## Invitation to Tender for the Provision of

**Travel Management Services**

**To be supplied to**

**XXXX**

|  |  |
| --- | --- |
| **Project** | Travel Management Services |
| **Tender Ref** |  |
| **Revision** |  |
| **Release Date** |  |
| **Issuer** |  |
| **Supplier Response Date** |  |

Date: 30th May 2019

To Whom It May Concern

Invitation To Tender for Travel Management Services

You are invited to submit a tender to provide Travel Management Services forXXXX

By participating in this tender, you are indicating your acceptance to be bound by the guidelines set out in this letter and attachments. We provide below the key details of XXXX requirements, which you should consider in your response. Please acknowledge via email safe receipt of this communication within two working days together with your confirmation of your intention to tender.

To simplify exchange of information regarding this Invitation to Tender (ITT) please nominate a Bid Manager (together with their deputy) and relevant contact telephone and email address.

Please direct any questions regarding the ITT content or process to the XXX representative named below. You should not contact other XXX personnel unless directed to do so by the XXX representative. XXX reserves the right to disqualify and reject proposals from suppliers who do not comply with these guidelines. All questions should be submitted in writing by email to the address below.

Only communications made by your Bid Manager (or their deputy) to our named representative, will be taken into account during the pre-award tender period.

As part of this tender process XXX makes no obligations in any way to:

1. pay any vendor for any ITT response; or
2. award the contract with the lowest bid; or
3. accept any ITT information received from vendors; or
4. include vendors responding to this ITT, in any future invitation; or
5. provide any other commitment to vendors whatsoever.

I look forward to receiving your response.

Yours faithfully

Name:

Title:

Email address:

Tel:

This document is proprietary to XXXd and the Information contained herein is confidential.

Without XXX prior written permission, this document, either in whole or part, must not be reproduced in any form or by any means or disclosed to others or used for the purposes other than its evaluation by XXX. It may not be disclosed to any third party outside of the agreed Confidentiality Agreement with regards to ‘Permitted Recipients’

Whilst care and attention has been exercised in the preparation of this document, it remains subject to contract and all warranties whether express or implied by statute, law or otherwise are hereby disclaimed and excluded.

These limitations are not intended to restrict continuing business discussions between XXX and your company.

Any proposal received by XXX is subject to award of contract with XXX

1. **Introduction & Overview**

**Company Background**

Lorem ipsum dolor sit amet, consectetuer adipiscing elit. Maecenas porttitor congue massa. Fusce posuere, magna sed pulvinar ultricies, purus lectus malesuada libero, sit amet commodo magna eros quis urna.

Nunc viverra imperdiet enim. Fusce est. Vivamus a tellus.

Pellentesque habitant morbi tristique senectus et netus et malesuada fames ac turpis egestas. Proin pharetra nonummy pede. Mauris et orci.

Aenean nec lorem. In porttitor. Donec laoreet nonummy augue.

Suspendisse dui purus, scelerisque at, vulputate vitae, pretium mattis, nunc. Mauris eget neque at sem venenatis eleifend. Ut nonummy.

1. **Timetable**

|  |  |
| --- | --- |
| General |  |
| Confirmation of receipt of this document and return of | Email confirmation : |
| Deadline for submission of Tender queries |  |
| Deadline for submission of completed Tenders |  |
| Evaluation and Shortlisting of candidates |  |
| Presentation of Submissions from shortlisted candidates |  |
| Tender Award Date |  |
| Questions |  |
| Full contact details |  |

**PLEASE NOTE – after the Deadline for submission of completed Tenders, further timeframes for the evaluation of supplier bids may be subject to change at the discretion of XXXX**

**3. Respondent Instructions**

This section provides detailed instructions to be followed in responding to this ITT. Included are Response Guidelines and XXX Contact Information.

a. Response Guidelines

**Tender Ref** **XXXX must be detailed in any communication with XXXX named representative. Your email must include the Tender Reference in the subject line.**

You will be required to submit a written proposal as part of the response in the form set out. You should submit two hard copy sets of written responses, one of which should be unbound, and also an electronic copy of the document, which should be labelled clearly. Responses should be on A4 paper, with sequential page numbering. Your Bid Manager should sign all responses. The sections should use the same paragraph numbering system as this ITT and should specifically address all sections onwards. Also enclosed should be a completed copy of Appendix B.

Please deliver the two written responses and electronic copy to:

**b. Essential Requirements**

3.1 Air Travel

3.2 Car Hire

3.3 Scope

3.4 Systems

3.5 Competitiveness on Price

3.6 TMC Fees and Charges

3.7 Emergency Procedures

3.8 Reference Clients

3.9 Invoicing

3.10 Management Reporting

3.11 Global

3.12 MICE

3.13 Other

3.14 Service Level Agreement - KPI

**Current Spend**

**3.1 Air Travel**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Continent** | **No. Flight Tickets** |  | **Class of Travel** | **Spend** |
| Africa |  |  |  |  |
| Asia |  |  |  |  |
| Europe |  |  |  |  |
| North America |  |  |  |  |
| Oceania |  |  |  |  |
| South America |  |  |  |  |
| **Grand Total** |  |  |  |  |

**Air Policy :**

**3.2 Hotel Spend/Bed nights**

|  |  |  |
| --- | --- | --- |
| **Key Locations** | **No of Bed Nights** | **Spend** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
| **Grand Total** |  |  |

**Hotel Policy :**

**3.3 Car Hire**

|  |  |  |  |
| --- | --- | --- | --- |
| **Continent** | **No. Bookings** | **No. Car Hire Days** | **Spend** |
| Africa |  |  |  |
| Asia |  |  |  |
| Europe |  |  |  |
| North America |  |  |  |
| Oceania |  |  |  |
| South America |  |  |  |
| **Grand Total** |  |  |  |

**Carhire Policy :**

**3.4 Rail Travel**

|  |  |  |
| --- | --- | --- |
| **Top Routes** | **Class of Travel** | **Spend** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
| **Grand Total** |  |  |

**Rail Policy :**

**3.5 Misc Travel**

|  |  |
| --- | --- |
| **Travel Type** | **Spend** |
| Meetings & Events |  |
| Airport Parking |  |
| Taxis/Ground Transport |  |
| Passport and Visas |  |
|  |  |
|  |  |
|  |  |
| **Grand Total** |  |

**Policy relating to miscellaneous travel :**

**3.3.1 Account Management**

3.3.1.1 If you do not have any form of recognised quality accreditation, please state whether you have your own internal documented quality policy and procedures.

3.3.1.3 In addition to points 3.3.1.1 and 3.3.1.2, copies of all ISO accreditations should be provided as part of your submission. Confirmation of GDPR compliance should be evidenced and a brief overview of company procedure is to be detailed; in particular how this applies to the personal information XXX would provide.

3.3.1.4 The selected TMC will be adequately resourced to handle an account of XXX’s scale and we would expect that a dedicated booking/service team would be appointed to service our requirements during normal business hours. An outside of business hours service would also be required for emergencies. Describe your company’s Emergency Service.

3.3.1.5 We would also require that a dedicated account manager be provided to liaise with XXX SCM-Purchasing and in-house Travel Team over the course of the contract. Tenderers should describe their Account Management Programme. Please provide an overview of the Account Management Team you propose to manage the XXX account should you be awarded the business; providing names, roles, skills and experience. Regular account review meetings will need to be provided to ensure XXX have a regular overview on our account and the services provided.

3.3.1.6 XXX would expect no diminution in service as a result of employee churn in the chosen TMC. Explain how your company manages cover and turnover of staff.

**3.4 Systems**

3.4.1 The selected TMC must have access to all the industry standard networks and systems for intelligence on booking flights and car hire.

3.4.2 A safe and secure self-service online booking tool should also be available for non-complex travel itineraries. Describe in detail how your online booking tool would improve XXX current procedures

3.4.3 XXX will require monthly reports outlining flight information for passengers travelled, dates of travel, airports departed from/to and full disclosure of airports where multiple flights were involved.

**3.5 Competitiveness on Price**

A key differentiator for any participant in this tender will be their ability to consistently source the least expensive logical itinerary obtaining the best discounts possible for XXX. Tenderers should describe what strategies they would implement to achieve this for XXX and ultimately to reduce spend.

**3.6 TMC Fees and Charges**

3.6.1 XXX requires that responses to this Request for Proposal (ITT) are submitted in the format prescribed in Schedule 2 as standard.

**3.7 Emergency Procedures**

3.7.1 Safety of the travelling employee is of maximum importance to XXX, we would expect that the selected TMC would have a detailed and considered disaster recovery plan. As part of their response to this ITT – participants are required to set out their contingencies.

**3.8 Reference Clients**

3.8.1 XXX are looking for a TMC with a strong and proven track record in service delivery, cost effectiveness, efficiency and consistent customer satisfaction. As part of their response to this ITT, participants are required to list:

* Their top 10 customers globally
* Top 5 customers in Europe
* Any customers in Ireland and/or the UK that you would be satisfied could vouch for the service you deliver – preferably a minimum of 3 customers with similar requirements to those of XXX

3.8.2 XXX may as part of this competitive ITT contact some or all the references you provide to verify details provided in your submissions/proposals.

**3.9 Invoicing**

3.9.1 Tenderers should describe invoicing procedures.

**3.10 Management Reporting**

3.10.1 As part of their response to this ITT – Tenderers are required to set out the full list of reports they can provide, the means through which they can be delivered, how frequently and how current the information contained within would be.

3.10.2 Sample reports should be included

3.10.3 It would be an advantage to receive a soft copy monthly, to have an online self-service management reporting tool with adequate security in terms of access. Tenderers are asked to set out their capabilities in this regard.

**3.11 Global**

3.11.1 XXX has offices throughout the world. Describe how your company would provide local service to XXX facilities in other countries.

3.11.2 Tenderers should detail global reporting capabilities.

**3.12 MICE**

3.12.1 Tenderers should include details regarding MICE services. How your company would assist XXX with organisation and support of conferences and events.

**3.13 Other**

3.13.1 Tenderers should add any relevant additional information regarding unique services and added value which may be offered to XXX and XXX Travellers.

3.13.2 XXX may require a request for frequent flyer upgrade for 2 x Company Directors that will be upheld at this higher level status for the duration of the tender, regardless of frequency of travel. What can be offered to meet this requirement?

**3.14 Service Level Agreement – Key Performance Indicators**

3.14.1 From the commencement of the contract, the chosen TMC’s performance will be measured against key performance indicators (KPIs) that reflect XXX’s service requirements and expectations. Detailed KPI’s will be agreed and each will be weighted in order of importance.

3.14.2 Details of your company SLA should be provided, specifically showing response times and detailing how XXX requirements will be handled. Please provide sample SLA if available. A Service Level Agreement (SLA) will then be agreed and documented in due course.

**Schedule 1**

**FORM OF ACKNOWLEDGEMENT**

Company

Address

TENDER INVITATION Reference Number

We acknowledge receipt of your letter inviting us to tender for the above work.

This letter confirms that

1\* (a) We have received all the Invitation To Tender documents.

......................................................................................................

2. \* (a) We confirm that we will submit a tender to reach you by the Tender Return Date stipulated in the Invitation To Tender letter

\* Delete (a) or (b) as applicable. Our contact person for this Tender Invitation is:

Name (print):

Position (print): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

E-mail address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signed:

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Schedule 2**

**Charges and Fees**

|  |  |  |
| --- | --- | --- |
| **Transaction Fees** | **Full Service**  **(Email/Telephone)** | **Online**  **(Online Booking Tool)** |
| **AIR ONLY** |  |  |
| **UK** |  |  |
| **EUROPE** |  |  |
| **REST OF WORLD** |  |  |
| **RAIL ONLY** |  |  |
| **DOMESTIC RAIL** |  |  |
| **INTERNATIONAL RAIL** |  |  |
| **EUROSTAR** |  |  |
| **CAR** |  |  |
| **CAR ONLY** |  |  |
| **CAR & FLIGHT** |  |  |
| **OTHER** |  |  |
| **REFUND/VOID/CANCELLATION** |  |  |
| **AMENDING A TICKET RESERVATION (Re-issue)** |  |  |
| **AMENDING A TICKET RESERVATION (No Re-issue)** |  |  |
| **FERRY/SEA SERVICES** |  |  |
| **ADDITIONAL SERVICES** |  |  |
| **24/7 SERVICE (O.O.H. Telephone)** |  |  |

|  |  |  |
| --- | --- | --- |
| **Transaction Fees** | **Full Service**  **(Email/Telephone)** | **Online**  **(Online Booking Tool)** |
| **VIP SERVICES** |  |  |
| **GROUND TRANSPORTATION (Airport Transfers etc)** |  |  |
| **AIRPORT MEET AND GREET** |  |  |
| **OTHER COSTS** |  |  |
| **REPORTS** |  | |
| **LOCAL ACCOUNT MANAGEMENT** |  | |
| **GLOBAL REPORTING** |  | |
| **OTHER (Please specify)** |  | |

**Full Service Online**