

INFORMATION SHEET

Travel Management Services – Whole of Government



1. Why is this contract in place?

The key objectives of the new travel contract are to:

- Ensure value for money for the Fijian Government;
- Improve efficiency in administering travel;
- Reduce administrative costs;
- Increase the use of technology to streamline the interaction between Government Ministries and travel services providers; and
- Availability of accurate and timely data for decision making.



2. From the approved travel management service providers, from how many should I obtain quotation?

Three (3) service providers are approved. Agencies may seek quotations from a minimum of 1 provider.

3. What should I take into consideration when obtaining quotations?

The most economical (cost-effective) quote will be provided by the travel agent based on seat availability.

4. How shall I make a booking?

Obtain quotation from any of the approved service providers, raise the purchase order and make the payment after the invoice has been received.



Alternatively agencies can use the Macquarie Travel World Services Ltd booking tool. Agencies are to liaise with Ministry of Economy (FPO) to obtain access.

5. Are there any refund and cancellation charges by the travel management service providers?

No. The approved service providers will charge zero service fees on refunds.

6. Are there any refund and cancellation charges by the airlines, vehicle rentals providers, hotels etc.?

At times there will be refund and cancellation charges provided by airlines, vehicle rentals providers, hotels etc.

Approvals to pay refund and cancellation charges from air travel/vehicle rental/accommodation providers must be provided by the responsible authority in the agencies.

Agencies are encouraged to ensure proper travel planning to avoid unnecessary charges from airlines, hotels or rental car providers.



TRAVEL MANAGEMENT SERVICES

Scope of Work

a) Air travel

- Plan, arrange, amend bookings as requested and confirm bookings for all air travel bookings.
- Provide advice on airline baggage policy.
- Negotiate discounts and the most cost effective air travel options with all available airlines which meet the minimum standard on behalf of the Government of the Republic of Fiji ('Government') and report efforts made on this periodically.
- Negotiate discounts (credits) on accumulated expenditure for air travel with all available airlines on behalf of Government and revert back for executive decisions as appropriate.

b) Vehicle Rental

- Arrange, amend bookings as requested and confirm bookings for all vehicle rentals and/or shuttles bookings to satisfy Government minimum requirements.
- Negotiate discounts/vouchers with all available vehicle rental and/or shuttle service providers on behalf of Government and report efforts made on this periodically.

c) Accommodation

- Arrange, amend bookings as requested and confirm bookings for all accommodation needs to satisfy Government minimum requirements.
- Negotiate discounts/vouchers with all major hotel groups or lodges that meet the standard requirements on behalf of Government and report efforts made on this periodically.

d) Providers

- **Lot 1: Online Booking** – Macquarie Travel World Services Ltd
(Subsidiary companies are JAD International, Discount Flight Center, Hertz Car Rentals, Macquarie Travel)
- **Lot 2: Offline Booking** – Macquarie Travel World Services Ltd, Oneworld Flight Center Limited and ITravel Pte Limited.

e) Cost

Zero administration fees (no admin fees) plus applicable air travel, vehicle rental and accommodation fares charged by air travel/vehicle rental/accommodation providers on an “as and when required” basis.

f) Terms

- a) Cash (preferred) or
- b) a 30 day credit term with 1% interest per month on overdue accounts is approved for individual Government Ministries with **Oneworld Flight Centre Limited** and **Macquarie Travelworld Services Pte Limited**. In addition, a 30 day credit term with 1.25% interest per month on overdue accounts for credit transactions is approved for individual Government Ministries/Agencies with **ITravel Pte Limited**. Ministries will have to open separate credit accounts so they do not impact other Ministries when there is a dispute or non-payment of amount.