Request For Tender (RFT)

RFT 2011001 Travel Agency Services Supplier Panel

Any questions regarding this RFT should be addressed to: tenders@rmit.edu.au

Closing Time: 5:00 pm AEST Tuesday 22 March 2011

RFI responses must be lodged via email to tenders@rmit.edu.au by the closing time

RMIT University is not committed contractually in any way to parties registering their interest in response to this invitation nor is RMIT University liable for any costs of compensation or any expenses incurred by parties in submitting a response to this Request for Tender.
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INTRODUCTION

1. About RMIT

The Royal Melbourne Institute of Technology University (known as “RMIT University” or “RMIT”) has three main campuses within Victoria which cater for almost 55,000 students and 4000 academic and general staff who work and study at RMIT. It also has a major representation in Vietnam, with campuses in both Ho Chi Minh City and Hanoi.

RMIT is proud of its multicultural heritage and the rich, active campus life available to our students, staff and local communities.

RMIT is a leading exporter of Australian education and offers hundreds of courses in Melbourne and overseas.

We are committed to equal opportunity, racial tolerance, cultural diversity and ethical behaviour. Our activities are guided by the ‘triple bottom line’ of environmental, social and financial sustainability.

RMIT is a complex organisation. It is arranged into three academic Portfolios, each of which comprise a number of schools: the International and Development Portfolio, the Research and Innovation Portfolio and the TAFE Portfolio. Further information regarding the organisational structure and relationships between the various Portfolios and schools is available on the RMIT website.

Further information about RMIT may be obtained from the RMIT website at http://www.rmit.edu.au.

2. Background to this RFT

In the 2010 calendar year RMIT University (RMIT) spent approximately $8 million on travel related goods and services. Between 5300 and 5800 domestic and international trips are taken annually.

RMIT has identified an externally hosted system (Trobesis.com) that is designed to allow for the booking and management of domestic and international travel by stakeholders within RMIT. It includes customised workflow which enables electronic approval processes and the ability for users to interact with preferred travel providers including, but not limited to, travel agents, airlines, hotel and car hire companies for quotes and bookings.

As a consequence, RMIT is seeking travel agencies who are able to support this system and the needs of RMIT travellers and travel arrangers. RMIT is therefore inviting travel agencies to present a response to this Request for Tender (RFT) detailing their capabilities and suitability as a preferred travel agency provider to RMIT, in accordance with the terms of this RFT.

RMIT Travel Booking Volumes

<table>
<thead>
<tr>
<th>Booking Type (Total RMIT)</th>
<th>Current Volumes (2010)¹</th>
<th>2011 Volumes (F)</th>
<th>2012 Volumes (F)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Domestic Booking Volumes</td>
<td>$2,800,000</td>
<td>$3,024,000</td>
<td>$3,266,000</td>
</tr>
<tr>
<td>International Booking Volumes</td>
<td>$5,200,000</td>
<td>$5,512,000</td>
<td>$5,843,000</td>
</tr>
<tr>
<td>Total Volumes</td>
<td>$8,000,000</td>
<td>$8,536,000</td>
<td>$9,109,000</td>
</tr>
</tbody>
</table>

¹ Spend and transaction volumes are approximate and are inclusive of air, accommodation and car hire and are based on a combination of data obtained from various sources within RMIT. Volumes quoted are by no means guaranteed by RMIT.
### Number of Bookings (Total RMIT)

<table>
<thead>
<tr>
<th></th>
<th>Current Volumes (2010)</th>
<th>2011 Volumes (F)</th>
<th>2012 Volumes (F)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Domestic bookings</td>
<td>8000</td>
<td>8240</td>
<td>8483</td>
</tr>
<tr>
<td>International bookings</td>
<td>3190</td>
<td>3223</td>
<td>3254</td>
</tr>
<tr>
<td>Total Booking Volumes</td>
<td>11,190</td>
<td>11,463</td>
<td>11,737</td>
</tr>
</tbody>
</table>

### Travel Agent Booking Volumes

<table>
<thead>
<tr>
<th></th>
<th>Current Volumes (2010)</th>
<th>2011 Volumes (F)</th>
<th>2012 Volumes (F)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Domestic bookings</td>
<td>$669,900</td>
<td>$1,211,000</td>
<td>$1,960,000</td>
</tr>
<tr>
<td>International bookings</td>
<td>$4,161,500</td>
<td>$4,685,000</td>
<td>$5,262,000</td>
</tr>
<tr>
<td>Total Booking Volumes</td>
<td>$4,831,400</td>
<td>$5,896,000</td>
<td>$7,222,000</td>
</tr>
</tbody>
</table>

### Number of Travel Agent Bookings (including Online)

<table>
<thead>
<tr>
<th></th>
<th>Current Volumes (2010)</th>
<th>2011 Volumes (F)</th>
<th>2012 Volumes (F)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Domestic bookings</td>
<td>1889</td>
<td>3300</td>
<td>5090</td>
</tr>
<tr>
<td>International bookings</td>
<td>2554</td>
<td>2740</td>
<td>2930</td>
</tr>
<tr>
<td>Total Booking Volumes</td>
<td>4433</td>
<td>6040</td>
<td>8020</td>
</tr>
</tbody>
</table>

### Number of Online Bookings

<table>
<thead>
<tr>
<th></th>
<th>Current Volumes (2010)</th>
<th>2011 Volumes (F)</th>
<th>2012 Volumes (F)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Domestic bookings</td>
<td>NA</td>
<td>1400</td>
<td>3060</td>
</tr>
<tr>
<td>International bookings</td>
<td>NA</td>
<td>100</td>
<td>150</td>
</tr>
<tr>
<td>Total Booking Volumes</td>
<td>NA</td>
<td>1500</td>
<td>3210</td>
</tr>
</tbody>
</table>
RMIT Travel Bookings by Destination
The following provides a breakdown of RMIT’s most common travel destinations by region:

3. Scope of requirements
RMIT’s requirements are set out in more detail in Schedule 1.
Unless otherwise stated in this RFT, RMIT will engage the successful vendor/s subject to the terms and conditions specified in Draft Contract included with this RFT.

4. Structure of this RFT
This RFT is comprised of:

- the clauses, which set out the conditions applying to the RFT process;
- Schedule 1, which sets out the Statement of Requirements; and
- Attachment 1, Attachment 2, Attachment 3 and Attachment 4, which together set out the information that vendors need to include in their tender response.

Clause 23 provides definitions of words and phrases used in this RFT.

Notice to vendors
By participating in the process outlined in, and/or responding to, this RFT, a vendor is deemed to have accepted the terms and conditions that regulate this RFT and the process outlined in it. If a vendor is unable or unwilling to agree such terms, it must return this RFT document to RMIT immediately.
INFORMATION FOR VENDORS

5. Further information about this RFO

All enquiries regarding this RFT should be directed to Strategic Sourcing and Procurement – RMIT via email at tenders@rmit.edu.au.

Vendors are requested to register their interest as a potential respondent to this RFT. Whilst registration is not a precondition to a vendor’s right to make a submission in response to this RFT, RMIT will be obliged to give notices in respect of matters or issues arising from this RFT only to those vendors that have so registered.

All email correspondence is to have RFT 2011001 Travel Agency Services Supplier Panel as the subject title.

RMIT may refuse to answer any question received less than five business days before the Closing Time.

Where RMIT receives a question from a vendor via the email address tenders@rmit.edu.au, and RMIT considers that its answer to that question will be relevant to other vendors in completing their response to a request document, RMIT will circulate the question and answer to all other registered vendors without disclosing the source of the question or revealing the substance of a proposed tender response.

6. Amendments to this RFT

Any amendments to this RFT will be issued by RMIT as an addendum to registered vendors.

Vendors must submit their tender response in accordance with this RFT as amended by any addenda.

All conditions of this RFT will apply to addenda unless stated otherwise in the addendum.

No addenda will be issued by RMIT less than 48 hours before the Closing Time.

RMIT accepts no responsibility where an unregistered vendor fails to become aware of any addenda.

7. Vendor behaviour

Vendors must not, and must ensure that their officers, employees, agents, advisors and any proposed subcontractors do not, in relation to the preparation of a tender response:

- make false, misleading or deceptive claims or statements;
- make contact with (other than as permitted in this RFT), canvass, receive improper assistance from, or attempt to improperly influence, any RMIT staff member; or
- engage in collusive tendering or any other anti-competitive or unethical conduct with another vendor.

Vendors must not offer any gifts, hospitality or other benefits to any RMIT staff member at any stage throughout the procurement process.

Vendors must not make any public communications about the project or procurement process except with the prior written approval of RMIT.

RMIT will exclude all tender responses that fail to comply with any of the above requirements.
8. Vendor responsibility for costs and advice

All costs and expenses incurred by a vendor in the preparation and lodgement of a tender in response to this RFT, including any additional effort required under clause 14, are to be borne by the vendor unless otherwise agreed in writing by RMIT.

Vendors are responsible for seeking their own independent professional advice in connection with this RFT, including legal, financial and taxation advice.
RESPONSE REQUIRED FROM VENDORS

9. Information to be submitted

9.1 Using the Attachments

A tender submission should include the following information:

- responses addressing the information required by Attachment 1, Attachment 2, Attachment 3 and Attachment 4; and
- any other information a vendor may wish to include to support its tender submission.

9.2 Content and format requirements

Tender submissions must be clear, concise and in English.

Additional information over and above what is required by this RFT may not be considered by RMIT when evaluating tender submissions.

RMIT requires that any pricing offered is firm and sustainable for the period of the contract. Due to time constraints of the project, RMIT encourages vendors to provide their best and unconditional pricing.

All prices must be inclusive of Australian Goods and Services Tax (if applicable) and must be in Australian dollars ($AUD).

A tender submission that does not include all of the required information may be rejected as Non-Conforming.

9.3 Partial, alternative and multiple tenders

It is RMIT’s preference for tender responses to be for the supply of all requirements as specified under Schedule 1. However, where vendors are only able to supply some requirements, RMIT will consider the tender response, but reserves the right to reject the tender as Non-Conforming.

A vendor must submit a response for the supply of the requirements as specified in this RFT. However, a vendor may submit an alternative response provided that a compliant response is also submitted. If a vendor submits an alternative response, the advantages, disadvantages, limitations and capabilities of the alternative response should be clearly stated.

Where a vendor submits multiple tenders, RMIT will accept the last tender lodged before the Closing Time, with all previous tender submissions to be disregarded.

9.4 Consortium tenders

A consortium may submit a tender on the condition that one legal entity act as the primary vendor and take full responsibility for delivery of the requirements. The tender should provide full details of both the primary vendor and all proposed consortium members.

9.5 Supplier terms

Should RMIT elect to engage a party to supply the goods and/or services that are the subject of this RFT, it will do so subject to the terms and conditions contained in RMIT’s standard contract, or a contract which is acceptable to it.

RMIT will not agree to be bound by any standard terms or like documentation issued by any vendor and, to the extent that any submission made by a vendor incorporates its standard terms, or indicates that such submission is conditional on RMIT accepting its standard terms, RMIT will either evaluate such submission on the basis that such standard terms did not form part of the submission and/or did not apply to that submission, or (if such exclusion is not possible or practicable) exclude the vendor’s submission from further evaluation.
10. **RMIT right to change specifications, requirements**

Prior to the date on which submissions are due to be lodged, RMIT reserves the right to issue amendments, additions and/or clarifications to any information, requirement, specification or term of this RFT. Such amendments, additions and/or clarifications will be issued to all parties who have registered as potential respondents.

Such notification may be accompanied by an extension of the Closing Time by which a submission in response to this RFT must be lodged.

11. **When to lodge tenders**

Tenders must be lodged before the Closing Time. RMIT's decision as to the time that a tender is lodged will be final.

The Closing Time can only be extended by RMIT issuing an addendum in accordance with clause 6. RMIT reserves the right to reject any tender lodged after the Closing Time.

12. **How to lodge submissions**

Tenders must be lodged:

- electronically via the email address: tenders@rmit.edu.au, with the vendor’s name and RFT 2011001 Travel Agency Services Supplier Panel as the subject title.

Tenders lodged by other means, including by facsimile, will not be considered.

Electronic tender responses must be attached as separate file(s) in either MS Excel (2003 or above), MS Project (2010) PDF and/or txt format. Files should be compressed via a zip program, where possible.

In lodging tender submissions electronically, vendors warrant that they have taken reasonable steps to ensure that their tender submission is free of viruses or other harmful code that may affect RMIT’s computing environment. Tenders found to contain viruses or harmful code will be excluded from consideration.
RMIT’S EVALUATION PROCESS

13. Evaluation Criteria

In evaluating the vendor response, RMIT will have regard to:

a) Each specific evaluation criteria identified in the table below; and
b) The overall value for money proposition presented in the vendors response.

In this context, “value for money” is a measurement of the benefits represented by the vendors response, including:

a) Quality levels; and
b) Performance standards.

In evaluating each vendor response, RMIT may assign a particular weighting to any or all of the criteria specified in the table below. RMIT is under no obligation to advise vendors of such weightings.

<table>
<thead>
<tr>
<th>Evaluation Criteria</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality</td>
<td></td>
</tr>
<tr>
<td>• Quality of the service provision</td>
<td></td>
</tr>
<tr>
<td>• Quality of the resources applied</td>
<td></td>
</tr>
<tr>
<td>• Quality of the process utilised</td>
<td></td>
</tr>
<tr>
<td>• Quality of the technology employed</td>
<td></td>
</tr>
<tr>
<td>• Quality of the Business and management</td>
<td></td>
</tr>
<tr>
<td>Service</td>
<td></td>
</tr>
<tr>
<td>• Travel consultation service capability</td>
<td></td>
</tr>
<tr>
<td>• Consultant experience and capability</td>
<td></td>
</tr>
<tr>
<td>• Account management</td>
<td></td>
</tr>
<tr>
<td>• Documentation and approval management</td>
<td></td>
</tr>
<tr>
<td>• Innovation in service delivery</td>
<td></td>
</tr>
<tr>
<td>• Personalised service delivery</td>
<td></td>
</tr>
<tr>
<td>Technology</td>
<td></td>
</tr>
<tr>
<td>• Systems</td>
<td></td>
</tr>
<tr>
<td>• Self booking fulfilment tools</td>
<td></td>
</tr>
<tr>
<td>• Electronic data management including back office</td>
<td></td>
</tr>
<tr>
<td>• Innovation in technology</td>
<td></td>
</tr>
<tr>
<td>Price</td>
<td></td>
</tr>
<tr>
<td>• Total Cost of ownership</td>
<td></td>
</tr>
<tr>
<td>• Fee structures</td>
<td></td>
</tr>
<tr>
<td>• Airfare/rate management</td>
<td></td>
</tr>
</tbody>
</table>
### Evaluation Criteria

- Management to policy
- Creativity in reducing cost

RMIT is not obliged to accept the lowest tendered price. The evaluation of tender responses involves an assessment of all of the above criteria.

### 14. Additional steps

#### 14.1 Provision of additional information

To assist the RFT assessment process, some or all vendors may be requested, after the Closing Time but prior to notification of final selection, to clarify their tender response and provide additional supportive documentation and/or information including audited financial accounts or their Annual Company Return report as submitted to the Australian Securities and Investment Commission for the last financial year.

RMIT reserves the right to reject any tender as Non-Conforming where a vendor fails to provide any additional information requested by RMIT without valid reason (as determined by RMIT).

#### 14.2 Security, probity and financial checks

RMIT may conduct such security, probity and financial (including credit) checks as it deems necessary on vendors, their associates or related entities, officers, employees, agents and/or any proposed subcontractors, for the purposes of the RFT process, including the evaluation of tenders. These checks may require individuals to sign forms verifying certain information or authorising the provision of confidential or personal information.

Vendors must provide, at their own cost, all reasonable assistance required by RMIT in undertaking and conducting the security, probity and financial checks.

#### 14.3 Vendor workshops

After the initial RFT submission, vendors may be requested to participate in scenario vendor workshops. These vendor workshops are designed to give the vendor an opportunity to:

- speak more about their business and potential relationship with RMIT;
- provide demonstrations that the vendor believes are a complement to their submission; and
- explain how their solution will process business scenarios provided by RMIT (see Schedule 1).

Conditions relating to the vendor workshops are:

- workshops will be held at RMIT premises;
- vendors will provide all necessary equipment (including network requirements) for the workshops;
- no more than three vendor representatives will attend the workshops;
- time constraints will be honoured; and
- all software demonstrations will be realtime and complete (i.e. no screenshots or partial walkthroughs).

Walkthroughs of any business scenarios as set out in Schedule 1 may also be requested by RMIT during vendor workshops.
15. **Short listing**
RMIT may short list vendors at any time.

16. **Negotiations with Vendors**
After the Closing Time, RMIT may enter into negotiations with any one or more vendors. If in RMIT’s view during negotiations with a vendor, the vendor retracts, or attempts to retract, from its original tender submission, RMIT may reject the vendor’s tender, discontinue negotiations with that vendor and commence negotiations with another vendor.

17. **Execution of formal agreement**
Nothing in this RFT, or the submission of any tender in response to it, or any conduct or statement otherwise related to the RFT process, constitutes a contract (whether express or implied) with RMIT. RMIT does not intend to enter into a contract unless and until a formal agreement based on the Draft Contract is executed.

18. **Notification to unsuccessful vendors**
Following finalisation of the procurement process, RMIT will notify each unsuccessful vendor that its tender submission has not been accepted.
GENERAL CONDITIONS

19. Disclaimer

Nothing in this RFT requires RMIT to select a vendor. No vendor shall be deemed to have been selected until formally notified in writing by RMIT.

RMIT reserves the right to discontinue the RFT process (including negotiations with any vendor(s)) at any time and for any reason.

By submitting a tender, vendors acknowledge and agree that:

- they will not institute any legal challenge in respect of this document;
- the selection process is a commercial arrangement and is not subject to the rules of natural justice;
- they will not make any public statement, or provide any information for publication in relation to the acceptance or otherwise of any tender response, without the prior written approval of RMIT;
- to the maximum extent permitted by law, neither RMIT nor its employees, advisers or agents will in any way be liable to any person or entity for any cost, expense, loss, claim or damage arising out of or in connection with this RFT;
- they have not relied on any express or implied warranty or representation made by or on behalf of RMIT other than as expressly contained in this RFT or an addendum to this RFT issued by RMIT in accordance with clause 6;
- they have not received improper assistance from any RMIT staff member;
- RMIT may alter this RFT, including the Draft Contract and the Statement of Requirements, at any time and for any reason;
- RMIT may change the structure or timing of the RFT process at any time and for any reason; and
- RMIT may invite additional vendors to submit a tender response at any time;

20. RMIT’s rights

20.1 Tender validity period

In lodging a tender, the vendor acknowledges that its tender remains valid and open for acceptance by RMIT for a period of 180 days after the Closing Time.

20.2 Ownership of tender responses

All tender responses shall become the property of RMIT on lodgement. Vendors shall retain ownership of intellectual property in the tender responses provided that RMIT is entitled to use and copy the tender responses as necessary for the purposes of the RFT process, including the proper evaluation of tenders.

20.3 Ownership of RFT

This RFT (including any addenda) remains the property of RMIT. Vendors are permitted to use the RFT only for the purposes of preparing their tender response and, where relevant, negotiating the terms of an agreement with RMIT.

All copyright and other intellectual property rights contained in this RFT are and remain vested in RMIT and any third party who has given RMIT permission to incorporate them in this RFT.
20.4 Breach of terms of this RFT

Each vendor acknowledges and agrees that, if it fails to comply with, or otherwise breaches, the terms and conditions governing this RFT, RMIT may disqualify that vendor's submission(s) from further consideration under this RFT, and reserves the right to disqualify such vendor from future procurements initiated by RMIT (whether in relation to goods and services similar to those contemplated in this RFT or otherwise).

21. Confidential Information

Subject to this clause 21, RMIT undertakes to keep confidential any confidential information provided to RMIT by vendors as part of their tender response.

RMIT may, without notifying any vendor, disclose or allow the disclosure of, at any time, any information provided by vendors, including their tender response:

- to RMIT's employees and officers solely in order to evaluate or otherwise assess the tender response;
- to RMIT's internal management personnel for purposes related to the RFT process;
- where the information is authorised or required by law to be disclosed; or
- where the information is in the public domain otherwise than as a result of a disclosure by RMIT.

Vendors are required to indicate in their response to Attachment 1 (Vendor Response Form) the information that they consider to be confidential information and the reasons why the information should be protected.

Where RMIT executes a formal agreement based on the Draft Contract with a vendor, the requirements under this clause 21 will cease to apply and any confidential information will be dealt with in accordance with the terms of the contract.

22. Governing law

The laws of the State of Victoria govern this RFT, and RMIT and each vendor submits to the non-exclusive jurisdiction of the Courts of that State and courts with appellate jurisdiction over such Courts.

23. Definitions

In this RFT, unless the contrary intention appears:

- Closing Time means the Closing Time specified on the front page of this RFT, as amended by any addendum in accordance with clause 6
- Draft Contract means the draft contract issued with this RFT
- Evaluation Criteria means the Evaluation Criteria set out in clause 13
- Non-Conforming means a tender submission that does not substantially meet the requirements of this RFT
- RFT means this request for tender, including the Draft Contract
- Statement of Requirements means RMIT's requirements, including the technical specifications, as set out in Schedule 1
SCHEDULE 1 – STATEMENT OF REQUIREMENTS

1. Background

In the 2010 calendar year RMIT University (RMIT) spent approximately $8 million on travel related goods and services. Between 5300 and 5800 domestic and international trips are taken annually.

RMIT has implemented an externally hosted system (Trobesix.com) that is designed to allow for the booking and management of domestic and international travel by stakeholders within RMIT. It includes customised workflow which enables electronic approval processes and the ability for users to interact with preferred travel providers including, but not limited to, travel agents, airlines, hotel and car hire companies for quotes and bookings.

As a consequence, RMIT is seeking to engage with travel agencies who are able to support this system and the needs of RMIT travellers and travel arrangers. RMIT is therefore inviting travel agencies to present a response to this Request for Tender (RFT) detailing their capabilities and suitability as a preferred travel agency provider to RMIT.

2 Scope of the service required

2.1 Serve on a panel of Travel Agencies, delivering exceptional services across all facets of travel requirements presented by the University.
2.2 Industry benchmarked best practise in customer service delivery.
2.3 Fully utilise the capability of RMIT’s internally hosted Travel booking and administration portal to manage travel.
2.4 Support RMIT by applying new technologies to compliment exceptional consulting capabilities, especially in areas of complex itineraries with emphasis on value creation.
2.5 Assist in maintaining RMIT travel policy and procedure.
2.6 Install vendors who can provide fulfilment capabilities for applications within the travel portal environment including a RMIT hosted and managed self booking tool.
2.7 Vendor to provide expense management solutions and travel data to enable increased transparency of travel costs within RMIT.

3 Minimum business requirements

3.1 Registrations
3.1.1 Must be a licensed Travel Agent (Australia)
3.1.2 Must be registered with Travel Compensation Fund (TCF)
3.1.3 Global Distribution System GDS (only applicable for AeTM fulfilment).
   Appropriate GDS capabilities (current system is Amadeus) are required if vendor is performing fulfilment duties.

3.2 Company Insurance
3.2.1 The Vendor must be able to maintain Public Liability insurance for an amount not less than ten million Australian dollars ($AU10,000,000).
3.2.2 The Vendor must be able to maintain Professional Indemnity insurance for an amount not less than five million Australian dollars ($AU5,000,000).
3.3 Type of business
   3.3.1 RMIT is only seeking to engage with full service Travel Management Companies (TMC).
   3.3.2 RMIT is only seeking to engage with TMC’s that have relevant experience in the University or corporate sector.

3.4 Minimum Systems capability
   3.4.1 Travel Portal
      3.4.1.1 System integration capability with RMIT hosted Travel booking and administration portal (currently implemented system is Trobexis)
      3.4.1.2 Alternately, the vendor will be willing to invest in this capability within a reasonable timeframe.
   3.4.2 University Travel data reporting
      3.4.2.1 University Travel data as specified to be downloaded online through a Windows Explorer web browser (currently Version 7 in use) interface.
      3.4.2.2 University travel data as specified to upload to RMIT hosted Travel portal.
   3.4.3 Traveller Security Data Feed (TSDF)
      3.4.3.1 Vendor will automatically queue PNR’s to an approved TSDF provider (current provider is International SOS) when a new booking is completed and/or changed (pre and post ticketing) by the Vendor 24 hours and day, 7 days a week.

4 Service requirements

4.1 Intent
   4.1.1 To provide cost effective outcomes in a timely manner while complying with RMIT Travel policy, utilizing preferred suppliers where possible.
   4.1.2 Pro-actively assisting staff with queries across all travel categories providing exceptional customer service experience.
   4.1.3 Assisting staff with basic travel portal troubleshooting with requisitions.

4.2 General items
   4.2.1 Vendors will operate as part of a non-exclusive preferred panel of travel agents.
   4.2.2 Vendors will provide booking services for all GDS and NON-GDS travel providers including, but not limited to, airlines, hotels, car hire, rail and ferries as directed by the University.
4.3 Itinerary development

4.3.1 The diagram below detail a simple process for the development of an itinerary and the minimum service expectations.

4.3.2 RMIT must be notified with ETA of turnaround if consultant fails to comply with the above.

4.4 Operational items

4.4.1 Hours of Operation

4.4.1.1 Vendors will provide full travel booking services between 0800 to 1800hrs Monday to Friday in Melbourne, Australia including Labour Day (Victoria) and Melbourne Cup Day but excluding all other statutory and public holidays in Melbourne, Australia.

4.4.1.2 Vendors will provide full after hour’s telephone services.

4.4.2 Contact resource

4.4.2.1 Vendor will provide a 1300 dedicated toll free phone number for consultant assisted reservations and travel services.

4.4.2.2 Vendor will provide a 1300 toll free phone number for 24 Hour Assistance.

4.4.2.3 Vendor will provide a dedicated email address for consultant assisted reservations and travel services.
4.4.3 Call response times
  4.4.3.1 RMIT must be able to reach an RMIT consultant on dedicated phone number every time.

4.4.4 Email acknowledgement
  4.4.4.1 100% emails acknowledged with automated receipt

4.5 Consultation

4.5.1 Duty of care *(Provided at time of quotation and at any time of the consultation or prior to travel as needed)*, Vendors will provide duty of care for all travel bookings including, but not limited to the items below:
  4.5.1.1 Provide specific visa and/or passport information to enable users to apply for applicable travel documentation.
  4.5.1.2 Ensure these specific travel provisions and met prior to traveller departing or inform the relevant RMIT Category Manager.
  4.5.1.3 Communicate Travel warnings of high risk destinations or government warnings
  4.5.1.4 Communicate Potential Health risks and warnings

4.5.2 Emergency services *(At time of final documentation)*
  4.5.2.1 Vendor will supply the traveller with emergency contact details for both International SOS and vendor emergency product.

4.5.3 Rates quoting methodology
  4.5.3.1 Best logical fare/rate offered – Vendors must offer the cheapest fare and/or rate available that meets the requirements of the traveller.
  4.5.3.2 Usage of contracted/tactical rates – Government, private and/or tactical rates and/or fares to be utilized where possible to obtain best logical lowest fare.
  4.5.3.3 Usage of airline credits – Vendor shall proactively apply any unused airline credits towards new tickets, providing the new fare meets the requirements of the traveller.
  4.5.3.4 Vendors will maintain and uphold the RMIT travel policy

4.5.4 Travel planning assistance
  4.5.4.1 Vendors will provide travel planning services for itineraries, as requested by RMIT.
  4.5.4.2 Any written consultation dialog that occurs outside RMIT’s hosted Travel portal must be documented and attached to corresponding requisition for approval reference.
  4.5.4.3 Vendors will provide exception reporting to monitor compliance - For all non compliant bookings, vendor must record appropriate exception code as provided by RMIT.

4.5.5 Quotation Information minimum standards *(airfare)*
  4.5.5.1 Airports not abbreviated (eg. SYD is Sydney) in quotations.
  4.5.5.2 Low cost carrier fares baggage included/excluded defined.
  4.5.5.3 Last day of purchase clearly defined.
  4.5.5.4 Status of booking clearly defined (eg. Waitlisted, held, quote only).
  4.5.5.5 Specific/special information clearly defined. Eg. Special meal requests, etc.
  4.5.5.6 Quoting consultant name
  4.5.5.7 Detailed Fare conditions for changes and cancellations.
  4.5.5.8 Complicated itineraries PDF attached to requisition.
  4.5.5.9 Any applicable visa application forms attached to requisition and procedures clearly defined.

4.5.6 Documentation Information minimum standards *(airfare)*
4.5.6.1 E-ticket number and airline reference number.
4.5.6.2 Check in times.
4.5.6.3 Fare conditions, detailing amendment and cancellations rules.
4.5.6.4 International SOS or Vendor Emergency number provided.
4.5.6.5 Any special request and requirement clearly stated. Eg. Seating, frequent flyer numbers.
4.5.6.6 100% of travel documentation issued prior to departure or within ticket time limits specified by the vendor. All ticketing time limits or specific documentation issue requirements to be clearly marked on travel documentation supplied to RMIT.

4.5.7 Accommodation confirmation information minimum standards
4.5.7.1 Booking and requisition number clearly stated.
4.5.7.2 Check in and check out times and dates.
4.5.7.3 Room type and bedding confirmation.
4.5.7.4 Clearly show payment type (ie. Prepaid, chargeback, etc).
4.5.7.5 Cancellation policy shown.
4.5.7.6 Any meals inclusive in room rate.
4.5.7.7 Any special request/requirements (ie. Car parking charges, late check out, etc).
4.5.7.8 Any other information recommended by vendor.

4.5.8 Other land arrangements (Rail, car, ferry)
4.5.9 Form of payment flexibility - Vendor to present time and cost effective method to capture best available rates (be it pre-paid or chargeback conditions). Please refer to Item 4.3.1.2.

4.5.10 Information minimum standards
4.5.10.1 Car hire: Booking confirmation number, rates (prepaid total or base rate daily), included km’s, pick up and drop off dates & times, car and transmission type.
4.5.10.2 Rail & ferry: Booking confirmation number, rates (prepaid total or base rate daily), departure and arrival date & times, cabin class, meals included.
4.5.10.3 Any other beneficial information recommended by vendor.

4.6 Delay notification
4.6.1.1 Where response times cannot be met, notification of time frame as to when delivery will be facilitated must be conveyed to RMIT.

4.7 Service recovery
4.7.1 Vendor must have a disaster recovery plan to ensure operation continues in the event of a disruption.
4.7.2 If service is disrupted, RMIT must be notified.
4.7.3 If disruption is greater than 5 hours this must be conveyed to the RMIT Travel Category Manager.

5 Staff requirements
5.1 High performing customer service driven consultants to deliver end to end solutions across all categories of travel.
5.2 University market experience and knowledge highly regarded.
5.3 Sufficient consultants to manage RMIT load
5.4 Staff induction required for RMIT assigned consultants
5.5 Consultants who meet the following expectations of RMIT:
  5.5.1 Friendly
  5.5.2 Courteous
  5.5.3 Minimum 5 years corporate experience
5.6 Consultants primarily focused on value added consulting to RMIT employees
  5.6.1 Capable of delivering sensible, efficient and cost effective itineraries that adhere
to RMIT travel policy
  5.6.2 Consultants not engaged in invoicing administration
  5.6.3 90% of time spent performing travel consulting.
5.7 Back office capability for invoicing
5.8 Account management sufficient to service RMIT needs (minimum standards):
  5.8.1 Assigned account management will be available to the University Category
  Manager during business hours.
  5.8.2 Assigned account management to RMIT for minimum of three (3) days support
  per month to the University Travel Category Manager.
  5.8.3 Align with RMIT and its’ preferred partners to encourage supplier awareness and
  strengthen travel policy compliance.
  5.8.4 Assist in the communication and rollout of all travel program objectives including,
  but not limited to RMIT travel systems, compliance, Lowest Logical Fare of the
  Day and process re-engineering.
  5.8.5 Assisting with change management communication during the initial
  implementation period.
  5.8.6 Collaborate with RMIT to produce consultant operational cheat sheets.
  5.8.7 Communicate any staff movements in business that may affect operational
  duties
  5.8.8 Vendor invited to consider any additional added-value services.

6 Contract management

6.1 Service level Agreement
  6.1.1 A set of minimum service levels will be agreed.
  6.1.2 A base level has been supplied to inform the vendors service model design and
  costing
  6.1.3 A methodology of financial penalties will be applied to non compliant service
  levels.
6.2 Detailed monthly reporting
Minimum account management support services to the University Category Manager
conducted by account manager and operational leader (optional) including, but not
limited to the below:
  6.2.1 University reporting requirements
  6.2.2 Key operational issues managed and communicated
  6.2.3 Issues register management maintained and communicated
  6.2.4 Recommendation and action on issues raised
  6.2.5 Analysis on spend/trends
  6.2.6 Benchmarking for all rates/fares
  6.2.7 Unused electronic ticket reporting
  6.2.8 Industry updates and opportunities to be swiftly conveyed and implemented to
  operational team
6.2.9 On site training for RMIT staff as directed by the University Travel Category Manager
6.2.10 Additional reviews may be scheduled upon RMIT request

6.3 Quarterly management reviews
6.3.1 Quarterly Review documents to be delivered in a format agreed by RMIT.
6.3.2 Review must detail Travel Program’s performance vs. objectives, analysis of supplier agreements, issues/compliments register, customer service satisfaction levels and a financial overview.
6.3.3 Reviews will be attended by appropriate levels of senior management from the vendor.

7 Financials

7.1 Invoicing specifications
7.1.1 Vendor is required to issue an Australian Tax Office (ATO) compliant tax invoice for all financial transactions processed by the Vendor.
7.1.2 Vendor is required to issue a valid tax invoice for each financial transaction facilitated by the Vendor. All invoices issued by the Vendor must contain the following information:
   7.1.2.1 Travel requisition number
   7.1.2.2 Vendor booking reference
   7.1.2.3 RMIT traveller name

7.2 Enhance data reporting
7.2.1 Vendor is required to provide enhanced data to the requirements of the University and MasterCard for all transactions where the MasterCard stored payment card is used for payment.
7.2.2 If the Vendor is NOT providing MasterCard enhanced data to any of their existing client base, the Vendor is required to work with MasterCard to implement enhanced data capabilities to the requirements of RMIT at the vendors expense.
7.2.3 Unmatched or missing data for transactions facilitated by the Vendor must not exceed two percent (2%) of the total data provided to RMIT by MasterCard in any given statement.

7.3 Mandatory ticketing requirement
7.3.1 Vendor shall only process a booking request for ticketing and payment subject to a valid requisition number being provided
7.3.2 If a situation arises where this is not possible and the travel is urgent, written approval (email) must be provided by the Director of Finance or his/her delegated authority.

7.4 Detailed fee structure covering all aspects
7.4.1 Vendors will provide a fee structure that comprehensively covers the services rendered.
7.4.2 All fees must be detailed clearly
7.4.3 During the course of business fees will not be changed unless agreed by RMIT’s Travel Category Manager.

7.5 Innovative methods to reduce Total Cost of Ownership for RMIT
7.5.1 RMIT values creativity and will look favourably on vendors who offer innovative in:
   7.5.1.1 Technology
   7.5.1.2 Service
   7.5.1.3 Cost management
8 Policy adherence

8.1 Integrate RMIT Travel policy into internal procedures
8.2 Report against policy adherence
8.3 Cause of non-conformance identified & corrective action taken to minimise risk of reoccurrence
  8.3.1 Service log completed detailing circumstance and corrective action taken and a copy of report distributed.
  8.3.2 Coach and advise travellers when necessary
  8.3.3 Designed into system. (Please refer to item 4.3.1.5 for information on exception code reporting)

8.4 University preferred supplier management
  8.4.1 RMIT preferred suppliers will have ease of access to designated University travel consultants for face to face product updates and training on a minimum quarterly basis.
  8.4.2 Information including, but not limited to tactical fares and industry updates provided by RMIT preferred suppliers will be distributed to the University operational team within the same day of information received.
  8.4.3 Vendor will provide a dedicated email address to University preferred suppliers for information distribution to consulting and client management teams without delay (email addresses must be pointed to all operational and account management stake holders within the Vendor).

9 Online Reservations support & fulfilment

9.1 Provide support and fulfilment obligations for bookings made via the online booking tool (current online reservation system is Amadeus AeTM).

10 Refunds

10.1 RMIT requires the vendor to proactively track and manage unused electronic tickets including tickets issued by the vendor on non GDS airlines. At a minimum the vendor must:
  10.1.1 Advise RMIT of any unused tickets at the time the booking is made;
  10.1.2 Provide a monthly report to finance managers on the number of unused tickets and credits they have within their area; and
  10.1.3 Provide a monthly report to the RMIT travel category manager of the number and value of unused tickets for the whole of RMIT.

11 Traveller Profile Data

11.1 Vendor shall accept traveller profile data from the University so it can be uploaded into the Vendor systems.
ATTACHMENT 1 – UNDERSTANDING YOUR ORGANISATION

The vendor should read and complete the Attachment 1: Understanding Your Organisation in the Microsoft Excel Workbook entitled ‘Attachments 1-4 Response Document RFT 2011001 Travel Agency Services Supplier Panel (final).xls’.
## ATTACHMENT 2 – VENDOR CAPABILITY

**Vendor Requirements**

The Vendor should provide the requested information in Attachment 2: Vendor Capability in the Microsoft Excel Workbook entitled ‘Attachments 1-4 Response Document RFT 2011001 Travel Agency Services Supplier Panel (final).xls’ addressing the following:

<table>
<thead>
<tr>
<th>Vendor Compatibility Analysis</th>
<th>Field for Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1 University Travel Market Experience</td>
<td>Name of Organisation</td>
</tr>
<tr>
<td>1.1.1 Do you currently provide travel agency services to a University of similar type of business?</td>
<td></td>
</tr>
<tr>
<td>1.1.2 If you answered YES to question 1.1.1 please complete the following table.</td>
<td></td>
</tr>
<tr>
<td>Number of University Clients in Australia:</td>
<td></td>
</tr>
<tr>
<td>Percentage of University business in terms of dollar volumes and number of bookings for the 2010 calendar year:</td>
<td></td>
</tr>
<tr>
<td>Please provide a general summary of your University Sector experience: (note - this response has a limit of 500 characters, including spaces)</td>
<td></td>
</tr>
<tr>
<td>1.1.4 What is the total spend that you transacted for RMIT in 2009 and 2010 calendar years:</td>
<td>Total RMIT Spend 2009</td>
</tr>
<tr>
<td>1.2 Market Segmentation</td>
<td>%</td>
</tr>
<tr>
<td>1.2.1 Provide a summary of the booking volumes (by percentage of bookings) that are booked by the Vendor to the following destinations:</td>
<td>North America (USA, Canada)</td>
</tr>
<tr>
<td></td>
<td>Europe (including the United Kingdom)</td>
</tr>
<tr>
<td></td>
<td>South East Asia (including Singapore, Taiwan, Indonesia)</td>
</tr>
<tr>
<td></td>
<td>Eastern Asia (China, Japan, Korea)</td>
</tr>
<tr>
<td></td>
<td>Oceania (New Zealand, Pacific Islands)</td>
</tr>
<tr>
<td></td>
<td>Northern / Eastern Europe</td>
</tr>
<tr>
<td></td>
<td>South America</td>
</tr>
<tr>
<td></td>
<td>Africa</td>
</tr>
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<td>1.2.2 What type of domestic airfares in percentage terms, are booked by the Vendor?</td>
<td>Qantas low cost fares (Red-e-Deal, Super Saver)</td>
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<td>Qantas low cost fares (Red-e-Deal, Super Saver)</td>
</tr>
</tbody>
</table>
Virgin Blue / JetStar low cost fares (Go Fare, Blue Saver / Jet Saver)
Qantas mid cost fares (Flexi Saver)
Qantas flexible fares (Fully Flexible, Business)
Virgin Blue / JetStar flexible fares (Flexible / Jet Flex)

1.2.3 What type of international airfares in percentage terms, are booked by the Vendor

<table>
<thead>
<tr>
<th>%</th>
<th>Low cost economy fares</th>
<th>Flexible economy fares</th>
<th>Premium economy fares</th>
<th>Low cost business class fares</th>
<th>High cost business class fares</th>
</tr>
</thead>
</table>

1.3 Travel Agency Panel

1.3.1 RMIT requires the Vendor to operate as part of a non-exclusive preferred panel of travel agents. Is the Vendor able to comply with this requirement?

1.3.2 What market share does the Vendor anticipate achieving over the next three (3) years based on the volumes provided in section 2 of this RFT document?

<table>
<thead>
<tr>
<th>% Market Share</th>
<th>Year 1</th>
<th>Year 2</th>
<th>Year 3</th>
</tr>
</thead>
</table>

1.3.3 What strategies will need to be implemented by RMIT to assist the Vendor achieve the required market share?

1.3.4 What strategies will need to be implemented by the Vendor to achieve the required market share?

1.4 Vendor Services Location

1.4.1 If successful, where would the Vendor intend to locate the travel agency services for the RMIT account?

1.4.2 Will the Vendor provide RMIT face to face travel booking services?

1.4.3 If the Vendor is unable to provide face to face services, how would these services be provided if they are required by the traveller or travel booker?

1.5 Vendor GDS and Ticketing

1.5.1 What Global Distribution System (GDS) does the Vendor use?

1.5.2 RMIT requires the Vendor to provide a dedicated IATA number for issuing airline tickets. Is the travel agent able to comply with this requirement?

1.5.3 The vendor is required to comply to ticketing requirements provided by preferred airlines as instructed by RMIT.

1.6 Travel Agency Hours of Operation
<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.6.1 RMIT requires the Vendor to provide normal travel agency services between 08:00 and 18:00hrs Monday to Friday excluding RMIT designated holidays including Labour Day (Victoria) and Melbourne Cup Day.</td>
<td></td>
</tr>
<tr>
<td>1.6.2 Does the travel agent provide after hours assistance outside normal operational hours listed in Schedule 1 Statement of Requirements.</td>
<td></td>
</tr>
<tr>
<td>1.6.3 If the travel agent provides after hours services, how are these services facilitated by the travel agent?</td>
<td></td>
</tr>
<tr>
<td>1.6.4 Is the after hour services outsourced to a company external to the travel agent?</td>
<td></td>
</tr>
<tr>
<td>1.6.5 RMIT requires the travel agent to provide a dedicated 1300 toll free number for consultant assisted reservations during normal operational hours. Is the vendor able to comply with this requirement?</td>
<td></td>
</tr>
<tr>
<td>1.6.6 Is vendor able to provide a 1300 toll free number for after hour service?</td>
<td></td>
</tr>
<tr>
<td>1.6.7 Is the 1300 after hour toll free number the same 1300 number used to contact the travel agency during normal operational hours?</td>
<td></td>
</tr>
<tr>
<td>1.6.8 Are the 1300 toll free numbers accessible from outside Australia? If NO, provide details on how RMIT contacts the vendor if calling from overseas.</td>
<td></td>
</tr>
<tr>
<td>1.6.9 RMIT requires the vendor to provide a generic email address for all email enquires i.e. <a href="mailto:RMITTravel@vendor.com.au">RMITTravel@vendor.com.au</a>. Is the vendor able to comply with this requirement?</td>
<td></td>
</tr>
<tr>
<td>1.6.10 Is the generic email address monitored outside normal hours of operation? If NO, what is the strategy to ensure emails are answered promptly by the vendor?</td>
<td></td>
</tr>
<tr>
<td>1.7 Travel Agency Domestic Booking Services</td>
<td></td>
</tr>
<tr>
<td>1.7.1 RMIT requires the vendor to provide domestic and Trans Tasman booking services for the following:</td>
<td></td>
</tr>
<tr>
<td>a) Air travel for GDS and non GDS airlines</td>
<td></td>
</tr>
<tr>
<td>b) Hotels for GDS and non GDS hotels</td>
<td></td>
</tr>
<tr>
<td>c) Car hire for GDS and non GDS car hire</td>
<td></td>
</tr>
<tr>
<td>Is the vendor able to comply with this requirement?</td>
<td></td>
</tr>
<tr>
<td>1.7.2 Are there any other domestic and Trans Tasman booking services not listed in 1.7.1 that the vendor is able to provide RMIT?</td>
<td></td>
</tr>
<tr>
<td>1.8 Travel Agency International Booking Services</td>
<td></td>
</tr>
</tbody>
</table>
1.8.1. RMIT requires the vendor to provide international booking services for the following:
   a) Air travel for GDS and non GDS airlines
   b) Hotels for GDS and non GDS hotels
   c) Car hire for GDS and non GDS car hire
   d) Rail travel
   e) Travel visa’s
   f) Travel insurance (where RMIT insurance does not apply)
   Is the vendor able to comply with this requirement?

1.8.2 Are there any other international booking services not listed in 1.8.1 that the vendor is able to provide RMIT?

1.9 Travel Agency Services - Service Level Requirements

1.9.1 RMIT must be able to reach an RMIT consultant on the dedicated 1300 phone number during normal business hours. Is the vendor able to comply with this requirement?

1.9.2 100% of emails must be acknowledged with an automated receipt. Is the vendor able to comply with this requirement?

1.9.3 RMIT requires 90% of domestic and Trans Tasman consultant assisted bookings and quotations to be processed within a maximum of 1 hour of the inquiry being made. Is the vendor able to comply with this requirement?

1.9.4 RMIT requires 90% of international consultant assisted bookings and quotations to be processed within a maximum of 3 hour of the inquiry being made. Is the vendor able to comply with this requirement?

1.9.5 RMIT requires consultants to contact RMIT (by phone or email) to notify them of delays where response times cannot be met providing RMIT with a timeframe as to when their enquiry will be facilitated. Is the vendor able to comply with this requirement?

1.9.6 What processes does the vendor have in place to manage peak booking periods to ensure booking response times are being adhered to at all times?

1.10 Travel Agency Services - RMIT Policy Management

1.10.1 RMIT requires the vendor to assist and where necessary, provide guidance to RMIT to ensure travel bookings booked by the vendor are compliant with RMIT travel policy and procedures as published by RMIT. Is the vendor able to comply with this requirement?
1.10.2 If the vendor is complaint to item 9.10.1, describe how the vendor is able to meet this requirement including examples where the vendor has introduced processes to assist with travel policy compliance within their existing client base.

1.11 Travel Agency Services - Airfare / Rate Management

1.11.1 RMIT requires the vendor to discount (at point of sale) all airfares booked by RMIT the amount equal to the Bank Settlement Plan (BSP) commission payable by the airlines to the vendor. Is the vendor able to comply with this requirement?

1.11.2 RMIT requires the vendor to provide a maximum of two (2) comparable quotes for all international airfare requests. Is the vendor able to comply with this requirement?

1.11.3 If RMIT rejects the cheaper option, the vendor is required to record this information including the reason for not accepting the cheaper option. Is the vendor able to comply with this requirement?

1.11.4 When suppliers announce increases to fares / rates or the removal of fares / rates from sale, which results in an increase in the cost of the fare / rate, RMIT requires the vendor to contact RMIT notifying them of the change and request they issue the ticket / documentation to avoid the increase in fares / rates. Is the vendor able to comply with this requirement?

1.11.5 When suppliers release tactical fares / rates into the market that are lower than the fares / rates already booked by the vendor, RMIT requires the vendor to check availability and contact RMIT to offer the cheaper fare / rate. Is the vendor able to comply to with this requirement?

1.11.6 RMIT requires the vendor to check fares / rates for cheaper options (with similar conditions) for travel booked in advance prior to the ticket / documentation being issued. Is the vendor able to comply with this requirement?

1.11.7 RMIT requires 100% of travel itineraries to be price matched where a written confirmed itinerary is provided by RMIT to the vendor within 48 hours of the initial itinerary being created. Is the vendor able to comply with this requirement?

1.11.8 If the vendor is unable to comply with item 9.11.7, provide details on what conditions the vendor will provide price match capabilities.

1.11.9 Does the vendor provide robotic ticketing for domestic and international electronic tickets?

1.11.10 Does robotic ticketing extend across all booking and ticketing systems managed by the vendor including 24 hour service centres and online booking tool systems?
1.11.11 RMIT requires the vendor to proactively track and manage unused electronic tickets including tickets issued by the vendor on non-GDS airlines. At a minimum, the vendor must:
   a) Advise RMIT of any unused tickets at the time the booking is made;
   b) Provide a monthly report to finance managers on the number of unused tickets and credits they have within their area; and
   c) Provide a monthly report to the RMIT travel category manager of the number and value of unused tickets for the whole of RMIT.

Is the vendor able to comply with this requirement?

1.11.12 Provide details on how the vendor processes voids and refunds, including those that are due to issues identified as being the vendor’s responsibility (note: this response has a limit of 500 characters, including spaces).

1.12 Travel Agency Services – Trobexis.com

1.12.1 When providing a quotation within Trobexis.com, RMIT requires the vendor to:
   a) Decode all abbreviated references within the travel quotation (i.e. SYD is Sydney)
   b) Provide a summary of the fare conditions
   c) Provide information on baggage allowances for the fares quoted within the travel itinerary
   d) State the ticketing time limit
   e) State the status of the flights within the quotation (i.e. waitlisted, confirmed, quote only etc.)
   f) Attach supplementary information to the requisition (i.e. Visa application forms etc.)
   g) Provide the name of the consultant who did the quote

Is the vendor able to comply with this requirement?

1.12.2 RMIT requires the vendor to provide travel planning services on all itineraries as requested by RMIT. Any written consultation that occurs outside the RMIT hosted travel portal (Trobexis.com) must be documented and attached to corresponding requisition for approval reference.

Is the vendor able to comply with this requirement?

1.13 Travel Agency Services – Documentation Management
1.13.1 RMIT requires travel itineraries to contain the following information (where applicable):
   Flight details including:
   a) Date in long format (i.e. Thursday, 24 February 2011)
   b) Departure time (in 24 hour clock)
   c) Departure airport in its entirety (i.e. Melbourne – Tullamarine)
   d) Arrival airport in its entirety (i.e. London – Heathrow)
   e) Flight number
   f) Airline reference
   g) Class of travel
   h) Seating (if applicable)
   i) Meal requirements (if applicable)
   j) Airline membership details (if applicable)
   k) E-ticket number (or ticketing time limit if the ticket has not been issued)
   l) Summary of airfare rules
   Is the vendor able to comply with this requirement?

Accommodation details including:
   a) Check in date and time
   b) Check out date and time
   c) Hotel name
   d) Room type and bedding configuration
   e) Rate
   f) Rate inclusions (i.e. breakfast)
   g) Confirmation number
   h) Form of payment required
   i) Cancellation policy
   j) Confirmation of any special requests by RMIT (i.e. parking, late check out etc.)
   Is the vendor able to comply with this requirement?

Other land arrangements (rail, car, ferry)
   a) Check in date, time and location (if applicable)
   b) Check out date, time and location (if applicable)
   c) Vendor name
   d) Service type
   e) Rate
   f) Rate type (i.e. ICAR – Intermediate car)
   g) Rate inclusions
   h) Confirmation number
   i) Form of payment required
   j) Cancellation policy
   k) Confirmation of any special requests by RMIT
   Is the vendor able to comply with this requirement?

1.13.2 RMIT requires the vendor to provide visa and passport advice on all travel bookings (where applicable) facilitated by the vendor. Is the vendor able to comply with this requirement?

1.13.3 RMIT requires the vendor to alert travellers to travel warnings and potential health risks to destinations they are travelling. Is the vendor able to comply with this requirement?
1.13.4 RMIT requires the vendor to provide emergency contact details for International SOS and the vendors 24 hour assistance centre on all travel itineraries issued by the vendor. Is the vendor able to comply with this requirement?

1.13.5 RMIT requires 100% of travel documentation to be issued 24 hours prior to departure or within the ticketing time limits specified by the supplier (subject to the appropriate approval being provided by RMIT). Is the vendor able to comply with this requirement?

1.13.6 RMIT requires the vendor to automatically queue PNR’s to an approved Traveller Security Data Feed (TSDF) provider when a new booking is completed and or changed (pre and post ticketing) by the Vendor 24 hours a day, 7 days a week. Is the vendor able to comply with this requirement?

1.13.7 RMIT requires the vendor to integrate with a TSDF (currently International SOS) to allow travel itinerary data to be queued for all bookings and changes to bookings made by the vendor. Is the vendor able to comply with this requirement?

1.13.8 Does the vendor provide data to International SOS for any current clients?

1.14 Travel Agency Services – RMIT Preferred Supplier Management

1.14.1 RMIT requires the vendor to provide all RMIT preferred suppliers the email address of all consultants and account managers assigned to the account to allow distribution of product updated and pricing information. Is the vendor able to comply with this requirement?

1.14.2 RMIT required the vendor to provide all RMIT preferred supplier’s access to the consulting team for face to face product updates and training on a minimum quarterly basis. Is the vendor able to comply with this requirement?

<table>
<thead>
<tr>
<th>1.14 Travel Agency Services – Personnel Resource Management</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.14.1 How many travel agency consultants will be assigned to the RMIT account?</td>
<td>Domestic Consultants:</td>
</tr>
<tr>
<td></td>
<td>International Consultants:</td>
</tr>
<tr>
<td></td>
<td>Multi-Skilled Consultants:</td>
</tr>
<tr>
<td>1.14.2 Will the consultants assigned to the account be drawn from current staff resources or will consultants need to be employed by the vendor should they be successful in securing the RMIT account?</td>
<td></td>
</tr>
<tr>
<td>1.14.3 Will the consultants nominated to the RMIT account be dedicated resources?</td>
<td></td>
</tr>
</tbody>
</table>
1.14.4 Does the vendor segment roles and responsibilities within the team based on skill levels i.e. domestic / international consultant? If YES, please provide details as to how this is resourced by the vendor to ensure service levels are maintained.

1.14.5 On average, how many bookings does a consultant transact per day based on the following types of bookings?

<table>
<thead>
<tr>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Domestic bookings:</td>
</tr>
<tr>
<td>International bookings:</td>
</tr>
</tbody>
</table>

1.14.6 Use this table to provide details of the tasks that will be performed by the vendor’s travel consultants as part of the role in managing the RMIT account. Please select ‘Yes’ for each task that applies and provide the approximate amount of time spent on each task per week.

<table>
<thead>
<tr>
<th>Task</th>
<th>Required</th>
<th>Approximate Time spent per week (hours)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Book travel</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provide travel quotations</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Issue airline tickets</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Organise travel documentation (including travel visa’s)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Issue invoices</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Internal administration tasks</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Manage finance enquiries</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Attend training sessions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Attend client meetings</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Attend internal meetings</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Attend supplier meetings</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1.14.7 Are there any other tasks not included in item 1.14.6 that are performed by the vendors travel consultants as part of their role in managing the RMIT account? If so, please provide a list of these tasks and the approximate amount of time spent on each task per week.

<table>
<thead>
<tr>
<th>Task</th>
<th>Required</th>
<th>Approximate Time spent per week (hours)</th>
</tr>
</thead>
</table>

1.14.8 RMIT requires the vendor to notify the RMIT Travel Category Manager of any staff changes to the account within three (3) weeks of those changes taking effect. Is the vendor able to comply with this requirement?

1.14.9 Outline the induction training programme the vendor will implement for consulting staff assigned to the RMIT account. Include details of timing of training, RMIT involvement and materials covered in the training.

1.15 Travel Agency Services – Personnel Expertise

1.15.1 What is the average experience of the staff identified for the RMIT account (if drawn from current staff resources)?

1.15.2 What is the average length of employment of your employees?

1.15.3 What is the percentage of voluntary and forced employee turnover over the past 12 months (ending 31 Dec 2010) and what are the main reasons

<table>
<thead>
<tr>
<th>Voluntary Turnover %</th>
<th>Forced Turnover %</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.15.4</td>
<td>Detail the mandatory skill requirements for employees assigned to the RMIT account including operational (travel consultants) and account management staff (note - this response has a limit of 500 characters, including spaces).</td>
</tr>
<tr>
<td>1.15.5</td>
<td>What training and education programmes do you provide your employees? (note - this response has a limit of 500 characters, including spaces).</td>
</tr>
<tr>
<td>1.15.6</td>
<td>Explain how the vendor identifies training requirements for employees and how often these requirements are reviewed (note - this response has a limit of 500 characters, including spaces).</td>
</tr>
<tr>
<td>1.15.7</td>
<td>Describe how employee performance is measured and what employee incentive programmes are in place for your travel consultants (note - this response has a limit of 500 characters, including spaces).</td>
</tr>
<tr>
<td>1.15.8</td>
<td>Describe how employee performance is measured and what employee incentive programmes are in place for your account managers (note - this response has a limit of 500 characters, including spaces).</td>
</tr>
<tr>
<td>1.16.1</td>
<td>Will an account manager be assigned to the RMIT account?</td>
</tr>
<tr>
<td>1.16.2</td>
<td>What are the main duties performed by the account manager? (note - this response has a limit of 500 characters, including spaces).</td>
</tr>
<tr>
<td>1.16.3</td>
<td>How much time will be allocated to RMIT by the account manager in days per month?</td>
</tr>
<tr>
<td>1.16.4</td>
<td>Provide details of the vendors operational and account management structure within the organisation. Provide a summary as to what extent these resources are available to RMIT and in what circumstances are they involved in the management of the relationship (note - this response has a limit of 500 characters, including spaces).</td>
</tr>
<tr>
<td>1.17.1</td>
<td>Is the vendor able to provide reporting on all transactions initiated by the vendor in the formats detailed in Appendix 1.</td>
</tr>
<tr>
<td>1.17.2</td>
<td>Is the vendor currently providing data feeds to Trobexis.com?</td>
</tr>
<tr>
<td>1.17.3</td>
<td>If the answer to item 1.17.2 is YES, please detail what data files the vendor is currently uploading and receiving from Trobexis.com.</td>
</tr>
<tr>
<td>1.17.4</td>
<td>Is the vendor able to provide standard reporting to RMIT in MS Excel format on a monthly basis? If so, please provide details of the reports the vendor is able to provide.</td>
</tr>
<tr>
<td>Item</td>
<td>Question</td>
</tr>
<tr>
<td>--------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>1.17.5</td>
<td>Is the vendor able to provide online reporting capabilities including the standard reports included in item 1.17.4?</td>
</tr>
<tr>
<td>1.17.6</td>
<td>If the answer to item 1.17.5 is YES, please provide details of the systems available to RMIT and any limitations to operating these systems in a NON Windows environment.</td>
</tr>
<tr>
<td>1.17.7</td>
<td>Is the vendor able to provide customised reporting to RMIT? If so, please provide details as to the extent of the customisation available and what charges (if any) will apply for customised reporting to be developed.</td>
</tr>
<tr>
<td>1.17.8</td>
<td>How often is data within the reporting database refreshed?</td>
</tr>
<tr>
<td>1.17.9</td>
<td>The vendor is required to provide a monthly unused e-ticket report to the RMIT Travel Category Manager and key travel arrangers throughout RMIT. Please provide details on how you are able to meet this requirement (note - this response has a limit of 500 characters, including spaces).</td>
</tr>
<tr>
<td>1.18</td>
<td>Travel Agency Services – Travel Profile Management</td>
</tr>
<tr>
<td>1.18.1</td>
<td>Travel Agency Services – Travel Profile Management</td>
</tr>
<tr>
<td></td>
<td>The vendor is required to manage a data extract file from RMIT containing traveller profile information stored within the Trobexis.com travel portal system. There are two options currently available to receive profile data including:</td>
</tr>
<tr>
<td></td>
<td>a) Daily XML data feed (only suitable for Tramada travel agents); or</td>
</tr>
<tr>
<td></td>
<td>b) Excel profile upload as per the specification contained in Appendix 2.</td>
</tr>
<tr>
<td></td>
<td>Is the vendor able to comply with either of these requirements and</td>
</tr>
<tr>
<td></td>
<td>If so, which option is best suited to the vendor?</td>
</tr>
<tr>
<td>1.19</td>
<td>Travel Agency Services – Issue Management</td>
</tr>
<tr>
<td>1.19.1</td>
<td>Provide details as to how issues are managed by the vendor (note - this response has a limit of 500 characters, including spaces).</td>
</tr>
<tr>
<td>1.20</td>
<td>Travel Agency Services – Vendor Reviews</td>
</tr>
<tr>
<td>1.20.1</td>
<td>RMIT requires the vendor to provide quarterly reviews in the format specified in Appendix 3. Is the vendor able to comply with this requirement?</td>
</tr>
</tbody>
</table>
### 2 Implementation

2.1 Implementation

2.1.1 Please provide details of a proposed implementation plan including:
   a) Implementation timelines
   b) Implementation activities
   c) Resource requirement involving RMIT stakeholders
   d) Vendor resources and details of their experience in similar implementations
   e) Post implementation review
   (note - this response has a limit of 500 characters, including spaces).

2.1.2 The vendor is required to attach a sample implementation plan (in MS Project) outlining key milestones and information as indicated above.

### 3 Reference Sites

Provide details of two reference sites for current clients that are able to confirm your ability to fulfil RMIT's requirements in accordance with the Statement of Requirement provided in Schedule 1 of this RFT.

3.1 Reference Site One
   - Company/Organisation Name:
   - Contact Name:
   - Contact Phone Number:
   - Contact Email Address:

3.2 Reference Site Two
   - Company/Organisation Name:
   - Contact Name:
   - Contact Phone Number:
   - Contact Email Address:

Provide details of two reference sites of accounts that you have recently lost (within the past 12 months):

3.3 Reference Site One
   - Company/Organisation Name:
   - Contact Name:
   - Contact Phone Number:
   - Contact Email Address:

3.4 Reference Site Two
   - Company/Organisation Name:
   - Contact Name:
   - Contact Phone Number:
   - Contact Email Address:
<table>
<thead>
<tr>
<th>4. Payment Systems</th>
<th>Field for Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1 Payment Systems - General</td>
<td></td>
</tr>
<tr>
<td>4.1.1 Vendor shall only process a booking request for ticketing and payment subject to a valid requisition number being quoted or written approval (email) being provided by the Director of Finance or his/her delegated authority. Payment’s that do not have a valid requisition number cannot be processed or honoured by RMIT until a valid requisition number is provided. Is the vendor able to comply with this requirement?</td>
<td></td>
</tr>
</tbody>
</table>

| 4.2 Invoice Payment Terms              |                    |
| 4.2.1 RMIT’s preferred method for payment is by invoice with payment terms 30 days from the date the invoice is issued to RMIT. Is the vendor able to comply with this requirement? |

| 4.3 Stored Card Payment Systems        |                    |
| 4.3.1 The Vendor is required to accept MasterCard payment (stored card) for payment of applicable invoices. Is the Vendor able to comply with this requirement? |
| 4.3.2 Vendor is required to provide enhanced data to the requirements of the University and MasterCard for all transactions where the MasterCard stored payment card is used for payment. Is the vendor able to comply with this requirement? |
| 4.3.3 If the Vendor is NOT providing MasterCard enhanced data to any of their existing client base, the Vendor is required to work with MasterCard to implement enhanced data capabilities to the requirements of RMIT. Is the vendor able to comply with this requirement? |
| 4.3.4 Unmatched or missing data for transactions facilitated by the Vendor must not exceed two percent (2%) of the total data provided to RMIT by MasterCard in any given statement. |

| 4.4 Tax Invoices                       |                    |
| 4.4.1 Vendor is required to issue an Australian Tax Office (ATO) compliant tax invoice for all financial transactions processed by the Vendor. Is the vendor able to comply with this requirement? |
| 4.4.2 The vendor is required to issue all electronic invoices in PDF format. Is the vendor able to comply with this requirement? |
4.4.3 Individual invoices must be issued for each financial transaction facilitated by the vendor. All invoices issued by the vendor must contain the following data for the invoice to be validated by RMIT:
   a) Travel requisition number
   b) Vendor booking reference
   c) RMIT traveller name

Is the vendor able to comply with this requirement?

## 5 Amadeus Online Self Booking Tool (AeTM) Requirements

<table>
<thead>
<tr>
<th>Field for Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>It is not compulsory for vendors to complete this section of the document unless the vendor is bidding to provide support capabilities for the Amadeus AeTM online self booking tool currently used by RMIT.</td>
</tr>
</tbody>
</table>

### 5.1 Amadeus Online Self Booking Tool

5.1.1 Is the vendor bidding to provide AeTM ticketing and support services to RMIT as detailed in this section of the document?

### 5.2 Appointment of an AeTM Vendor

5.2.1 RMIT will appoint a sole vendor for AeTM fulfilment including associated post ticketing and management support as detailed in this section (Section 5) of the document. Is the vendor able to comply with this requirement?

### 5.3 General Vendor Capabilities

5.3.1 How many clients does the vendor have that currently use AeTM?

5.3.2 Does the vendor provide robotic e-ticketing for bookings generated through AeTM?

5.3.3 Does the vendor provide reporting consistent with the requirements included in item 1.17 on all bookings made through AeTM including bookings generated through API?

### 5.4 Post Ticketing Support

5.4.1 RMIT requires the vendor to provide 24 hour 7 day a week post ticketing telephone support to enable RMIT to make changes to bookings made using AeTM. Is the vendor able to comply with this requirement?

5.4.2 RMIT requires the vendor to provide a 1300 toll free number for post ticketing support. Is the vendor able to comply with this requirement?

### 5.5 Support Services

5.5.1 What services and support is the vendor able to provide RMIT outside ticketing fulfilment and post ticketing support including, but not limited to:

<table>
<thead>
<tr>
<th>Support Provided</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) AeTM user help desk support</td>
<td></td>
</tr>
<tr>
<td>b) AeTM training</td>
<td></td>
</tr>
<tr>
<td>c) AeTM system administration support</td>
<td></td>
</tr>
<tr>
<td>d) Other (provide details)</td>
<td></td>
</tr>
</tbody>
</table>
Use the table provided to outline the support services the vendor is able to provide including any associated costs to RMIT.
ATTACHMENT 3 – PRICE

1. The vendor should provide a document including information on price as required by this Attachment 3.

2. The Vendor should provide the requested Pricing information in Attachment 3: Price in the Microsoft Excel Workbook entitled ‘Attachments 1-4 Response Document RFT 2011001 Travel Agency Services Supplier Panel (final).xls’

3. The vendor should provide details of any discounts tendered (e.g. volume discounts or discounts for payments in advance).

4. The vendor should state whether the tendered prices, fees, rates and charges are inclusive of all taxes and other expenses necessary for and incidental to the provision of the goods and/or services. The vendor should provide details of any expenses that it requires reimbursement of.

Complete the following pricing matrix inclusive of Qantas preferred airline agreement in place.

<table>
<thead>
<tr>
<th>Item</th>
<th>Fee (excluding GST)</th>
<th>GST</th>
<th>Mastercard Merchant Fee</th>
<th>Total</th>
<th>Application</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Domestic Consultant Booking</td>
<td>$</td>
<td>-</td>
<td>$</td>
<td>-</td>
<td>At ticket issue</td>
<td>Domestic booking made by Supplier consultant</td>
</tr>
<tr>
<td>Domestic Booking Change</td>
<td>$</td>
<td>-</td>
<td>$</td>
<td>-</td>
<td>Post ticket issue</td>
<td>Change to domestic booking not requiring ticket re-issue</td>
</tr>
<tr>
<td>Domestic Ticket Re-Issue</td>
<td>$</td>
<td>-</td>
<td>$</td>
<td>-</td>
<td>Post ticket issue</td>
<td>Change to domestic booking requiring ticket re-issue</td>
</tr>
<tr>
<td>Trans Tasman Consultant Booking</td>
<td>$</td>
<td>-</td>
<td>$</td>
<td>-</td>
<td>At ticket issue</td>
<td>Trans Tasman booking made by Supplier consultant</td>
</tr>
<tr>
<td>Trans Tasman Booking Change</td>
<td>$</td>
<td>-</td>
<td>$</td>
<td>-</td>
<td>Post ticket issue</td>
<td>Change to Trans Tasman booking not requiring ticket re-issue</td>
</tr>
<tr>
<td>Trans Tasman Ticket Re-Issue</td>
<td>$</td>
<td>-</td>
<td>$</td>
<td>-</td>
<td>Post ticket issue</td>
<td>Change to Trans Tasman booking requiring ticket re-issue</td>
</tr>
<tr>
<td>International Consultant Booking</td>
<td>$</td>
<td>-</td>
<td>$</td>
<td>-</td>
<td>At ticket issue</td>
<td>International booking made by Supplier consultant with equal to or less</td>
</tr>
<tr>
<td>Service Description</td>
<td>Price</td>
<td>Remarks</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---------------------------------------------------------</td>
<td>-------</td>
<td>----------------------------------</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>International Consultant Booking (≥ 5 air segments)</td>
<td>$</td>
<td>At ticket issue</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>International Consultant Intra Region Booking</td>
<td>$</td>
<td>At ticket issue</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>International Booking Change</td>
<td>$</td>
<td>Post ticket issue</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>International Ticket Re-Issue</td>
<td>$</td>
<td>Post ticket issue</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>24 Hour Assist Surcharge</td>
<td>$</td>
<td>$</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mastercard / Visa Merchant Fee</td>
<td></td>
<td>Merchant fee charged by the Supplier when the Supplier acts as the merchant</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Overnight Courier (all locations)</td>
<td>$</td>
<td>$</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Same Day Courier (all locations)</td>
<td>$</td>
<td>$</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Express (Urgent) Courier</td>
<td>$</td>
<td>$</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Domestic Cancellation Fee</td>
<td>$</td>
<td>$</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service</td>
<td>Fee</td>
<td>Calculation</td>
<td>Notes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---------------------------------</td>
<td>----------------------</td>
<td>---------------------------------------</td>
<td>----------------------------------------------------------------------</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>International Cancellation Fee</td>
<td>$</td>
<td>Per ticket cancelled (excluding airline charges)</td>
<td>Domestic / international rail booking</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>International Rail Booking Fee</td>
<td>$</td>
<td>At ticket issue</td>
<td>Per visa issued by the Supplier (not including VISALINK fee's)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>International VISA Issue Fee</td>
<td>$</td>
<td>At visa issue</td>
<td>Fee charged by the Supplier for Client Management services</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Account Management Fee</td>
<td>$</td>
<td>$</td>
<td>Fee charged by the Supplier for reporting requests outside contract agreement</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Management Reporting</td>
<td>$</td>
<td>$</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hours per month allocated to RMIT for Account Management Services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Notes**

Pricing should be calculated using the following criteria:

- IATA base and override commission paid at point of sale
- All other commission retained by the Supplier
3.1 Instructions:

Vendors are to provide pricing for the management of AeTM self booking tool inclusive of the support services listed in Section 5 of the RFT document. RMIT may elect not to take this option.

Vendors are to provide management fee pricing based on the booking volumes indicated within the RFT document (Section 1.5 of the RFT document)

Vendors are required to price fulfilment only excluding Amadeus AeTM segment fees

Vendors are required to invoice RMIT for an amount equal to the agreement monthly fulfilment fee (RMIT will provide seven (7) day payment terms)

<table>
<thead>
<tr>
<th>Online Booking Volumes (per annum)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Domestic</td>
<td>1400</td>
</tr>
<tr>
<td>International</td>
<td>100</td>
</tr>
<tr>
<td>Total Volumes</td>
<td>1500</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Price</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly Fulfilment Fee - Domestic</td>
<td>(excluding GST)</td>
</tr>
<tr>
<td>Monthly Fulfilment Fee - International</td>
<td>(excluding GST)</td>
</tr>
<tr>
<td>Monthly Support Services Fee</td>
<td>(excluding GST)</td>
</tr>
<tr>
<td>Total Fees (excluding GST)</td>
<td></td>
</tr>
</tbody>
</table>
ATTACHMENT 4 – COMPLIANCE WITH DRAFT CONTRACT

The vendor should complete the compliance table included in the Microsoft Excel Workbook entitled ‘Attachments 1-4 Response Document RFT 2011001 Travel Agency Services Supplier Panel (final).xls’ by specifying each provision of the Draft Contract in relation to which the vendor does not comply or only partially complies.

1. Where the vendor does not comply or only partially complies with a particular provision, it should provide reasons for its non-compliance or partial compliance.

2. The vendor is not required to specify any provision of the Draft Contract in relation to which the vendor complies. For the purposes of this Attachment 4, "complies" means that the contractual condition, obligation, characteristic or performance requirement imposed by the provision in the Draft Contract can be met by the vendor with no qualifications.

3. If the vendor does not include a document addressing the information on compliance as required by this Attachment 4, the vendor is taken to comply with all provisions of the Draft Contract.

4. Unless a vendor corporation is a corporation listed on the Australian Stock Exchange, the obligations of the vendor under the Draft Contract must be guaranteed by either the vendor’s parent company, or by its directors.

Compliance table

The vendor agrees with all provisions of the Draft Form of Contract other than as follows:

<table>
<thead>
<tr>
<th>Clause No.</th>
<th>Partially complies / does not comply</th>
<th>Reasons for partial compliance or non-compliance and any proposed alternatives</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>