

Dining for Women  
Request for Proposals  
for  
Specialized International Travel Program

**Section 1 – General Information and Purpose**

**1.1 Introduction**

Dining for Women is a global giving circle dedicated to transforming lives and eradicating poverty among women and girls in the developing world. Through member education and engagement, as well as the power of collective giving, Dining for Women funds grassroots organizations that empower women and girls and promote gender equity.

Since its start in 2003, Dining for Women has partnered with 129 grassroots organizations in 42 countries. Our 28,000 (collectively since 2003) members, who have participated in our educational programs, have made almost \$6 million in donations. Dining for Women now partners with the Peace Corps on the Let Girls Learn Program to remove barriers to education for 62 million girls in the developing world and we are actively seeking additional partnerships to strengthen our impact on our U.S. educational programs. In 2015 alone, through our grantees we directly impacted over 65,000 women and girls in developing countries and educated over 8,000 people in the U.S. about the global issues facing women and girls. We rely on over 700 volunteers to implement our programs and run chapters.

Dining for Women would like to implement a new travel program offered by an outsourced provider. The goal is to provide a unique opportunity for Dining for Women members to connect face-to-face with the women we serve. Our goal is that these experiences will deepen the traveler's understanding of the issues faced by women in the developing world, in particular women involved with programs to which we have provided grants, while fostering strong bonds of friendship with the other travelers in the group, who are anticipated to be Dining for Women members and their invited guests. These life-changing trips are expected to be open to Dining for Women chapter leaders and members alike. We hope that the travelers will return with an increased commitment to DFW, and go on to start new chapters, volunteer in more demanding positions, write and publish articles, and/or become higher-level donors.

Dining for Women (DFW) invites qualified travel agencies to submit a proposal in response to this Request for Proposal (RFP), for specialized DFW member international travel to provide the Dining for Women Travel Program international experience as described in this RFP.

**1.2 Objective**

The objective of this RFP is to permit Dining for Women to select a reputable travel organization to lead meaningful and inspirational travel experiences for Dining for Women members. Dining for Women will receive no compensation through this travel

program from travelers or from the travel provider. Dining for Women will provide overall goals and advertise the programs but the travel provider is expected to be responsible for all aspects of the program.

Through this travel program, the travel provider will create itineraries which will permit DFW members to engage directly with DFW grantees, cultural experiences, and gender study in the country or geographic area visit. In addition to connecting with DFW grantees, we expect that DFW members will be introduced to other important cultural and tourist sites and the travel provider may also provide access to other local social services/philanthropic entities in the geographies visited to create a greater understanding of the country and social systems as they relate to gender.

We aim to:

- Engage a travel provider which will offer travel experiences in geographic areas where we currently (most recent 3 years) fund grantees. These can be viewed on the DFW website and final destinations will be agreed upon with DFW.
- Work with a travel provider which has a history of working with NGOs in developing countries.
- Work with a travel provider which has a proven track record of providing an enriching cultural experience for all travelers and of providing opportunities for personal growth.
- Work with a travel provider which is professional in all aspects of its travel experiences, business management, and marketing, as well as offering good value customer service.
- Work with a travel provider which understands and can share with travelers the work and mission of NGOs visited in totality, not just the project DFW funded – including their challenges and successes.
- Work with a travel provider which will assist travelers in deepening their understanding of the real life challenges of the women and girls in the countries visited and the history and culture, language(s) of countries visited.
- Work with a travel provider which will connect face-to-face with women we serve (subject to reasonable adjustments for cultural and language needs).
- Connect and facilitate a bond among fellow travelers in a safe environment, creating relationships that last a lifetime.
- Deepen travelers' connection to DFW.
- Increase travelers' understanding of DFW's impact on women and girls in grantee programs.

### **Scope of Work**

We expect the travel provider to provide the following:

**Travel Guides.** We expect the travel provider to provide leaders who have experience managing groups, not just travel guides. Subject to pricing considerations, we are looking for native-English speaking leaders who will generally be the same team leaders for each trip, people who know DFW and will know DFW's culture better with each trip, as well as appropriate local guides who are experts in area history, culture, and geography.

**Travel Itineraries.** We are looking for trips to focus primarily on major tourist highlights in the country/region and visiting the local DFW grantees; the best group size to make this possible; enriching group dynamics; educational opportunities before and during the trip; cultural experiences – food, history, meeting local families, community leaders, and supporting local economies by supporting local businesses, tourist attractions, hotels and restaurants. We would expect to meet other organizations that support women in addition to the DFW grantee visits in a range of geographic areas. We are also looking for a variety of options for our members, so that the same people will want to go on multiple trips: the destination, price, length of trip, the focus of the trip should vary so as to ensure a long relationship with DFW. In addition, there may be some logical variation among trips: for example, size of groups, some trips may be more active or service oriented, whereas others may be less active (visiting grantees), to attract different demographics.

**Travel Fee Range.** We are looking for trips that vary in price to accommodate a variety of members.

**Contact Person.** Dining for Women and the travel providers shall each appoint an individual to serve as a primary contact to communicate with one another with regard to the day-to-day matters in planning and offering each trip, as well as any events that may arise during a trip. Each travel provider responding to this RFP should indicate who will be the Travel provider's primary contact person will be and provide his/her resume.

**Promotional Materials.** Travel provider shall create promotional and marketing materials based on information provided by Dining for Women or local grantee organizations to travel provider and information found on the websites of Dining for Women and local grantee organizations.

## **Section 2 – Minimum Requirements**

Minimum requirements include:

- A) It is imperative that the travel provider selected provide clean, safe and when possible, locally-owned travel accommodations, and be willing to connect with philanthropic entities that provide services besides DFW grantees, in the selected travel areas.
- B) The travel provider must have a designated client relations manager in the US to work personally with DFW Staff in developing itineraries that meet the needs of the DFW members.
- C) The successful travel provider must have the ability to make contact and set meeting times with all grantee and other philanthropic institutions.
- D) Trips designed for groups of 8-15 people [unless the travel provider recommends a different size, in which case it shall explain its recommendation].

- E) The travel provider is required to direct the trip in all planning stages, as well as provide tour guide assistance while in-country. It is imperative that they have specific experience and expertise in designing this type of international travel.
- F) Designated travel provider guides must have a minimum of five (5) years' experience, evidence of extensive travel contacts that have been well established and maintained, speak English, and trained in working with DFW members. Additionally, the travel provider guides must have demonstrated training in how to handle a health crisis (First AID training or other relevant background or training).
- G) The travel provider must provide education about the country and culture prior to and during the trip.
- H) The travel provider must coordinate all travel, including coordinating air transportation from the point of the beginning of the tour, as well as providing as part of the quoted price, all local bus, train or airlines, transfers and tours, all taxes. Travelers may be responsible to find transportation to airport of the convening of the tour. In addition, all lodging and meals will be coordinated by the travel provider as part of the fixed price of the tour.
- I) The travel provider must also be able to provide general travel information for travelers. This would include currency issues, clothing recommendations and most importantly cultural awareness for travel and grantee meetings.
- J) The travel provider must be a registered legal seller of travel in all U.S. States.
- K) The travel provider must be committed to Dining for Women for the term of the contract. Any change in key personnel assigned to DFW requires DFW prior approval
- L) The travel provider will maintain required Insurance as indicated in 6.2 of this RFP.

### **Section 3 – Desirable Requirements**

Desirable requirements include:

- A) Experience in providing services of similar scope to philanthropic organizations having similar international travel program requirements and outcomes as those described in this RFP. These should be described in the submission by the travel provider, and references provided, if applicable
- B) DFW representative included in trips as ambassador with no charge to DFW. This should be presented in the proposed pricing as an additional "add in" with applicable total pricing and "per traveler" pricing.

## **Section 4 – Proposal Schedule**

Important dates and milestones relating to this procurement are:

Intent to Bid and  
Travel Provider Questions By January 17  
Send to [info@diningforwomen.org](mailto:info@diningforwomen.org) with the subject line: Travel RFP

DFW response to RFP Question By January 31  
(Responses will be shared with all bidders)

Proposal Due Date By February 15  
Send to [info@diningforwomen.org](mailto:info@diningforwomen.org) with the subject line: Travel RFP

*Tentative dates subject to change:*

Evaluation of RFP and Selection of Finalists	February 16- March 15
Interviews as necessary	March 15-31
Negotiation of Contract	April 1-30
DFW and anticipated Travel Provider Announcement	May 15

*Of Note: All schedule dates after the Proposal Due Date are subject to change without prior notification to the respondents.*

## **Section 5 – Proposal Instructions**

### 5.1 Instructions to travel providers who wish to submit a proposal

Qualified firms are invited to submit a proposal to Dining for Women, in response to this RFP, for specialized travel provider services and to meet the requirements described in Sections 1-5.

### 5.2 Proposal Format

- A) A Letter of Proposal Summary should include an introduction to the responding travel provider. Please include the name, address, and telephone number of the person to be contacted as well as an expression of the firm's ability and desire to meet the requirements of this RFP. This summary should describe the firm's approach to satisfy the Travel Program goal to conduct meaningful international travel experiences for DFW members as described above. Any special considerations being offered by the firm should be listed. The proposal should

include examples of prior trips provided by the travel provider, in a variety of geographic areas where DFW provides grants. Proposal Summary should also indicate any of the Minimum Requirements in RFP Section 2 and Desirable Requirements in RFP Section 3 that cannot be met by the firm. All pertinent supporting information being submitted should be referenced in the letter. The evaluation committee should be able to determine the essence of the proposal and generally how well it meets the requirements by reading the summary. The letter should be signed by an officer of the firm who is authorized to execute contracts on its behalf.

- B) Proposed service plan and methodology to perform the required services, including example itinerary, fees, education, and materials that promote DFW culture. Please include implementation plan components including a screen shot of a sample web page advertising a trip similar to what will be provided for DFW. In particular, each travel provider providing a proposal should include a proposed itinerary and budget for two hypothetical trips: One group of 8 travelers for 5 days to Guatemala and one group of 15 travelers for 15 days (counting travel from the US) to Thailand.
- C) Demonstrate how your travel provider would create the sense of community and connection among travelers.
- D) Proposal should include principal contact(s) and other key individuals who will be committed contractually to manage the DFW relationship. Additionally, please indicate who may be leading trips and provide resumes.
- E) Client references for arrangements of similar scope, including contact names, addresses and telephone numbers.
- F) Specific responses to any other requirements described above or additional supporting information as may be pertinent.

### 5.3 Clarifications Regarding the RFP and Final Proposal

You may direct any technical or administrative questions or clarification requests regarding this RFP in writing by January 17 to [info@diningforwomen.org](mailto:info@diningforwomen.org) with the subject line: Travel RFP.

Send Final Proposal by February 15 to [info@diningforwomen.org](mailto:info@diningforwomen.org) with the subject line: Travel RFP.

## **Section 6– Selection and Award of Contract**

### 6.1 Selection and Award of Contract

Dining for Women reserves the right to contact the client references, and ask questions in writing to clarify portions of the proposal, request an oral presentation and to conduct one or more rounds of confidential discussions with qualified respondents. Confidentiality during the entire process is required. Any breach of this requirement will

be considered grounds for elimination from further participation in the procurement process.

## 6.2 Travel Provider Insurance

The successful travel provider will be required to provide evidence of current general commercial liability, business automobile, workers compensation and professional liability insurance coverage for the duration of the contract term. Contractor shall maintain limits no less than \$1,000,000.

1. General Liability: \$1,000,000 per occurrence for bodily injury, personal injury and property damage; General Aggregate \$2,000,000.
2. Employer Liability: \$1,000,000.
3. Automobile Liability: with a combined single limit of not less than \$1,000,000 per occurrence, per claim.
4. Errors and Omissions Liability: \$1,000,000 per occurrence.

## 6.3 Other Requirements

If your organization is successful in being awarded Dining for Women's travel contract, explain how you would implement your services by providing an implementation plan that:

- Outlines major action items
- Provides the implementation timeframe
- Policies and Procedures for cancelling trip due to unforeseen circumstances such as unsafe conditions in a certain country.

The contractor will be required to include additional insured endorsements for general liability and automobile insurance employees, volunteers and agents of each of them as additional insureds.

## 6.4 Evaluation Criteria

The basis for evaluation of the proposal shall include the nature and quality of the proposed consulting services, the travel provider's proven record of professional services, and overall consistency with the requirements of this RFP.

## 6.5 Award of Contract

Contract award will be made by Dining for Women to the selected firm based on the evaluation criteria, for an initial term of one (1) year. The DFW would like the option to extend the agreement on an annual basis, in writing, for up to four (4) additional years.

## 6.6 Contract Terms and Conditions

The agreement if awarded, will be governed by the agreement terms and conditions of this RFP and of the Dining for Women Travel Program Contract.

## 6.7 Contract Documents

Contract documents will consist of the Dining for Women Agreement which includes the Agreement General Provisions and Riders. In the event of a conflict between documents, the following order of precedence shall apply:

- a. DFW Agreement and Agreement General Provisions
- b. DFW Request for Proposals
- c. Travel provider's proposal

## 6.8 RFP Cancellation

This RFP does not obligate DFW to enter into an agreement. DFW retains the right to cancel this RFP at any time, at its discretion. No obligation either expressed or implied, exists on the part of DFW to make an award or to pay any cost incurred in the preparation or submission of a proposal.

## 6.9 Termination

Termination of the resulting contract for cause, such as failure to meet provisions of the contract, or for no-cause, may be made by Dining for Women or travel provider and will be outlined in the contract.

End of RFP