



**ShelterBox**

**REQUEST FOR PROPOSAL**

**SHELTERBOX TRAVEL**

**SERVICES 2024**

**COMPETITIVE BID INFORMATION**

Commercial in Confidence

Proposal Due Date: **8<sup>th</sup> November 2024**





**NO ONE  
WITHOUT  
SHELTER  
AFTER  
DISASTER**

## WHAT WE DO

**ShelterBox is a global community with a shared purpose – no one without shelter after disaster. When homes are torn apart and lives destroyed, we'll be there.**

We provide emergency shelter and aid essentials at times of disaster, conflict and climate crisis. Because shelter is the foundation for life.

A foundation for survival, stability and dignity. Enabling people to take steps towards recovery.

We started over 20 years ago with our iconic green ShelterBoxes. Today, we do much more.

**We listen.** Hearing what people need, creating innovative and tailored support to meet complex situations.

**We support.** Giving emergency shelter and aid essentials. Shelter repair kits, water filters or solar lights. Helping people build, repair or return home.

**And we share.** Using our expertise to support those affected and champion local partnerships and environmental sustainability.

Disaster, conflict and climate change are forcing more people to flee their homes than ever before. We must act now to change this.

For further information visit:  
[www.shelterbox.org](http://www.shelterbox.org)

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## 1. BACKGROUND

This document is a Request for Proposal (RFP) issued by ShelterBox to seek competitive bids for the services of a Travel Services Supplier for a period of maximum 3 years under a Framework Agreement.

As ShelterBox continues to expand its global outreach, the need for reliable, safe, sustainable and efficient travel service providers has become increasingly critical. We seek to partner with travel service providers who can offer comprehensive solutions that streamline our travel processes, enhance the travel experience for our employees, and ensure cost-effective management of travel expenditures. By leveraging the expertise and resources of specialised travel service providers, we aim to achieve seamless coordination of travel logistics, improved compliance with travel policies, and access to innovative travel technologies. This collaboration will enable us to focus on our core business objectives while ensuring that our travel needs are met with the highest standards of service and efficiency.

ShelterBox has a vast range of travel needs which can be explained further in the infographic on page 6. These needs cover both UK and international travel and encapsulate all aspects including accommodation, passenger flights, car hire/drivers, train/tram/underground, taxi, bus or coach, and visas and extras. ShelterBox staff frequently travel overseas for various business purposes, often encountering unfamiliar or higher-risk environments. This travel increases their exposure to security, safety, and health risks, even outside emergency responses or conflict zones.

Travel procedures apply to all staff, trustees, volunteers, contractors, and affiliates traveling on ShelterBox business. Security Plans are mandatory for travel to high-risk destinations as categorised by International SOS, and for any emergency response. Additional security measures may be required based on the nature of the visit or the profile of the traveller. ShelterBox uses third-party sources to assess travel risks, following processes based on International SOS risk levels. It is particularly important to consider safety and security within these travel services, such as the pairs policy <sup>1</sup>and minimising risk for example by traveling in the daylight.

ShelterBox Travel Spend Over 18 Months	e		
	Sum of Spend £	Rank of Spend	Number of Transactions
Accommodation	£ 320,726	1	1559
Flights	£ 262,175	2	350
Car Hire/Drivers	£ 67,021	3	295
Train/Tram/Underground	£ 52,788	4	794
Subsistence	£ 47,963	5	3312
Petrol/Toll/Fuel	£ 30,618	6	523
Taxi	£ 7,321	7	251
Travel Money	£ 5,996	8	54
Parking	£ 2,076	9	189
Misc Travel/Medical	£ 1,994	10	84
Bus or Coaches	£ 1,309	11	77
Visa	£ 198	12	3
<b>Grand Total</b>	<b>£ 800,185</b>		<b>7490</b>

Figure 1- ShelterBox's Travel Spend over 18 months (Estimated)

<sup>1</sup> This policy applies to international travel for response, post-disaster, and business purposes, with the Pairs Policy (no solo travel) mandatory for high-risk destinations and recommended for medium-risk ones. Domestic travel is exempt unless disaster-related, and solo travel is allowed if hosted by a trusted partner with adequate support and security consultation.



## 2. THE REQUIREMENT

### CONTRACT & TERM

#### CONTRACT AWARD

ShelterBox is dedicated to awarding the contract based on a holistic assessment that prioritises suitability, expertise, best value, ethics, and alignment with our organisational values. This may include the possibility of awarding the tender to multiple suppliers, reflecting our commitment to fostering collaboration, expanding expertise, and leveraging the strengths of various partners to achieve our objectives effectively and ethically.

The RFP emphasises confidentiality, the right to accept or reject bids, and potential retendering if viable offers are not received. Corrupt or fraudulent activities are not tolerated, and all information provided must remain confidential. This RFP does not constitute an offer, and ShelterBox is not obligated to award the contract based on this process.

The successful supplier will be required to agree and adhere to ShelterBox's Supplier Code of Conduct (available to view at: [Code of Conduct 2024](#) ).

#### FRAMEWORK AGREEMENT AND NON-EXCLUSIVITY

This Request for Proposal (RFP) is issued as part of a framework agreement. Under this framework, multiple suppliers may be selected to provide the required goods and/or services. It is important to note that this agreement does not grant exclusivity to any single supplier.

The framework agreement allows for the flexibility to engage with various suppliers based on specific needs, ensuring that the best value and quality are achieved for each requirement. Suppliers should be aware that they may not be the sole provider under this agreement and that the contracting authority reserves the right to procure similar goods and/or services from other suppliers within the framework.

#### CONTRACT TERM

The contract term is for an initial period of 2 years under a Framework Agreement, with the option to extend for a further 1 year, thereby providing flexibility for continued collaboration beyond the initial term.

A framework agreement (FWA) is an agreement with a single or group of suppliers to establish terms governing contracts that will be awarded during the period of the FWA. ShelterBox, as contracting authority, does not guarantee any minimum annual spend under FWAs as all purchases will be based on operational needs and activities.

It explains the scope of work, performance metrics, pricing structure, and legal provisions, including terms of payment, termination clauses, and dispute resolution mechanisms, thus providing a structured framework for collaboration while allowing flexibility in project engagement and expenditure. ShelterBox will issue purchase orders or orders placed under a ShelterBox-approved procurement mechanism (collectively referred to as "PO(s)") to Supplier during the term of this Agreement for payment of Services set forth in specific SOWs. Each SOW and all changes thereto shall be coordinated through the applicable ShelterBox representative. Supplier's sole authorisation to perform any Services for ShelterBox is receipt of a SOW and an applicable PO. Each SOW together with its associated PO(s) is a separate contract subject to this Agreement.

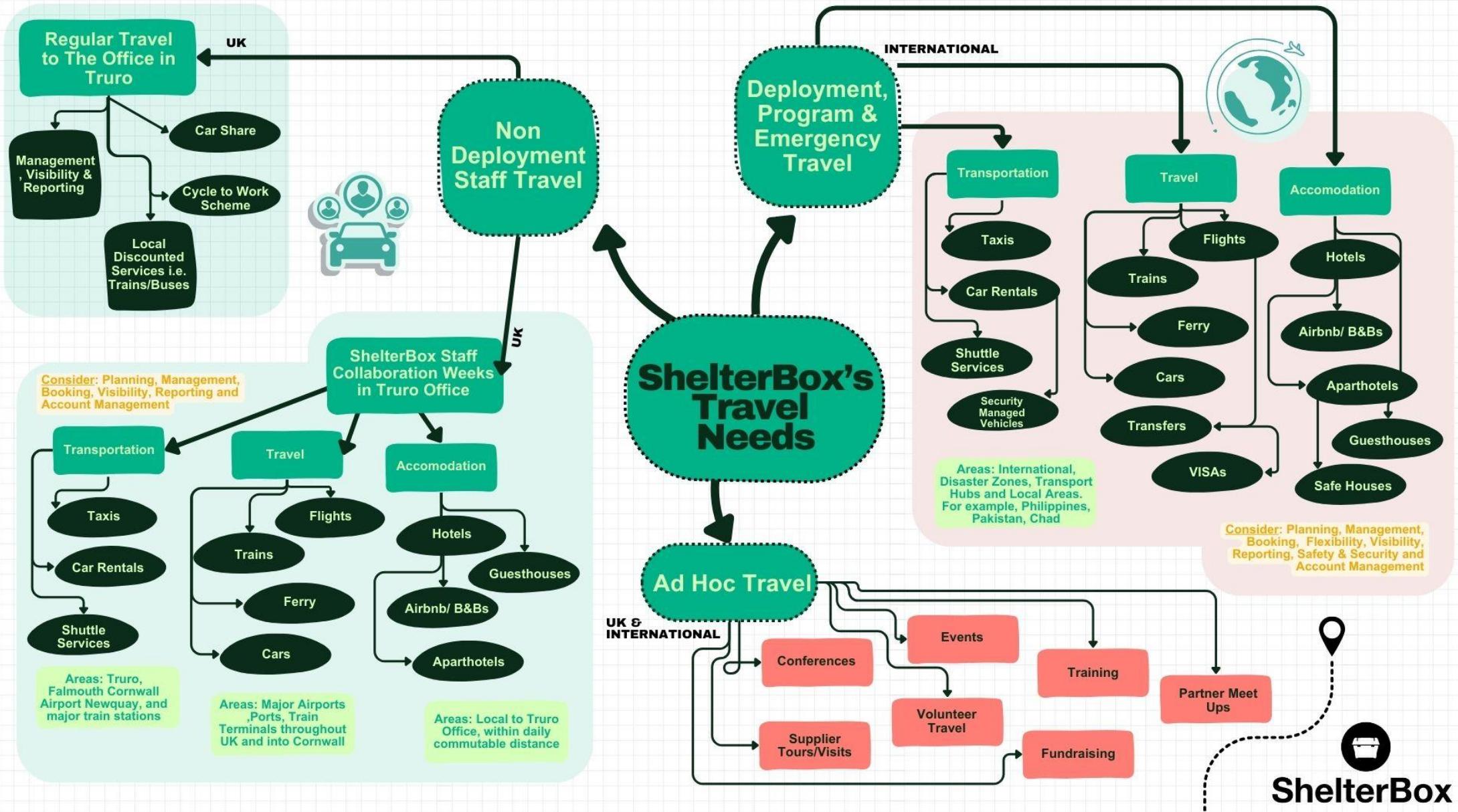


Figure 2 ShelterBox's Travel Needs Infographic

### 3. EXPLANATION OF LOTS

In this RFP, the travel services are divided into distinct lots to streamline the procurement process and ensure specialised service delivery. Each lot represents a specific category of travel services, such as air travel, accommodation, ground transportation, and travel management services. It is important to establish what ShelterBox include and exclude within these lots.

#### Lot 1: Accommodation

##### What it Is:

- ✓ Hotels
- ✓ Airbnb's/B&Bs
- ✓ Safe Houses
- ✓ Guesthouses
- ✓ Aparthotels

##### What it is Not:

- ✗ Luxury Accommodation >£120PPN
- ✗ Unregulated Hostels
- ✗ Temporary Housing

#### Lot 2: Flights

##### What it Is:

- ✓ Domestic
- ✓ International
- ✓ Passenger Flights

##### What it is Not:

- ✗ Business Class
- ✗ First Class
- ✗ Freight
- ✗ Cargo

#### Lot 3: Car Hire/Drivers

##### What it Is:

- ✓ Practical Vehicles- Vans, Mini Vans, Standard Cars
- ✓ Professional/Contract Drivers
- ✓ Armoured Vehicles

##### What it is Not:

- ✗ Luxury Vehicles
- ✗ Chauffeurs
- ✗ Haulage

#### Lot 4: Train/Tram/Underground

##### What it Is:

- ✓ Intercity Trains
- ✓ Regional Trains
- ✓ Commuter Trains
- ✓ Street Trams
- ✓ Subways
- ✓ Underground

##### What it is Not:

- ✗ First Class Travel
- ✗ Monthly Passes
- ✗ Railcard

### Lot 5: Taxi

#### What it Is:

- ✓ Standard Taxis
- ✓ Ride-Hailing Services
- ✓ Airport Taxis
- ✓ One-Way Taxis
- ✓ Round Trip Taxis

#### What it is Not:

- ✗ Luxury Taxis
- ✗ Shared Taxis
- ✗ Outstation Cabs

### Lot 6: Bus or Coach

#### What it Is:

- ✓ Transit Buses
- ✓ Minibuses
- ✓ Intercity Coaches
- ✓ Airport Coaches
- ✓ Charter Coaches
- ✓ Shuttle Bus

#### What it is Not:

- ✗ Luxury Coaches
- ✗ Tourist Coaches

### Lot 7: Visas and Extras

#### What it Is:

- ✓ Business Visa
- ✓ Medical Visa
- ✓ Travel Assistance Services
- ✓ Visa Processing Services
- ✓ Baggage Allowance
- ✓ Currency Exchange Services

#### What it is Not:

- ✗ Tourist Visa
- ✗ Student Visa
- ✗ Work Visa
- ✗ Transit Visa
- ✗ Digital Nomad Visa
- ✗ Retirement Visa
- ✗ Airport Lounge Access
- ✗ Travel Insurance
- ✗ Priority Boarding
- ✗ Concierge Services



## 4. BID REQUIREMENTS

! To ensure a comprehensive evaluation of your proposal, please complete the following sections in detail.

This will help us understand your capabilities and how well you can meet our needs for each lot.

**Your submission should include:**

⇒ **Section 5: Getting to Know You**

Use the questions to provide a detailed business overview, including your company's history, mission, and values.

Highlight your experience and expertise in providing travel services, particularly for humanitarian and charity organisations.

⇒ **Provide Documentation on the below:**

— **Financial Cost/Rate card:** A detailed breakdown of costs, including any additional fees. *Note: All costs should be inclusive of VAT, as we cannot recover VAT, and it represents a genuine cost to us. If the services are provided from outside the UK, please ensure this is clearly stated, as we may need to apply reverse charges.*

— **Service Details:** Specifics about the services you will provide, such as proximity, flexibility, and customer service.

— **The Booking Journey:** How to book, i.e. customer service or portal journey with yourself.

— **Sustainability Practices:** Evidence of your commitment to sustainable practices relevant to each lot.

⇒ **Corresponding Scenarios and Detailed Requirements**

For each lot you are bidding on, address all the provided scenarios and detailed requirements. (End of Document)

⇒ **Table of Lots**

Indicate which lots you are bidding for by ticking the corresponding boxes in the table included on **Appendix A**. Suppliers are not expected to necessarily bid for all lots just those suitable to your business.

LOT	DESCRIPTION	BID
1	Accommodation	<input type="checkbox"/>
2	Flights	<input type="checkbox"/>
3	Car Hire/Drivers	<input type="checkbox"/>
4	Train/Tram/Underground	<input type="checkbox"/>
5	Taxi	<input type="checkbox"/>
6	Bus or Coach	<input type="checkbox"/>
7	Visas and Extras	<input type="checkbox"/>

⇒ **Appendix A: Supplier information and references**

⇒ **Appendix B: Sustainability Questionnaire**

Complete the sustainability questionnaire, providing detailed information on your environmental policies and practices.



This should include measures you take to reduce your carbon footprint, waste management strategies, and any certifications or awards related to sustainability. Sustainability contributes to 10% of the evaluation score.

## 5. GETTING TO KNOW YOU

### BUSINESS OVERVIEW

To help us understand more about you and your services, please provide us with the information below, answering each point with as much detail as you are happy to share.

The information can be presented in a PDF, Word, PowerPoint or Excel format and must be set out under the headers and bullet points below for ease of reference. If you would like to submit in another format, then please let us know beforehand.

### 5.1 YOUR DETAILS

- 5.1.1. Company overview and history
- 5.1.2. Supplier name (Trading and Registered), Company number, registered address.
- 5.1.3. Details of offices and operating locations.
- 5.1.4. Supplier ownership information, including details of Directors and other key office bearers.
- 5.1.5. Details of any current legal actions pending against the supplier or its directors and/or office bearers (if applicable).
- 5.1.6. Relationships with any parent company (if applicable).
- 5.1.7. Details of joint venture arrangements (if applicable).
- 5.1.8. Make up of team/account management arrangements.

### 5.2 YOUR EXPERTISE

- 5.2.1. A description of your core business.
- 5.2.2. Experience in providing travel services demonstrated by reference statements.
- 5.2.3. Areas of Travel Services Offered I.e. Air Travel/Accommodation/Technology Solutions
- 5.2.4. Detailed overview of these Services
- 5.2.5. Key clients and industries served.
- 5.2.6. Information about what you do for existing charity clients (if applicable, and if not given above, and to the extent that you can reasonably say).
- 5.2.7. Technology and tools offered. I.e. dashboards, programs, account access etc.
- 5.2.8. Support and Account Management i.e. 24/7 Customer Service
- 5.2.9. Implementation Plan: A simple outline of the implementation process, including timelines and key milestones.
- 5.2.10. Additional services, products and works provided outside of your core business.
- 5.2.11. Sustainability works throughout your business's practices. For example, carbon offsetting, eco fuel/electric vehicles etc.

### **5.3 FINANCES & STRATEGY**

- 5.3.1. Pricing Structure: Guidance on pricing models, including any setup fees, transaction fees, and service fees.

*All costs should be inclusive of VAT, as we cannot recover VAT and it represents a genuine cost to us. If the services are provided from outside the UK, please ensure this is clearly stated, as we may need to apply reverse charges.*

### **5.4 CERTIFICATIONS AND AWARDS**

- 5.4.1. Details of all relevant certifications held including date of last certification/recertification and details of the certifying body (ISO, FCA etc.).
- 5.4.2. Details of any recent external corporate awards, including the awarding body, if relevant.

### **5.5 POLICIES**

- 5.5.1. Details of relevant policies, including Environmental/ Sustainability, Equality, Diversity & Inclusion, Corporate Social Responsibility, Modern Slavery etc. Copies of policies are to be appended to your response.

### **5.6 AVAILABILITY**

- ⇒ Please detail your availability for a call between 25th November 2024 and 29th November 2024.



## 6. TIMELINE

Suppliers interested in bidding should follow the steps in the timeline below:

### QUESTIONS

You're welcome to ask any questions about this RFP via email.

These can be sent to: [tenders@shelterbox.org](mailto:tenders@shelterbox.org).

Questions can be submitted until **25<sup>th</sup> October 2024**.

### SUBMISSION OF WRITTEN PROPOSAL

Written proposals must be submitted by **4.00 pm on 8<sup>th</sup> November 2024**.

Proposals must be sent to: [bids@shelterbox.org](mailto:bids@shelterbox.org)

When submitting your proposal, please include your availability for a presentation call within the dates set out in the next step.

### PRESENTATION CALL

ShelterBox will review all written proposals and arrange presentation calls with bidders deemed to meet the requirements of this RFP. Calls will take place between **25<sup>th</sup> to 29<sup>th</sup> November 2024**.

**NB:** Following the presentation calls and ahead of the target award date, please be aware that further questions, scenarios and queries may be submitted by ShelterBox to bidders to ensure a comprehensive understanding of proposals is obtained.

### TARGET AWARD DATE

ShelterBox aim to inform all bidders on the outcome of their bids on or by **10<sup>th</sup> January 2025**.

**NB:** Due to national Holidays ShelterBox will have reduced capacity to respond during the last part of December.

### CONTRACTS

ShelterBox aim to complete all contracts with the successful bidder by **31<sup>st</sup> January 2025**.

**NB:** ShelterBox reserves the right to extend or amend the timeline if necessary. All suppliers will be notified of any such amendment.

## 7. SUBMISSION PROCESS

### INVITATIONS TO BID

There will be one supplier for the contract. However, ShelterBox reserves the right to place orders with another supplier for additional requirements if deemed necessary.

This RFP does not constitute an offer by ShelterBox. ShelterBox is under no obligation to award a contract to any bidder because of this tender process.

### SUBMITTING A BID

All responses to this RFP should be submitted as email attachments to [bids@shelterbox.org](mailto:bids@shelterbox.org)

**Please note this is ONLY for the tender submission.**

**All other communication and questions are to be sent to the below contact information.**

Tender submissions inbox only used for tender openings and otherwise is not monitored so please do not be alarmed if you do not receive an immediate response.

### BID PRICING FORMAT

Bidders are required to provide complete and comprehensive pricing for all the requirements in Section 4 of this RFP. All pricing must be provided in GBP.

### AWARD DECISION

ShelterBox plans to award this business to a supplier based upon the suitability of the proposed bid, expertise demonstrated, and best value in meeting the requirements of this RFP.

### RFP UPDATES

ShelterBox intends to provide all suppliers with complete and accurate information about this opportunity. If ShelterBox obtains any additional material information, including responses to individual suppliers' questions that could affect other suppliers, ShelterBox will share this information.

The contents of responses and the provisions of this tender document will be available for inclusion in final contractual obligations. Proposals must be signed by a duly authorised owner, officer or agent of the company submitting the bid.

### NOTIFICATION OF AWARD

ShelterBox will notify the successful bidder on the target award date in Section 6. At this stage, ShelterBox may negotiate with the successful bidder to finalise the offer.

## 8. CONTACT INFORMATION

**Contact:** ShelterBox Tender Team

**Email:** [tenders@shelterbox.org](mailto:tenders@shelterbox.org)

## 9. CONDITIONS OF TENDER

### 9.1. GENERAL

This tender document does not constitute an offer by ShelterBox. Any bid submitted will be regarded as an offer by the bidder and does not constitute or imply the acceptance of any bid by ShelterBox. ShelterBox is under no obligation to award a contract to any bidder due to this tender process.

ShelterBox further advises all suppliers that ShelterBox may accept any bid submitted; however, ShelterBox reserves the right to request best and final offers. ShelterBox may enter negotiations with more than one supplier simultaneously and award the business to any supplier in negotiations without prior notification to any other supplier.

### 9.2. OFFER VALIDITY

Bids shall remain valid for 180 calendar days after the bid submission deadline.

### 9.3. COST OF BIDDING

The bidder is responsible for all costs associated with the preparation and submission of its bid. ShelterBox will not be responsible or liable for those costs, regardless of the conduct or outcome of the tender process.

### 9.4. WARRANTY

The Supplier warrants that the proposed services meet the required specifications set out herein.

### 9.5. BID WITHDRAWAL

The bidder may withdraw its bid after submission, provided that written notice of the withdrawal of the bid is received by ShelterBox.

### 9.6. RIGHT TO ACCEPT OR REJECT

ShelterBox reserves the right to accept or reject any bid, to annul the tendering process, and reject all bids at any time before contract award, without incurring any liability to the affected bidder/s or any obligation to inform the affected bidder/s the reason for ShelterBox's action.

### 9.7. RIGHT TO RETENDER

ShelterBox reserves the right to retender where a viable offer is not presented for any or all parts of this tender.

### 9.8. CORRUPT OR FRAUDULENT ACTIVITIES

ShelterBox will reject a bid if it determines that the bidder has engaged in corrupt or fraudulent practices in competing for the contract/s in question. A bidder suspected to have indulged in corrupt or fraudulent practices risks being prevented from participating in ShelterBox's future procurement opportunities.

### 9.9. CONFIDENTIALITY

All information in this tender document or otherwise provided in connection with this tender is confidential and may not be disclosed, published, or advertised in any manner without written authorisation from ShelterBox. All tender documents remain the property of ShelterBox, and all suppliers are required to return to ShelterBox or delete these documents upon request. ShelterBox and any third parties acting on behalf of ShelterBox will consider the responses to this tender confidential. Suppliers who do not honour these confidentiality provisions will be excluded from participating in future ShelterBox supply opportunities.



## 10. OVERVIEW OF SCENARIOS

### 10. OVERVIEW

The following pages outline various travel service scenarios that incorporate multiple lots to reflect realistic situations for our company. Suppliers are not required to cover all sections of a lot; they may bid on the specific parts they are interested in.

This approach allows for flexibility and specialisation, ensuring that suppliers can provide their best services in their areas of expertise.

#### 10.1. REMINDER OF LOTS

- Lot 1: Accommodation
- Lot 2: Flights
- Lot 3: Car Hire/Drivers
- Lot 4: Train/Tram/Underground
- Lot 5: Taxi
- Lot 6: Bus or Coach
- Lot 7: Visas and Extras

#### 10.2. TRAVEL SCENARIOS

- Scenario 1: Project in Chad
- Scenario 2: Rotary Convention in Singapore
- Scenario 3: Emergency Response in Chile
- Scenario 4: Truro Super Collaboration Week

### 10.3. SUPPLIER INSTRUCTIONS

#### ⇒ Scope of Bid:

- ✓ Suppliers may choose to bid on specific sections within each lot. There is no obligation to cover the entire lot.
- ✓ Clearly indicate which sections of the lot you are bidding for.

#### ⇒ Financial Breakdown:

- ✓ Provide a detailed financial breakdown for each service offered.
- ✓ Prices should be itemised down to the ticket price level.
- ✓ Include your proposed rate (% of total cost) that we would pay for your services.
- ✓ All costs should be inclusive of VAT and If the services are provided from outside the UK, please ensure this is clearly stated.

#### ⇒ Service Details:

- ✓ Describe the services you will offer for each section you are bidding on.
- ✓ Include any unique features or benefits of your services.

#### ⇒ Sustainability Considerations:

- ✓ Outline how your services incorporate sustainability practices.
- ✓ Provide details on any eco-friendly options or initiatives.

#### ⇒ Safety and Security:

- ✓ Address safety and security measures for each scenario.
- ✓ Explain how you ensure the safety and security of travellers.

#### ⇒ Flexibility:

- ✓ Describe the flexibility of your services, including options for changes or cancellations.
- ✓ Highlight any policies or practices that enhance service adaptability.

## SCENARIO 1- PROJECT IN CHAD

### Description

ShelterBox previously responded in 2020, we partnered with the United Peace Organisation (UPO) to respond to flooding in Sudan. We supplied essential shelter materials to over 5,500 people. This followed previous work in 2014, when we responded to flooding in Sudan's West Nile state. In April 2023, long-simmering tensions between Sudan's military and main paramilitary force erupted into violent clashes, risking civil war. Over 550,000 people have fled to Chad from neighbouring Sudan, leaving their homes behind. Many are without adequate shelter. It includes people who were already internally displaced by previous conflicts in Sudan, as well as refugees from other countries that had previously sought safety in Sudan. Many of the refugees are women and children.

ShelterBox has decided to look at a longer-term project in **Chad** to support the assistance more tents and aid.



### Travel Requirements

- ⇒ ShelterBox are sending the Team to Chad for approximately 2 weeks from the dates **12th November to 23rd November**
- ⇒ Team is composed of **4 individuals**. 3 individuals live in Southwest UK and 1 individual lives in Manchester UK.

### Transportation

- ⇒ UK travel
  - Transport to and from Airport in UK
- ⇒ International travel
  - Flights to and from **N'djamena, Chad**.
  - Visas and documentation
  - Border/ Customs clearance
- ⇒ Local in country transportation
  - Airport to accommodation
  - Team will be traveling from capital to the east (Abeche) – need a regional travel permit (for the east- Abeche).
  - On-ground mobility

### Accommodation

- ⇒ Pre Flight-Stay in UK (If necessary)
- ⇒ Short-term stay
  - Team will spend 2 nights at beginning and end of the stay in the **Capital of Chad**
- ⇒ Medium-term stay
  - Team then requires accommodation to the **east (Abeche)** i.e. UN guesthouses.

### Safety and Security

- Risk assessment
- Security measures

### Challenges

- Unpredictable conditions
- Security Concerns
- Underdeveloped infrastructure
- Political Instability

### Objectives

- Efficient deployment
- Effective mobility
- Safety and security considerations are paramount

#### LOTS COVERED

- Lot 1: Accommodation
- Lot 2: Flights
- Lot 3: Car Hire/Drivers
- Lot 4: Train/Tram/Underground
- Lot 5: Taxi
- Lot 6: Bus or Coach
- Lot 7: Visas and Extras



## **SCENARIO 2- ROTARY CONVENTION IN SINGAPORE**

### *Description*

The Rotary International Convention is an ideal event for members of humanitarian aid charities to attend. It brings together global changemakers to brainstorm solutions to pressing challenges, celebrate impactful service, and create lasting connections. Attendees can participate in engaging sessions, network with fellow changemakers, and enjoy the vibrant host city. This convention is a prime opportunity to showcase their work and build enduring relationships. ShelterBox began in 2000 as a Cornish Rotary Club's millennium project. Since 2012, ShelterBox and Rotary have been official Project Partners in disaster relief.

ShelterBox has decided 7 members will go to the official rotary convention in 2025.



### *Travel Requirements*

- ⇒ ShelterBox are sending the Team to the convention for 5 days **24<sup>th</sup> – 28<sup>th</sup> May 2025**. Flights around these can be flexible.
- ⇒ Team is composed of 7 people
  - 4 from **Southwest UK**.
  - 1 person from **North of UK**
  - 1 person coming from **SB Australia**.
  - 1 person coming from **SBOP (Philippines)**.

- ⇒ Local in country transportation
  - On-ground mobility i.e. Contract driver was required to transport the staff to the rotary convention.

### *Accommodation*

- ⇒ Pre Flight-Stay in UK (If necessary)
- ⇒ Short Term Stay
  - Staff will require accommodation for duration of the stay. All needed to meet in Singapore. They all need to be in the same hotel in Singapore

### *Transportation*

- ⇒ UK travel
  - Transport to and from Airport in UK – Car Hire and alternatives
  - Train Travel for 1 person from north of UK
  - Morning flights from London Airports for the UK Staff
- ⇒ International travel
  - UK to Singapore and return flights were required
  - Australia to Singapore and return flights were required
  - Philippines to Singapore and return flights were required
  - VISAs

### *Safety and Security*

- Risk assessment
- Security measures


### *Challenges*

4 people drove up in a hire care together. 1 person on previous day got the train up and needed to stay up in accommodation. 1 person coming from SB Australia. 1 SBOP (Philippines).

Team arrives and find that the hotel has double booked 4 of the 7 rooms booked at short notice and without notifying us because they are hosting other customers for the rotary conference.

### *Objectives*

- Ensure Safe and Timely Arrivals
- Facilitate Effective Collaboration and Networking
- Effective mobility

**LOTS COVERED** 

Lot 1: Accommodation

Lot 2: Flights

Lot 3: Car Hire/Drivers

Lot 4: Train/Tram/Underground

Lot 7: Visas and Extras

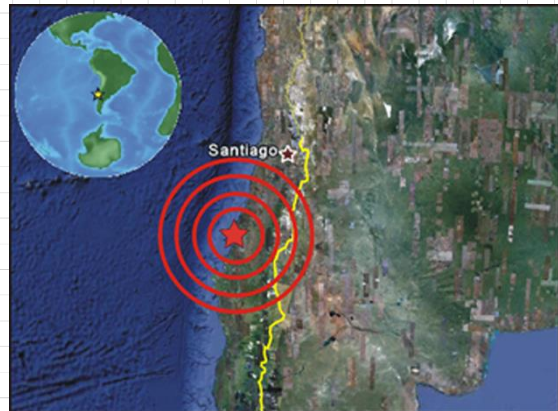


## **SCENARIO 3- EMERGENCY RESPONSE IN CHILE**

### *Description*

Following a devastating 8.5 magnitude earthquake in Chile, ShelterBox is mobilising for an urgent deployment to provide critical relief. The powerful quake has left countless families displaced, with homes reduced to rubble and essential infrastructure severely damaged. Many families are now without shelter, struggling to find a safe place to stay amidst the chaos.

ShelterBox's primary mission is to deliver immediate assistance, focusing on providing temporary housing solutions to those affected. This includes setting up emergency shelters, distributing tents, and coordinating with local authorities to identify safe zones for temporary housing. The team is also working tirelessly to ensure that these shelters are equipped with basic necessities such as blankets, sleeping mats, and hygiene kits.



ShelterBox must urgently send a team of 5 to Chile to provide this relief as soon as they can. Main area most affected is Concepcion.

### *Travel Requirements*

- ⇒ ShelterBox are sending the Team to Chile for 2 weeks from **28<sup>th</sup> November to 12<sup>th</sup> December**.
- ⇒ Team is composed of 5, with 3 individuals in **Southwest UK** 1 in **Liverpool** and 1 in **Leeds UK**.

### *Transportation*

- ⇒ UK travel
  - Transport to and from Airport in UK
- ⇒ International travel
  - Flight to and from **Santiago, Chile**
  - **Urgent VISAs and Documentation**
- ⇒ Local in country transportation
  - On-ground mobility i.e. contract driver and vehicle service to get around.

### *Accommodation*

- ⇒ Pre Flight-Stay in UK (If necessary)
- ⇒ Medium Term Stay
  - Staff will require accommodation for duration of the stay.

### *Safety and Security*

- Risk assessment
- Security measures

### *Challenges*

The flight is routed via Atlanta, Georgia, with a 2-hour connection between flights. The flight from London to Atlanta is delayed meaning the team fail to make their connection.

Accommodation in Chile needs to be close to main affected areas but also in safety of city centre Santiago. This will be the hub for transport and aid meetings.

1 member of the team decides they need to stay for an extended period of 1 week until 19<sup>th</sup> of December.

### *Objectives*

- Efficient deployment
- Effective mobility
- Safety and security considerations are paramount

#### **LOTS COVERED**

- Lot 1: Accommodation
- Lot 2: Flights
- Lot 3: Car Hire/Drivers
- Lot 4: Train/Tram/Underground
- Lot 7: Visas and Extras



## **SCENARIO 4- TRURO SUPER COLLABORATION WEEK**

### *Description*

ShelterBox are excited to announce our upcoming Collaboration Week, a key initiative designed to strengthen bonds within our team and enhance our collective impact. As we prepare for this event, we are seeking your support to ensure smooth travel arrangements for our participants.



Collaboration Week is a bi-annual event focused on fostering teamwork and communication across our organisation. This time, our theme is 'participation,' reflecting our commitment to inclusive and active engagement. The week will feature a mix of planned activities and spontaneous interactions, allowing for meaningful collaboration and reflection. Key highlights include a 90-minute company update with case studies, a communal lunch, team-building activities, optional staff socials, an insightful external speaker, and prioritised in-person attendance with post-event materials shared. We will be welcoming members from our broader ShelterBox team, including colleagues from SBUSA and several Trustees. Your support in facilitating their travel will be crucial to the success of this event

### *Travel Requirements*

- ⇒ Collaboration week is for 1 week between **25th to 29th November**. Mondays and Fridays are given as the travel days.
- ⇒ ShelterBox expects its **55 UK remote workers** to come down to stay along with **3 ShelterBox USA members** and **2 SBOB Philippines members**.

### *Transportation*

- ⇒ UK travel
  - Transport to and from Truro Head office UK
  - Trains/ Internal Flights
- ⇒ International travel
  - Flight to and from **USA and Philippines**
- ⇒ Local in country transportation
  - On-ground mobility i.e. public transport / minibus/coach from hotel to and from Office.

### *Accommodation*

- ⇒ Pre Flight-Stay in UK (If necessary)
- ⇒ Medium Term Stay
  - Remote & International Staff will require accommodation for duration of the stay.

### *Safety and Security*

- Risk assessment
- Security measures

### *Challenges*

Ensuring there are enough available rooms and transportation options to accommodate all 60 people simultaneously. Accommodation is to be within walking distance if not travel will need to be provided.

Coordinating arrival and departure times to ensure smooth transitions and minimise time away from work.

### *Objectives*

Efficient, coordinated and synchronised travel. Providing flexible travel options to accommodate varying schedules. Offering competitive rates and packages to support our budget constraints.

#### **LOTS COVERED**

- Lot 1: Accommodation
- Lot 2: Flights
- Lot 3: Car Hire/Drivers
- Lot 4: Train/Tram/Underground
- Lot 5: Taxi
- Lot 6: Bus or Coach
- Lot 7: Visas and Extras





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