

Business Travel and mini-competitions

Guidance for mini-competitions during COVID

Lot 1 – Business Travel

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Making the most of your mini-competition

Making the most of your mini-competition and getting the best from the suppliers.

Guidance to ensure you get the best from the TMCs for your business travel program.

10 Top tips for getting the most from your business travel mini-competition

- While we're not travelling it is an ideal time to review your travel program
- Working closely with the TMCs on the framework, we've come up with 10 top tips for you to get the best from your mini-competition, while not duplicating or creating additional work for the TMCs.
- The guidance and tips will make it easier for the suppliers to bid meaningfully, and for you to get the most from your travel partner.



What do you really want from a TMC?

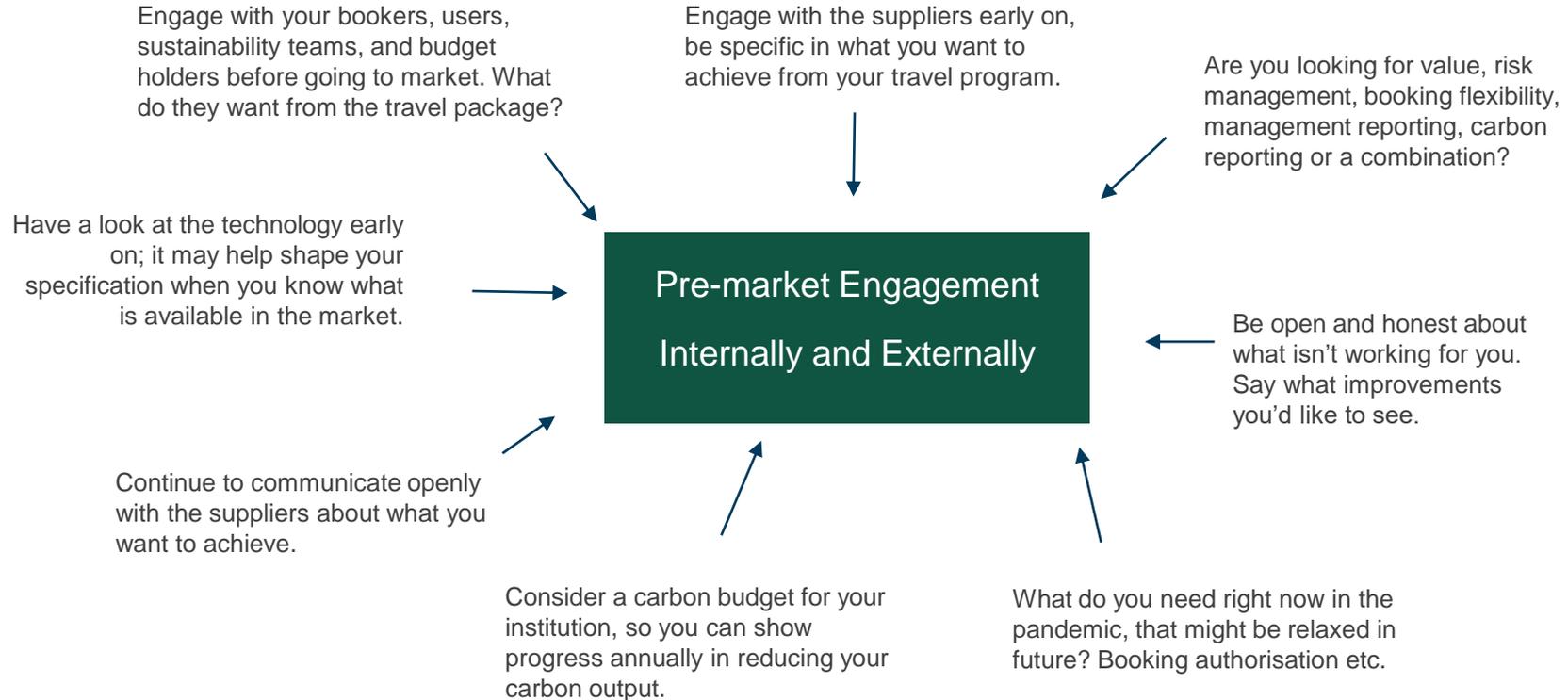
Making and amending bookings is entry level stuff.

The TMCs can offer so much more in terms of lowering passenger risk, carbon reporting and reduction, and management information.

What do you want to achieve?

Travel - 10 top tips

No.1 Pre-Market Engagement



Question style

Are you asking in the right way?

- Do you need questions with long-winded answers, or some 'YES' 'NO' questions? You can ask the winning bidder to provide proof or supporting documentation at award stage.
- Was this already asked at tender stage? The questions are available on HEContracts and it isn't permitted to ask the same questions again.
- Ask questions specific to your needs and your institution's goals and the outputs you want from your travel program.

Size

It really does matter...

- Are your word counts appropriate for what you're asking? A supplier will not be able to showcase their full service offering in just 500 words.
- Similarly, if something can be answered as a YES NO question, don't expect the suppliers to create 500 words to pad it out. Everyone's time is precious.
- **Be mindful of the size of the mini-competition, it should be much quicker, easier and significantly less arduous to complete than the original tender; keep it simple, keep it succinct.**

Technology

There have been a lot of changes...

- Do not scrimp on the time allocated to looking at the technology. The booking systems are extensive and have a lot of functionality
- Bring as many of your end users to view the software as well
- Ask questions, the suppliers are all happy to show you what their technology can do
- Give the suppliers your travel policy, they can customise the technology around your environmental goals and as well risk and cost requirements

Time

Time is precious

- Be realistic
- The suppliers will need a minimum of 4 weeks to pull a decent bid together
- Answer clarifications promptly and don't make significant changes close to the submission date
- Give yourself plenty of time to analyse the submissions
- While standstill isn't mandatory, it is good practice

Cost

The framework already offers really good value in terms of transaction fees, your focus shouldn't be on cost at this stage.

Money isn't everything

This seems somewhat alien to procurement professionals, but the framework already offers really good value.

The transaction fees makes up a tiny proportion of the overall cost.

Your focus should be value, building a relationship with a partner who understands your goals and what you want to achieve from your travel program. Is it environmental improvements? Is it risk management? Is it passenger well being?

You shouldn't asking for any additional rebates or kick-backs.

Response Format

What are you asking the suppliers to submit?

Think about the format of your responses

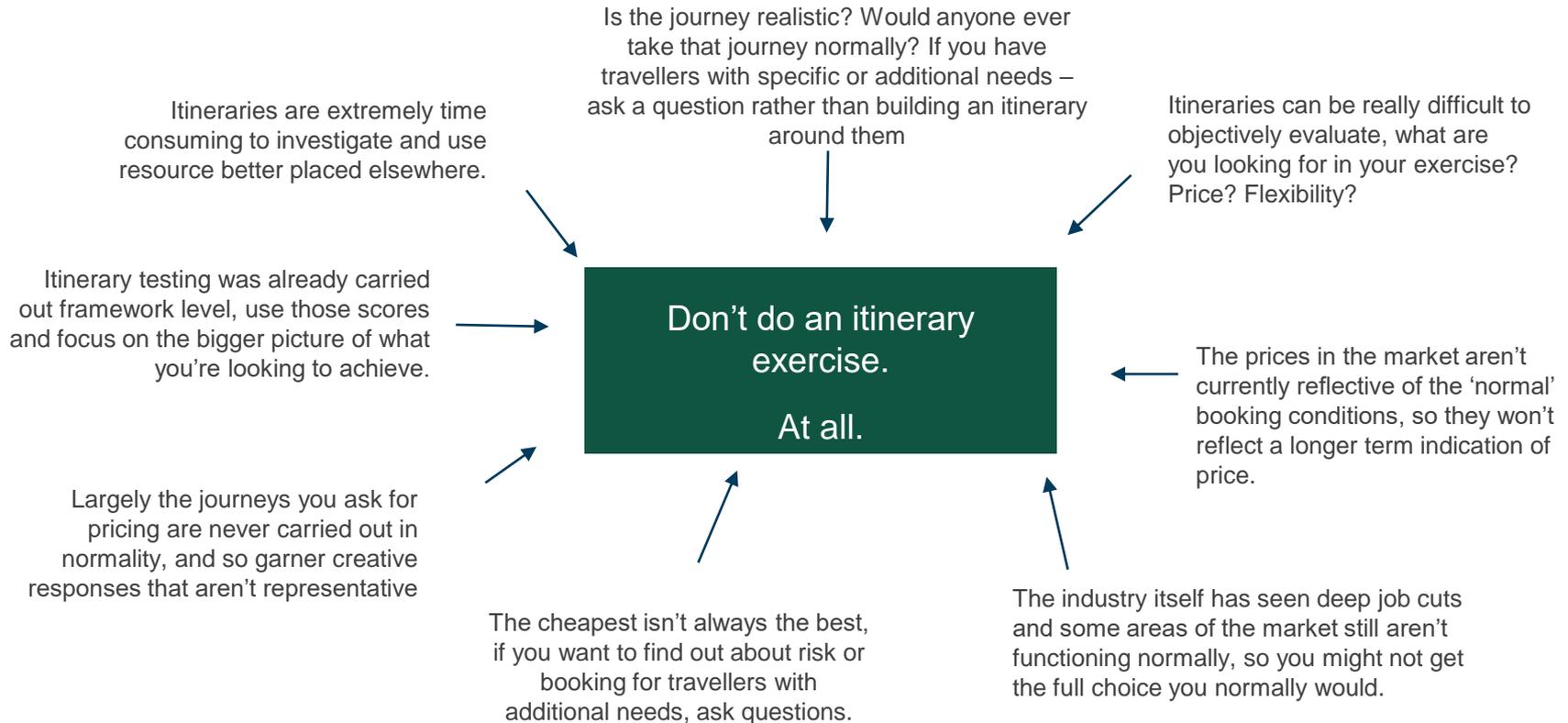
No one wants pages of 'marketing puff' but if you want to fully understand the service offering, you are going to need something more than a submission in Excel.

If you're wanting to understanding a mobilisation program, you need charts and graphics.

Screenshots of technology or process diagrams showing authorisation routes or carbon comparisons need supplementary material beyond what can be included in an excel sheet.

Travel - 10 top tips

No.8 - Itineraries



Weighting

What do you really need to know...

- How much of the original scoring and weighting can you bring forwards from the framework evaluation and save yourself time?
- Which areas are really important for you?
 - Customer service?
 - A named account manager?
 - Reactive dashboards for MI
 - Reducing traveler risk and gaining transparency?
 - Reducing your carbon footprint with better choices?
- Work with your bookers, sustainability managers and insurance teams to decide what is really important for you

Feedback

Everyone improves

- When you've awarded, giving constructive feedback to the suppliers is not only polite after the time they've invested, but helps improve subsequent bid quality.
- You can provide feedback as part of the award letter, but consider a phone call as well to let the suppliers know more detail on their bid.
- Feedback internally to stakeholders to ensure they're bought in with any changes and a new provider.
- Consider reviewing your own processes and lessons learnt from the exercise.

Ten Top Tips

Summary





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