

REQUEST FOR PROPOSAL (RfP)

Travel Booking tool
for
C4O Cities
(Ongoing Contract)

C4O Climate Leadership Group, Inc.

120 Park Avenue, 23rd Floor
New York, NY 10017
United States of America

16 June 2025

1. C40 Cities Climate Leadership Group INC. (“C40”)

C40 is a network of nearly 100 mayors of the world's leading cities, who are working to deliver the urgent action needed right now to confront the climate crisis, and create a future where everyone, everywhere can thrive. Mayors of C40 cities are committed to using a science-based and people-focused approach to help the world limit global heating to 1.5°C and build healthy, equitable and resilient communities. Through a Global Green New Deal, mayors are working alongside a broad coalition of representatives from labour, business, the youth climate movement and civil society to go further and faster than ever before.

The strategic direction of the organisation is determined by an elected Steering Committee of C40 mayors which is co-chaired by Mayor Sadiq Khan of London, United Kingdom, and Mayor Yvonne Aki-Sawyers of Freetown, Sierra Leone. Three term Mayor of New York City Michael R. Bloomberg serves as President of the C40 Board of Directors, which is responsible for operational oversight. A nine-person management team, led by Executive Director, Mark Watts, leads the day-to-day management of C40. C40's three core strategic funders are Bloomberg Philanthropies, the Children's Investment Fund Foundation (CIFF) and Realdania.

To learn more about the work of C40 and our cities, please visit our [Website](#), or follow us on [Twitter](#), [Instagram](#), [Facebook](#) and [LinkedIn](#).

2. Summary, Purpose and Background of the Project

The request for this proposal is to continue to service C40's travel requirements. C40 staff currently use a travel booking tool which enables them to search and book accommodation and travel when they require and in accordance with the C40 travel policy. They are also able to book for others or send delegates bookings links.

Travel is global, with national and international trips booked on a daily basis across the organisation.

Staff can book using their credit cards and can access their invoices on the platform.

C40 monthly booking volume

**Booking volumes do not account for bookings made outside of the platform*

**Averages include staff and delegate travel*

Booking type	Average volumes per month
Flights *Average monthly flights will fluctuate depending on major events taking place at different periods in the year	186

Rail	15
Hotels	69

Objectives:

- Efficient and automated onboarding process for new and current staff members, integrated through Okta (Single Sign-On, SSO);
- Prove an SSO/SAML (Security Assertion Markup Language) enabled system as a requirement
- Reduce the amount of staff time spent booking flights
 - a designated team available during EST, PST, GMT, CST time zones with same day turn-around time (within business hours);
 - a policy catered and filtered self- service online booking tool;
 - integration with International SOS so that travel itineraries are duplicated across the systems automatically.
- Provide ease of access to travel itineraries through an online system;
 - Extra benefit if there is an accompanying mobile application.
 - Possibility to download travel insurance certificates and any other documents required.
 - Visa support
- Designated emergency contact and after hour contact team for issues, crisis, emergency bookings across many time zones;
- Robust customer service to resolve any issues efficiently.
- Clear understanding and appreciation to reducing the climate impact of travel through more sustainable options or incentives;
- Provide airfares and hotel rates that are cheaper and competitive than those offered online;
- Provide extra benefits like free WiFi, free breakfast, charity rates, flexible fares, no or reduced cancellation fees, etc.;
- Manage our company's airline frequent flier mile program:
 - book award mileage flights for appropriate staff.
- Help build a negotiated rate program with a list of preferred/approved hotels by C4O and travel agent;
- Offer E.U. privacy law approved IT security services with their systems to protect staff personal data.

3. Proposal Guidelines

This Request for Proposal represents the requirements for an open and competitive process.

To ensure a competitive process C4O encourages questions and clarifications from any travel tool provider that is positioned to carry out the scope of work.

Proposals will be accepted until 23:59 BST, Friday 4th July 2025.

If you are interested in submitting a proposal but cannot meet this deadline, please still submit an '*expression of interest*' at the earliest convenience, this will not affect your scoring, however, will allow C4O to work with you to clarify what a response could look like.

All proposals should include clear timetables, how you will work with C4O, clear costs and detail on experience in this area.

The proposal should give C4O evaluators all the information they need to assess your bid. Please clearly indicate where applicable:

- How your proposal is responsive to the Evaluation Criteria (see section below);
- The assumptions you are making about the project;
- Risks you have identified and appropriate mitigation measures;
- Information about your fee;
- Proposed timeline of implementation;
- Any additional support that you need to make the project a success, including any inputs you will need from third parties or C4O staff;
- Proposed working partnership with C4O, including (as applicable) project governance and management, key personnel, key roles and responsibilities, and escalation procedure for issues.

Potential Suppliers should provide the following items as part of their proposal for consideration:

- Description of experience in implementing and running a travel booking tool/platform.
- List of key personnel who would be working on the contract and their job titles.
- Demonstration of how the travel booking tool works for the end user making their bookings, along with demonstration of the process for reporting on a macro-level view.
- How objectives would be met (*proposals that do not meet all requirements will still be considered*).
- References from other clients.
- Timeframe for your tasks and completion of the project.
- Project management methodology.
- Communications strategy for how you will work with C4O.
- Information on Data Protection (if it is a system, software or a supplier utilising personal data like passport number, birthday, address, etc): C4O is

subject to the European Union and United Kingdom data protection regulations and the winning proposal must ensure its continued compliance. If a successful proposal will require that you process or control personally identifiable information (PII), please describe your familiarity, and ability to comply with Directive 95/46/EC and the forthcoming General Data Protection Legislation.

- Sustainability policy and approach.
- Company values.

Supplier Diversity

C40 is committed to supplier diversity and inclusive procurement through promoting equity, diversity and inclusivity in our supplier base. We believe that by procuring a diverse range of suppliers, we get a wider range of experiences and thoughts from suppliers and thus are best able to deliver to the whole range of our diverse cities and the contexts that they operate within.

We strongly encourage suppliers (individuals and corporations) that are diverse in size, age, nationality, gender identity, sexual orientation, majority owned and controlled by a minority group, physical or mental ability, ethnicity and perspective to put forward a proposal to work with us.

Feel welcome to refer to [C40's Equity, Diversity and Inclusion Statement](#) as supplier diversity and inclusive procurement is one element of applying equity, diversity and inclusion to help the world limit global heating to 1.5°C and build healthy, equitable and resilient communities.

Contract

Please note this is a contract for professional services and not a grant opportunity. Organisations unable to accept contracts for professional services should not submit bids. C40 usually requests work to be completed on the [C40 Standard Services Contract](#)

However, C40 appreciates the terms and conditions as defined in the standard contract do not fully represent all services. As such, please do share a standard contract template you issue to your clients. The legal team will be happy to review this.

Please be sure to include in your contract your standard insurance, and any provisions and policies for cancellations, or on account of force majeure.

If C40 are unable to execute a contract with the winner of this competitive process, we reserve the right to award the contract to the second highest Potential Supplier

Subcontracting

If the organisation submitting a proposal needs to subcontract any work to meet the requirements of the proposal, this must be clearly stated. All costs included in proposals must be all-inclusive of any outsourced or contracted work. Any proposals which call for outsourcing or contracting work must include a name and description of the organisations being contracted.

5. RfP and Project Timeline

RFP Timeline	Due Date
Request for Proposals (RFP) sent out to Travel booking tool providers	16 June 2025
Clarification/Question Window Please use these dates to ask questions and request clarification on any element of the RFP. We are open to multiple calls and discussions to ensure any responses to this RFP are made with full understanding of the scope of work	16 June - 11 July
Deadline for receiving Offers	11 July 2025 (23:59 BST)
Evaluation of Proposal - virtual interviews of presentation	15 July - 18 July 2025
Selection decision made	6 August 2025
All Potential Suppliers notified of outcome	8 August 2025

6. Proposal Evaluation Criteria

Proposals will be evaluated against the following criteria:

Evaluation Criteria	Weighting
<u>Global scale and choice of travel</u> Assessing the coverage of the travel booking tool so that the vast majority of travel and accommodation is included, with the aim to keep external bookings to an absolute minimum. This would mean the need to cover travel globally and offer a wide as well as specific range of providers.	30%
<u>Value for money</u> Ensuring agent fees are in line with the travel field and that there are no additional hidden costs. A holistic service to be provided within these fees.	30%

<u>Customer Service</u> Excellent and adaptable customer services for both the user and admin when questions arise or help is required. Provide a tailored approach to suit C40's needs.	20%
<u>Mission alignment</u> Commitment to cutting carbon and values to ED&I	20%

7. Project Budget

All proposals must include all proposed costs, including all VAT and taxes. C40 does not anticipate there to be any set up fees. Costs should be stated as recurring costs or monthly recurring costs, along with the suppliers payment terms. All costs incurred in connection with the submission of this RfP are non-refundable by C40.

8. C40 Policies

C40 expects third parties to be able to abide by these C40 policies

- Non-Staff Code of Conduct Policy [here](#)
- Equity , Diversity and Inclusion Policy [here](#)

9. Submissions

Each Potential Supplier must submit 1 copy of their proposal to the following email addresses below by 23:59 BST, 4 July, 2025:

- C40 Operations Team - operations@c40.org

For expressions of interest, please also contact the email address provided above.

Anonymised responses to questions will be provided [here](#) when the Q&A period closes.

Based on the submissions received, C40 reserves the right to promote the establishment of consortium relationships or request potential suppliers refine their submission after receipt.

Disclaimer

C40 will not accept any liability or be responsible for any costs incurred by Potential Suppliers in preparing a response for this RFP. Responses submitted will be accessible by all C40 staff and external evaluators (if any).

Neither the issue of the RFP, nor any of the information presented in it, should be regarded as a commitment or representation on the part of C40 (or any of its

partners) to enter into a contractual arrangement. Nothing in this RFP should be interpreted as a commitment by C40 to award a contract to a Potential Supplier as a result of this procurement, nor to accept the lowest price or any tender.
