**Q&A**

**Amideast RFP**

***New deadline for proposals:* 5PM EST September 9, 2022**

**What are the main reasons Amideast is dissatisfied with its current travel provider?**

Amideast needs:

* Both a responsive 24/7 telephone hotline and online reservation/booking system. Many Amideast-sponsored travelers are young adults, unaccompanied minors, or disabled individuals under exchange programs transiting through multiple countries.
* a provider that can nimbly respond to emergency or last-minute travel changes.
* available corporate discounts, humanitarian airfares, and rewards programs (hotel/air/rentals)
* responsible and cybersecure stewardship of Amideast corporate card information

**Is a physical presence in MENA required?**

As long as a travel provider can demonstrate it can effectively serve the MENA region 24/7, this is not a requirement. By frequent necessity, Amideast’s country offices in MENA book local or regional travel through local MENA travel vendors.

**What percentage of your travel must be Fly America Act compliant?**

Effectively 100% although there may be occasional rare exceptions for non-USG funded travel. Hotel rates should also meet State Dept or GSA rate requirements.

**Are your travelers mandated to use a single travel provider?**

If possible, Amideast’s long-term goal is to require all Amideast travelers to use a designated single travel company (especially for US locales or routes).However,a number of exceptions by program and/or country will need to be carved out so as not to hamper operations in the short-term. As mentioned, by frequent necessity, Amideast’s country offices in MENA book local or regional travel through local MENA travel vendors, but Amideast would like to at least partially centralize even in those situations if possible.

**What is your approval process?**

All employee travel must be approved by the relevant supervisor prior to travel. Non-employee travel (e.g., students, independent contractors) must be approved or booked directly by the assigned Amideast program manager. Unusual travel arrangements (e.g., business class) require CEO approval.

**Are you currently using an online booking tool?**

No. Some of our programs and travelers would like this option.

**Does Amideast’s current travel provider have contracts for humanitarian airfares?**

Yes, but it has not been utilized.

**Do you have agreements with air/hotel/car suppliers?**

No. This is an area Amideast strongly wishes to explore.

**Explain how travel reporting must integrate with Deltek and CostPoint software?**

Amideast travelers currently complete an expense report in Excel which is then submitted to the accounting department for entry into Costpoint. Actual integration may be unnecessary but suggestions on how to improve the currently rudimentary travel expense reporting system is appreciated.

**What percentage of travelers are unaccompanied minors and how is their travel booked?**

Our very rough estimate is 20%. We do not have a separate process for booking their travel. It is a problem when they are stranded in a gateway city for a night due to flight issues with no hotel. Most don't have credit cards and hotels often prohibit minors without adults.

**What is your current process for booking student travel? Are you looking for improvements?**

Amideast only books travel to and from host countries for students as it is required to get them from a departure city of their choosing to a gateway city (usually DC but sometimes NY or Chicago) and on to a host country (and then back, transiting the gateway city). Some fly to the gateway city, others may take a train (e.g., New England/NY/SEPTA corridor). All students must be on the same international flight.

Amideast currently issues questionnaires to students about their travel preferences and then shares them with the travel provider. Amideast would like to improve the process by having all students as line items on one invoice to minimize transaction fees and card reconciliations as well as to streamline the traveler questionnaire process.

**What is your total annual travel spend breakdown between US, EU, and MENA?**

Roughly 50% travel is domestic US and 50% international. Amideast regrets it does not have a more detailed breakdown easily available.

**What are your top 10 city pairs?**

Amideast regrets it doesn’t have this information easily available.