

Global Business Travel Association – Upstate New York Chapter

Beauty & The Beast The Good & Bad of Travel RFPs in a Post Covid World

April 7, 2022

Connecting the people that connect the world.™



Welcome!

Convention Scholarships

Chapter Scholarships

CPC Scholarships

Education Day – Rochester – May 19

Buffalo – June 9

PAC Raffle



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Beauty & The Beast

The Good & Bad of
Travel RFPs
Post-Covid



The pandemic has impacted the way that travel is sourced and examined.

No relevant data.

It's a guessing game on future spend.

Hard to match expectations in servicing the client with that of expected delivery based on projections.

Affects all- buyers and suppliers – TMC, Hotel, Car

What suppliers and buyers *were* prepared for in the RFP environment.

**PRICE – TYPICALLY
TRANSACTIONAL**

**SERVICE – AGENT
PLATFORM/ACCOUNT
MANAGEMENT**

**SAVINGS –SUPPLIER
AGREEMENTS/
GUARANTEED SAVINGS**

**TECHNOLOGY –
REPORTING/OBT/DUTY
OF CARE**

Price.

Transactional Service Fees

Management Fee Platform

Bundled

Service.

Call center or agent teams.

VIP for select travelers.

After-hours platform.

Savings.

Lowest airfare.

Lowest room night.

Booking tool configuration.

Reporting.

Technology.

Online booking tools.

Mobile apps.

Traveler tracking.

Duty of care.

Decision Process



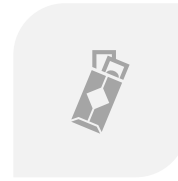
Buyers Need
More and
Suppliers
Need To Be
Prepared To
Deliver



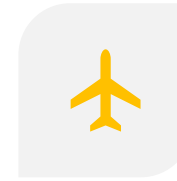
Let's first take a look how travel programs have changed.



TRAVEL PROGRAMS
MOVING TO MANDATE
FOCUSING ON DOC



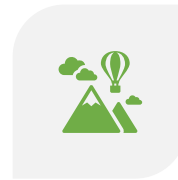
UNUSED TICKETS ARE A
NIGHTMARE.



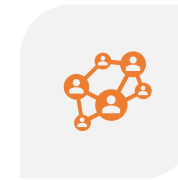
TRAVEL POLICY
CHANGES WHICH
AFFECT ALL SUPPLIERS.



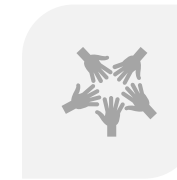
MORE TRAVEL
PROGRAMS MOVING
TO PROCESSES FOR
APPROVAL AS WELL AS
CHANGES IN VIRTUAL
CARD USAGE



INCREASE IN TRAVEL
PROGRAMS DEFINING
VIP TRAVELERS.



SUSTAINABILITY IS THE
NORM OF
CONVERSATION.



DIVERSITY, EQUITY &
INCLUSION. WANT
LIKE
PARTNERS/SUPPLIERS.

Price.

Lower transactional fees.

Overall revenue sharing from the TMC.

Pricing Options - Bundled TMC pricing.

Hotel commissions share from the TMC.

Hotel contracts: amenities; parking;
meals

Service.

Dedicated agents - Volume irrelevant.

Everyone is a VIP.

No after-hours. 24/7

Traveler well-being.

Duty of care.

Savings.

Lowest airfare and overall cost savings guarantee. Revenue share.

Lowest room night plus amenities.

Booking tool configuration.

Data consolidation.

Technology.

Online booking tools and expansion of data in addition to traditional travel.

Mobile, always.

Traveler tracking.

Duty of care. Global security and safety intel.

DEI.

DEI continues to rise of the corporate ESG agenda.

Companies are channeling spend to diverse suppliers to drive impact on their D&I commitments.

Cultural similarities. Diverse supplier search more commonplace.

Corporate Responsibility – Focus on ESG (Environmental, Social, & Governance) - Sustainability.

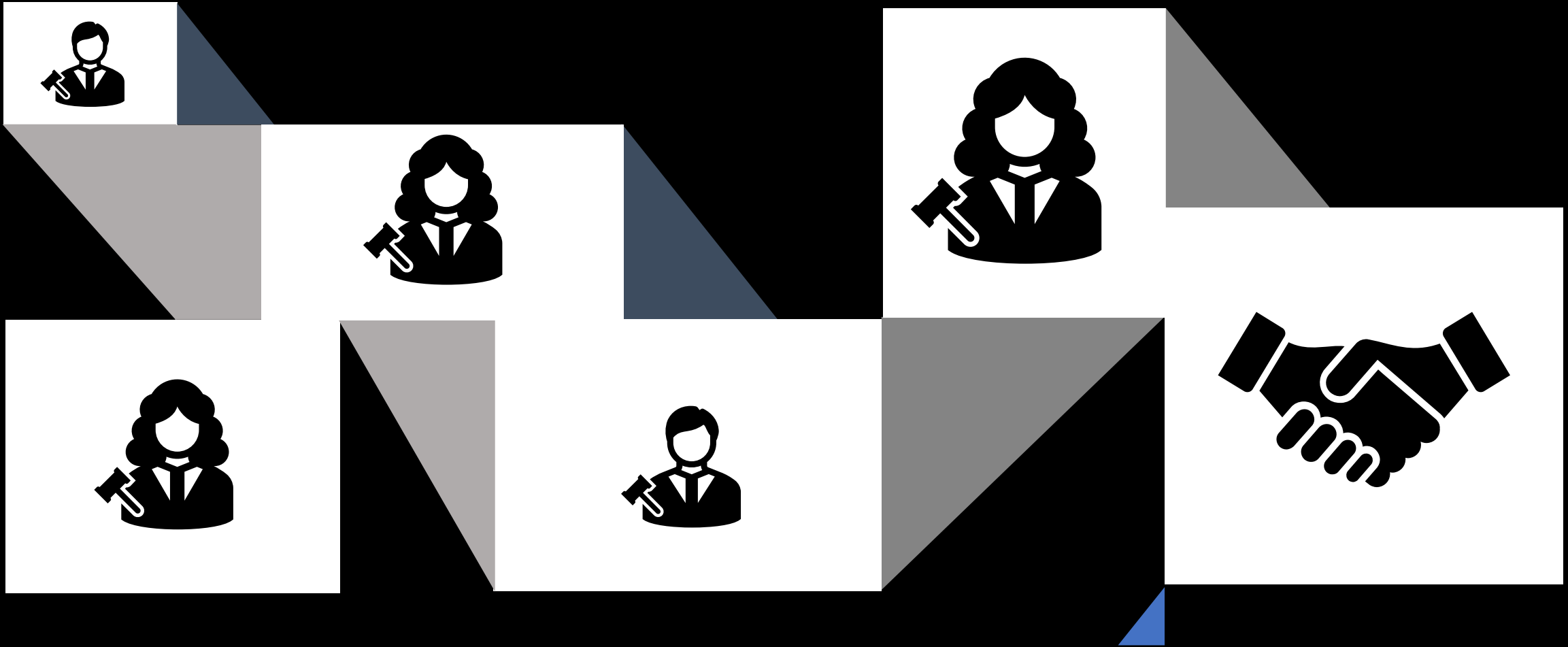
Travel programs have increased alignment to company goals.

Reporting on CO2 data.

Implementing carbon budgets.

Travel policy.

Booking tool configuration.



Decision Process

10 SURVIVAL TIPS



COMMUNICATION –
Understanding the
customer and supplier
culture

GOALS – What are the
goals for both sides –
buyer and supplier

ESTABLISH TIMELINES
– Not all requested
timelines are realistic
and it's crucial to
discuss

EVERYONE'S BUY-IN –
From customer travel
team as well as the
supplier

**IF YOU DON'T KNOW,
ASK** – Never assume
that you understand
what is being asked

IF YOU CAN'T DO IT –
Don't fake it. Be
realistic with what you
can deliver NOW

REQUIRE A MEETING –
Although controversial,
don't respond to blind
RFPs.

**UNDERSTAND THE
"WHY" OF THE RFP** – Is
it just an exercise?

IT'S OK TO SAY NO –
Are they a fit for you?

FOLLOW-UP – If it's
not a fit now, doesn't
mean that it won't be
in the future.

Thank you for coming!

Stay safe and well!

See you in Rochester on May 19!