REQUEST FOR PROPOSALS FOR GLOBAL TRAVELER ASSISTANCE SERVICES

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Prepared by:
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1. Overview

1.1 Results for Development Institute (R4D):

Results for Development (R4D) is a leading non-profit global development partner. We collaborate with change agents around the world — government officials, civil society leaders and social innovators — to create strong systems that support healthy, educated people. We help our partners move from knowing their goal to knowing how to reach it. We combine global expertise in health, education and nutrition with analytic rigor, practical support for decision-making and implementation and access to peer problem-solving networks. Together with our partners, we build self-sustaining systems that serve everyone and deliver lasting results. Then we share what we learn so others can achieve results for development, too. www.R4D.org

1.2. R4D Travel Overview:

R4D is currently implements activities in 27 countries and has a global workforce of approximately 110 staff located in 7 countries, as detailed in Appendix A. This workforce is supplemented by contracted professional service providers across the world, many of which operate as independent (individual) contractors. Additionally, due to R4D's reliance on networks and partnerships for carrying out its program strategy, many individuals contribute on a volunteer or as-invited basis in learning forums and other spaces. Globally on an annual basis approximately 250 individuals (staff, invitees and independent contractors) travel internationally on behalf or at the request of R4D.

1.3. Purpose and Objective:

As part of our duty of care commitment to staff and collaborators, Results for Development is looking for a provider that can offer Global Traveler Assistance and Travel Risk Management services to staff and other individuals traveling on behalf or at the request of R4D. Services would be effective December 1, 2026. Provider may offer either annual or multi-year pricing for a maximum of 36 months. All services must be provided in English, additional language capabilities will be evaluated favorably.

These services would cover all R4D individual travelers including staff, invitees and individual contractors. This would not include travelers who are employees of an R4D partner organization or employees of an entity operating as a contractor to R4D (as opposed to individual contractors). The minimum services R4D is requesting are listed below. Providers are encouraged to describe their proprietary solutions and how they would meet R4D's minimum needs.

Travel Assistance and Travel Risk Management Services Sought:

1. Traveler Tracking- provide a platform to register travelers deployed by R4D, with their itinerary details. Preferably this would allow integration with R4D's travel agent for automatic registration of itineraries, at a minimum will allow self-registration of trips. Applies to all R4D travelers.
2. Global Emergency Alerts and Information- provide real-time information on developing situations and push alerts to subscribed travelers and R4D managers. Provide an online platform with destination specific information and analysis. Applies to all R4D travelers
3. Domestic and International Medical Assistance- Assist to connect travelers with medical service providers on request, both outpatient and inpatient and provide support with insurance / payment guarantees and documentation. Service must be available 24/7. Applies to all R4D travelers
4. Medical Evacuation- Arrange as needed medical evacuation and repatriation; including repatriation of remains for all R4D travelers
5. General Travel Assistance- Lost item support, connect with interpretation services and

provide emergency cash for all R4D travelers
6. Training- provide an online Safety and Security training program accessible for all R4D travelers

2. General Information

2.1. Proprietary Information

All information contained in this RFP is proprietary. It is for the sole use of the Offeror in connection with bid response preparation and is not to be used by Offeror for any other purpose or revealed or disclosed in any manner to any other individuals and/or company without specific written permission from R4D.

2.2. Procurement Protocol

R4D reserves the right to make all decisions regarding this RFP, including the right to reject any and all proposals received in response to this RFP. Offeror understands that the issuance of this RFP does not create any obligation on the part of R4D to enter into any contract or to undertake any other obligation with respect to the requirements referred to herein.

2.3. Addendum

In the event that any modification to this RFP becomes necessary, Offeror will be notified via email.

2.4 Notification of Supplier Selection

Offerors will be notified via email of the results of the selection process.

2.5. RFP Response Preparation Cost

All costs incurred by Offeror in the preparation of its response to this RFP, and any oral presentations requested, shall be wholly absorbed by the Offeror.

2.6. Confidentiality/Proprietary Information

Materials submitted by Offeror in response to the RFP that are considered confidential/proprietary must be clearly marked as such at the time of submission.

2.7. [Reserved]

2.8. No Publicity

No publicity or news release pertaining to this RFP, responses to this RFP, or the award of any contract related to this bid document may be released without R4D's prior written approval.

2.9. Accuracy of Information

This RFP and other bid documents furnished by R4D may include errors, omissions, or deficiencies and the accuracy and completeness of such documents is not guaranteed. In the event of such errors, omissions, or deficiencies are discovered by Offeror, it shall promptly notify R4D in writing. Corrected information will be provided to all Offerors.

2.10. Alternative Solutions

Offeror(s) who wish to submit an alternative proposal or services in addition to the requested RFP response are invited to do so. Alternative solutions must be clearly marked as such and state whether they are exclusive or inclusive of the requested RFP requirements. Pricing should be given so R4D can evaluate both the cost of the minimum services requirement as well as the provider's alternative solution(s).

2.11. Third Party Services/Products
Offeror must clearly identify any third-party product(s) or service(s) that is a part of its RFP response.

2.12. Offeror's Response
A clear and complete response must be provided for each element of the RFP. Any response which deviates from the stated requirements must be noted and explained.

3. Communications Regarding this RFP

3.1. Questions and Proposal Delivery

Intent to Offer and Questions: Offerors may submit questions to R4D as needed to request clarification of the services requested or as needed to refine their proposal. Any Offerors who have sent an email advising of their Intent to Offer will be copied on R4D's response to any questions. Otherwise responses to any questions will be added as an Appendix to this RFP and published on the R4D.org website.

Offerors must submit an offer to this RFP no later than midnight EST on November 12, 2026. Proposals shall be sent via email to: Myron Burkholder, mburkholder@r4d.org with a copy to Amelia Kinter akinter@r4d.org.

Submissions must include the name, address and email address for the Offeror's contact person who should receive answers to questions and RFP revisions and updates.

3.2. Contractual Obligations
Offeror's response to this RFP, in the whole, in part or by reference, may be incorporated into any resulting contractual agreement.

Proposals should clearly indicate period of validity for the offer.

4. Evaluation Process and Schedule

4.1. Schedule of Activities- Estimated

Activity	Completion Date
Issue RFP	November 2, 2026
RFP Response Due	November 12, 2026
Evaluation of Responses	November 18, 2026
Award Contract	November 28, 2026
Contract Effective Date	December 1, 2026

4.2. Evaluation Criteria
Offeror responses to this RFP will be evaluated on criteria such as, but not limited to, the following:

Evaluation Criteria

- Company Experience and Time in Market
- Extent of Company Global Presence
- Match of Services Proposed with R4D Requirements

- Pricing/Cost of Services Proposed
- Customer References
- Alternative Approaches (as applicable)
- Additional Capabilities- supported languages, global partner networks, etc.

5. Organization of the Proposal

A clear, definitive proposal to deliver each of the services requested must be included in the Offeror's response. Any exceptions should be noted. Failure to address the stated requirements/specifications may disqualify your proposal from further consideration.

Responses should contain the information below:

5.1. Cover Sheet / Summary of Response

- Outline of the proposal.
- Clear identification of any RFP requirements the Offeror cannot satisfy.
- A statement describing the basis upon which the Offeror is qualified to address R4D's requirements as outlined in this RFP.
- The name and contact information of the individual who will negotiate with R4D on behalf of Offeror.

5.2. Service Provider Profile

- Company profile:
  - Full company or corporate name
  - Location of primary office or headquarters
  - Brief history of your company
  - Date of incorporation
  - Describe what feature of your services or organization differentiates you from your competitors
  - Disclose anything that can be construed as a conflict of interest between R4D and the Offeror
- Company Global Reach
  - List of global offices
  - List languages supported in addition to English
- Company performance:
  - Provide at least 3 client references for which you have provided services similar to those requested herein. R4D reserves the right to contact the references.

5.3. Offeror's Proposal - Capabilities

Furnish information on the company's specialized experience and capabilities as it relates to this RFP, including experience working with non-profit organizations.

Describe your client services and how your client services work with customers to ensure optimal level of service delivery and customer satisfaction

5.4. Description of Services

Offeror must submit a comprehensive description of the services proposed. Offeror is invited to propose additional services but should provide justification or rationale for the proposal and clearly show pricing for the minimum services requested by R4D versus the additional services proposed.

5.5. Pricing Proposal

Offeror shall provide a breakdown of costs for each service. R4D does not specify how the Offeror prices services, but each Offeror should provide sufficient detail on pricing and the basis for pricing to allow comparison among competing proposals and to describe and allow R4D to understand the impact of adding additional staff or additional coverage during the term.

5.6. Minority and Women Owned and Small Business Enterprises

R4D has been and continues to be a strong advocate of diversifying its supplier base and increasing our volume of business with minority, women owned and small business enterprises. Indicate whether or not your company has a MWBE certification by an accredited certification body (i.e., National Minority Development Council, Small Business Administration, Women's Business Enterprise National Council, etc.). If certified, provide name of certifying agency and date your current certification expires.

6. Appendices

Appendix A. R4D Staff Locations:

Domestic Staff

Country of Residence	Number of Staff
Colombia	1
Ethiopia	13
Ghana	6
Indonesia	2
Kenya	2
Nigeria	12
Tanzania	8
United Kingdom	18
United States	48
Total:	**110**

Appendix B. Additional Information and Response to Questions

Additional Information: Evaluation and Decision Process

Starting November 13, R4D will conform an evaluation team and review the received proposals against the evaluation criteria in the RFP. Each of the offerors submitting the three highest scoring proposals against the evaluation criteria will be invited to present a short (30 minutes) presentation to the evaluation team to present their company, proprietary solution, and answer questions. Following the final presentation, no later than November 18th the evaluation committee will select an offer and open negotiations with the intent to have a fully executed contract in place on or before November 28th.

Commonly Asked Questions:

1. **Does R4D have any expatriate or 3rd Country National staff?**

   R4D Response: No, R4D only employees people in countries they are legally able to work and does not purchase work permits for any employees.

2. **Of the 250 R4D travelers listed in the RFP; are all of them R4D staff?**

   R4D Response: Approximately 95 of the total anticipated individual travelers are staff, the remainder are consultants, fellows, and sponsored travelers.

3. **Do all R4D staff travel internationally? How frequently do staff travel?**

   R4D Response: Not all R4D staff travel. Only a portion of staff are included in the estimated 250 travelers, the rest are volunteers, invitees and individual contractors. However, the proposed solution should accommodate any staff for individual requested to travel on behalf of R4D. Many staff will travel infrequently at one to three international trips annually, a relatively small percentage will be frequent travelers who may travel 10-12 times annually.

4. **Is R4D requesting medical assistance and evacuation for domestic travelers?**

   R4D Response: R4D is requesting medical assistance and evacuation for international travelers only

5. **What are R4D's top five or ten destinations for international travelers?**

   R4D Response: We cannot provide precise data at this time. While R4D travelers can and do travel to many locations on an occasional basis, many of the locations in the staff directory in Appendix A would represent countries with a high level of programmatic activity and would be frequent travel destinations.

6. **Does R4D programming provide assistance in emergency situations or war zones? Do R4D staff travel in combat zones and other unstable environments (like Ukraine)?**

   R4D Response: R4D's programmatic model is one of assistance and mentoring to help effect long term change at a macro systems level rather than one of shorter-term direct humanitarian service delivery. As such R4D staff are not generally expected to travel in emergency situations, unstable environments or combat zones. A typical travel purpose for R4D staff would be to meet with decision makers or change agents in national and regional hub cities.

7. **Who is R4D's current travel agent? Is all international travel covered by this RFP booked through this agent?**

   R4D Response: Our current travel agent is Key Travel Incl. All of R4D travel is booked through this agent. If the offeror proposes integration with the travel agent for the travel tracking requirement, the offeror's proposed solution should also accommodate reception of other itineraries via email.

8. **Is this the first time R4D is providing these services for staff? Why is R4D undertaking this RFP at this time?**

   R4D Response: R4D currently provides the services listed in the RFP. While R4D understands the value of stable and long-term relationships with service providers; we also highly value innovation and efficiency as core components of our culture. Recognizing that technological advances have occurred, and market demands have changed since last contracting for these services, we are interested in understanding what the current market has to offer in terms of innovative solution and new partners. As custodians of public and philanthropic funding we also have a duty to maximize the impact of our funds by considering pricing as part of our evaluation of offers. This RFP is a genuine attempt to meet these goals and evaluate current service offers from the marketplace.

9. **Can we propose a longer-term engagement?**

   R4D Response: Consistent with the above, R4D reserves the right to limit the duration of services in order to ensure we can update our partnerships to utilize the latest technology and most innovative partners. Respondents should clearly define the duration of service they are proposing which will be considered and negotiated during the decision phase.