



REQUEST FOR PROPOSAL (RFP)

FOR PREFERRED SUPPLIER

Project Title:	Travel management services
Nature of services:	Travel management services
Location:	All SPC locations
Date of issue:	11/03/2022
Closing Date:	22/04/2022
SPC Reference:	22-3425

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Part 1: INTRODUCTION

1.1 About the Pacific Community (SPC)

The Pacific Community (SPC) is the principal scientific and technical organisation of the Pacific region, established by treaty in 1947 with the signing of the *Agreement Establishing the South Pacific Commission* (the Canberra Agreement).

SPC has our headquarters in Noumea, New Caledonia and has regional offices in Fiji, the Federated States of Micronesia and Vanuatu, as well as offices in the Solomon Islands and France. SPC works across the Pacific and has staff in nearly all of our Pacific Island Country and Territory members.

SPC works for the well-being of Pacific people through the effective and innovative application of science and knowledge and is guided by a deep understanding of Pacific Island contexts and cultures. Our unique organisation covers more than 20 sectors and is renowned for knowledge and innovation in such areas as fisheries science, public health surveillance, geoscience and conservation of plant genetic resources for food security.

For more information about SPC and the work that we do, please visit our website: <https://www.spc.int/>.

1.2 SPC's procurement activities

SPC's procurement activities are guided by the principles of high ethical standards, value for money, open competition and social and environmental responsibility and are carried out under our [Procurement Policy](#).

SPC's *Procurement Policy* provides the framework for ensuring that SPC obtains the best value for its purchases, in terms of both cost and quality; demonstrates financial probity and accountability to its members and development partners; manages and prevents the potential for conflicts of interest; reduces its environmental impact and manages any other risks.

At SPC, all procurement follows the same main steps: planning; statement of needs; requisition; solicitation; evaluation; award; receipt; and payment. Different procedures apply depending on the value of the goods, services and works to be procured.

For further information or enquiries about SPC's procurement activities, please visit the procurement pages on our website: <https://www.spc.int/procurement> or email: procurement@spc.int

1.3 SPC's Request for Proposal (RFP) Process

At SPC, procurement valued at more than EUR 45,000 must be advertised through a Request for Proposal (RFP) with any bids received evaluated by SPC's Procurement Committee to determine the offer that provides the best value for money.

This RFP sets out SPC's requirements and it asks you, as a bidder, to respond in writing in a prescribed format with pricing and other required information. The RFP contains detailed instructions and templates to enable you to submit a compliant bid. It sets out the overall timetable; it confirms the evaluation criteria that SPC will use to evaluate quotations; it explains the administrative arrangements for the receipt of the bids; and it sets out how bidders can request further information.

Your participation confirms your acceptance of SPC's conditions of participation in the RFP process.

1.4 Preferred supplier

SPC uses preferred suppliers to capitalise on low-value high-volume procurement. The intention of this RFP is to appoint a single preferred supplier.

Part 2: INSTRUCTIONS TO BIDDERS

2.1 Background

SPC invites you to submit a bid to deliver the services as specified in **Part 3**.

SPC has advertised this RFP on its website and may send it directly to potential vendors. The same specifications, submission and other solicitation requirements will be provided to all vendors.

SPC has compiled these instructions to guide prospective bidders and to ensure that all bidders are given equal and fair consideration.

Please read the instructions carefully before submitting your bid. *For your bid to be considered, you must provide all the prescribed information by the closing date and in the format specified.*

2.2 Submission instructions

Your submission must be clear, concise and complete and should only include information that is necessary to respond effectively to this RFP. Please note that you may be marked down or excluded from the procurement exercise if your submission contains any ambiguities or lacks clarity.

Your proposal must include the following documents:

- a. Bidder's Letter of Application (Annex 1);
- b. Conflict of Interest Declaration (Annex 2);
- c. Technical proposal submission form (Annex 3);
- d. Due diligence & undertakings (Annex4);
- e. Financial proposal submission form (Annex 5).

Your proposal must be submitted in **two separate emails**. You must submit Annexes 1 to 4 and all their supporting documents in English as an attachment to one email. No financial information may appear in the technical proposal.

You must submit your financial proposal, Annex 5, in a separate email. All prices in the proposal must be presented in **Euros**. Your financial proposal is to be password protected. SPC will request the password in the event that it is required.

Both emails are to be sent to procurement@spc.int with the subject line of your email as: **Submission RFP22-3425**.

Your proposal must be received on or before **22/04/2022 by 4:00pm Noumea time**. Only one bid per bidder is permitted.

SPC will send a formal acknowledgement to each proposal received before the deadline.

SPC reserves the right to exclude from consideration any proposal not received by the deadline, with complete information or in incorrect form.

2.3 Clarifications

You may submit questions or seek clarifications on any issue relating to this RFP. The questions are to be submitted in writing to procurement@spc.int with the subject line: **Clarification RFP22-3425**. The deadline for submission of clarifications is **15/04/2022 4.00pm Noumea Time**.

Details will be kept of any communications between SPC and bidders. This assists SPC to ensure transparency of the procurement process. While SPC prefers written communication in the RFP process, at any point where there is phone call or other conversation, SPC will keep a file note of the exchange, with all forms of communication with prospective bidders to be retained as source documents for the procurement of the goods.

2.4 Evaluation

Validity

Each proposal will be assessed for compliance with the submission requirements by the Bids Opening Committee. At this stage, basic due diligence will also be undertaken.

To assist in the examination, evaluation and comparison of proposals, SPC may ask the bidder for clarification of its proposal or additional information. The request for clarification will be in writing.

Technical

All valid proposals will be assessed against the technical evaluation criteria set out in [Part 4](#). The criteria are provided with weighted scores according to the relative importance of each. To be shortlisted, the bidder will need to meet the organisational requirements. SPC will not change the evaluation criteria set out in the RFP at any stage of the procurement process. Any changes in the evaluation criteria will result in the RFP process being re-issued.

Bidders are expected to familiarise themselves with local conditions and take these into account in preparing their proposal. Where minimum qualifications are set as specific evaluation criteria, these could include educational qualification, professional accreditation or certification, licensing, experience and expertise.

Shortlisted bidder's presentation

Bidders that are short-listed during the RFP evaluation process shall be required to conduct a presentation to, and respond to queries of, SPC's Procurement Technical Evaluation Committee. The bidders will be provided an opportunity to provide an overview of the operational aspect of the services they are proposing and will also be required to do technology demos of a Travel Management Solution, booking platforms and mobile technology, any value additions or innovative solution they are proposing.

Financial

Any bids that pass the minimum technical evaluation requirements will pass onto financial evaluation.

During the financial evaluation, if there is a discrepancy between the unit price and the total price, the lower price shall prevail. If there is a discrepancy between words and figures the amount in words will prevail.

The total cost of the proposal is to be inclusive of any taxes and is not subject to revision.

2.5 Contract award

SPC may award the preferred supplier contract once the Procurement Committee has determined that a bidder has met the prescribed requirements and the bidder's proposal has been determined to be the most responsive to the RFP documents, provide the best value for money and best serve the interests of SPC.

SPC's [General Terms and Conditions of Contract](#) will apply to any contracts awarded under this RFP, unless otherwise agreed. Any requested changes to the General Terms and Conditions of Contract must be foreshadowed in the submission.

The award of the contract will be made by contract (preferred supplier agreement) signed and dated by both parties.

The initial preferred supplier agreement will be for one year. Based on satisfactory performance before the expiry of the contract, the preferred supplier agreement may be renewed for up to three years, for an overall maximum of four years.

2.6 Key dates

You are invited to submit a quotation to carry out the project as detailed in [Part 3](#) of this document by **4:00pm Noumea time 22/04/2022**.

Please see the proposed procurement timetable in the table below. This timetable is intended as a guide only and while SPC does not intend to depart from the timetable, it reserves the right to do so at any stage.

STAGE	DATE
RFP advertised	11/03/2022
Pre-Bid meeting	05/04/2022
Deadline for seeking clarification	15/04/2022
RFP Closing Date	22/04/2022
Presentations by shortlisted bidders	11/05/2022
Award of Contract	30/06/2022
Commencement of Contract	1/07/2022

2.7 Legal and compliance

Child and vulnerable adult protection: SPC is committed to the well-being of children and vulnerable adults. All SPC contractors are required to commit to the principles of SPC's Child and Vulnerable Adult Protection Policy ([XI.G Manual of Staff Policies](#)). Breach of this requirement can result in SPC terminating any contract with a successful bidder. Any allegations of potential misconduct in relation to this RFP involving children or vulnerable adults should be sent to complaints@spc.int.

Confidentiality: Unless otherwise agreed by SPC in advance or where the contents of the RFP are already in the public domain when shared with the bidder, bidders shall at all times treat the contents of the RFP and any related documents as confidential. SPC will also treat the information it receives from the bidders as confidential.

Conflict of interest: Bidders must take all necessary measures to prevent any situation of conflict of interest. You must notify SPC in writing as soon as possible of any situation that could constitute a conflict of interest during the RFP process. If you have any familial connection with SPC staff, this must be declared, and approval will then be sought for you to engage in the RFP process. Breach of this requirement can result in the exclusion of the bidder from the RFP process, or in SPC terminating any contract with a successful bidder.

Cost of preparation of quotations: Under no circumstances will SPC be liable for any proposal submission costs, expenditure, work or effort that you may incur in relation to your provision of a proposal (including if the procurement process is terminated or amended by SPC).

Currency, validity, duties, taxes: Unless specifically otherwise requested, all proposals should be in Euros and must be net of any direct or indirect taxes and duties and shall remain valid for 120 days from the closing date. The successful bidder is bound by their proposal for a further 60 days following notification they are the preferred bidder so that the contract may be awarded. No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted at any time during this period.

Eligibility: Bidders are required to disclose to SPC whether they are subject to any sanction or temporary suspension imposed by any international organisation, or whether they are subject to bankruptcy proceedings. You may not be bankrupt or suspended, debarred, or otherwise identified as ineligible by any international organisation. Failure to disclose such information may result in debarment and termination of any contract issued to the bidder by SPC.

Fraud and corruption: SPC has zero tolerance for fraud and corruption. All contractors have an obligation to report potential fraud and corruption. Breach of this requirement can result in SPC terminating any contract with a successful bidder. Allegations of potential misconduct by an SPC staff member or contractor involving fraud or corruption can be sent to complaints@spc.int. Breach of this requirement can result in the exclusion of the bidder from the RFP process, or in SPC terminating any contract with a successful bidder.

Good faith: The information in this RFP is provided by SPC in good faith. No representation, warranty, assurance or undertaking (express or implied) is or will be made, and no responsibility or liability will be accepted by SPC in relation to the adequacy, accuracy, completeness or reasonableness of this RFP or any information provided by SPC in relation to this RFP.

Intellectual property: All intellectual property rights in the materials provided by SPC or its professional advisors in connection with this RFP shall be owned by SPC.

Modifications: Any clarifications, corrections or modifications will be published on the SPC website prior to deadline. In the event a bidder has submitted a bid before the clarification, correction or modification, the bidder will be informed and may modify the bid. The modified bid will still need to be received before the deadline.

No offer of contract or invitation to contract: This RFP is not an offer to contract or an invitation by SPC to enter into a contract with you.

Privacy: The bidder is to comply with the requirements of applicable legislation and regulatory requirements in force for the use of personal data that is disclosed for the purposes of this RFP. SPC will handle any personal information it receives under the RFP in line with its [Privacy Policy](#), and the [Guidelines for handling personal information of bidders and grantees](#).

Right to amend, seek clarity, withdraw, not award: SPC reserves the right to: (1) amend, add to or withdraw all or any part of this RFP at any time, or to re-invite bids on the same or any alternative basis; (2) seek clarification or documents in respect of any bidder's submission; (3) choose not to award a contract as a result of this RFP; (4) make whatever changes it sees fit to the timetable, structure or content of the procurement process, depending on approvals processes or for any other reason. Please note that while SPC will not change the evaluation criteria set out in the RFP without the RFP process being re-issued, SPC does reserve the right at the time of award of contract to vary the quantity of services and goods specified in the RFP and to accept or reject any proposal at any time prior to award of the contract without incurring any liability to the affected bidder or any obligation to inform the affected bidder/s of the grounds for SPC's action.

Right to disqualify: SPC reserves the right to disqualify: (1) any bidder that does not submit a proposal in accordance with the instructions in this RFP; (2) any bidder that misrepresents information to SPC; (3) any bidder that directly or indirectly canvasses any SPC employee concerning the award of a contract.

Use of material: Bidders shall not use the contents of the RFP or any related material for any purpose other than for the purpose of considering submitting, or submitting, a bid to SPC.

Warranty, representation, assurance, undertaking: The bidder acknowledges and agrees that no person has any authority to give any warranty, representation, assurance or undertaking on behalf of SPC in connection with any contract which may (or may not) follow on from this RFP process.

2.8 Complaints process

Bidders that consider they were not treated fairly during any SPC procurement process may lodge a protest. The protest should be addressed to complaints@spc.int. The bidder must provide the following information: (1) full contact details; (2) details of the relevant procurement; (3) reasons for the protest, including how the alleged behaviour negatively impacted the bidder; (4) copies of any documents supporting grounds for protest; (5) the relief that is sought.

Part 3: SCOPE OF SERVICES

3.1 Background/Preliminary

As an intergovernmental organisation, the SPC's staff and non-staff personnel undertake a significant amount of travel for official purposes. To achieve cost efficiency from economies of scale while ensuring outstanding quality of service, SPC intends to consolidate all of its travel requirements and enter one (1) contract with a single Preferred Supplier for Travel Management Services ('the Preferred Supplier') to provide all its travel service needs.

SPC requires the Preferred Supplier to provide a travel management solution with integrated workflows that provide a 'one-stop-shop' for SPC's travellers and allow all workflows and administrative obligations to be accomplished.

Nature of travel

The Preferred Supplier will be expected to provide services to all SPC offices and to individual travellers nominated by SPC. 'Travel' includes all movements or journeys paid for by SPC under its *Travel Policy* ([Chapter VI, Travel, Manual of Staff Policies](#)). These journeys may involve the travel of SPC staff, their families or non-staff personnel for official business, or the travel of attendees and participants to attend meetings or workshops. The travel may be international or domestic, and may include the booking of accommodation.

These official purposes for travel include, but need not be limited, to the following:

- official missions, meetings and various events;
- travel under staff entitlements, including patriation and repatriation of staff and family members, home leave and family visits;
- visits to other SPC officers, member countries or project staff, by SPC staff, non-staff personnel;
- travel to attend conferences or workshops both for SPC staff and attendees;
- interviews of candidates for employment;
- VIP travel for Heads of State or Ministers attending SPC Conferences.

Volume

In 2019, SPC's total travel budget was approximately EUR 10 million. This included EUR 7 million in transport costs and EUR 3 million in per diem costs.

In 2020 and 2021, SPC's travel was severely disrupted during the COVID-19 pandemic. Nonetheless, SPC's future annual travel budget is expected to be equivalent to pre-COVID travel, once travel disruptions minimise.

Most of SPC's travel (approx 70%) is throughout the Pacific, between SPC office locations and its Pacific Island Country and Territory Members. The remaining travel (approx. 30%) is worldwide.

With 250+ staff in Noumea, New Caledonia and 400+ staff in Suva, Fiji the Preferred Supplier should assume Suva and Noumea to be the main locations for departure and arrival, with some travel to Pohnpei, Federated States of Micronesia.

3.2 Competency requirements

3.2.1 Organisational requirements

The successful bidder will be able to demonstrate that it meets these minimum organisational requirements. These requirements will be assessed before the shortlisting phase.

Accreditation: Registered as an International Air Transport Association (IATA) accredited travel agency for at least the last five (5) years.

Experience: demonstrated experience and ability to service large corporate clients and international organisations such as SPC.

Personnel: experienced and capable travel consultants, especially in ticketing and fare computations. Personnel will be expected to familiarise themselves with SPC's Travel Policy, Procurement Policy, and per diem rates and able to effectively apply requirements of the policies for provision of Travel Management Services to SPC.

Financial standing: demonstrated sound financial standing

Existing capabilities: demonstrated capacity to handle minimum travel requirements of SPC.

3.2.2 Technical requirements

Shortlisted bidders will be assessed against the following technical requirements. The bidders will be provided an opportunity to provide an overview of the operational aspect of the services they are proposing and will also be required to do demos of the Travel Management Solution, booking platforms, any value additions or innovative solution they are proposing.

Travel services: Capacity to deliver the following travel services:

- *Airfares:* Access to a global network, affiliates and airline agreements at SPC's main destinations that enables SPC access to the widest variety of airfares offered, including through non-preferred supplier subscribing carriers and special web-fares. The Preferred Supplier will be able to enter into partnership, airline agreements or special arrangements with the main carriers SPC uses (Air Calin; Fiji Airways and United Airways). SPC's main destinations are in the Pacific, in particular Noumea, Suva, Pohnpei, Port Vila, as well as the transit destinations (Auckland, Sydney, Guam and Tokyo). SPC also undertakes some travel to Europe and Asia, with occasional travel to other locations. All bookings shall be based on the most direct and convenient route and the lowest available semi-flexible (or flexible) fare. Tickets will be issued using known Global Distribution System (such as Amadeus, Galileo, World Span), with in-plant domestic and international ticketing and capacity to issue electronic tickets.
- *Accessibility:* Full scope of services at all SPC offices during their office hours. Capacity to provide out of hours support to travellers facing any emergencies or unforeseen delays (including flight cancellations, health emergencies and in country situations) and be available and accessible to rearrange travel accordingly. Given the nature of global travel and the different time zones, this service is to be available 24/7 for the purposes of accessibility, ease of coordination, efficiency of delivery of services and lowering the overall costs of doing business.
- *Special Travel Requirements:* Some of SPC's travel destinations in the region may have additional special travel requirements apart from air travel such as travel by boat or train to be able to reach the final travel destination. For example, airport transfers need to be arranged in New Caledonia. An additional example is travelling to Tokelau from Noumea which requires 2 or 3 legs by plane to Apia (Samoa) followed by a leg on a freight boat to Tokelau. The Preferred Supplier shall be able to pro-actively identify such additional requirements and be able to provide end-to end ticketing through various modes of transportation. Some travel may require freight arrangements to be made for equipment and meeting documents.
- *Privileges and immunities:* The Preferred Supplier is expected to propose a procedure enabling staff and non-staff travelling on an official mission to claim their privileges and immunities: ease of obtaining a visa, mission letter, protection of the diplomatic bag and other privileges granted to diplomats and international public servants, etc. The Preferred Supplier is expected to propose a solution adapted to SPC's status as an international organisation in line with international standards and practices (UN officials).

- *Accommodation:* The Preferred Supplier may be required to book hotels at preferential rates for travellers. Preferred Supplier shall have corporate partnership arrangements with accommodation providers at SPC's main travel destination to be able to access preferential rates.
- *Bi-lingual:* SPC staff must be able to interact with the Preferred Supplier in both French and English. This includes correspondence, website, mobile apps and phone calls.

Travel management solution: Capacity to propose and implement a 'Travel management solution' for SPC based on the bidder's existing system. The Travel Management Solution is to have integrated workflows that provide a 'one-stop-shop' for SPC's travellers and allow all workflow and administration obligations to be accomplished, with configurations to meet SPC's requirements. These are to include:

- *Per diems calculation:* the system must be able to calculate the total value of the per diem for the duration of the travel of the staff member following SPC's per diem rate tables and entitlements under [SPC's Travel Policy \(Chapter VI, Travel, Manual of Staff Policies\)](#). The system must be able to provide the per diem values in machine readable format for SPC's payroll cycle.
- *Travel Records Management:* SPC is required to keep evidence of proof of travel for audit and reporting purposes. The Preferred is expected to propose digital equivalent evidence of travel, preferably kept in the Preferred Supplier's system and retrievable through reporting capabilities.
- *Traveller's profile:* the Preferred Supplier would maintain in the system personal profile for travellers. The information shall include, travellers' profiles including seating preferences, details of frequent flier and other loyalty programs, passport details, validity of visas and other travel documents, COVID 19 or other Pandemic related vaccination status, any special requirements. Any collection and storage of personal data (online or otherwise) needs to be in line with [SPC's Privacy Policy](#) requirements and be adequately secured and protected against breaches.
- *Policy compliance:* The Preferred Supplier will be expected to maintain controls and checks to ensure that all travel undertaken is in compliance [SPC's Travel Policy \(Chapter VI, Travel, Manual of Staff Policies\)](#) for both full-service reservations and online bookings. The Preferred Supplier shall be able to identify potential (or post travel) breaches or noncompliance to the policy requirements such as travellers refusing to accept the most economical route, or request for business class travel without appropriate approval, and immediately alert the traveller and SPC's travel office.

Other services: Capacity to provide the following additional services:

- *Luggage:* The Preferred Supplier will negotiate exceptional rates for excess baggage and manage all cases of lost baggage with the airlines until satisfactory resolution and/or final compensation.
- *Access Airline Lounge and Frequent Flier Programs:* Capacity to facilitate access for SPC to Airline Lounges at SPC's main destination airports and manage the Frequent Flier and other loyalty programs for the travellers, as well as to offer SPC staff members the benefits associated with their diplomatic and official visas. Ability to update Frequent Flyer/Seating/Meal Preferences on reservation and tickets per travellers requirements.
- *Events Management:* capacity to provide support for SPC organised meetings and events, including hotel reservations (for venue of workshops/meetings, accommodation of participants), facilitating the arrangement of workshops/meetings/trainings, transportation of participants.

- *Airline Refunds*: Capacity to process airline refunds for changed/ cancelled travel requirements and credit these to SPC as expeditiously as possible
- *Travel Risk Management*: Capacity to proactively manage SPC's travel risk and to enable travellers to identify any threats before they undertake travel.

Reporting: Capacity to provide the following reports:

- *Reporting*: The bidder shall detail its reporting capabilities, including ability to provide regular reports to SPC on frequent travellers lists; total per diems allocated to a Division / programme / person; refunds; number of travel changes per Division / programme / person; refunds due and settled and complaint analysis.
- *Service Level Agreement (SLA)*: The Preferred Supplier will be required to agree on a minimum SLA with SPC. Preferred Supplier will be expected to present regular reports demonstrating compliance with the minimum agreed service standards. Preferred Supplier shall be able to report on (but not limited to) SPC staff satisfaction, availability of systems, responsiveness of the Preferred Supplier 's agents, quarterly discussions with SPC's travel manager about developments in the travel sector and other industry developments.
- *Social and Environmental Responsibility*: SPC's Social and Environmental Responsibility Policy requires it to commit to reducing its own environmental and carbon footprint with the ultimate goal of achieving carbon neutrality and zero waste, by implementing a robust in-house climate and environmental responsibility framework and ensuring that relevant policies are adapted to reflect this approach, including the greening of its procurement and travel policies. SPC's travel program can have an effect on carbon pollution and as a result, SPC seeks to act as a model purchaser in the region supporting a low carbon economy. Preferred Supplier are encouraged to detail how they can assist SPC in in this regard. Preferred Suppliers shall be able to provide data by Traveller categories, ticket category, total flight, km, origin, destination and stopovers, aircraft type, etc to ease the calculation of CO2 emissions.

3.2.3 Transition arrangements

The bidder shall provide an implementation plan for taking over SPC's travel management upon their appointment as SPC's Preferred Supplier. The plan should detail the transition requirements from SPC's current in-house travel management setup to the Preferred Supplier's proposed one. It shall include any technical/ICT requirements which SPC would be required to contribute to, detailed methodology and proposed request-approval-ticketing and invoicing workflows, system configuration, internal quality control initiatives, corporate standards, SPC staff briefing/training plan, quality assurance measures, change management and a risk assessment matrix identifying any risks and proposed mitigating measures associated to the transition from SPC's current Travel Management Services set up to the bidders proposed one.

3.2.4 Additional terms and conditions

Invoicing/Payment: The Preferred Supplier will bill / invoice SPC on a monthly basis for the expenses incurred during the previous month on a 30-day credit term. All invoices are only processed for payment by SPC upon issuance of air tickets, completion of the respective travel and final invoice in accordance with article 10 of SPC's [General Terms and Conditions of Contract](#).

Part 4: PROPOSAL EVALUATION MATRIX

4.1 Competency Requirements & Score Weight

Competency Requirements	Score Weight (%)
<p>Organisational requirements</p> <ul style="list-style-type: none"> • Accreditation: Registered as an International Air Transport Association (IATA) accredited travel agency for at least the last 5 years. • Experience: demonstrated experience and ability to service large corporate clients and international organisations such as SPC. • Personnel: experienced and capable travel consultants, especially in ticketing and fare computations. Personnel will be expected to familiarise themselves with SPC’s Travel Policy, Procurement Policy, and per diem rates and able to effectively apply requirements of the policies for provision of Travel Management Services to SPC. • Financial standing: demonstrated sound financial standing (to be submitted with the technical proposal, link or attach). • Existing capabilities: demonstrated capacity to handle minimum travel requirements of SPC. 	<p><i>Mandatory requirements. Bidders will be disqualified if any of the requirements are not met</i></p>
<p>Technical requirements</p> <p>Travel services: Capacity to deliver the following travel services:</p> <ul style="list-style-type: none"> • Airfares: Access to a global network, affiliates and airline agreements at SPC’s main destinations that enables SPC access to the widest variety of airfares offered, including through non-preferred supplier subscribing carriers and special web-fares. The Preferred Supplier will be able to enter into partnership, airline agreements or special arrangements with the main carriers SPC uses (Air Calin; Fiji Airways and United Airways). SPC’s main destinations are in the Pacific, in particular Noumea, Suva, Pohnpei, Port Vila, as well as the transit destinations (Auckland, Sydney, Guam and Tokyo). SPC also undertakes some travel to Europe and Asia, with occasional travel to other locations. All bookings shall be based on the most direct and convenient route and the lowest available semi-flexible (or flexible) fare. Tickets will be issued using known Global Distribution System (such as Amadeus, Galileo, World Span), with in-plant domestic and international ticketing and capacity to issue electronic tickets. • Accessibility: Full scope of services at all SPC offices during their office hours. Capacity to provide out of hours support to travellers facing any emergencies or unforeseen delays (including flight cancellations, health emergencies and in country situations) and be available and accessible to rearrange travel accordingly. Given the nature of global travel and the different time zones, this service is to be available 24/7. For the purposes of accessibility, ease of coordination, efficiency of delivery of services and lowering the overall costs of doing business. • Special Travel Requirements: Some of SPC ‘s travel destinations in the region may have additional special travel requirements apart from air travel such as travel by boat or train to be able to reach the final travel 	<p>45%</p>

<p>destination. For example, airport transfers need to be arranged in New Caledonia. An additional example is travelling to Tokelau from Noumea which requires 2 or 3 legs by plane to Apia (Samoa) followed by a leg on a freight boat to Tokelau. The Preferred Supplier shall be able to proactively identify such additional requirements and be able to provide end-to end ticketing through various modes of transportation. Some travel may require freight arrangements to be made for equipment and meeting documents.</p> <ul style="list-style-type: none"> • Privileges and immunities: The Preferred Supplier is expected to propose a procedure enabling staff and non-staff travelling on an official mission to claim their privileges and immunities: ease of obtaining a visa, mission letter, protection of the diplomatic bag and other privileges granted to diplomats and international public servants, etc. The Preferred Supplier is expected to propose a solution adapted to SPC’s status as an international organisation in line with international standards and practices (UN officials). • Accommodation: The Preferred Supplier may be required to book hotels at preferential rates for travellers. Preferred Supplier shall have corporate partnership arrangements with accommodation providers at SPC’s main travel destination to be able to access preferential rates. • Bi-lingual: SPC staff must be able to interact with the Preferred Supplier in both French and English. This includes correspondence, website, mobile apps and phone calls. 	
<p>Travel management solution: Capacity to propose and implement a ‘Travel management solution’ for SPC based on the bidder’s existing system. The Travel Management Solution is to have integrated workflows that provide a ‘one-stop-shop’ for SPC’s travellers and allow all workflow and administration obligations to be accomplished, with configurations to meet SPC’s requirements. These are to include:</p> <ul style="list-style-type: none"> • Per diems calculation: the system must be able to calculate the total value of the per diem for the duration of the travel of the staff member following SPC’s per diem rate tables and entitlements under SPC’s Travel Policy. The system must be able to provide the per diem values in machine readable format for SPC’s payroll cycle. • Travel Records Management: SPC is required to keep evidence of proof of travel for audit and reporting purposes. The Preferred is expected to propose a digital equivalent evidence of travel, preferably kept in the Preferred Supplier’s system and retrievable through reporting capabilities. • Traveller’s profile: the Preferred Supplier would maintain in the system personal profile for travellers. The information shall include, travellers’ profiles including seating preferences, details of frequent flier and other loyalty programs, passport details, validity of visas and other travel documents, COVID 19 or other Pandemic related vaccination status, any special requirements. Any collection and storage of personal data (online or otherwise) needs to be in line with SPC’s <i>Privacy Policy</i> requirements and be adequately secured and protected against 	<p style="text-align: right;">35%</p>

<p>breaches.</p> <ul style="list-style-type: none"> • Policy compliance: The Preferred Supplier will be expected to maintain controls and checks to ensure that all travel undertaken is in compliance with SPC’s Travel Policy for both full-service reservations and online bookings. The Preferred Supplier shall be able to identify potential (or post travel) breaches or noncompliance to the policy requirements such as travellers refusing to accept the most economical route, or request for business class travel without appropriate approval, and immediately alert the traveller and SPC’s travel office. 	
<p>Other services: Capacity to provide the following additional services:</p> <ul style="list-style-type: none"> • Luggage: The Preferred Supplier will negotiate exceptional rates for excess baggage and manage all cases of lost baggage with the airlines until satisfactory resolution and/or final compensation. • Access Airline Lounge and Frequent Flier Programs: Capacity to facilitate access for SPC to Airline Lounges at SPC’s main destination airports and manage the Frequent Flier and other loyalty programs for the travellers. Ability to update Frequent Flyer/Seating/ Meal Preferences on reservation and tickets per travellers requirements • Events Management: capacity to provide support for SPC organised meetings and events, including hotel reservations (for venue of workshops/meetings, accommodation of participants), facilitating the arrangement of workshops/meetings/trainings, transportation of participants. • Airline Refunds: Capacity to process airline refunds for changed/ cancelled travel requirements and credit these to SPC as expeditiously as possible • Travel Risk Management: Capacity to proactively manage SPC’s travel risk and to enable travellers to identify any threats before they undertake travel. 	<p>15%</p>
<p>Reporting: Capacity to provide the following reports:</p> <ul style="list-style-type: none"> • Reporting: The bidder shall detail its reporting capabilities, including ability to provide regular reports to SPC on frequent travellers lists; total per diems allocated to a Division / programme / person; refunds; number of travel changes per Division / programme / person; refunds due and settled and complaint analysis. • Service Level Agreement (SLA): The Preferred Supplier will be required to agree on a minimum SLA with SPC. Preferred Supplier will be expected to present regular reports demonstrating compliance with the minimum agreed service standards. Preferred Supplier shall be able to report on (but not limited to) SPC staff satisfaction, availability of systems, responsiveness of the Preferred Supplier ‘s agents, quarterly discussions with SPC’s travel manager about developments in the travel sector and other industry developments. • Social and Environmental Responsibility: SPC’s Social and Environmental Responsibility Policy requires it to commit to reducing its own 	<p>5%</p>

environmental and carbon footprint with the ultimate goal of achieving carbon neutrality and zero waste, by implementing a robust in-house climate and environmental responsibility framework and ensuring that relevant policies are adapted to reflect this approach, including the greening of its procurement and travel policies. SPC's travel program can have an effect on carbon pollution and as a result, SPC seeks to act as a model purchaser in the region supporting a low carbon economy. Preferred Supplier are encouraged to detail how they can assist SPC in in this regard. Preferred Suppliers shall be able to provide data by Traveller categories, ticket category, total flight, km, origin, destination and stopovers, aircraft type, etc to ease the calculation of CO2 emissions.	
Total Score	100%

The financial component of the proposal will be scored on the basis of overall costs for the delivery of the services and financial incentives and benefits provided to SPC. The lowest financial proposal will be awarded maximum 30 points and other financial offers and incentives will be awarded points as per the formula below. The formula used for scoring points for financial values proposed will be:

$$\text{Financial Proposal score} = (\text{Lowest Price} / \text{Price under consideration}) \times 30$$

Financial Proposal Evaluation Criteria		Max. Points	Travel Agency				
			A	B	C	D	E
1.	Fare quotes for routes provided under Annex V	10					
1	Sub Total	10					
2.	Other Incentives & Benefits						
	• Discount allowed on payments and/or on luggage	2					
	• Credit Terms	2					
	• Other incentives such as Airline club membership/ lounge access	1					
2	Sub Total	5					
3	Service and transactional fees						
	• Ticket issuance fees	5					
	• Visa application charges (excluding consulate visa fees)	2					
	• Meet and greet fees (excluding transportation cost)	2					
	• Any other service fees	1					
3	Sub Total	10					
4	Transition cost						
	• Any transition cost including staff training, system integration, and change management	5					
4	Sub Total	5					
	TOTAL FINANCIAL SCORE	30					

Part 5: PROPOSAL SUBMISSION FORMS

Annex 1: BIDDER'S LETTER OF APPLICATION RFP 22-3425

Dear Sir /Madam:

Having examined the Solicitation Documents, the receipt of which is hereby duly acknowledged, we the undersigned, offer to supply the required services for the sum as may be ascertained in accordance with the Price Component attached herewith and made part of this proposal.

We acknowledge that:

- SPC may exercise any of its rights set out in the Request for Proposal documents, at any time;
- The statements, opinions, projections, forecasts or other information contained in the Request for Proposal documents may change;
- The Request for Proposal documents are a summary only of SPC's requirements and is not intended to be a comprehensive description of them;
- Neither the lodgement of the Request for Proposal documents nor the acceptance of any tender nor any agreement made subsequent to the Request for Proposal documents will imply any representation from or on behalf of SPC that there has been no material change since the date of the Request for Proposal documents, or since the date as at which any information contained in the Request for Proposal documents is stated to be applicable;
- Excepted as required by law and only to the extent so required, neither SPC, nor its respective officers, employees, advisers or agents will in any way be liable to any person or body for any loss, damage, cost or expense of any nature arising in any way out of or in connection with any representations, opinions, projections, forecasts or other statements, actual or implied, contained in or omitted from the Request for Proposal documents.

We undertake, if our proposal is accepted, to commence and complete delivery of all items in the contract within the time frame stipulated.

We understand that you are not bound to accept any proposal you may receive and that a binding contract would result only after final negotiations are concluded on the basis of the Technical and Price Components proposed.

For the Bidder: *[insert name of the company]*

Signature:

Name of the Bidder's representative: *[insert name of the representative]*

Title: *[insert Title of the representative]*

Date: *[Click or tap to enter a date]*

Annex 2: CONFLICT OF INTEREST DECLARATION RFP 22-3425

INSTRUCTIONS TO BIDDERS

What is a conflict of interest?

A conflict of interest may arise from economic or commercial interests, political, trade union or national affinities, family, cultural or sentimental ties, or **any other type of relationship or common interest between the bidder and any person connected with the contracting authority** (SPC staff member, consultant or any other expert or collaborator mandated by SPC).

Always declare a conflict

The existence of a potential or apparent conflict of interest does not necessarily prevent the bidder concerned from taking part in a tender process. **However, the declaration of the existence of such a conflict by the persons concerned is essential and allows SPC to take appropriate measures to mitigate it and prevent the associated risks.**

Bidders are therefore invited to declare any situation, fact or link which, to their knowledge, could generate a real, potential or apparent conflict of interest.

Declaration at any time

Conflicts of interest may arise at any time during the procurement process or the implementation of a contract (e.g. new partner in the project) or as a result of a change in personal life (e.g. marriage, inheritance, financial transaction, creation of a company). If such a relationship is found and could be perceived by a reasonable person as likely to influence a decision, a declaration of the situation is necessary. In case of doubt, a conflict situation must be declared.

Declaration for any person involved

A declaration must be completed for each person involved in the tender (principal representative of the bidder, possible subcontractors, consultant, etc.)

Failure

Failing to declare a potential conflict of interest may result in the bidder being refused a contract or placed on SPC's list of non-responsible suppliers.

DECLARATION

I, the undersigned, *[name of the representative of the Bidder]*, acting in the name and on behalf of the company *[name of the company]*, declare that:

<input type="checkbox"/>	To my knowledge, I am not in a conflict-of-interest situation
<input type="checkbox"/>	There is a potential conflict of interest with regard to my <i>Choose an item.</i> relationship with <i>[name of the person concerned]</i> in his or her capacity as <i>position/role/personal or family link with the person concerned</i> , although, to the best of my knowledge, this person is not directly or indirectly involved in any stage of the procurement process
<input type="checkbox"/>	I may be in a conflict of interest with regard to my <i>Choose an item</i> relationship with <i>[name of the person concerned]</i> in his or her capacity as <i>position/role/personal or family link with the person concerned</i> , as this person is, to the best of my knowledge, directly or indirectly linked to the procurement process
<input type="checkbox"/>	To my knowledge, there is another situation that could potentially constitute a conflict of interest: <i>[Describe the situation that may constitute a conflict of interest]</i>

In addition, I undertake to:

- declare, without delay, to SPC any situation that constitutes a potential conflict of interest or is likely to lead to a conflict-of-interest;
- not to grant, seek, obtain or accept any advantage, whether financial or in kind, to or from any person where such advantage constitutes an unfair practice or an attempt at fraud or corruption, directly or indirectly, or constitutes a gratuity or reward related to the award of the contract;
- to provide accurate, truthful and complete information to SPC in connection with this procurement process.

I acknowledge that I and/or my company and/or my business partners who are jointly and severally bidding on the **RFP 22-3425** may be subject to sanctions such as being placed on SPC's list of non-responsible vendors, if it is established that false statements have been made or false information has been provided.

For the Bidder: *[insert name of the company]*

Signature:

Name of the Bidder's representative: *[insert name of the representative]*

Title: *[insert Title of the representative]*

Date: *[Click or tap to enter a date]*

Annex 3: TECHNICAL PROPOSAL SUBMISSION FORM RFP 22-3425

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

Technical Requirements	
Competency Requirements	Response
Travel services	
Airfares: Access to a global network, affiliates and airline agreements at SPC's main destinations that	

<p>enables SPC access to the widest variety of airfares offered, including through non-preferred supplier subscribing carriers and special web-fares. The Preferred Supplier will be able to enter into partnership, airline agreements or special arrangements with the main carriers SPC uses (Air Calin; Fiji Airways and United Airways). SPC's main destinations are in the Pacific, in particular Noumea, Suva, Pohnpei, Port Vila, as well as the transit destinations (Auckland, Sydney, Guam and Tokyo). SPC also undertakes some travel to Europe and Asia, with occasional travel to other locations. All bookings shall be based on the most direct and convenient route and the lowest available semi-flexible (or flexible) fare. Tickets will be issued using known Global Distribution System (such as Amadeus, Galileo, World Span), with in-plant domestic and international ticketing and capacity to issue electronic tickets.</p>	
<p>Accessibility: Full scope of services at all SPC offices during their office hours. Capacity to provide out of hours support to travellers facing any emergencies or unforeseen delays (including flight cancellations, health emergencies and in country situations) and be available and accessible to rearrange travel accordingly. Given the nature of global travel and the different time zones, this service is to be available 24/7. For the purposes of accessibility, ease of coordination, efficiency of delivery of services and lowering the overall costs of doing business.</p>	
<p>Special Travel Requirements: Some of SPC 's travel destinations in the region may have additional special travel requirements apart from air travel such as travel by boat or train to be able to reach the final travel destination. For example, airport transfers need to be arranged in New Caledonia. An additional example is travelling to Tokelau from Noumea which requires 2 or 3 legs by plane to Apia (Samoa) followed by a leg on a freight boat to Tokelau. The Preferred Supplier shall be able to pro-actively identify such additional requirements and be able to provide end-to-end ticketing through various modes of transportation. Some travel may require freight arrangements to be made for equipment and meeting documents.</p>	
<p>Privileges and immunities: The Preferred Supplier is expected to propose a procedure enabling staff and non-staff travelling on an official mission to</p>	

claim their privileges and immunities: ease of obtaining a visa, mission letter, protection of the diplomatic bag and other privileges granted to diplomats and international public servants, etc. The Preferred Supplier is expected to propose a solution adapted to SPC's status as an international organisation in line with international standards and practices (UN officials).	
Accommodation: The Preferred Supplier may be required to book hotels at preferential rates for travellers. Preferred Supplier shall have corporate partnership arrangements with accommodation providers at SPC's main travel destination to be able to access preferential rates.	
Bi-lingual: SPC staff must be able to interact with the Preferred Supplier in both French and English. This includes correspondence, website, mobile apps and phone calls.	
Travel management solution	
Per diems calculation: the system must be able to calculate the total value of the per diem for the duration of the travel of the staff member following SPC's per diem rate tables and entitlements under SPC's Travel Policy. The system must be able to provide the per diem values in machine readable format for SPC's payroll cycle.	
Travel Records Management: SPC is required to keep evidence of proof of travel for audit and reporting purposes. The Preferred is expected to propose a digital equivalent evidence of travel, preferably kept in the Preferred Supplier's system and retrievable through reporting capabilities.	
Traveller's profile: the Preferred Supplier would maintain in the system personal profile for travellers. The information shall include, travellers' profiles including seating preferences, details of frequent flier and other loyalty programs, passport details, validity of visas and other travel documents, COVID 19 or other Pandemic related vaccination status, any special requirements. Any collection and storage of personal data (online or otherwise) needs to be in line with SPC's <i>Privacy Policy</i> requirements and be adequately secured and protected against breaches.	
Policy compliance: The Preferred Supplier will be expected to maintain controls and checks to ensure	

<p>that all travel undertaken is in compliance with SPC's Travel Policy for both full-service reservations and online bookings. The Preferred Supplier shall be able to identify potential (or post travel) breaches or noncompliance to the policy requirements such as travellers refusing to accept the most economical route, or request for business class travel without appropriate approval, and immediately alert the traveller and SPC's travel office.</p>	
Other services	
<p>Luggage: The Preferred Supplier will negotiate exceptional rates for excess baggage and manage all cases of lost baggage with the airlines until satisfactory resolution and/or final compensation.</p>	
<p>Access Airline Lounge and Frequent Flier Programs: Capacity to facilitate access for SPC to Airline Lounges at SPC's main destination airports and manage the Frequent Flier and other loyalty programs for the travellers. Ability to update Frequent Flyer/Seating/ Meal Preferences on reservation and tickets per travellers requirements.</p>	
<p>Events Management: capacity to provide support for SPC organised meetings and events, including hotel reservations (for venue of workshops/meetings, accommodation of participants), facilitating the arrangement of workshops/meetings/trainings, transportation of participants.</p>	
<p>Airline Refunds: Capacity to process airline refunds for changed/ cancelled travel requirements and credit these to SPC as expeditiously as possible.</p>	
<p>Travel Risk Management: Capacity to proactively manage SPC's travel risk and to enable travellers to identify any threats before they undertake travel.</p>	
Reporting	
<p>Reporting: The bidder shall detail its reporting capabilities, including ability to provide regular reports to SPC on frequent travellers lists; total per diems allocated to a Division / programme / person; refunds; number of travel changes per Division / programme / person; refunds due and settled and complaint analysis.</p>	
<p>Service Level Agreement (SLA): The Preferred Supplier will be required to agree on a minimum</p>	

<p>SLA with SPC. Preferred Supplier will be expected to present regular reports demonstrating compliance with the minimum agreed service standards. Preferred Supplier shall be able to report on (but not limited to) SPC staff satisfaction, availability of systems, responsiveness of the Preferred Supplier 's agents, quarterly discussions with SPC's travel manager about developments in the travel sector and other industry developments.</p>	
<p>Social and Environmental Responsibility: SPC's Social and Environmental Responsibility Policy requires it to commit to reducing its own environmental and carbon footprint with the ultimate goal of achieving carbon neutrality and zero waste, by implementing a robust in-house climate and environmental responsibility framework and ensuring that relevant policies are adapted to reflect this approach, including the greening of its procurement and travel policies. SPC's travel program can have an effect on carbon pollution and as a result, SPC seeks to act as a model purchaser in the region supporting a low carbon economy. Preferred Supplier are encouraged to detail how they can assist SPC in in this regard. Preferred Suppliers shall be able to provide data by Traveller categories, ticket category, total flight, km, origin, destination and stopovers, aircraft type, etc to ease the calculation of CO2 emissions.</p>	

For the Bidder: *[insert name of the company]*

Signature:

Name of the Bidder's representative: *[insert name of the representative]*

Title: *[insert Title of the representative]*

Date: *[Click or tap to enter a date]*

Annex 4: DUE DILIGENCE & UNDERTAKINGS RFP 22-3425

Please complete the following questionnaire and provide supporting documents where applicable.

1.	Please provide the following documents to verify identity and proof of address:
a.	Evidence of Power of Attorney/Board Resolution granted to the officers to transact business on its behalf; and
b.	Any of the following documents: <ul style="list-style-type: none"> • Certificate of Incorporation • Memorandum and Articles of Association • Telephone bill in the name of the company • Bank statement with the entity's name displayed

2.	Does your entity have foreign branches and/or subsidiaries?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
If you answered 'yes' to the previous question, please confirm the areas of your entity covered by responses to this questionnaire:				
•	Head Office & domestic branches	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
•	Domestic subsidiaries	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
•	Overseas branches	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
•	Overseas subsidiaries	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A

3.	Is your entity regulated by a national authority	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
If you answered 'yes', please specify the name:		<i>[Insert name of the national regulation authority]</i>		

4.	Does your entity have a written policy, controls and procedures reasonably designed to prevent and detect money laundering or terrorist financing activities?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, please send SPC your policy in English.			

5.	Does your entity have an officer responsible for an anti-money laundering and counter-terrorism financing policy?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
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If yes, please state that officer's contact details:	<i>[Insert name and contact details of your officer in charge]</i>
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6.	Does your entity provide financial services to customers determined to be high risk including but not limited to:			
•	Foreign Financial Institutions	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
•	Casinos	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
•	Cash Intensive Businesses	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A

• Foreign Government Entities	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
• Non-Resident Individuals	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
• Money Service Businesses	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
<input type="checkbox"/> Other, please provide details:	<i>[Provide details]</i>		
7. If you answered 'yes' to any of the boxes in question 7, does your entity's policies and procedures specifically outline how to mitigate the potential risks associated with these higher risk customer types?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
If you answered 'yes', please explain how:	<i>[Provide explanation]</i>		

8. Has your entity ever been the subject of any investigations or had any regulatory or criminal enforcement actions resulting from violations of laws and regulations relating to either money laundering or terrorism financing?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If you answered 'yes', please provide details:	<i>[Provide details]</i>	

9. Has the director or CEO of your entity ever been the subject of any investigations or had any regulatory or criminal enforcement actions resulting from violations of laws and regulations relating to either money laundering or terrorism financing?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If you answered 'yes', please provide details:	<i>[Provide details]</i>	

I declare that none of the funds received or to be received by my company will be used to finance terrorism or involve money laundering.

I declare that the particulars given herein above are true, correct and complete to the best of my knowledge, and the documents submitted in support of this form are genuine and obtained legally from the respective issuing authority.

For the Bidder: <i>[insert name of the company]</i>
Signature:
<hr/>
Name of the Bidder's representative: <i>[insert name of the representative]</i>
Title: <i>[insert Title of the representative]</i>
Date: <i>[Click or tap to enter a date]</i>

Annex 5: FINANCIAL PROPOSAL SUBMISSION FORM RFP 22-3425

1. STANDARD FARE QUOTES FOR SECTORS FREQUENTLY TRAVELLED:

Note:

- 1- All fares quotes to be in **EUROS** which will be converted at the time of evaluation at the current exchange rate applicable all tax inclusive.
- 2- The workshop/meeting dates for all the travels listed below is from 24th to 28th November and ensure that participants/staff are to arrive at the venue at least 24 hrs before the start of the meeting/workshop.
- 3- Only one set of fares should be provided for each route for evaluation purpose.
- 4- For the proposed route the bidder has to provide fares with demonstrated best value for money.
- 5- All fares provided are to be flexible fares.

DESTINATION	PROPOSED ROUTE (Most direct and economical)	FLEXIBLE AND MOST ECONOMICAL AIRFARE
Noumea/Suva/Noumea		
Noumea/Pohnpei/Noumea		
Noumea/Honiara/Noumea		
Noumea/Port Moresby/Noumea		
Noumea/New York/Noumea		
Noumea/Alofi/Noumea		
Noumea/Tarawa/Noumea		
Noumea/Pago Pago/Noumea		
Noumea/Paris/Noumea		
Noumea/Bangkok/Noumea		
Suva/Noumea/Suva		
Suva/Pohnpei/Suva		
Suva/Honiara/Suva		
Suva/Port Moresby/Suva		
Suva/New York/Suva		
Suva/Alofi/Suva		
Suva/Tarawa/Suva		

Suva/Pago Pago/Suva		
Suva/Paris/Suva		
Suva/Bangkok/Suva		
Honiara/Suva/ Honiara		
Pohnpei/Suva/Pohnpei		

1. OTHER INCENTIVES AND BENEFITS

	Details
Discount allowed on payments	
Credit terms	
Other incentives such as Airline club membership/Lounge access	

2. SERVICE AND TRANSACTION FEES

Service and transactional fees	Euros
• Ticket issuance fees	
• Visa application charges (excluding consulate visa fees)	
• Meet and greet fees (excluding transportation cost)	
• Any other service fees (please provide details)	

3. TRANSITION COST

Transitional requirements	Euros
• Any transitional cost including staff training, system integration and change management	

For the Bidder: *[insert name of the company]*

Signature:

Name of the Bidder's representative: *[insert name of the representative]*

Title: *[insert Title of the representative]*

Date: *[Click or tap to enter a date]*