



Guide to Writing a Request for Proposal (RFP) for Travel and Accommodation Management Services for Apprenticeship Programmes

A helpful guide by arrangeMY

Introduction

In this comprehensive guide, we'll walk you through every critical element to include in your Request for Proposal (RFP) for travel and accommodation management services, tailored specifically for apprenticeship programmes. Crafting a well-structured, thorough RFP not only clarifies your expectations but also positions your tender to attract the ideal travel management company (TMC) for your needs.

Our goal is to ensure that your RFP reflects your organisation's priorities - whether that's cost efficiency, flexibility, safety, or ease of use - while also addressing the unique requirements of apprentices. By the end of this guide, you'll have the tools to create a proposal that aligns with your programme's values, speaks to the right providers, and helps you select a TMC that's perfectly suited to your organisational culture and operational goals.



Step 1: Understand the Purpose and Scope

Objective: Begin by understanding the specific needs of apprentices within the organisation. This means balancing budget constraints, ensuring safe and comfortable accommodations, and providing convenient travel options that accommodate work and study schedules.

1. Define Requirements:

- Assess the types and frequency of travel.
- Decide if you need a range of accommodation options (e.g., near training centres, workplaces).
- Determine the preferred booking methods (e.g., online, via app).
- List any additional services, like on-call support or travel adjustments, apprentices may need.

Step 2: Gather Essential Information for the RFP

Each RFP should clearly define:

- **Organisation Background:** Describe the organisation and the apprenticeship programme's objectives, and specify how travel management supports this.
- **Scope of Services:** Specify the services you need, from arranging transport and accommodations to managing emergency bookings.
- **Target Audience:** Explain the apprentice demographic (e.g., age, duration of travel, locations).

Step 3: Outline the RFP Structure

A well-structured RFP ensures clarity and ease of response. Here's a template:

Introduction and Background:

- Briefly introduce the organisation, focusing on its mission and goals in supporting apprentices.
- Provide a short description of the apprenticeship programme.

Objectives:

- Describe what the organisation aims to achieve with travel and accommodation management. Emphasise ease of use, cost efficiency, and duty of care.

Scope of Services:

- Detail the required services, like transport booking, accommodation arrangements, reporting on spending, and any specific apprentice needs (e.g., accessibility requirements).
- State if there's a preference for eco-friendly options or partnerships with local vendors.

Technical and Functional Requirements:

- Specify platform features (e.g., online booking portal with mobile compatibility).
- Outline reporting and invoicing preferences.
- Mention any required integrations, like syncing with HR or payroll systems.

Compliance and Standards:

- Highlight any necessary compliance with regulations (e.g., data protection, safeguarding policies).
- Mention desired accreditations or experience with youth travel.

Evaluation Criteria:

- List criteria such as cost-effectiveness, support quality, ease of use, flexibility, and reporting accuracy.
- Include any bonus criteria, such as experience in education sectors or apprenticeship travel.

Proposal Submission Requirements:

- State deadlines and the format for submissions.
- Ask for specific documents, like case studies of previous work with apprenticeships or youth travel.

Timeline:

- Outline the RFP process timeline, from release to decision dates.



Step 4: Write Clear Evaluation Criteria

Create a matrix for evaluating proposals that assesses cost, service quality, technology, and industry experience. Weight each criterion to reflect priorities.

Step 5: Draft and Review the Guide

Before releasing, review the RFP for clarity, conciseness, and compliance with UK English. Use clear language to make it easy for potential providers to understand expectations and deliver accurate proposals.

Bonus Tips

- Duty of Care: Emphasise the importance of safety, particularly for young apprentices.
- Sustainability: If eco-friendly or added-value options are crucial, add them as a criterion.
- Flexibility: Apprentices' schedules may change, so the TMC should offer easy amendments.



Example Questions

Safeguarding Provisions

Question 1: Please confirm what safeguarding arrangements will be made for learners staying in accommodation and what quality management systems you have in place to assure this. For example, what measures are in place to assess accommodation as suitable for use by young people travelling alone?

Question 2: Please include the service levels that are agreed with all hotels (providing an example) of these and how they are monitored?

Service Availability

Question 3: What are your operating hours, and how do you ensure 24/7 support for apprentices needing assistance with travel or accommodation?

Rate Transparency

Question 4: How do you ensure complete rate parity across all bookings? Can you confirm there are no additional fees, such as per-apprentice charges, or markups applied to your rates?

Communication Preferences

Question 5: What communication methods do you offer for apprentices who may prefer texting or email over using an app? How do you ensure timely and clear communication for this demographic?

Full-Service Solution

Question 6: Can you provide examples of how you deliver a comprehensive travel, accommodation, venue sourcing and event management solution, ensuring seamless coordination across all services?

Account Management

Question 7: What is your approach to account management, and how will you ensure our requirements are consistently met?

Question 8: Will we have a dedicated account manager, and how will they collaborate with our team to ensure seamless service delivery?

Data Security

Question 9: How will you ensure the safety of our learner and employer data?

Management Information

Question 10: Please supply sample MI and confirm that this can be sent to us monthly or accessed on a monthly basis. If we will be accessing the data, please provide details on the system used including screen shots.

Fully Managed Package

Question 11: Please provide full details of what would be available to us in a fully managed package, such as, but not limited to, signed SLA's with hotels, online booking system and dedicated administration support?

Changes & Cancellations

Question 12: In the event of changes with accommodation providers, such as last minute cancellations/price increases what would be your process for managing this and ensuring that apprentices have suitable accommodation?

Complaint Management

Question 13: What is your policy and process on dealing with complaints from your accommodation and transport providers?

Administration

Question 14: Provide details on who could access the system (organisation, learners, employers etc.) would there be any restrictions on user numbers?

Quality Assurance

Question 15: Please fully detail the system(s) you have in place to quality check the accuracy of invoices received from accommodation providers and what methods you have set up to ensure prompt payment?

Also can you confirm that you have the facility to store all paper and electronic versions of paid invoices in order to supply copies of these if needed for audit purposes/verification purposes.

Prevent Duty and the CONTEST Strategy

Question 16: What measures, if any, do you take, to ensure that accommodation and transport providers are aware of the Prevent Duty and the CONTEST Strategy?

Relation Management

Question 17: Describe your process for supporting any relationship management with employers/apprentices booking accommodation, including escalations to our organisation?

Supporting Grant Schemes

Question 18 (Relevant to Grant Schemes): We require the ability for employers to pay a % of the accommodation fee directly to our TMC partner, please confirm that you can support this and explain how?

Sustainability Practices

Question 19: How do you align your services with our sustainability goals, such as carbon reduction or supporting eco-friendly suppliers?

Commercials

Question 20: Please provide your full commercial response.

Are there any fees for adding, amending or deleting learner records or users?

Where there are fees please provide details in your response and include in the commercials response

With this guide, you'll craft a targeted, effective RFP that ensures quality travel management, keeps apprentices safe and comfortable, and supports the unique needs of apprenticeship programmes in the UK!



SAFEGUARDING AND SUPPORT

We take our safeguarding responsibility extremely seriously and you can be assured all of our suppliers are fully vetted.

arrangeMY ensure the wellbeing of your learners at all times, from the suppliers we use to the systems we create.

Learners can be tracked via our extensive safeguarding tools which include whereabouts reports, non-arrival updates and a comprehensive escalation process in case of emergencies.

OUR TOOLS AND SYSTEMS

LOOKING FOR SOMETHING BESPOKE?

At arrangeMY, we understand our customers sometimes have specific requirements, which is why our in house Software Development Engineers are on hand to adapt or create systems to completely suit your unique needs.



SPEAK TO OUR EXPERT TEAMS TO DISCUSS

YOUR BESPOKE PACKAGE OPTIONS

TESTIMONIALS

“arrangeMY are always so helpful! They arranged a short notice booking for me promptly and efficiently. Thank you so much! ”

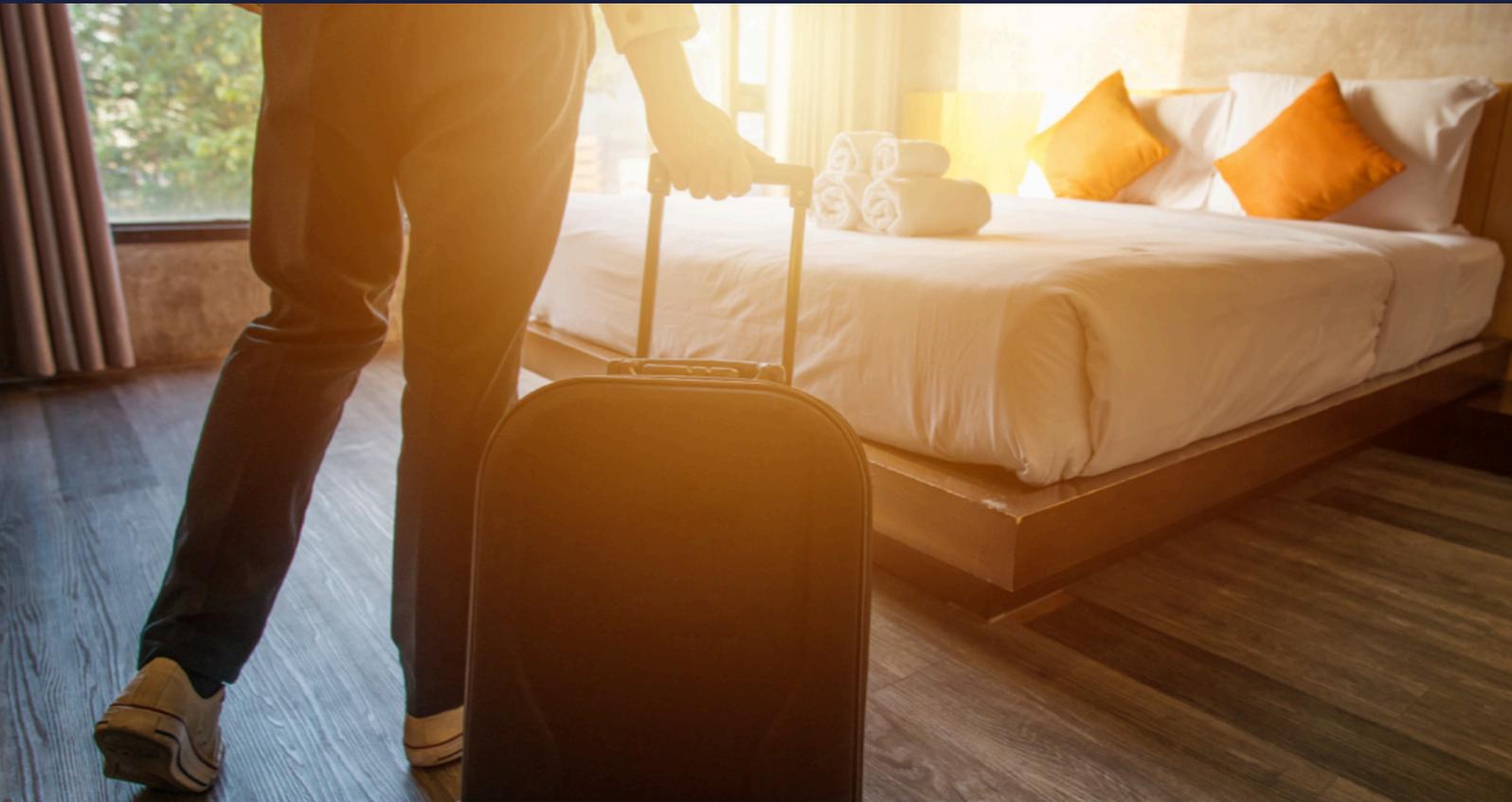
Leading College Group

“They exceed expectations on every occasion I have to arrange travel and accommodation. A truly high performing agency who has an excellent reputation for their efficient working with both myself and my colleagues. 5 star performers! ”

Leading Automotive Apprenticeship Provider

“I couldn't be without Amber Portal! It has made our lives so much easier and I know our apprentices appreciate the clear communication. It's safe to say this has become our go to tool for managing all of our apprentices! ”

Leading Construction Apprenticeship Provider



WORKING WITH THE BEST

We work with travel and accommodation suppliers across the UK and beyond. They are all fully vetted, safeguard checked and contracted to a customised agreement so we can ensure your learners are safe when staying away from home.

arrangeMY hold regular reviews with our suppliers to ensure they are meeting the demands of our Service Level Agreements.

Market leading rates will ensure you are receiving the best hotel and travel prices backed by our Best Rate Guarantee.