations, advance issuance and delivery of tickets and or confirmations and detailed itineraries.
- Travel Representatives understanding U.S. Government regulations such as the Joint Federal Travel Regulation (JFTR) and Fly America, business class travel and any applicable exclusions.
- Best-value airfare and travel conditions for NGO/humanitarian organizations.
- Assisted booking services with attention to flexible travel conditions and short notice travel.
- Ability to provide multiple quotes for ticketing.
- Provide 24/7 worldwide service for itinerary changes, re-bookings and emergencies.
- Online Booking Engine for self-booking based on traveler profiles.
- Visa and other documentation services.
- Travel Management Reporting, including NASTAD billing codes.
- Reconciliation for travel charges incurred through direct billing with NASTAD.
- Recommend cost-saving strategies such as best travel times, best routes, discounts, etc.
- Worldwide travel alerts and advisory notifications for travelers and administrators

## Attachment (B) Cost Proposal Template

Submit a detailed, budget for the services described in the technical proposal. NASTAD's review of the cost proposal shall determine if the overall costs proposed are: realistic for the services provided, reflect competitive fees, and are consistent with the Offeror's Proposal.

The following format can be used as a guide to assist you in preparing the cost proposal. You may submit the cost proposal using this form or in the format of your choice (plain sheets, your own form, or a variation of this form). The Offeror may list any cost line items, but it is recommended that the Offeror follow the major categories listed below, breaking down all "lump sum" items as much as reasonably possible.

Item No.	Transaction Description	Transaction Fee		Offline – Agent Assisted Transaction Fee	Comments
1	AIR	No-touch	Agent Assisted		
	Domestic air				
	International air				
	Split ticketing				
	Multiple-stop international air				
	Fly America Compliant cross check				
2	HOTELS	No-touch	Agent Assisted		
	Hotel commissionable rates				
	Hotel net rate				
	Non GDS hotel (if any)				
3	RAIL (per transaction)	No-touch	Agent Assisted		
	Domestic Rail				
	Paper ticket rail (surcharge)				
4	OTHER (per transaction)	No-touch	Agent Assisted		
	Refund				
	Void				
	Exchange				
	Amending a ticket reservation (Re-issue)				
	Amending a ticket reservation (No Re-issue)				
	After Hours Service – Information				
	After Hours Service – amend/cancel a reservation				
	After Hours Service – new reservation				
	Ticket delivery				

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5	ONLINE BOOKING TOOL (OBT)	Fixed Costs?		Comments
	Set up & Implementation fee			
	OBT Training			
	Online support/help desk			
	Booking Fee (per PNR)			
	Fly America Compliance cross-check			
	Profile Update Fees			
	Other associated fees not mentioned above.			
6	OTHER COSTS	Fixed Costs?		Comments
	Local Account Management			
	Credit Card Merchant Fee (%)			
	Travel Management Reporting			
	Custom MIS Programming, Financial Analysis/Auditing, IT Support			
	Integration of 3 <sup>rd</sup> party travel risk management incident reporting & intelligence services to include traveler tracking in conjunction with incident reporting			
	Travel approval/authorization application			