



Request for Proposals

Provision of Corporate Travel Agency Services

1. Introduction

Catalytic Finance Foundation (Catalytic) is a not-for-profit foundation based in Geneva, Switzerland, with the mission to accelerate the design and deployment of catalytic finance solutions for sustainable infrastructure and businesses. We identify and develop robust project pipelines and deploy technical assistance to support projects to become more investible and impactful. Catalytic seeks to ensure positive social and environmental outcomes in addition to financial returns for impact investors, applying strict environmental and social safeguarding measures and credible methodologies for the measurement and evaluation of positive impacts. In addition, Catalytic incubates and structures blended-finance funds aiming at scaling up and speeding up the implementation of urban infrastructure projects with positive climate impacts.

Given the international scope of its activities, Catalytic regularly undertakes business travel for staff, consultants, and partners. Catalytic therefore seeks to engage a qualified and experienced travel agency to provide tailored, cost-efficient, and reliable corporate travel booking services.

2. Scope of Work

The selected travel agency will be expected to provide end-to-end corporate travel services, including but not limited to the following:

2.1 Travel Booking and Management

- Booking, modification, or cancellation of international and domestic flights, as required.
- Booking of rail or other ground transportation.
- Coordination of complex, multi-leg itineraries.
- Support for group travel and event-related travel.

2.2 Online ad-hoc assistance

- Provision of remote assistance on an ad-hoc basis for all travel-related requests.
- Real-time support for changes, re-bookings, cancellations, or itinerary adjustments, including outside standard office hours;
- Emergency travel support for urgent or unforeseen travel disruptions (e.g. flight cancellations, delays, strikes, or force majeure events)

2.3 Cost Efficiency and Best Rates

- Proactive identification and provision of the best available rates, fares, and routing options, in line with Catalytic's travel needs and policies;
- Transparent pricing, with clear visibility on ticket costs, agency fees, and any applicable charges;
- Advisory support on cost-saving opportunities, flexible fare options, and optimal booking timing;
- No conflict of interest with airlines, hotels, or other service providers that could negatively affect price competitiveness;

- Compliance with Catalytic's internal travel and procurement policies.

2.4 Reporting and Administration

- Monthly or quarterly travel reports (e.g. expenditure/itinerary reports)
- Consolidated invoicing with clear cost breakdowns;
- Advice/support regarding visa requirements, travel restrictions, and entry requirements, as needed;
- Data protection and confidentiality compliance

3. Duration of Contract

The initial contract will be for **12 months**, renewable subject to performance and mutual agreement.

4. Eligibility Criteria

Service providers must demonstrate:

- At least **5 years of proven experience** in providing corporate travel services, preferably for international organisations or NGOs;
- String capacity to service complex international travel across multiple regions;
- Access to global distribution systems (GDS) and a wide network of airline and transport providers;
- Capacity to provide services in English and French (additional languages are an asset)
- Track record in **cybersecurity and data protection**;
- Knowledge of Swiss data protection requirements;
- Transparent pricing structure and commitment to competitive rates;
- Strong client service orientation and clear communication;
- References from at least **two current or recent corporate clients**.

5. Proposal Requirements

Submitted proposals should include the following components:

5.1 Company profile

- Legal name, registration details, and ownership;
- Company address and contact information;
- Overview of the Company, including, but not limited to, years of operation and relevant experience, as well as list of key clients (references may be requested);
- Team composition with CVs of key staff.

5.2 Technical proposal detailing methodology:

- Description of the proposed approach to providing corporate travel services;
- Description of online and ad-hoc support arrangements, including response times;
- Overview of booking tools / platforms used;

5.3 Financial Proposal

- Detailed fee structure, including booking fees, transaction fees, management fees, service charges or other;
- Any additional costs or commissions;
- Currency of pricing;
- Submission Details

6. Submission Details

All proposals must be submitted electronically in PDF format to secretariat@catalyticfinance.org by the **30th of April 2026**.

The subject line should read: *“Tender – Corporate Travel Agency Services – [Company Name]”*.

7. Confidentiality

All information provided in the context of this tender shall be treated as confidential and used exclusively for the purposes of preparing the proposal. Submission of a proposal implies acceptance of these confidentiality conditions.