

**Abt JTA Pty Ltd: Request for Proposal (RFP)
Travel Management Services
Investing in Women – IW-RFP-2024-10**

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1. Background

- 1.1 Investing in Women: Women in Inclusive Sustainable Economic Recovery (IW) is a multi-country Australian Government initiative in Southeast Asia that seeks to accelerate women's economic empowerment through increased and equitable opportunities in the private sector, contributing to inclusive, sustainable economic recovery and growth in targeted countries. Our objective is to support women to thrive in the workplace and succeed in business.
- 1.2 Building on the results, partnerships and lessons established under the first seven years of the program, IW's new phase will extend and deepen Australia's contribution to advancing gender equality in Southeast Asia through influencing and growing an ecosystem of policymakers, business leaders, capital providers and women's economic empowerment actors.
- 1.3 Positioning women at the centre of economic resilience and accelerating their economic empowerment is critical to achieving a wide range of sustainable development objectives in Southeast Asia. As the region recovers from the COVID-19 pandemic, gender-sensitive economic recovery strategies will be critical to prevent further deterioration in women's economic empowerment indicators as seen during COVID-19. Focus on an inclusive recovery seeks to harness the productivity, skills, capacity, talent, innovation, and leadership that women offer, and realise the benefits of women's economic empowerment for themselves, their families, and their communities.
- 1.4 IW continues the ambitious agenda of advancing women's economic empowerment through:
 - **Workplace Gender Equality (WGE)** – We support Business Coalitions (BCs) that work with influential businesses on shifting workplace cultures, practices, and policy barriers to achieve workplace gender equality, with member companies together employing more than one million people;
 - **Enabling Policy Reforms** – We support locally identified reform agendas that promote women's workforce participation, generate support for the business case for WGE, and build the case for the value and importance of the care economy to business, the economy and women's economic empowerment;
 - **Campaigns and Communities of Practice** – We support locally driven campaigns in Indonesia, the Philippines, and Vietnam that highlight positive examples of gender equality to strengthen public support for women's economic participation. Through fostering a community of gender equality advocates, IW will continuously build evidence that supports the broader adoption of progressive attitudes and behaviours; and
 - **Gender Lens Investing** – We work to increase investment in Small and Medium Enterprises (SMEs) that disproportionately benefit women in Indonesia, the Philippines and Vietnam. We do so by increasing capital providers' demand for Gender Lens Investing strategies and products, catalysing the supply of financial instruments available to small businesses owned or led by women, and investing in the growth of SMEs that support women through a 'fund of funds' strategy.
- 1.5 Australia's Department of Foreign Affairs and Trade (DFAT) has contracted Abt Global to implement Investing in Women. Abt Global is a mission-driven, global leader in research, evaluation and implementing programs in health, social and environmental policy and international development.

- 1.6 Investing in Women’s will operate until 30 June 2027, with an option to extend for a further six years. Initial countries of focus are Indonesia, The Philippines and Vietnam, with a limited footprint in Myanmar, and with some activities being engaged at a regional level. Further information about Investing in Women can be found on the website: www.investinginwomen.asia.
- 1.7 IW undertakes business activities in Indonesia, The Philippines, Vietnam, and at a regional level. These business activities require a high level of travel and mobilisation / demobilisation of personnel both domestically and internationally. IW is committed to ensuring the safety and security of all those travelling.
- 1.8 Abt JTA Pty Ltd. is the company registered with the Securities and Exchange Commission in the Philippines and is licensed to operate as a representative Office of Abt Global.

2. Objective

IW is seeking the submission of a proposal by a suitably qualified, Philippine-based travel management company (TMC) to undertake the management of IW’s business travel portfolio and assist in the various functions of travel booking, reporting, policy management and account management.

The Statement of Requirements for this Request for Proposal (RFP) is provided at Schedule B. The successful TMC will report to the IW Travel, Events and Administration Manager, based in Makati, Philippines.

3. Timeframe

The indicative timeline for this RFP is as follows:

Action	Date
RFP issue date	10 July 2024
Last date to ask questions on RFP to IW	05 August 2024
Last date for IW to respond to questions	12 August 2024
RFP closing date – proposal submissions due	19 August 2024 (5pm PST)
Anticipated date for shortlisting, evaluation, notification to shortlisted proponents; presentations	20 August to 6 October 2024
Selection, notification to and negotiations/discussions with preferred proponent; due diligence; contracting, execution of contract	7 October 2024 to 15 November 2024
Training	16-30 November 2024
Implementation of new TMC	02 December 2024

Interested TMCs may ask questions of IW in relation to this RFP. Questions must be submitted to procurement@iwa.asia in accordance with the timeframes outlined in this RFP. Please refer to Clause 5.20 below.

IW will undertake a shortlisting of Proponents in accordance with the Evaluation Criteria and Proposal evaluation process set out below. We expect that shortlisted Proponents will be notified via email and invited to present their Proposals to IW. If shortlisted and notified, Proponents must be available to

present during the timeframe advised by IW. IW will publish or notify of changes to the above anticipated timeframes if there are any changes.

4. Evaluation Criteria

Proposals will be evaluated for technical quality and for overall value for money against the below criteria:

Evaluation Criteria	Weighting
1. Servicing capability <ul style="list-style-type: none"> • Suite of services • Accreditations • Hours of operation and after-hours emergency assistance • Global reach 	20%
2. Account management <ul style="list-style-type: none"> • Dedicated account manager and team • Financial procedure suitability • Value add 	20%
3. Technology and system functionality <ul style="list-style-type: none"> • Online booking tool functionality and configurability • Integrated online approvals • Costing and payment functionality • Compliance capabilities • Reporting capabilities • Innovation and development • Integration with iSOS account 	35%
4. Implementation and training <ul style="list-style-type: none"> • Transition and implementation approach • Training availability 	10%
5. Value for Money The Financial Proposal demonstrates that: <ul style="list-style-type: none"> • Proponent provides a clear fee structure proposal based on reasonable and competitive rates that demonstrates value for Money outcomes including strong balance of economy, efficiency, effectiveness and ethics as defined by the Australian Government's Department of Foreign Affairs and Trade: https://dfat.gov.au/aid/who-we-work-with/value-for-money-principles/Pages/value-for-money-principles.aspx 	15%
Total	100%

If a Proponent is shortlisted and asked to give a presentation to IW, the meeting will be an opportunity for the Proponent to present their Proposal directly, to respond to and discuss questions raised by IW and to demonstrate their capabilities and system functionality are meeting the requirements for this service.

5. Proposal Requirements

5.1 All Proposals must be submitted in English.

- 5.2 Proponents must submit their Proposal using the Proposal Forms provided in this RFP documentation (**Annex 1**, Schedules A – C):
- (a) **Proponent Declaration and Submission Form** as contained in **Schedule A**;
 - (b) **Proposal for Travel Management Services** as contained in **Schedule B**; and
 - (c) **Financial proposal** in the form provided at **Schedule C**, also addressing any financial and costing requirements set out in Schedule B.
- 5.3 Detailed written proposal to provide services addressing the Statement of Requirements at **Schedule B (maximum page limit of 12 pages)**;
- 5.4 All Proposals and any accompanying or subsequent documentation submitted under this RFP become part of the Proposal Process.
- 5.5 The Proposal validity period is 180 days (unless otherwise negotiated).
- 5.6 Proponents accept that their failure to provide all requested information, at any stage of the Proposal Process, may result in their Proposal being excluded from further consideration.
- 5.7 It will be presumed that, by submitting a Proposal for Travel Management Services, the Proponent agrees to the Proposal Conditions.
- 5.8 All Proposals must be conducted in a manner that are non-collusive and does not represent deceptive or corrupt behaviour. Abt Global/IW have a zero tolerance to such behaviours. Any and all conflicts of interests, or those that may be perceived as a conflict, are to be identified during the Proposal Process.

Proposal Submission

- 5.9 Proposals must be submitted electronically to procurement@iwa.asia, before the Proposal Closing Time and Date, using the subject line: **"Investing in Women: Travel Management Services."** All Proposals must be received in PDF format attached in the email.
- 5.10 **The request for proposals will close at 5:00 pm Philippine Standard Time, 19 August 2024.**
- 5.11 It is the responsibility of Proponents to ensure that their proposal submission, including all attachments, has been received in the above email inbox, prior to the Proposal Closing Time and Date. Any Proposal received after the Proposal Closing Time and Date will be considered a late submission. **IW will reject all Late Proposals.** IW recommends that Proposals are formally lodged earlier than the nominated Proposal Closing Time and Date, in the case of telecommunications issues. IW will not be responsible for any large files that are rejected by email servers. It is suggested to compress all media images to limit overall file size.

Proposal Evaluation Process

- 5.12 The Evaluation Panel will assess the Proposal submitted in response to this RFP. This panel will consist of members of the IW team and may include an external evaluator as appropriate.
- 5.13 The Evaluation Panel will undertake a shortlisting of Proponents in accordance with the Selection Criteria as set out in clause 4.

- 5.14 Proposals will be assessed against the Selection Criteria as set out in clause 4 and proponents may be notified via email and invited to present their Proposals to the Evaluation Panel.
- 5.15 Material tendered in response to one selection criterion may be used in the evaluation of other selection criteria.
- 5.16 The Evaluation Panel will prepare an Evaluation Report Assessment and make a final recommendation. Any decision will be at the discretion of IW and in accordance with the nominated criteria and technical advice.
- 5.17 Unsuccessful Proponents will be notified in writing. The decision of IW is final. IW on the evaluation process, if requested by an unsuccessful Proponent, may be provided for purposes of courtesy and quality improvement only. No further correspondence from IW will be undertaken, on the basis of this feedback and RFP process.
- 5.18 The preferred Proponent will enter the stage of contract negotiations.

Questions during the application process

- 5.19 Parties invited to this RFP may register their intent to submit a proposal by clicking this link - **REGISTRATION** (or copy link - <https://forms.office.com/r/NHpaXMBsnV>) This will allow IW to provide you with any updates, if any, prior to the Proposal Closing Time and Date. Parties that have not registered their interest may still submit Proposals but will not receive updates prior to the Proposal Closing Time and Date.
- 5.20 IW will host an online information session tentatively scheduled prior to 31st of July 2024 to provide a live platform for clarifying questions. Interested parties who wish to attend this online meeting should register not later than the 19th of July 2024.
- 5.21 It is strongly encouraged that questions be raised at the information session offered above as soon as possible. However, proponents may also raise questions outside the above information session by emailing their queries to procurement@iwa.asia, not later than the **5th of August 2024, 5:00 pm Philippine Standard Time**, with subject line: **"Investing in Women: Travel Management Services – Query."** IW reply to emailed queries may be expected not later than the 12th of August 2024.
- 5.22 IW reserves the right to issue or publish responses and answers to clarifications to all registered Proponents. Responses will be de-identified. Notification will be provided to all Proponents via the contact details of the Nominated Representative at the time of registration.

Proponent Costs

- 5.23 IW is not responsible for any costs that may be incurred by any Proponent in responding to this RFP. Proponents are responsible for their own costs, related to their submission of this RFP, including:
- (a) All the arrangements and obtaining and considering all information relating to the RFP preparation; and
 - (b) Preparation and lodgement of the Proposal including any cost incurred related to travel arrangement or any other costs (e.g. communications cost).

Negotiation and Contracting

- 5.24 Abt Global will clarify any areas for final agreement through a clarification and negotiation process that is transparent and accountable. Any agreement will be subject to the clauses negotiated and agreed.
- 5.25 An Abt Global Contract will be issued to formalise the Investing in Women: Travel Management Services contractual arrangement. The fee structure payable under the agreement will be detailed in the final agreement document.

Abt Global Rights

- 5.26 Abt Global reserves the right in its absolute discretion at any time to:
- (a) Terminate this proposal, or cease to proceed with this proposal, change the structure and timing of the proposal, or vary or extend any detail in this proposal at any time;
 - (b) Seek clarification of non-conforming proposals or request additional information or clarification, or provide additional information or clarification;
 - (c) Negotiate with any one or more Proponent;
 - (d) Perform such security, probity, and financial investigations and procedures as Abt Global may determine are necessary in relation to any Proponent, its employees, officers, partners, associates, sub-contractors or related entities including consortium members and their officers, employees and sub-contractors. Proponents should promptly provide Abt Global with such information or documentation that Abt Global requires in order to undertake such investigation. A Proposal may be rejected by Abt Global if the Proponent does not promptly provide, at its cost, all reasonable assistance to Abt Global in this regard or based on the outcomes of the investigations or procedures. Abt Global may also make independent enquiries about any matters that may be relevant to the evaluation of a Proposal;
 - (e) Call for new proposals;
 - (f) Accept or reject any Proposal, and to cancel the Proposal Process and reject all Proposals, at any time prior to the award of Contract, without thereby incurring any liability to the affected Proponent(s);
 - (g) Assess or reject a non-conforming proposal. Abt Global will not enter into any correspondence or discussion about a decision to assess or reject a non-conforming proposal;
 - (h) Seek clarification of, and negotiate the terms included in, short-listed proposals after the proposal closes. These discussions will be documented and form part of the proposal for evaluation purposes;
 - (i) Exclude from consideration any Proposal if the Proponent or one of its related entities is listed by The World Bank on its "Listing of Ineligible Firms" or "Listing of Firms Letters of Reprimand" posted at www.worldbank.org (the "World Bank List");
 - (j) Exclude any individual or entity determined by the Minister for Foreign Affairs under the Charter of the United Nations Act 1945 and/or listed in regulations made under Division 102 of the Criminal Code Act 1995. Further information about listed persons and entities is available from the Department of Foreign Affairs and Trade website at www.dfat.gov.au;
 - (k) Exclude any individual or entity excluded by any other donor of development funding on a list similar to the World Bank List; and
 - (l) Terminate any negotiations being conducted at any time with any Proponents for any reason.

- 5.27 Unsuccessful Proponents will have no redress against Abt Global or IW, regardless of any addition or amendment to any Proposal Conditions in these circumstances.
- 5.28 This RFP does not give rise to a binding contractual relationship between Abt Global and any Proponent.

Confidentiality

- 5.29 The contents of this RFP together with all other information, materials, specifications or other documents provided by Abt Global or the program, or prepared by respondents specifically for them, shall be treated at all times as confidential by the respondents. Respondents shall not disclose any such information, materials, specifications or other documents to any third parties or to any other part of the respondents' group or use them for any purpose other than for the preparation and submission of a response to this RFP, nor shall respondents publicise the name of Abt Global or the program, or this project, without the prior written consent of Abt Global. Abt Global and the program confirm that they shall treat all information provided to them by the respondent as confidential and further confirm that such information will not be disclosed by them group to any third parties, other than their advisers and consultants.
- 5.30 Respondents shall ensure that all third parties to whom disclosure is made shall keep any such information, materials, specifications or other documents confidential and not disclose them to any other third party except as set out in clause 5.29.
- 5.31 Respondents must seek the approval of Abt Global before providing to third parties any information provided in confidence by Abt Global or the program or their professional advisers and must maintain a register of all employees and third parties who have access to such information. If so requested by Abt Global, respondents must make such a register available for immediate inspection by Abt Global or its duly authorised representatives.
- 5.32 The names of respondents submitting their interest will not be made available to other respondents. All firms/consultants will be required to maintain confidentiality with respect to their own submission and should not seek details of competing submissions.

Warning and Disclaimer

- 5.33 Nothing contained in this RFP or any other communication made between Abt Global or their representatives and any party shall constitute an agreement, contract or representation between Abt Global and any other party (except for a formal award of contract made in writing by Abt Global). Receipt by the respondent of this RFP does not imply the existence of a contract or commitment by or with Abt Global for any purpose and respondents should note that this RFP may not result in the award of any business.
- 5.34 Abt Global reserves the right to change any aspect of, or cease, this RFP and subsequent proposal process at any time.
- 5.35 The information contained in this RFP is subject to constant updating and amendment in the future and is necessarily selective. It does not purport to contain all of the information which a respondent may require. While Abt Global and the program have taken all reasonable steps to ensure, as at the date of this document, that the facts which are contained in this RFP are true and accurate in all material respects, Abt Global and the program do not make any representation or warranty as to the accuracy or completeness or otherwise of this RFP, or the reasonableness of any assumptions

on which this document may be based. All information supplied by Abt Global or the program to the respondents, including that contained in this RFP, is subject to the respondent's own due diligence. Abt Global and the program accept no liability to respondents whatsoever and however arising and whether resulting from the use of this RFP, or any omissions from or deficiencies in this document.

- 5.36 Abt Global or IW may exclude any respondents from this process who have been found to be in breach of confidentiality and may pursue any remedy or take any other action for breach as it considers appropriate.

ANNEX 1 – PROPOSAL FORMS, SCHEDULES A – C

Schedule A: Proposal Submission Form

To Investing in Women,

[Insert name], on behalf of [insert organisation's name],

Address: (Insert Organisation address)

Phone Number: (Insert Organisation phone number)

Email Address: (Insert Organisation email)

- a. Offer to undertake the Travel Management Services for Abt JTA Pty Ltd – Investing in Women as defined in the Request for Proposal (RFP) documentation on the terms described in the RFP and the particulars and price set out in the enclosed Proposal submission including the financial proposal;
- b. In consideration of IW promising to consider our Proposal, will keep this offer open for a period of hundred twenty (120) calendar days after the close of proposals;
- c. State that we have not prepared our submission with the benefit of information obtained from current or former employees of Investing in Women or Abt Global, or DFAT in circumstances that constitute a breach of confidentiality or fidelity on the part of that person; or with the benefit of information otherwise improperly obtained;
- d. State that we have not prepared our submission with the benefit of any information obtained from any other potential Proponent or competitor for the services outlined in this RFP;
- e. Understand that Abt Global has no liability to pay the Proponent, or any other person, and is not liable for any compensation on the basis of any quantum meruit or any other contractual, quasi contractual or restitutionary grounds whatsoever as a consequence of any matter or thing relating to, or incidental to the Proponent's participation in this RFP;
- f. Confirm that the nominated personnel within this proposal are available for the duration specified in our proposal, which aligns with the requirements of the Terms of Reference;
- g. Confirm that we are not aware of any present, or potential Conflict of Interest that exists as a result of us submitting this proposal, or entering into an agreement with Abt Global for the provision of these services;
- h. Confirm that we have disclosed below (to the best of our knowledge) any matter that may materially affect our performance of the contract, including but not limited to: security, probity or integrity issue, including current or pending investigations or enquiries by any government, law enforcement, or regulatory body; financial capacity and viability to perform the services; and
- i. Nominate the following person as our representative for executive negotiations:

Representative's Name: _____

Position Title: _____

DATED this _____ day of _____, 2024

SIGNED for and on behalf of

(Insert Organisation Name)

Signature of Authorised Signatory

Name of Authorised Signatory

In the presence of:

Signature of Witness

Name of Witness

Schedule B: Travel Management Services Proposal

IW is seeking Proposals from suitably qualified, Philippine-based vendors to undertake the management of its business travel portfolio. This Statement of Requirements (SOR) outlines IW’s minimum needs, preferences, and functionality requirements for the services to be provided by the successful travel management company (TMC). In their Proposals, Proponents must address this SOR and detail how they are willing and able to meet these requirements.

Proponents must provide detailed responses covering the information as set out in section 1-2 below. In their Proposal, Proponents must demonstrate their ability and commitment to provide services to IW that meet the requirements set out below.

PLEASE NOTE: The response should not exceed **12 pages** (excluding allowable Annexes).

The following template must be followed:

1. ORGANISATION DETAILS	
Name of Organisation	
Registered legal entity number¹	
Place of registration	
Contact Details:	
Name of Nominated Representative	
Position Title	
Office Address	
Phone	
Email	
Social Media and website	
Name of Nominated Negotiation Representative	
Position Title	
Phone	
Email	

¹ Attach a copy of your business registration to your proposal submission.

2. PROPOSAL DETAILS (max. 12 pages)

A. Servicing capability

This section should cover the following:

Suite of services

- The TMC must provide full, prompt, accurate and expert international and domestic travel products, and services via knowledgeable, experienced and appropriately trained staff within the corporate travel industry – on a scale to support IW's business needs for:
 - Domestic and international airfare reservations and bookings;
 - Domestic and international accommodation reservations and bookings;
 - Transfers – airport and hotel and, as required;
 - Visa services – support and advice (occasionally for new or infrequent travel locations); and
 - Other – additional travel management and related services.

Accreditation

- Proponents must provide evidence of accreditation from relevant bodies including the International Air Transportation Association (IATA) to represent, provide and sell these services.
- Proponents must provide proof and/or references to demonstrate experience providing services comparable to those sought in this RFP for large corporate or government clients with diverse geographic areas.
- Proponents must provide certification or evidence that they have been in the corporate travel management business for a minimum of 5 years and have handled accounts with approximately AUD\$1,500,000 in annual corporate travel volume.

Hours of operation and after-hours emergency assistance

- The TMC must be able to provide travel services during IW's core business hours, from 8am to 6pm Manila time, Monday to Friday. and IW expects that the account management team be available to service its requirements during these normal business hours.
- The TMC must also provide an outside of business hours service for emergency travel bookings or at which they can be contacted by travellers in the event that they experience travel booking related issues whilst they are travelling.
- Proponents must describe their ability to service these requirements and also detail their approach and standards for service and responsiveness for both core business hours and after-hours.

Global reach

- The TMC must be able to provide travel services for destinations all over the world.
- A majority of IW's travel volume is for international destinations in the Southeast Asia region, including departures and arrival to and from Australia, Indonesia, Myanmar, the Philippines, Taiwan, Thailand, and Vietnam.
- IWs travel requirements may also include areas outside of the countries listed above to attend to business activities that occasionally take place in other locations.
- IW has provided a summary of its travel data for 8 years (**Annex 2**). Proponents must outline their global reach and ability to service IW's travel needs in all the given regions and locations.

B. Account management

This section should cover the following:

Dedicated service

- The TMC must provide a dedicated account manager to liaise with the IW in-house Travel Manager over the course of the contract.
- Proponents must describe their account management program and provide an overview of the account management team they propose to manage the IW account that details their suitability and experience. The account management team to be assigned to IW must have strong relevant experience of at least 7 years in servicing travel requirements of various clients.
- The TMC must provide a dedicated email inbox or alternative arrangement that serves as a direct line of communication for IW.
- IW expects no diminution in service as a result of the TMC's employee turnover. Proponents must explain how their company manages covering key staff whilst they are on leave and when there is turnover of staff and, if possible, include statistics on attrition rate and time to replace through recruitment actions.
- Proponents must detail their usual approach to service level accountability and how they propose to be accountable for the services provided to IW. Proponents should provide a sample Service Level Agreement (SLA).

Financial procedure

- The nature of IW's work requires constant budget forecasting and financial reporting to stakeholders. The TMC must be able to provide an invoicing and account settlement process that is as efficient and seamless as possible.
- Proponents must describe their end-to-end invoicing and payment process and provide details of any configurability within the process (including as it may pertain to costs passed through from third parties, such as hotels).
- Proponents must also describe any quality assurance (QA) function existing or available between the point of booking and the point of payment that can assist in minimising incorrect invoicing and deviations from costs as itemised and agreed in a costed itinerary.
- It is preferable that the TMC can provide a 30-day trading account and/or credit card (CC) facility.
- Proponents should outline their line of credit facility, credit and refund facility for cancelled airfares, hotel bookings etc.

Value add

- The TMC will be required to assist in maximising cost effectiveness, producing demonstrable savings and efficiency. Proponents must outline how they would improve IW's return on investment (ROI) or cost-effective management of the travel process.
- The TMC will also be required to acquire a thorough understanding of Abt Global's travel management principles (which will be provided an orientation) and observe them as they provide services to IW. A key differentiator for Proponents will be their ability to consistently source the least expensive logical itinerary obtaining the best discounts possible for IW. Proponents should describe what strategies they would implement to achieve this for IW and ultimately to reduce spend.
- Proponents should include any relevant additional information regarding unique services and added value which may be offered to IW and its travellers, such as special hotel rates, airline lounge membership options, saved traveller profiles etc.

C. Technology and system functionality

This section should cover the following:

Online booking tool

- The TMC must subscribe to and use a recognised Global Distribution System (GDS) for all costed itineraries and eTickets. It is preferable that the TMC has access to a GDS and subsequent online booking tool with capability to issue instant costed and itemised itineraries. Proponents must outline their systems.
- IW's compliance framework often requires approvals to be given and documented as part of the travel booking and spend procedure. Proponents must address their ability to integrate approval requirements and recording into their online booking tool, if and when required.
- A safe and secure self-service online booking tool must also be available for both non-complex and complex travel itineraries.
- The TMC's online booking tool must also have the capability to add multiple bookers based in the Philippines and internationally.
- The TMC must have the capability to integrate itineraries with IW's International SOS (iSOS) Travel Tracker system.
- Proponents who are shortlisted to give a presentation to IW will be required to showcase the functionality and configurability of their booking tools.

Costing and payment

- A key requirement for the TMC is the ability to provide costed itineraries for both online bookings and those made via consultants. Costed itineraries must be provided at time of booking and preference will be given to online booking tools that have the capability to provide a breakdown of all costings including - airfares, accommodation, car hire, transfers, booking fees, chargeback fees and any/all other ancillary fees related to a booking.
- It would be advantageous for Proponents to be able to provide travel booking/invoicing software, and/or traveller readiness programs which can be tailored to be compliant with IW's needs.
- Proponents must detail the degree to which their systems allow for the TMC to maintain a set of codes or cost centres that can be attached to bookings in order to streamline IW's internal allocation process on payment.
- The TMC must have ability to provide chargebacks for accommodation, transfers, car hire and any other services as required.
- Proponents must provide relevant examples of costed itineraries, if available.

Compliance

- IW is a four (4) year program, which started in January 2023, with a possibility of extension for another six (6) years. This program is complying with the various reporting and service standard requirements that are imposed by the Australian Government Department of Foreign Affairs and Trade, such as in relation to financial management, expenditure justification or personnel security.
- Currently, IW's financial management framework requires that the TMC be able to provide a costed and itemised itinerary for travel at the beginning of the booking process, which must be approved by an authorised IW delegate before a booking is confirmed.
- Proponents must have the ability to adhere and adapt to compliance requirements as advised by IW. Proponents must address their ability to meet the above requirement and others like it, and must detail their ability to adapt their relevant systems and procedures at times, if required.
- Proponents must provide relevant examples they may have in which compliance is a necessity within their existing client portfolio.

Reporting

- Proponents must set out the full list of reports they can provide, the means through which they can be delivered, and how frequently and how current the information contained would be. Sample reports should be included.
- IW's preferred minimum reporting standard for the TMC is quarterly reports containing the following information:
 - Total travel spend;
 - Total number of bookings – Domestic/International/Trans-Tasman – online/offline;
 - Air spend – Domestic/International/Trans-Tasman;
 - Hotel/accommodation spend – Domestic/International/Trans-Tasman;
 - Car hire spend – Domestic/International/Trans-Tasman;
 - Fees – including booking fees and cost to change;
 - YOY changes (%);
 - Domestic/International airline analysis;
 - Top 20 travellers;
 - Greenhouse Gas (GHG) emissions – per leg of each trip; and
 - Airline refunds / credits, if applicable.
- IW supports the Abt Global goals of GHG emissions reduction and net-zero target by 2050, as such IW expects all air travel emissions to be tracked for each leg of every trip with data accessible for reporting. Proponents must explain how their company manages GHG emissions data and making that data available for reporting.
- It would be an advantage for Proponents to have an online self-service management reporting tool with adequate security controls for authorized users. Proponents should set out their capabilities in this regard.
- Proponents must detail how they would approach reporting on performance of the services to IW (based on any/all SLAs and Key Performance Indicators (KPIs) that may be agreed).

D. Implementation and training

This section should cover the following:

Transition and implementation

- The initial phase of services for the TMC will involve some degree of account set-up, system configuration, information transition and potentially a handover of services.
- Proponents must detail their proposed approach to this phase and address their ability to meet the anticipated timeline stated in section 2 of the RFP.

Training

- As part of the implementation phase, IW expects that the TMC will conduct training and be available to provide support for IW user/s of their systems and tools once configured.
- Proponents must detail their training capability and proposed approach for ensuring that IW users are introduced and onboarded to their systems and tools adequately.
- Proponents must also address their ongoing availability and commitment to supporting the users of their systems, if any.

Schedule C: Financial Proposal

Proponents must provide their financial proposal in the structure provided below. Any further financial offering or cost proposal (such as for value adds) can be added to the structure.

Proponents must include any and all costs associated with providing the services detailed in their Proposal. All figures must be given in AUD.

TMC Fee Structure		
Transaction Fees	Online	Consultant
Domestic Air & Land		
International Booking Fee - Air & Land		
Ancillary Fees		
After Hours Service Fee (specify per change or per enquiry?)		
Changes and Re-issues - Domestic (per ticket / land voucher or per booking?)		
Changes and Re-issues - International (per ticket / land vouchers or per booking?)		
Cancellations and Refunds - (per ticket or land voucher)		
Cancellations and Refunds - International (per ticket or land voucher)		
Invoice re-print fee		
Visa processing fee		
Non-GDS surcharge (per segment or booking?)		
Merchant Fee - as set by CC company or set rate?		
Reporting & Analytics - Standard Reporting Suite		
Additional Reporting & Analytics – AdHoc (per hour/per report)		
TMC Admin fees (monthly)		
Chargeback handling fee (per invoice)		

ANNEX 2 – TRAVEL DATA

Key Metrics²									
	2016 AUD	2017 AUD	2018 AUD	2019 AUD	2020 AUD	2021 AUD	2022 AUD	2023 AUD	2024 AUD³
Total Air Spend	193,177	496,215	401,977	304,140	143,692	2,198	216,932	165,762	14,110
Total Hotel Spend	31,149	117,675	121,923	89,329	41,086	2,144	65,842	32,534	9,593

List of main travel ports:

- International
 - Australia
 - Philippines
 - Indonesia
 - Taiwan
 - Thailand
 - Vietnam

² Note: all amounts are in AUD.

³ As of May 2024.