# Part 5: PROPOSAL SUBMISSION FORMS

# Annex 3: TECHNICAL PROPOSAL SUBMISSION FORM RFP 22-3425

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| **Organisational Requirements**  *(Mandatory requirements, failure to provide will lead to disqualification)* | | |
| **Competency Requirements** | **Response** | |
| **Accreditation:** IATA accreditation at least the last 5 year | **Registration details** | |
| Date of business registration: | *[insert date of business registration]* |
| Country of business registration: | *[insert country of business registration]* |
| Registration certificate attached: |  |
| IATA accreditation date: | *[insert date of IATA accreditation]* |
| IATA Certificate attached: |  |
| **Experience:** demonstrated experience and ability to service large corporate clients and international organisations such as SPC. | **Details for three references** | |
| 1. Client organisation name: *[insert name of contact]* | |
| Contact name: | *[insert name of contact]* |
| Contact details: | *[insert contact details]* |
| Value contract: | *[insert value of contract]* |
| 1. Client organisation name: *[insert name of contact]* | |
| Contact name: | *[insert name of contact]* |
| Contact details: | *[insert contact details]* |
| Value contract: | *[insert value of contract]* |
| 1. Client organisation name: *[insert name of contact]* | |
| Contact name: | *[insert name of contact]* |
| Contact details: | *[insert contact details]* |
| Value contract: | *[insert value of contract]* |
| **Personnel:** experienced and capable travel consultants, especially in ticketing and fare computations. | **Travel industry experience of key personnel assigned to SPC** | |
| Manager’s experience: | *[insert details about manager’s experience]* |
| Travel consultants’ experience: | *[insert details about travel consultants’ experience]* |
| **Financial standing:** demonstrated sound financial standing. | **Audited statements from the last 3 financial years (provide link or attach to the technical proposal submission form)**  **Annual turnover for the last 3 years** | |
| 2021:  2020:  2019:  Any international credit rating: | *[mention how audited statements are attached, annual turnover for the last 3 years and any international credit rating]* |
| **Existing capabilities:** demonstrated capacity to handle minimum travel requirements of SPC. | **Existing offices set up** | |
| Countries and centres current offices are based: | *[mention countries and centres where current offices are based]* |
| Agencies/partners in other countries/SPC office locations: | *[mention agencies/partners in other countries/SPC office location]* |

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| **Technical Requirements** | |
| **Competency Requirements** | **Response** |
| **Travel services** | |
| ***Airfares*:** Access to a global network, affiliates and airline agreements at SPC’s main destinations that enables SPC access to the widest variety of airfares offered, including through non-preferred supplier subscribing carriers and special web-fares. The Preferred Supplier will be able to enter into partnership, airline agreements or special arrangements with the main carriers SPC uses (Air Calin; Fiji Airways and United Airways). SPC’s main destinations are in the Pacific, in particular Noumea, Suva, Pohnpei, Port Vila, as well as the transit destinations (Auckland, Sydney, Guam and Tokyo). SPC also undertakes some travel to Europe and Asia, with occasional travel to other locations. All bookings shall be based on the most direct and convenient route and the lowest available semi-flexible (or flexible) fare. Tickets will be issued using known Global Distribution System (such as Amadeus, Galileo, World Span), with in-plant domestic and international ticketing and capacity to issue electronic tickets. |  |
| ***Accessibility*:** Full scope of services at all SPC offices during their office hours. Capacity to provide out of hours support to travellers facing any emergencies or unforeseen delays (including flight cancellations, health emergencies and in country situations) and be available and accessible to rearrange travel accordingly. Given the nature of global travel and the different time zones, this service is to be available 24/7. For the purposes of accessibility, ease of coordination, efficiency of delivery of services and lowering the overall costs of doing business. |  |
| ***Special Travel Requirements***: Some of SPC ‘s travel destinations in the region may have additional special travel requirements apart from air travel such as travel by boat or train to be able to reach the final travel destination. For example, airport transfers need to be arranged in New Caledonia. An additional example is travelling to Tokelau from Noumea which requires 2 or 3 legs by plane to Apia (Samoa) followed by a leg on a freight boat to Tokelau. The Preferred Supplier shall be able to pro-actively identify such additional requirements and be able to provide end-to end ticketing through various modes of transportation. Some travel may require freight arrangements to be made for equipment and meeting documents. |  |
| ***Privileges and immunities:*** The Preferred Supplier is expected to propose a procedure enabling staff and non-staff travelling on an official mission to claim their privileges and immunities: ease of obtaining a visa, mission letter, protection of the diplomatic bag and other privileges granted to diplomats and international public servants, etc. The Preferred Supplier is expected to propose a solution adapted to SPC’s status as an international organisation in line with international standards and practices (UN officials). |  |
| ***Accommodation*:** The Preferred Supplier may be required to book hotels at preferential rates for travellers. Preferred Supplier shall have corporate partnership arrangements with accommodation providers at SPC’s main travel destination to be able to access preferential rates. |  |
| ***Bi-lingual***: SPC staff must be able to interact with the Preferred Supplier in both French and English. This includes correspondence, website, mobile apps and phone calls. |  |
| **Travel management solution** | |
| ***Per diems calculation***: the system must be able to calculate the total value of the per diem for the duration of the travel of the staff member following SPC’s per diem rate tables and entitlements under SPC’s Travel Policy. The system must be able to provide the per diem values in machine readable format for SPC’s payroll cycle. |  |
| ***Travel Records Management***: SPC is required to keep evidence of proof of travel for audit and reporting purposes. The Preferred is expected to propose a digital equivalent evidence of travel, preferably kept in the Preferred Supplier’s system and retrievable through reporting capabilities. |  |
| ***Traveller’s profile***: the Preferred Supplier would maintain in the system personal profile for travellers. The information shall include, travellers’ profiles including seating preferences, details of frequent flier and other loyalty programs, passport details, validity of visas and other travel documents, COVID 19 or other Pandemic related vaccination status, any special requirements. Any collection and storage of personal data (online or otherwise) needs to be in line with SPC’s *Privacy Policy* requirements and be adequately secured and protected against breaches. |  |
| ***Policy compliance****:* The Preferred Supplier will be expected to maintain controls and checks to ensure that all travel undertaken is in compliance with SPC’s Travel Policy for both full-service reservations and online bookings. The Preferred Supplier shall be able to identify potential (or post travel) breaches or noncompliance to the policy requirements such as travellers refusing to accept the most economical route, or request for business class travel without appropriate approval, and immediately alert the traveller and SPC’s travel office. |  |
| **Other services** | |
| ***Luggage:***The Preferred Supplier will negotiate exceptional rates for excess baggage and manage all cases of lost baggage with the airlines until satisfactory resolution and/or final compensation. |  |
| ***Access Airline Lounge and Frequent Flier Programs****:* Capacity to facilitate access for SPC to Airline Lounges at SPC’s main destination airports and manage the Frequent Flier and other loyalty programs for the travellers. Ability to update Frequent Flyer/Seating/ Meal Preferences on reservation and tickets per travellers requirements. |  |
| ***Events Management***: capacity to provide support for SPC organised meetings and events, including hotel reservations (for venue of workshops/meetings, accommodation of participants), facilitating the arrangement of workshops/meetings/trainings, transportation of participants. |  |
| ***Airline Refunds*:** Capacity to process airline refunds for changed/ cancelled travel requirements and credit these to SPC as expeditiously as possible. |  |
| ***Travel Risk Management***: Capacity to proactively manage SPC’s travel risk and to enable travellers to identify any threats before they undertake travel. |  |
| **Reporting** | |
| ***Reporting****:* The bidder shall detail its reporting capabilities, including ability to provide regular reports to SPC on frequent travellers lists; total per diems allocated to a Division / programme / person; refunds; number of travel changes per Division / programme / person; refunds due and settled and complaint analysis. |  |
| ***Service Level Agreement (SLA)****:* The Preferred Supplier will be required to agree on a minimum SLA with SPC. Preferred Supplier will be expected to present regular reports demonstrating compliance with the minimum agreed service standards. Preferred Supplier shall be able to report on (but not limited to) SPC staff satisfaction, availability of systems, responsiveness of the Preferred Supplier ‘s agents, quarterly discussions with SPC’s travel manager about developments in the travel sector and other industry developments. |  |
| ***Social and Environmental Responsibility****:* SPC’s Social and Environmental Responsibility Policy requires it to commit to reducing its own environmental and carbon footprint with the ultimate goal of achieving carbon neutrality and zero waste, by implementing a robust in-house climate and environmental responsibility framework and ensuring that relevant policies are adapted to reflect this approach, including the greening of its procurement and travel policies. SPC’s travel program can have an effect on carbon pollution and as a result, SPC seeks to act as a model purchaser in the region supporting a low carbon economy. Preferred Supplier are encouraged to detail how they can assist SPC in in this regard. Preferred Suppliers shall be able to provide data by Traveller categories, ticket category, total flight, km, origin, destination and stopovers, aircraft type, etc to ease the calculation of CO2 emissions. |  |

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| **For the Bidder:** *[insert name of the company]* |
| Signature:  Name of the Bidder’s representative: *[insert name of the representative]*  Title: *[insert Title of the representative]* |
| Date: *[Click or tap to enter a date]* |