



**Australian Government**

**Department of Foreign Affairs and Trade**

**REQUEST FOR TENDER (RFT)**

**FOR THE PROVISION OF TRAVEL MANAGEMENT SERVICES TO  
POSTS IN THE AMERICA'S**

**RFT#W18**

The timetable below provides the key dates related to this RFT:

<b>Description</b>	<b>Time</b>
<b>Closing Time</b>	<b>4pm Thursday 6 December 2018, Washington USA time</b>
Cut-off date for questions	4pm Thursday 29 November 2018, Washington USA time

**Tenderers are to note: Tender responses must be lodged before the Closing Date.**

The Commonwealth may extend the Closing Time at its sole discretion and will issue an addendum notifying any decision to extend.

**Tenders are to be lodged electronically to the Contact Email:  
Travel.Washington@dfat.gov.au**

All questions and enquiries relating to this RFT must be directed to the Contact Email:  
Travel.Washington@dfat.gov.au

<b>TABLE OF CONTENTS</b>
--------------------------

<b>PART 1: TENDER TERMS AND CONDITIONS.....</b>	<b>1</b>
<b>GLOSSARY OF TERMS.....</b>	<b>1</b>
<b>1 INTRODUCTION.....</b>	<b>3</b>
1.1 Invitation to Tender.....	3
1.2 Contract.....	3
1.3 RFT.....	3
1.4 Governing Law.....	3
<b>2 CONDITIONS OF TENDER.....</b>	<b>3</b>
2.1 Notices and addenda.....	3
2.2 Electronic Lodgement.....	4
2.3 Late Tenders, Incomplete Tenders and Corrupted Files.....	4
2.4 Ownership of Tenders.....	4
2.5 Tender Validity Period.....	5
2.6 Unintentional Errors of Form.....	5
2.7 Ambiguities, Discrepancies, Inconsistencies, Errors or Omissions.....	5
2.8 Part Tenders.....	6
2.9 Additional Material.....	6
2.10 Insurance.....	6
2.11 Subcontractors.....	6
2.12 Prices.....	6
2.13 Disclaimer.....	6
2.14 The Commonwealths Rights.....	7
2.15 Tenderer Costs.....	7
2.16 Public Statements.....	7
2.17 False or Misleading Claims.....	7
2.18 Collusive Tendering and improper assistance.....	8
2.19 Commonwealth Procurement Rules.....	8
2.20 Enquiries.....	9
<b>3 EVALUATION OF TENDERS.....</b>	<b>9</b>
3.1 Overview.....	9
3.2 Security, Probity and Financial Checks.....	10
3.3 Stage 1: Registration of Submissions.....	10
3.4 Stage 2: Screen for compliance.....	10
3.5 Stage 3: Due Diligence.....	10
3.6 Stage 4: Technical Requirements.....	10
3.7 Stage 5: Price Schedule Evaluation.....	11
3.8 Stage 6: Value for Money.....	11
3.9 Referee Checks.....	11
<b>PART 2 STATEMENT OF REQUIREMENT.....</b>	<b>12</b>
3.10 Introduction.....	12
3.11 Scope of Services.....	12
<b>PART 3 TENDER RESPONSE FORMS.....</b>	<b>17</b>
<b>ATTACHMENT A: DRAFT CONTRACT.....</b>	<b>17</b>

## PART 1: TENDER TERMS AND CONDITIONS

### GLOSSARY OF TERMS

<b>Term</b>	<b>Definition</b>
<b>Australian Embassy</b>	The Commonwealth of Australia, represented by the Department of Foreign Affairs and Trade's Australian Embassy in Washington DC
<b>Closing Time</b>	the closing time and date for lodgement of a Tender response specified on page i of this RFT
<b>Commonwealth</b>	Commonwealth of Australia, represented by the Australian Embassy to the United States of America, Washington DC
<b>Contact Email</b>	the Tender lodgement address and the central contact point for all enquiries regarding this RFT
<b>Contract</b>	the proposed terms and conditions documentation that the Commonwealth may enter into with any Successful Tenderer.
<b>Cut-off date for questions</b>	the date and time as specified on page i of this RFT
<b>Evaluation Committee</b>	the Committee formed to assess Tenders against the evaluation criteria, as set out in the Tenderers Response Forms of this RFT
<b>Evaluation Criteria</b>	the criteria against which Tenders will be assessed, as set out in the Tenderers Response Forms of this RFT
<b>Request for Tender (RFT)</b>	this document and including all attachments, addendum and schedules
<b>Statement of Requirement (SOR)</b>	the Services sought in this RFT
<b>Services</b>	the range and quality of travel management services to be provided to the Commonwealth as described in the SOR
<b>Successful Tenderer</b>	the Tenderer selected to enter into a Contract
<b>Tender</b>	an offer submitted for this RFT
<b>Tenderer</b>	an entity who submits a Tender in response to this RFT
<b>Tender Response Form (TRF)</b>	the suite of forms that must be completed and/or executed by the Tenderer, which forms the Tenderers Tender Response

<b>Tender Validity Period</b>	means the period that the Tenderers offer remains open for acceptance
<b>World Bank List or similar List</b>	means a list of organisations maintained by the World Bank in its "Listing of Ineligible Firms" or "Listings of Firms, Letters of Reprimand" posted at: <a href="http://web.worldbank.org">http://web.worldbank.org</a> or a similar list of organisations maintained by other development donors

## **1 INTRODUCTION**

### **1.1 Invitation to Tender**

1.1.1 The Commonwealth invites tenders for the provision of Travel Management Services in accordance with this Request for Tender (RFT).

1.1.2 This RFT comprises:

- a) Part 1 the tender conditions
- b) Part 2 Statement of Requirement
- c) Part 3 Tender Response Forms (TRFs) 1 to 6 inclusive, and
- d) Attachment A and Appendix's 1 and 2 to the RFT.

1.1.3 Tenderers are advised to complete and submit TRFs 1-6, which becomes the Tenderer's offer.

### **1.2 Contract**

1.2.1 If the Commonwealth proceeds to engage a provider at the conclusion of the procurement process, it will enter into a contract with the Successful Tenderer. The contract will govern the legal relationship between the Commonwealth and any Successful Tenderer.

1.2.2 It is proposed that any resulting Contract would have an initial term of three (3) years, with an option to extend for a further two (2) terms, each of twelve (12) months duration, exercisable at the discretion of the Commonwealth.

### **1.3 RFT**

1.3.1 Except for the Tenderer Declaration, this RFT is not a contract between the Commonwealth and any Tenderer, nor an offer to contract. Nothing in this RFT, any Tender, or any conduct or statement made before or after the issue of this RFT is to be construed so as to give rise to any contractual obligations, express or implied, or any obligations in equity.

1.3.2 There is no binding agreement, express or implied between the Commonwealth and any Tenderer in relation to the RFT until a written contract is executed by the Commonwealth and a Tenderer. The final contract will contain the entire agreement between the Commonwealth and the Successful Tenderer.

### **1.4 Governing Law**

1.4.1 This RFT is to be construed in accordance with, and any matter related to it is to be governed by, the law of the Australian Capital Territory. The courts of that Territory have non-exclusive jurisdiction to decide any matter related to this RFT.

## **2 CONDITIONS OF TENDER**

### **2.1 Notices and addenda**

2.1.1 Tenders must be lodged before the Closing Time.

- 2.1.2 The Commonwealth may extend the Closing Time in its sole discretion, and will issue an addendum notifying any decision to extend.
- 2.1.3 In the event the Commonwealth elects to vary or supplement this RFT or change the conditions of tender, it will make reasonable efforts to inform Tenderers by email.
- 2.1.4 The Commonwealth will not respond to any questions from a Tenderer received after the Cut-off date for questions.

## **2.2 Electronic Lodgement**

- 2.2.1 Tenders must be lodged electronically before the Closing Time to the Contact Email address [Travel.Washington@dfat.gov.au](mailto:Travel.Washington@dfat.gov.au).
- 2.2.2 Tenders lodged by any other means including by hand, will not be considered.

## **2.3 Late Tenders, Incomplete Tenders and Corrupted Files**

- 2.3.1 Tenders received after the Closing Time as recorded by the Commonwealth's information technology system will not be considered by the Commonwealth. It is the Tenderer's responsibility to ensure its Tender is lodged and received by the Commonwealth before the Closing Time.
- 2.3.2 Incomplete Tenders, including those with electronic files that cannot be read or are encrypted or password protected, as well as Tenders which the Commonwealth believes to potentially contain any virus, malicious code or anything else that might compromise the integrity or security of the Commonwealth's computing environment, will be excluded from evaluation.

## **2.4 Tender File Formats, Naming Conventions and Sizes**

- 2.4.1 Tenderers must lodge their tender in accordance with the requirements set out in this clause 3.4 for file format/s, naming conventions and file sizes. Failure to comply with any or all of these requirements may result in the Tender not uploading successfully and/or may eliminate the bid from consideration.
- 2.4.2 The Commonwealth will accept tenders lodged that are compatible with Microsoft Windows 7 Enterprise (such as .doc, .docx, .xls, .xlsx or .PDF).
- 2.4.3 The Tender file name/s:
- a) should incorporate the Tenderer's company name;
  - b) should reflect the various parts of the bid they represent, where the Tender comprises multiple files;
  - c) must not contain \ / : \* ? " < > | characters. Check your files and re-name them if necessary; and
  - d) must not exceed 100 characters including the file extension.
- 2.4.4 Tender files:
- a) should not exceed a combined file size of 5 megabytes per upload;
  - b) should be uploaded from a high level directory on a Tenderer's desktop, so as not to impede the upload process; and

c) should be zipped (compressed) together for transmission.

2.4.5 The Commonwealth will accept up to a maximum of five files in any one upload of a Tender. Each upload should not exceed the combined file size limit of 5 megabytes. If an upload would otherwise exceed 5 megabytes, the Tenderer should either:

a) transmit the Tender files as a compressed (zip) file not exceeding 5 megabytes; and/or

b) lodge the Tender in multiple uploads ensuring that each upload does not exceed 5 megabytes and clearly identify each upload as part of the Tender.

2.4.6 If a Tender consists of multiple uploads, due to the number of files or file size, Tenderers should ensure that transmission of all files is completed before the Closing Time.

2.4.7 Tenders must be completely self-contained. No hyperlinked or other material may be incorporated by reference.

## **2.5 Ownership of Tenders**

2.5.1 All Tenders become the property of the Commonwealth upon lodgement. The Commonwealth may copy, amend, extract or otherwise deal with all or part of any Tender for the purposes of this RFT process.

2.5.2 The Commonwealth may disclose the contents of any Tender to its personnel and advisers for the purposes of assisting the Commonwealth with this RFT process. The Commonwealth may at its discretion, seek appropriate confidentiality obligations from those personnel or advisers where such disclosure is made.

2.5.3 Nothing in this clause affects the ownership of intellectual property in any Tender.

## **2.6 Tender Validity Period**

2.6.1 Tenders must remain open for acceptance (valid) for a period of 180 days from the Closing Time.

2.6.2 The Commonwealth reserves the right to extend the Tender Validity Period.

## **2.7 Unintentional Errors of Form**

2.7.1 If the Commonwealth considers that a Tenderer has made an unintentional error of form in its Tender, the Commonwealth may at its sole discretion, permit the Tenderer to correct that error, but will not permit the Tenderer to submit new or different information that would materially alter the original Tender.

## **2.8 Ambiguities, Discrepancies, Inconsistencies, Errors or Omissions**

2.8.1 The Commonwealth will not accept responsibility for any misunderstanding arising from the failure by a Tenderer to comply with the requirements set out in this RFT, or arising from any ambiguity, discrepancy, inconsistency, error or omission contained in a Tender.

## **2.9 Part Tenders**

2.9.1 Tenders offering to provide only part of the Services will not be considered by the Commonwealth.

## **2.10 Additional Material**

2.10.1 Tenderers are advised not to provide an Executive Summary or other additional material such as supporting brochures or promotional material, unless this has been specifically requested in the Scope of Requirement.

## **2.11 Conflict of Interest**

2.11.1 Tenderers must notify the Commonwealth as soon as practicable after becoming aware of an actual or potential conflict of interest, or at any time prior to receiving notification of the award of a Deed or the termination of this RFT process.

2.11.2 If the Tenderer has or may have an actual or potential conflict of interest, the Commonwealth may, at its discretion:

- a) exclude the Tender from further consideration;
- b) enter into discussions to seek to resolve the conflict of interest; or
- c) take any other action it considers appropriate.

2.11.3 The Commonwealth may regard any participant in a consortium who separately Tenders or participates in another consortium tendering in response to the RFT as being a conflict of interest.

## **2.12 Insurance**

2.12.1 The Successful Tenderer will be required to hold and maintain insurance arrangements as requested in the RFT and in accordance with the terms and conditions of the Contract.

## **2.13 Subcontractors**

2.13.1 If any significant aspect of the Services is to be provided by a Key Subcontractor, the details of all proposed Key Subcontractors, their proposed role and responsibilities should be detailed in the relevant TRF in this RFT.

## **2.14 Prices**

2.14.1 A Tenderer's offered pricing for the delivery of the Services is to be inclusive of government charges where applicable and any taxes and duties, with these components separately identified.

2.14.2 Tenderers must seek their own tax advice in relation to this RFT and the draft Contract.

## **2.15 Disclaimer**

2.15.1 Although certain information is contained in this RFT, Tenderers must make their own independent assessment and investigations regarding the subject matter of the RFT. The Commonwealth does not

- a) make any representations or warranties as to the accuracy, reliability or completeness of the information, nor
- b) have any liability under law or otherwise arising from the information, the Tender process or any activity associated with it.

## **2.16 The Commonwealths Rights**

2.16.1 Despite any other provision in this RFT, the Commonwealth retains the right to:

- a) alter, vary or amend any part of this RFT
- b) suspend or terminate this RFT process if the Commonwealth considers it is in the public interest to do so
- c) seek information or clarification from any Tenderer, and/or provide information or clarification to any Tenderer
- d) seek and/or contact any referee, whether or not nominated by the Tenderer
- e) determine a shortlist of Tenderers at any time after the Closing Time
- f) add or remove any Tenderer from consideration at any time after the Closing Time
- g) negotiate or decline to negotiate with any Tenderer, and discontinue negotiations at any time, and
- h) negotiate with more than one Tenderer.

## **2.17 Tenderer Costs**

2.17.1 All costs and expenses incurred by a Tenderer in connection with this RFT, including the costs associated with preparing and lodging a Tender, responding to requests from the Commonwealth, hosting a site visit or presentation, attending interviews or contract negotiations, are the sole responsibility of the Tenderer. For the avoidance of doubt, the Commonwealth will not be, and is not, liable for any lost profit, lost opportunity or other losses of the Tenderer.

## **2.18 Public Statements**

2.18.1 Tenderers must not make any public statements or provide any information to the media or any other third party in relation to this RFT or any contract arising out of this RFT, without the prior written approval of the Commonwealth.

## **2.19 False or Misleading Claims**

2.19.1 If a Tenderer is found to have made false or misleading claims or statements or to have obtained improper assistance connected with the preparation of its Tender or its participation in this RFT process, the Commonwealth may remove the Tender from further consideration.

## **2.20 Unlawful Inducements**

2.20.1 Tenderers, their officers, employees, agents and advisers must not violate any applicable Australian or United States laws or Commonwealth policies in relation to unlawful inducements in connection with the preparation of a Tender or participation in this RFT process.

## **2.21 Collusive Tendering and improper assistance**

- 2.21.1 Tenderers, their officers, employees, agents and advisers must not engage in any collusive tendering, anti-competitive conduct or any similar conduct with any other Tenderer or person in relation to the preparation of a Tender or participation in this RFT process.

## **2.22 Commonwealth Procurement Rules**

Tenderers should be aware that the Commonwealth Procurement Rules (CPRs), as amended from time to time, apply to this RFT process. The CPRs are available at: <http://www.finance.gov.au/procurement/procurement-policy-and-guidance/commonwealth-procurement-rules/index.html>

## **2.23 Disclosure and Confidentiality**

- 2.23.1 The Commonwealth will treat as confidential any information provided by the Tenderer prior to the award of a Contract (other than information in the public domain).
- 2.23.2 Once a Contract has been awarded, the Commonwealth will not keep information provided by the Successful Tenderer confidential unless:
- a) the Successful Tenderer requests specific information which it considers should be kept confidential in its Tender;
  - b) the specific information is by its nature confidential; and
  - c) the Commonwealth agrees to that request.
- 2.23.3 In considering a request for confidentiality, the Commonwealth will consider whether disclosure would cause detriment to the Successful Tenderer or a third party.
- 2.23.4 The Commonwealth will also consider whether confidentiality is supported by the underpinning principles of Commonwealth procurement such as value for money, accountability and transparency.

## **2.24 Application of law and Commonwealth policy**

- 2.24.1 Tenderers are considered to have familiarised themselves with relevant Commonwealth legislation and policies relating to the RFT process including:
- a) Division 70 of the [\*Criminal Code\*](#) which makes it an offence to provide illegitimate benefits for foreign public officials to obtain or retain business;
  - b) Division 137.1 of the [\*Criminal Code\*](#) which makes it an offence to knowingly provide false or misleading information to a Commonwealth entity;
  - c) the [\*Freedom of Information Act 1982 \(Cth\)\*](#) which requires Australian Government departments and agencies to provide access to certain documents in their possession;
  - d) the [\*Auditor-General Act 1997 \(Cth\)\*](#) which allows the Auditor-General to conduct a review or examination, at any time, of any aspect of the operations of Australian Government entities;

- e) the [Ombudsman Act 1976 \(Cth\)](#) which authorises the Ombudsman to investigate the administrative actions of Australian Government departments and agencies and to investigate the actions of certain Australian Government contractors;
- f) the [Privacy Act 1988 \(Cth\)](#) which aims to ensure that contractors and their subcontractors do not engage in an act or practice that would breach the Australian Privacy Principles if done by the Commonwealth. The Privacy Act also imposes obligations directly on contractors and subcontractors to comply with the Australian Privacy Principles;
- g) the [Cybercrime Act 2001 \(Cth\)](#) which criminalises certain computer related activities such as hacking, virus propagation and web site vandalism;
- h) the [Autonomous Sanctions Regulations 2011 \(Cth\)](#). These regulations require anyone who holds assets or funds belonging to a person or organisation designated as a terrorist to freeze immediately those assets or funds. It is an offence to make any assets available to a terrorist. Information about current sanctions regimes and laws is available at: <http://www.dfat.gov.au/sanctions/sanctions-regimes/>, and
- i) the [Work Health and Safety Act 2011 \(Cth\)](#) which requires a person conducting or undertaking a business to ensure the health and safety of all workers and workplaces.

2.24.2 Notwithstanding any other rights, the Commonwealth reserves the right in its absolute discretion to exclude from consideration any Tender:

- a) where any of the Tenderer's personnel have been convicted of, or are being investigated for, a criminal offence;
- b) where the Tenderer is on a World Bank list or similar list or becomes the subject of an investigation or temporary suspension which may lead to it becoming so listed.

2.24.3 The Commonwealth reserves the right to exclude any Tenderer which has been convicted of, or is being investigated for, a criminal offence.

## **2.25 Enquiries**

2.25.1 The Commonwealth will respond to all enquiries directed to the Contact Email in writing, before the Cut-off date for questions.

2.25.2 If the Commonwealth considers that a Tenderer's enquiry may be relevant to other Tenderers, it will publish its response to all Tenderers on a non-attributable basis in the form of an addendum.

2.25.3 Any complaints in relation to the RFT process should be directed in the first instance to the Contact Email as noted on page i of this RFT.

## **3 EVALUATION OF TENDERS**

### **3.1 Overview**

3.1.1 The Commonwealth will evaluate Tenders and identify the Tenderer, which it considers can provide the Services in a manner that achieves best value for money for the Commonwealth.

- 3.1.2 Value for money is a comprehensive assessment that takes into account the value represented by both the technical assessment in the context of the risk profile presented by the Tenderer and its Tender and the cost represented by the price assessment.
- 3.1.3 The questions contained in the Tender Response Forms (TRF) are the evaluation criteria and are not specified in any order of importance. Tenderers should provide a response to the criteria in each TRF, which then forms its Tender. Tenderer's responses to the TRF's is the basis of the evaluation.
- 3.1.4 The Commonwealth is not bound to accept the lowest priced or any Tender.

### **3.2 Security, Probity and Financial Checks**

- 3.2.1 The Commonwealth may perform such security, probity and financial investigations and procedures as it may determine are necessary in relation to Tenderers, their employees, officers, partners, associates, subcontractors or related entities and their officers, employees and subcontractors.
- 3.2.2 Tenderers are expected to provide reasonable assistance to the Commonwealth regarding such checks, including supplying further information as requested.
- 3.2.3 Any omission or failure to provide detailed information will diminish the scoring ability of the submission and may result in the Commonwealth removing the Tender from further consideration.
- 3.2.4 Tenders will be assessed in accordance with the following evaluation process.

### **3.3 Stage 1: Registration of Submissions**

- 3.3.1 A registration of submissions received by the Closing Date and Time. Late submissions will not be accepted.

### **3.4 Stage 2: Screen for compliance**

- 3.4.1 Compliance check to ensure each submission received contains a set of completed TRF's 1 to 6 inclusive. Incomplete or missing TRF's may result in the submission being removed from further consideration.

### **3.5 Stage 3: Due Diligence**

- 3.5.1 An assessment of each Tenderer's responses to TRF's 1 to 4 of this RFT to evaluate the content and the level of risk posed by its:
  - a) legal entity capacity, entity details, referees, subcontractors, financial viability, insurance cover, compliance with the draft Contract provided with the RFT and the signed Tenderer Declaration.

### **3.6 Stage 4: Technical Requirements**

- 3.6.1 Tenders will be assessed against the technical criteria as required in TRF 5: Response to Technical Requirements.
- 3.6.2 Tenders should provide enough detail against each criterion to ensure that the Commonwealth has a clear understanding of the business solution offered and that the complete Statement of Requirements have been addressed.

- 3.6.3 Unclear or contradictory statements will result in a low scoring assessment against those criteria.
- 3.6.4 Presentations and/or site visits may be requested/conducted if required. The Commonwealth has the discretion during the evaluation of Tenders to hold discussions and site visits with any or all Tenderers, including any proposed sub-contractors of a Tenderer, in order to seek further clarification of a Tender.

**3.7 Stage 5: Price Schedule Evaluation**

- 3.7.1 Tenders will be assessed on the pricing details offered in the Tenderers TRF 6 Pricing.
- 3.7.2 The Commonwealth reserves the right to seek clarification on any pricing matters or seek a Best and Final Offer (BAFO) in respect of pricing from Tenderers, if deemed necessary, to determine a clear value for money outcome for the Commonwealth.

**3.8 Stage 6: Value for Money**

- 3.8.1 The Commonwealth will determine best value for money by considering the overall technical worth assessment, the tendered price and the Commonwealth's assessment of all relevant risks.
- 3.8.2 In determining value for money, the Commonwealth will consider:
  - a) the assessment scores through the technical assessment
  - b) the results of referee checks, site visits or presentations (if conducted)
  - c) risks to the Commonwealth posed by the Tender
  - d) the overall whole of life costs, and
  - e) any other matter that the Commonwealth considers relevant.

**3.9 Referee Checks**

- 3.9.1 The Commonwealth may, at its discretion, contact any referee nominated by a Tenderer in its Tender and may seek written or verbal comments from that referee.
- 3.9.2 The Commonwealth may also seek information about any Tenderer from any other source.

**3.10 Tender Clarification**

- 3.10.1 At any stage the Commonwealth may ask a Tenderer to clarify or provide additional information on any aspect of its Tender.
- 3.10.2 Failure to respond to a request for clarification in the manner requested by the Commonwealth will have an adverse impact on the evaluation of the Tender.

## **PART 2 STATEMENT OF REQUIREMENT**

### **3.12 Introduction**

- 3.12.1 The Commonwealth of Australia, represented by the Australian Embassy in Washington, District of Columbia, ('Commonwealth') invites tenders from suitably qualified and experienced travel service providers to provide Travel Management Services on a 24/7/365 basis for its America's region as set out in this Statement of Requirement (SOR) ('Services').
- 3.12.2 The Commonwealth currently manages an in-house accredited Corporate Travel Commonwealth (CTD) within its Embassy in Washington, District of Columbia. The CTD uses the Amadeus GDS to book official travel for Embassy and Consulates-General staff and out-posted officers across North America. The CTD operates during Washington business hours with a third party providing outside-business-hour services.
- 3.12.3 The CTD has entered into arrangements with airlines and vehicle rental firms to achieve discounted rates, commissions or air mile points. Accommodation is booked under the USA Government rates. This model has operated since 1996. Not all travel is booked via the CTD and may be made independently by individual officers.
- 3.12.4 Overall expenditure for FY17/18 was just over US\$9million.
- 3.12.5 The Department of Foreign Affairs and Trade's (DFAT) America's region currently comprises Australian Government diplomatic embassies and consulates in Washington, Chicago, Houston, Los Angeles, New York, San Francisco, Toronto, Ottawa, Vancouver, Honolulu, Mexico City, Brasilia, Buenos Aires, Bogota, Lima, Santiago de Chile, Sao Paulo, and Port of Spain.
- 3.12.6 In tendering this requirement the Commonwealth is seeking to derive economies of scale through aggregation of volume purchasing power, obtain competitive costs, deliver solutions that meets the business needs of the Commonwealth, offers value for money and reductions in administrative costs in the provision of the Services.
- 3.12.7 The Commonwealth is seeking travel arrangements designed to promote simplicity and efficiency for official travel and target the concept of delivering one-stop-shop travel approvals, booking, payment processing and reporting. The Commonwealth is also seeking continuous improvements that benefit the Commonwealth either operationally or financially.
- 3.12.8 Information about the Commonwealth's top travel segments and expenditure are in the attached Appendix 1 - Domestic and International Top 40 pair and Appendix 2 – Expenditure by Travel Mode.

### **3.13 Scope of Services**

- 3.13.1 The Commonwealth has a requirement for 24/7/365 managed travel services for its staff and other Australian Government agency personnel working in its diplomatic Embassies and Consulates (Posts) in the America's region (Services).
- 3.13.2 The Services required by the Commonwealth include booking air travel, ground travel (vehicle hire, rail, ferry, coach, limousine/transfer services) and

accommodation. There is also a need for VIP services for a number of pre-identified individuals. The Commonwealth also requires online booking access and access to dedicated travel consultants to provide high quality travel consultancy services for complex or group travel bookings and to provide VIP services for select Australian Government Officials (ie Ministers and their staff) and the Commonwealth's senior executive service (including Ambassadors and Heads/Deputy Heads of Posts). The Commonwealth also requires the provision of account management services as well as reports to support reconciliation.

### 3.13.3 The Travel Services will include the following:

- Traveller profile management - create, maintain and support a data repository of traveller profiles with customised traveller information and preferences to facilitate efficient booking and payment processes.
- Travel planning – including planning assistance for simple and complex, one-stop and multi-stop itineraries within the Americas and internationally, and estimation of costs.
- Travel approval process – manage and document customer travel approvals prior to booking. The requirements are that:
  - The traveller and supervisor identify a need to travel.
  - The traveller requests quotes from the Contractor.
  - Prior to booking, there must be a documented approval to travel from the supervisor and a documented financial approval from a delegate authorised to commit the expenditure of Government funds.
  - Additional approvals from the supervisor and financial delegate for travel amendments may be required and must be documented if the changes result in expenditure over the originally approved spending limit.
  - The approval process documentation must be available and form part of the reporting process.
- Travel bookings and amendments – use of an online tool and online portal and dedicated travel consultants to deliver the Services, including VIP travel Services and provision of an electronic itinerary. As part of the booking process for each itinerary (noting the data may be different for each itinerary) and for each travel component of the itinerary (i.e. separately for air, rental car, rail, and hotel bookings) be able to document and report individual components for each booking, such as the following:
  - Traveller Department / Agency
  - Amount / Cost – plus tax
  - Description (Traveller Name, Origin and Destination, Travel date, Personnel number)
  - Travel details – type of travel undertaken
- All amendments, including date / time alterations to itineraries, voids and ticket exchanges and cancellation processes should seek to minimise cost to the Commonwealth's diplomatic Posts.
- Account customisation that incorporates lockable fields
- Mobile technology

- Notifications to travellers of any changes as a result of carrier cancellations, weather etc. and rebooking on another available flights.

3.13.4 The Successful Tenderer will be required to provide a dedicated Account Manager as the primary point of contact (Key Personnel) for all matters relating to the Services.

### **Online Booking Tool (OBT)**

3.13.5 The OBT will ideally have the following functionality:

- a) be available 24 hours a day, seven days a week
- b) hosted in a secure technical and physical environment and made accessible via the internet to authorised Commonwealth personnel and to travel bookers and travellers;
- c) allow authorised Commonwealth personnel to have administrator privileges
- d) accessible using desktop and mobile platforms
- e) have mobile device integration and booking functionality
- f) consistent functions across all platforms
- g) have secure login and single sign-on functionality whereby the travel booker is able to use their Commonwealth email address and password
- h) allow travel bookers to join and manage travel profiles
- i) allow travel bookers to make travel bookings for travellers that do not have a traveller profile
- j) allow travel bookers to clearly identify the lowest available option at the time of booking
- k) creating and save a template for regular trips and
- l) viewing and retrieving current and historical booking information and itineraries.

### **Travel Policy**

3.13.6 The Commonwealth maintains a travel policy which requires departmental officials to select the lowest available airfare on a scheduled airline service at the time travel is booked and that meets their practical business needs.

The Commonwealth's air travel policy requires officials to:

- obtain approval for the travel
- be provided a minimum of three (3) quotes for each trip, obtained from a spectrum of airlines not just preferred providers
- select the 'best fare of the day' and
- travel only on approved routes for certain types of travel to and from Australia.

3.13.7 The Commonwealth requires the Successful Tenderer to assist departmental and other Australian Government agency personnel to comply with its travel and

accommodation and car rental policies and guidelines, which may change from time to time. For example, the travel policy may differ depending upon the seniority of the traveller, the travel distance and/or duration, and the Australian Government agency to whom the traveller is attached. The Contractor and its systems must be able to apply different policies to different travellers and in some instances apply different policies to the same individual traveller depending upon the purpose and duration of travel.

### **Reporting Requirements**

3.13.8 The Successful Tenderer will be required to provide accurate reporting capability. Types of reports may include:

- a) travel management reports, including type of travel booked for air, accommodation, car rental, rail and other services
- b) travel expenditure, including total base fare, total taxes, total expense of ancillary and additional charges (ie seat selection), total supplier change fees and total merchant fees
- c) booking volume including bookings using the OBT, bookings using a consultant
- d) transaction fee expenditure including an outline of the booking expenditure (fees and charges paid or payable to the Contractor), split by domestic and international transactions
- e) unused supplier credit and
- f) service level report

Reporting will be required on a weekly and monthly basis and in an agreed format.

3.13.9 It is anticipated that the OBT will provide information for use by authorised Commonwealth personnel, for a breakdown of travel bookings for air class usage (first class, business class, economy), air top city pairs (top 20 domestic and top 20 international), air carrier usage data, accommodation usage data and car rental usage data.

### **Security of information**

3.13.10 The Successful Tenderer will be required to demonstrate that its proposed IT system used to hold information provided by the Commonwealth, including:

- Travel Booking information
- Traveller Profiles, and
- Payment/credit card information

is robust, secure and properly managed to protect against unauthorised access, fraudulent transactions or improper use.

## **Payment**

- 3.13.11 The Commonwealth's preference is payment by credit card.
- 3.13.12 Travel bookings are to be made in the booking location in the local currency.

## **PART 3 TENDER RESPONSE FORMS**

Provided as separate file with this RFT. Tenderers are to complete and submit the TRFs before the Closing Time.

### **Attachments:**

Appendix 1: Domestic and International Top 40 City Pair  
Appendix 2: Expenditure by Travel Mode

### **ATTACHMENT A: DRAFT CONTRACT**

Provided as separate document with this RFT.

