



Request for Proposals (RFP)

TRAVEL SERVICES

FILE NO. 12152023EDU

Date: December 15, 2023

Purchasing Department
Detroit Zoological Society
8450 W. 10 Mile Rd.
Royal Oak, MI 48067
Email: purchasing@dzs.org

RFP Summary

Item	RFP Title	Travel Services
A	RFP File Number	12152023EDU
B	RFP Description	The Detroit Zoological Society is seeking proposals from travel agencies with experience building corporate global travel arrangements.
C	Purchasing Contact	Kelly Zisler Purchasing Manager Detroit Zoological Society 8450 W. 10 Mile Road Royal Oak, Michigan 48067 Direct: (248) 336-5848
D	Method to Submit Proposals	Email an electronic submission to purchasing@dzs.org by the deadline indicated below.
E	Competitive Bid Announcement	December 15, 2023
F	Capabilities Presentation	TBD – Final firms to present if necessary
G	Deadline to Submit Questions	January 8, 2024
H	Deadline for DZS Response to Questions	January 15, 2024
I	Deadline for Proposal Submission	January 29, 2024
J	Award Decision	February 14, 2024
K	Contract Negotiation and Execution	March 5, 2024
L	Project Start Date	2024 for Travel in 2025

RFP Table of Contents

Section 1 – Project Overview	P. 3
Section 2 – Proposal Instructions	P. 6-7
Section 3 – Proposal Format	P. 7-8
Section 4 – Selection Process	P. 8
Section 5 – Exhibit A – Travel Destinations.....	P. 9-10

Project Overview

1.1 Purpose

The Detroit Zoological Society (herein after referred to as the “DZS”) is requesting proposals from Travel Agencies (“Offeror,” or “Offerors”) to participate in our Travel Services Request for Proposal. Offerors participating in the competitive bid process will facilitate and manage DZS’s global travel itinerary that encompasses accommodations and transportation arrangements.

The Offeror that receives the bid award will be expected to work closely with DZS executives and Education personnel.

1.2 DZS at a Glance

The DZS is a non-profit organization that operates the Detroit Zoo (Zoo) and Belle Isle Nature Center (BINC). The organization has more than 42,000 member households, more than 300 full and part-time employees, and more than 1,000 volunteers, docents and gardeners who donate more than 100,000 hours of service each year. The DZS’s mission is “creating meaningful connections between people, animals, and the natural world so all can thrive.”

The Zoo is the largest and one of the most beloved family attractions in Michigan with typical annual visitation surpassing one million. Situated on 125 acres of naturalistic habitats, it is home to approximately 2,000 animals representing more than 230 species. Major facilities include the Polk Penguin Conservation Center, Devereaux Tiger Forest, Holtzman Wildlife Foundation Red Panda Forest, Arctic Ring of Life, Australian Outback Adventure, Great Apes of Harambee, National Amphibian Conservation Center and Wildlife Interpretive Gallery, among others.

The BINC sits on six acres of undisturbed natural wetland habitat and provides year-round educational, recreational, and environmental conservation opportunities for the community. It features a turtle habitat with native Michigan turtles and indoor beehive allowing year-round viewing of bee behavior. For more information, visit www.detroitzoo.org or <https://belleislenaturecenter.detroitzoo.org/>.

1.3 Sustainability & DZS “Greenprint”

The Detroit Zoological Society (DZS) is helping to create an understanding of the complex relationships between the natural systems of the living world to support environmental resilience, biodiversity, and universal healing.

Greenprint is our unique green strategic plan that aligns with DZS’s commitment to progressive resource management and environmental leadership. It is the map for our journey toward environmental sustainability.

Please provide a copy of your organizations’ sustainability policy or provide a statement that shows how your organization takes action as it relates to sustainable business practices.

1.4 Commitment to Diversity and Inclusion

Just as we value and celebrate biodiversity, the Detroit Zoological Society celebrates the diversity of our human community. We are committed to ensuring that our programs and facilities are fully accessible to our diverse communities and audiences and that our staff and volunteers reflect the multicultural fabric that is the strength of southeast Michigan. This includes our purchasing practices and the vendors we do business with.

Please provide a copy of your organizations' diversity and inclusion statement or provide documentation that shows your commitment to promoting diversity and inclusion in your business practices. Also, please indicate if your company is MBE/WBE certified.

1.5 Scope of Service (SOS)

The Detroit Zoological Society (DZS) is currently requesting proposals from travel agencies ("Offeror," or "Offerors") with experience and expertise in building travel itineraries. It is important to DZS that we create a unique experience for travelers, and it also supports DZS's vision and mission.

The selected travel agency will be expected to provide a complete itinerary, including but not limited to:

1. International Air Transportation: air provider, date and time of arrival and departure
2. Ground Transportation: ground transportation provider, date, time and location of pickup and drop off.
3. Hotel Accommodations: hotel name, address, date, time of arrival and departure
4. Meals, dates, times, and locations.
5. Destination Research and Planning: provide a unique travel itinerary that aligns with DZS's vision and mission.
6. Please view Exhibit A for destination location

Proposed travel costs will include the following:

1. All applicable hotel gratuities and taxes.
2. International airfare from US.
3. All meals during stay.
4. Provision of bottled water in vehicles (ground transportation) and at meals.
5. Ground transportation, inclusive of highly specialized guide in addition to driver.
6. Travel cost of two DZS experts must be included within the cost of the program.
7. All park, reserve, and attraction entry fees.
8. \$500 per guest contribution to the DZS.
9. Any other amenities that may be required.

The Agency selected will have the capability and resources to prepare travel itineraries, identify the cost per person for the entire trip and identify requirements for the trip (passport, rules regarding luggage, travel, etc.).

1.6 Questions

Questions regarding the RFP should be emailed to the Purchasing Contact's email address indicated in **Item C**, page 2 of this RFP. Questions must be for clarification purposes only. Only questions received by the deadline indicated will receive a response. All correspondence must be in writing. In the event that there is additional information to convey or revisions for the RFP, an addendum or amendment will be emailed to all vendors participating in the bid process. The DZS will respond via email. It is DZS's policy to share all questions and answers with all vendors participating in the competitive bid process. All changes to this RFP will be in writing and will be emailed to all vendors participating in the competitive bid process.

1.7 RFP Interpretation

Interpretation of the wording of this document shall be the responsibility of the Detroit Zoological Society and that interpretation shall be final.

1.8 Insurance Requirements

The organization that receives the bid award for this RFP, and any subcontractor utilized by the Firm, will maintain in force at all times, during the term of a contract with the DZS, insurance of the types customary to the Firm's field of service with minimum coverage levels as indicated below.

TYPE	AMOUNT NOT LESS THAN
Worker's Compensation/Employer's Liability	\$500,000.00
Commercial General Liability Insurance (Broad Form Comprehensive)	\$1,000,000.00 per occurrence \$2,000,000.00 aggregate
Automobile Liability Insurance (covering all owned, hired, and non-owned vehicles with personal and property protection insurance, including residual liability insurance under Michigan no fault insurance law)	\$1,000,000.00 combined single limit for bodily injury and property damage (for Firm's vehicles utilized on DZS grounds)
Professional Liability (Errors & Omission)	\$1,000,000.00 per occurrence

- 1.8.1 The DZS will be an additional insured on the Commercial General and (if applicable) Automobile Liability insurance policies and the certificate of insurance must be issued by an insurance company acceptable to the DZS on the proper ACORD form, including the following provisions:
- The insurer will not cancel or non-renew the insured's coverage without giving thirty (30) days prior written notice to the DZS, and

- ii. The DZS, its officers, agents, employees, and affiliates are included as additional insureds, but only with respect to work performed for the DZS under a DZS Contract.
- 1.8.2 The Firm and any subcontractor agree that the insurance required herein will remain in effect at all times during the Term. In the event said insurance coverage expires at any time or times during the term of this Contract, the Firm agrees to provide, at least thirty (30) calendar days before said expiration date, a new certificate of insurance evidencing insurance coverage as provided for herein for not less than the remainder of the Term. New certificates of insurance are subject to the approval of the DZS, and the Firm agrees that no work or Services will be performed prior to such approval.
- i. The DZS will not be responsible for any premiums, deductibles, or assessments on any insurance policies required by vendor or subcontractor under a Contract.

2. Proposal Instructions

2.1 Proposal Submission

Proposals should be submitted electronically, as Item D, Page 2 indicates. Manual copies will not be considered.

The DZS does not share or divulge proposals with other firms. Proposals are reviewed by the DZS selection committee, which may be comprised of DZS executives, directors, superintendents, managers, board members and DZS legal counsel. Periodically, a subject matter expert is asked to join the selection committee based on the nature of the solicitation. The information will be held in confidence to the extent that the law allows.

- 2.1.1 Proposals Submitted Electronically. All proposals received will become the property of the DZS. The electronic version should be saved as a PDF file. The file name of the PDF should be indicative of the organization submitting the proposal. Firms are asked to email the file.
- 2.1.2 Withdrawal of Modifications of Proposals. Any proposal may be withdrawn or modified by a written request signed by an authorized signer of the firm and received by DZS Purchasing Contact prior to the RFP deadline.

2.2 Mandatory Submission Requirements

The proposal should include the firm's name, mailing address, telephone number, fax number, email address, the name and signature of the firm's authorized signer. In addition, the proposal should include the following:

- A. The firm's full name as shown on the vendor's income tax return, as well as the appropriate federal tax classification (Individual/sole proprietor, C Corporation, S Corporation, Partnership, Limited Liability Company, or other classification identified on the IRS Form W-9

- Please indicate the personnel responsible for writing the proposal.
- Please identify any and all personal and organizational conflicts of interest with the DZS, its personnel, affiliates, or board. If there are no conflicts, please indicate this in the proposal.

2.3 Submission Attestations

By submitting a proposal, the firm attests to all of the following statements:

- Your organization is registered to do business in the State of Michigan, and that the Offeror is not currently suspended, debarred or otherwise excluded from federal or state procurement programs.
- Your organization does not willingly or knowingly hire a person who cannot legally work in the United States. Hiring someone who cannot legally work in the U.S. would constitute a breach of contract and would generate a penalty of 10% of the contract price, per violation, once a contract has been executed.

3. Proposal Format

The list below identifies the format to use when submitting a proposal. The format is designed to ensure a complete submission of information for the DZS to evaluate equally and fairly, in an orderly and timely manner.

- 3.1.1 Table of Contents that identifies the content of each section and the page numbers associated with each section.
- 3.1.2 Cover Letter. Provide a cover letter that is inclusive of the Mandatory Submission Requirement indicated in Section 2.2 of this RFP.
- 3.1.3 References. Provide three (3) references. Be sure to include other zoos, aquariums, museums, or similar organizations as a reference. Indicate the reference contact's name, company name, phone number, email address, type of services your firm provides and the term of service (e.g., days, weeks, months, or years).
- 3.1.4 Financial Stability. Provide a copy of the firm's most recent audited financial statement, or similar document illustrating your financial stability.
- 3.1.5 Capability. Identify the name of the person(s) who will be assigned to the DZS project if your organization receives the bid award. Identify the person(s) relevant qualifications and experience for this type of project.
- 3.1.6 Qualifying Questions. Please answer the questions below so that the DZS may have an accurate understanding of your firm's culture, capabilities, and services.
 - A. What can you tell the DZS about your organization and its culture?

- B. Please identify similar itineraries that you have worked on, and how those experiences would relate to this project.
- C. What do you believe makes your organization stand out from the competition?
- D. Describe the process for creating an itinerary.
- E. Please provide a full list of services offered.
- F. Please describe your organization's commitment to environmental sustainability.
- G. Please describe your organization's commitment to diversity inclusion and accessibility.

3.1.7 Fee Proposal. Please identify your firms costs below for the following areas:

- A. Proposed cost to complete the scope of services as described in Section 1.5 of this RFP for each of the travel destinations listed in Exhibit A.

4. Selection Process

- 4.1 The DZS will review proposals and select a firm based on, but not limited to, the following areas:
 - Sufficient resources, skill sets and experience to service the DZS
 - Relevant experience in similar projects with similar organizations
 - Fees
- 4.2 Selection may be made without further discussion, negotiation, and presentation. Therefore, firms should submit the most favorable terms in response to this RFP (quality, schedule, price, etc.). The DZS reserves the right to request additional information or clarification on any matter included in the proposal response, to enable the DZS to arrive at a final award decision.

Exhibit A
Travel Destinations

PROPOSED INTINERARY OPTION 1

Kenya and Northern Tanzania

DAY 1

DEPART USA - AMSTERDAM

DAY 2

Fly AMSTERDAM- NAIROBI

Overnight at the SAFARI PARK HOTEL NAIROBI (Meals Aloft)

DAY 3/4

SAMBURU/ BUFFALO SPRINGS RESERVES WEDNESDAY

Overnights at the SAMBURU INTREPIDS. (B, L, D Daily)

DAYS 5

OLPAJETA/SWEETWATERS

Overnight at SWEETWATERS TENTED CAMP. (B, L, D)

DAY 6

OLPAJETA/SWEETWATERS

Overnight at SWEETWATERS TENTED CAMP. (B, L, D)

DAYS 7/8/9

FLY TO MASAI MARA/NORTHERN SERENGETI

Overnights at the MARA? (B, L, D Daily)

DAYS 10/11

MASAI MARA/AMBOSELI NATIONAL PARK

Overnights at the AMBOSELI SERENA SAFARI LODGE. (B, L, D Daily)

DAYS 12/13

TARANGIRE NATIONAL PARK

Overnights at TARANGIRE SOPA LODGE. (B, L, D Daily)

DAYS 14/15

NGORONGORO CRATER CONSERVATION AREA

Overnight accommodations to be suggested

DAY 16

NGORONGORO/ ARUSHA / KILIMANJARO/ DEPART

2025 PROPOSED INTINERARY OPTION 2

KENYA ONLY

Trip Between June 30 – September 30

PLACE	HOTEL/LODGE/CANP
Depart USA to Europe	
Europe to Nairobi	Nairobi Serena Hotel or Similar
Nairobi	Nairobi Serena Hotel/ or Similar
Samburu Game Reserve	Samburu Intrepid Camp or Similar
Samburu Game Reserve	Samburu Intrepid Camp or Similar
Sweet waters/ Olpajeta Conservancy	Sweet waters tented Camp or Similar
Masai Mara/ Northern Serengeti	Mara Serena Safari Lodge or Similar
Masai Mara/Northern Serengeti	Mara Serena Safari Lodge or Similar
Masai Mara/Northern Serengeti	Mara Serena Safari Lodge or Similar
Amboseli National Park	Amboseli Serena S. Lodge or Similar
Amboseli National Park	Amboseli Serena S. Lodge or Similar