



TERMS OF REFERENCE  
REQUEST FOR PROPOSAL (RFP)  
TC09/1617 PROVISION OF TRAVEL SERVICES  
to the  
FORUM FISHERIES AGENCY

**1. BACKGROUND**

The Pacific Islands Forum Fisheries Agency (FFA) was established in 1979 with the signing of the FFA Convention by Pacific leaders. Based in Honiara, Solomon Islands, FFA's members are Australia, Cook Islands, Federated States of Micronesia, Fiji, Kiribati, Marshall Islands, Nauru, New Zealand, Niue, Palau, Papua New Guinea, Samoa, Solomon Islands, Tokelau, Tonga, Tuvalu and Vanuatu.

The Mission of the FFA is to “drive regional cooperation to create and enable the maximum long term social and economic benefit from the sustainable use of our shared offshore fishery resources.”

The FFA Secretariat is staffed by over 90 international and locally-recruited staff who manage a broad range of programs approved by the FFA membership. This work involves promoting regional cooperation and assisting member states to sustainably manage their valuable offshore fisheries resources. Accordingly there is a heavy travel requirement for FFA staff, members and consultants attending a range of regional meetings, consultations and training courses - across the region and also internationally. The total cost of travel administered through the FFA in any one year may exceed USD 2 million.

**2. APPOINTMENT OF A PREFERRED SUPPLIER FOR TRAVEL SERVICES**

To secure efficient and cost-effective travel services the Agency invites suitably qualified and experienced travel providers to submit a detailed proposals as outlined in this TOR. The selected Preferred Supplier will help deliver the majority of the FFA’s air travel needs. There will be a single Preferred Supplier selected.

Submissions should consist of **two separate documents**. The first document is the **Technical Proposal**. This should be no more than **20 pages** in total, plus a cover sheet. The Technical Proposal should cover the items included in Sections 3 – 6 of this TOR. Full details are provided further below. The second document is the **Financial Proposal** which should be of no more than **5 pages** in total, plus a cover sheet. The Financial Proposal should cover the issues raised in Sections 7 – 8. Full details are also provided below.

### 3. GENERAL REQUIREMENTS

The Travel provider will be required to engage in sustained consultation with individual staff and with our Travel Officer(s). This will include advice, booking, ticketing and proactively managing any changes in itinerary once a journey commences.

Booking and ticketing will generally conform with the Agency's Travel policies (see further below for details on how to obtain the latest Staff Travel Policy) but may occasionally vary in accordance with the numerous programs and activities administered by the Agency. Special requirements may include e.g. for Ministerial-level Travel. Some programs have may donor-specific requirements which will be advised to the Travel Provider.

The Preferred Supplier will also be required to provide regular reporting identifying Agency and regional business and performance trends. These reports will outline savings and other efficiencies realised through adherence to approved policies and identify opportunities for further improved performance. The maintenance of effective oversight of total Agency business requirements and expenditure is essential.

### 4. PERFORMANCE STANDARDS AND SERVICE LEVEL GUARANTEES

The contracted travel service provider shall deliver the required services in accordance with the following minimum capacities and standards:

- a) The travel service provider should provide timely service by email and phone during core working hours (8.00 am – 4.45 pm) on workdays, Monday to Friday (Honiara time).
- b) A 24hrs emergency email and phone service must be available with the capacity to promptly reserve and/or issue or re-issue tickets as required.
- c) The provider must be cognisant of the diverse workforce of the Agency and its membership, and demonstrate a corporate commitment to gender, equity and diversity principles in all interactions with the agency and its membership.
- d) It is highly desirable that the provider must be either an accredited member or affiliated with the International Air Transport Association (IATA) and/or the International Airlines Travel Agent Network (IATAN).

Note that it is NOT a requirement for the provider to be physically located in Honiara. However familiarity with the local working environment and services, including communications linkages, would be an advantage.

### 5. SERVICES TO BE DELIVERED

As a minimum, the selected service provider shall be expected to provide the following services:

- a) Identify and (on instruction) book the most direct and economical route of the day taking account of available airline schedules and offers;
- b) Offer meaningful, cost-effective options when developing itineraries, including those of a more complex nature;
- c) Be familiar with and adhere to the Agency's travel policy;
- d) Book and ticket air travel;
- e) Render appropriate (remote) assistance to the Agency's travellers in case of a need to change itineraries due to business needs or unforeseen circumstances;

- f) Liaise with the travellers on insurance issues when required and assist with follow-up on any lost luggage.
- g) Maintain a traveller's profile including traveller's preference: seat, special meals, frequent flyer programme numbers, address, telephone, cell phone, e-mail, etc., with the traveller's consent;
- h) Provide complete quotes/estimates for travel costs to be used for e.g. budgets or proposals.
- i) Assist in the management of staff and family leave travel entitlements and other requested travel needs.
- j) Itemised, accurate and issue timely invoicing as requested by the Agency, usually on a monthly basis or in any recommended fashion that will minimise costs to the Agency.
- k) Provide travel advisories or other relevant travel information in timely fashion.
- l) Provision of accommodation, car hire and conference requirements is not essential, but ad-hoc requests for assistance may be received on a 'best efforts' basis.

#### **6. EXPERIENCE AND CAPACITIES OF THE TRAVEL SERVICE PROVIDER**

In addition to the above service standards and outputs, the Travel Provider will need to demonstrate the following:

- a) A good knowledge of air service providers and air routes and schedules in the Pacific islands region, and a good working relationship with these carriers.
- b) A sound track record in serving a professional client base including e.g. member Government departments, intergovernmental organisations, embassies and/or private sector corporations;
- c) Be financially stable and viable with a minimum of 5 (five) years in current business.
- d) Employ competent and experienced travel consultants, especially in respect of ticketing and fare computations (i.e. knowledge of destinations, of airline practices, fare levels, most economical routes and connections).
- e) A commitment to maintain continuity in terms of the Service Provider staff liaising with the Agency.
- f) An ability to monitor and evaluate Agency travel practices and to offer professionally presented advice on how further efficiencies and savings may be realised;
- g) An ability to manage periods of particular heavy demand, including conferences, workshops and key governing council meetings.

#### **7. FINANCIAL CONSIDERATIONS**

The separate Financial Submission should contain a maximum five (5) page component including the following:

- a) An assessment of the overall financial advantages accruing to the Agency arising from an adoption of the submitted proposal.
- b) Any relevant price guarantees, discounts and/or commission levels you may wish to disclose in the bid (this is not essential but may assist in making comparisons between bids – all information will be treated as strictly commercial-in-confidence).
- c) How your company assesses your service delivery in terms of quality and price in comparison with other travel provider options;
- d) Your preferred method, requirements and timeframe for billing and accounting purposes and the impact these procedures may have on bottom line considerations.

It would be preferred if all currency denominations are standardised throughout the document so that the whole bid is presented in a single currency.

#### 8. REFERENCES AND PROOF OF FINANCIAL SECURITY

The bid should contain an appropriate letter or certificate from a recognised banking institution attesting to the nature of your relationship and demonstrating your financial good standing.

Performance references should be available but will only be required on request.

#### 9. TENDER SUBMISSIONS (RFP)

Parties wishing to tender for this work should **submit a detailed two-part Submission outlining** its suitability to undertake the work in accordance with the Terms of Reference.

All bids shall be evaluated using a **two stage procedure** with evaluation of the **Technical Proposal** being completed prior to the **Financial Proposal** being reviewed and compared.

The maximum length of the Technical Proposal and attachments is **twenty (20) A-4 pages** (plus any cover sheets). The Technical Proposal should cover the items included in Sections 3 – 6 of this TOR. Financial details or cost issues may be identified in this section but may require summarising or emphasis in the accompanying Financial Proposal.

Bidders are required to submit their Financial Proposal as a separate document covering the issues raised in Sections 7 – 8. The maximum length of the Financial Proposal is 5 pages, in addition to the cover sheet and the required bank reference letter.

#### 10. EVALUATION OF BIDS

The overall weighting of the separate Technical and Financial bids will be 50:50 in terms of reaching a final decision on a successful bidder. However, any bids that fail to score at least 75% in the initial Technical bid will be disqualified at that point in the process.

**Technical Proposal Evaluation Criteria Weighting** (50% of total) will be as follows:

<b>Evaluation Criteria</b>	<b>Weighting</b>
Clear evidence of overall experience and commitment to strong and sustained service delivery in the travel sector	10%
Demonstrated capacity to deliver the travel services required by the FFA	10%
Demonstrated ability to meet the Minimum Service Standards	10%
Demonstrated ability to deliver during surge periods and to resolve more difficult issues and to meet unexpected requirements	10%
Knowledge of the Sector and capacity to undertake effective analysis and reporting in line with FFA requirements	10%

**Financial Proposal Evaluation Criteria Weighting** (50% of total) will be as follows:

<b>Evaluation Criteria</b>	<b>Weighting</b>
An assessment of the overall financial benefits likely to flow to the Agency over the term of the arrangement if the bid is accepted, relative to other bids received.	37.5%
An assessment of the commitment and capacity of the bidder to effectively manage and analyse business and ensure value-for money is obtained at all times.	12.5%

There may also be a practical exercise requested at a later stage in the process.

#### **11. OTHER MATTERS**

The FFA reserves the right to re-issue or modify the requirements of the Tender at any time.

Confirmation of the arrangement will be confirmed by letter which will contain a jointly signed Memorandum of Understanding. The appointment under the preferred supplier arrangements will be for an initial two year period, with a renewal for a further two years subject to satisfactory performance. Satisfactory performance will be determined through an internal assessment by the Agency against the Technical and Financial criteria, to be conducted eighteen (18) months after the formal appointment of the Preferred Supplier.

Note: The appointment of a Preferred Supplier does not obligate the Agency (or its membership) to use these services in every situation. For example, occasional charter flights, medical evacuations, ad-hoc requirements and internal routing within member countries may require separate treatment. However, in most circumstances the Agency will use the Preferred Supplier for international travel and will consult in timely fashion should there be any change to this commitment.

#### **12. CONTACT POINT**

The contact point for all inquiries is Perry Head, Director Corporate Services email [perry.head@ffa.int](mailto:perry.head@ffa.int) If clarification is required, interested parties are requested to email a telephone contact number and Mr Head will arrange a time to discuss relevant matters. Please note any additional information considered material provided subsequently to any bidder will be provided to all known bidders at that time.

#### **13. SUBMISSIONS**

Your hard copy or emailed submissions should be clearly marked as follows:

And hand-delivered, mailed or emailed as follows:

Director General  
FFA Tender Committee – TC09/1617  
Forum Fisheries Agency,  
1 FFA Road,  
PO Box 629 Honiara,  
SOLOMON ISLANDS

FFA Travel Tender March 2017

or

emailed to: [procurement@ffa.int](mailto:procurement@ffa.int) please note in the subject line: TC09/1617 FFA Travel Service Provider

#### **14. CLOSING DATE OF PROPOSALS**

All submissions are to be received by the deadline: **4.30PM MONDAY 17<sup>TH</sup> APRIL 2017 (HONIARA TIME)**

#### **15. NOTIFICATION**

The names of winning bidder(s) shall be advertised on the FFA website; [www.ffa.int/employment/tenders/tender\\_results](http://www.ffa.int/employment/tenders/tender_results)