

**APPENDIX 4**

**TECHNICAL PROPOSAL FORMAT**

To ensure that all proposals are evaluated in an equivalent fashion, each Bidder must submit a Technical Proposal that corresponds to the order and content of Section 1 through 7 below. The Bidder should ensure that its Technical Proposal clearly explains all issues addressed in this Appendix. In responding, it is at the discretion of the Bidder to expand upon topics. It is of paramount importance that the Bidder has read and has a clear understanding of the Appendixes 1 to 3, prior to responding to any of the following questions:

**1. COMPANY / GENERAL**

1.1 Bidder is to provide its contact persons, phone numbers and office address that would be supporting this project.

Answer:

1.2 Bidder is to provide a summary description not to exceed three (3) pages of its experience, qualifications and approach to provide international travel services described herein, along with its understanding of the GS/OAS' requirements as set forth in the Request for Proposals (RFP). Bidder is to discuss how its proposed solution fulfills the requirements of this RFP. A narrative response should describe your firm's approach, method and tools used for provision of the requested services.

Answer:

1.3 Bidder is to provide its local and corporate organizational charts, which identify its reporting structure.

Answer:

**2. SERVICE COVERAGE**

2.1 Applicant is capable to provide off-site travel management services for Official Travel of the GS/OAS' travelers, in accordance with GS/OAS policy.

YES \_\_\_\_ NO \_\_\_\_

Comments:

2.2 Applicant is capable to handle international travel originated from the following countries:

1	Antigua and Barbuda	YES ____	NO ____
2	Bahamas	YES ____	NO ____
3	Barbados	YES ____	NO ____
4	Cuba	YES ____	NO ____
5	Dominica	YES ____	NO ____
6	Dominican Republic	YES ____	NO ____

7	Grenada	YES ___	NO ___
8	Haiti	YES ___	NO ___
9	Jamaica	YES ___	NO ___
10	Saint Kitts and Nevis	YES ___	NO ___
11	Saint Lucia	YES ___	NO ___
12	Saint Vincent and the Grenadines	YES ___	NO ___
13	Trinidad and Tobago	YES ___	NO ___
14	Argentina	YES ___	NO ___
15	Belize	YES ___	NO ___
16	Bolivia	YES ___	NO ___
17	Brazil	YES ___	NO ___
18	Canada	YES ___	NO ___
19	Chile	YES ___	NO ___
20	Colombia	YES ___	NO ___
21	Costa Rica	YES ___	NO ___
22	Ecuador	YES ___	NO ___
23	El Salvador	YES ___	NO ___
24	Guatemala	YES ___	NO ___
25	Guyana	YES ___	NO ___
26	Honduras	YES ___	NO ___
27	Mexico	YES ___	NO ___
28	Nicaragua	YES ___	NO ___
29	Panama	YES ___	NO ___
30	Paraguay	YES ___	NO ___
31	Peru	YES ___	NO ___
32	Suriname	YES ___	NO ___
33	United States of America	YES ___	NO ___
34	Uruguay	YES ___	NO ___
35	Venezuela	YES ___	NO ___

Comments:

- 2.3 Applicant plans to perform the work in joint venture or other form of association with other firms.

YES \_\_\_ NO \_\_\_

Comments:

- 2.4 Applicant is able to maintain a 24-hour emergency toll-free telephone number, for use internationally and domestically, staffed by personnel capable of retrieving GS/OAS traveler's reservation records.

YES \_\_\_ NO \_\_\_

Comments:

### 3. FINANCIAL CAPABILITY

- 3.1 Provide a statement from your Financial Division regarding your financial health and your financial viability to provide the services described herein for a period of 3 years if

awarded the Contract. Include a copy of the Bidder’s latest general balance sheet of 2014 or 2015; and copy of the Bidder’s latest three (3) audited financial statements, for the years 2014, 2015, or 2016.

Answer:

3.2 Bidder is to provide a list of its top airlines to Latin America and the Caribbean in order of dollar volume, for U.S. originating travel only, for 2014, 2015 and 2016.

Answer:

3.3 Bidder is to provide the following information for 2014 and 2015 and 2016:

<b>Fiscal Year</b>	<b>Total Sales</b>	<b>% Domestic</b>	<b>% International</b>	<b>% Corporate</b>	<b>% Leisure</b>	<b>% Group</b>
2014						
2015						
2016						

3.4 Provide your company’s initiatives in the area of Corporate Social Responsibility.

Answer:

3.5 Bidder is to provide a summary description not to exceed three (3) pages of its Business Continuity Plan.

Answer:

**4. SERVICE**

4.1 Describe any additional value added services, publications, focus groups that could benefit the GS/OAS.

Answer:

4.2 Bidder is to provide its implementation plan and schedule for a start up/ operational date of 07/15, 2017.

Answer:

**5. PERSONNEL**

5.1 Provide your total number of employees for the Washington, DC-Metro Area.

<b>Personnel in Metro DC</b>	<b>Number of Metro DC Full-Time Employees Only</b>
<b>Total Personnel</b>	
<b>Managers</b>	
<b>Agents with International and faring capabilities</b>	

<b>Agents with International only capabilities (no faring)</b>	
<b>International rate specialists</b>	

5.2 Operations Manager: Language capabilities and resume shall be provided for the Operations Manager position. Resume shall identify specific individual and include his/her areas of responsibility for this assignment, associated experience in previously handling such responsibilities and the individual’s educational background. The specific individual proposed by Bidder for this position is to be the one who will actually be assigned to the GS/OAS if Bidder is selected for Contract award.

<b>Key Position</b>	<b>Name</b>	<b>Languages</b>	<b>Resume Attached</b>
Operations Manager			Y N

5.3 Job descriptions for other positions shall be provided which clearly define the professional and educational requirements, competencies, responsibilities and experience necessary to perform the position. Note: Bilingual VIP Agent must be available via mobile after normal working hours and on weekends.

<b>Positions</b>	<b>Job Description Attached</b>
VIP Agent	Y N
Reporting Specialist	Y N
Customer Service Specialist	Y N

5.4 Explain when the team assigned to manage the GS/OAS’ account must obtain corporate approvals, i.e. what is the authority level of the Operation Manager, and the types of decisions he/she can make on his/her own.

Answer:

5.5 Provide the process for your back-up plans that will be utilized for day-to-day personnel coverage in the case of absence due to illness or vacation, and for meeting temporary surges in activity such as the OAS General Assembly, held every mid-June.

Answer:

5.6 Provide the back up plan for VIP Agent in the event that the VIP Agent for the Secretary General (SG) or the Assistant Secretary General (ASG) is out.

Answer:

5.7 Are after hours and emergency calls staffed by TMC personnel or is this service outsourced/sub-contracted? Provide location for after-hours that would service this account, and please provide information if after-hours personnel would be bilingual or not.

Answer:

5.8 Identify all activities that will be subcontracted. If the Bidder intends to utilize a third

party for the performance of any tasks associated with this project, Bidder is to clearly identify the name of such sub-contractors, their roles, and level of effort.

Answer:

## **6. PROCESSES / AUTOMATION**

6.1 Provide your experience with the GDS system and your relationship with it. Provide your experience with any other GDS that you may use.

Answer:

6.2 Provide your commitment to clients, including the GS/OAS, to assure access to all inventory and content of all carriers no matter what GDS or alternative distribution channel contains the inventory or content, including direct access to airline web sites or travel web sites where special discounts are obtained at sources such as these. Our assumption is that unless identified in the pricing section, any cost associated with distribution or the GDS is included in your proposed financial offering.

Answer:

6.3 Describe your experience with your online booking tool. Describe your experience with any other online booking tool that you would propose for the GS/OAS' business. Describe the advantages of sub-contracting any online booking tool through your agency.

Answer:

6.4 Explain the process that would be used to support the GS/OAS with traveler profiles being managed in the online booking tool including updating VIP profiles. If the online booking tool is not used for handling traveler profiles, please describe your profile management process.

Answer:

6.5 Describe the processes that you will use in order to obtain the price match fare.

Answer:

6.6 Describe the processes that you will use to fulfill online reservations. What percentages of fulfilled tickets are "unassisted"?

Answer:

6.7 List new automation that has been incorporated into your services within the last year and new enhancements scheduled for release within the next year.

Answer:

6.8 List and briefly describe your automation tools (specific software packages or customized programs) that would be used in its provision of travel and travel-related services to the GS/OAS. Specifically, Bidder is to address each of the following, separately, in the context of automation, as it would be provided to the GS/OAS if awarded the Contract:

- Systems Interface with GS/OAS systems such as the online booking tool, Electronic Statement of Expenses, Human Resources, Accounts Payable
- Reporting - Standard and Custom/Data Warehousing

- Ability to provide real-time data to the GS/OAS
- Security tracking
- CO2 emission tracking
- Process for tracking unused E-tickets and non-refundable tickets, including advising travelers
- Process for tracking traveler complaints and their resolution
- Process used to notify travelers of any change to their travel requests
- Quality Control processes
- Customer service excellence

6.9 Provide your normal turn around time for fare calculations, ticket issuance, cancellations

Answer:

6.10 Provide a sample of a corporate customer satisfaction survey.

Answer:

6.11 Explain your process for maintaining complete records of all GS/OAS transactions including their storage, maintenance and safeguarding.

Answer:

**7. EXCEPTIONS TO THE TERMS OF REFERENCE OF THE TRAVEL MANAGEMENT SERVICES (APPENDIX 2) AND TO THE TERMS AND CONDITIONS OF THE TRAVEL MANAGEMENT SERVICE CONTRACT (APPENDIX 3)**

7.1 Bidder is to provide its exceptions, if any, to Appendix 2. If Bidder is unable to perform any of the requirements in Appendix 2, Bidder is to clearly explain its current constraints in its inability to provide the requirement.

Answer:

7.2 If Bidder has listed any exceptions to Appendix 2, Bidder is to provide its estimated cost to overcome its current constraints listed in 7.1 above. Note: These costs are not to be included in the cost proposal Appendix 5.

Answer:

7.3 Bidder is to provide its exceptions, if any, to any term or condition in Appendix 3.

Answer:

**8. AGREEMENTS OF UNDERSTANDING**

8.1 All pricing is to be based on the understanding that you will return to the GS/OAS all commissions, overrides, bonuses, rebates, GDS revenues, marketing dollars, soft dollars, or incentives of any description collected from all travel related suppliers based on the GS/OAS' travel purchases.

Answer: Acknowledgement \_\_\_\_\_

8.2 Bidder understands that its fees established in Appendix 5 will be its only compensation in its provision of official travel management services to the GS/OAS. All third party

revenues relating to the GS/OAS' travel shall be reimbursed to the GS/OAS.

Answer: Bidder's Agreement\_\_\_\_\_.

8.3 Bidder understand that it is responsible for all the fees applicable for setting up all interfaces between the Bidder and the GS/OAS' selected online booking tool.

Answer: Bidder's Agreement\_\_\_\_\_.

8.4 Bidder understands that all automation and productivity tools are the responsibility of the Bidder and a part of providing quality service to the GS/OAS in its provision of Travel Management Services. Bidder acknowledges that automation upgrades, new programs and interfaces are to be kept current and has accounted for such automation improvements and costs in its transaction fee.

Answer: Bidder's Agreement\_\_\_\_\_.

8.5 Bidder agrees to performance standards as per Appendix 2, Section 11. Such performance standards shall be linked to remuneration as mutually agreed upon by Bidder and the GS/OAS.

Answer: Bidder's Agreement\_\_\_\_\_.

8.6 Bidder understands and guarantees that on 07/31, 2017 all travel profiles must be loaded and in-order in the GDS, telephone services must meet the standards listed in Appendix 2, Section 11, all staffing requirements must be fulfilled with fully trained personnel and all technology must be fully operational.

Answer: Bidder's Agreement\_\_\_\_\_.

## 9. INNOVATIONS, ENHACEMENTS AND BENEFITS

9.1 Soft dollars benefits: Describe any other "no" cost services that the Bidder can offer to the GS/OAS, such as no fee traveler checks, life insurance included, baggage insurance, upgrades, obtain discounts to join airline's lounge/clubs, etc.

Answer: Bidder's Agreement\_\_\_\_\_.

## 10. REFERENCES

10.1 Applicant must provide five (5) current customer references for which Applicant provides similar service at similar scale to those required in this IFP. Provision of references constitutes permission to the GS/OAS to contact them.

<b>Company Name</b>	
<b>Contact Name</b>	
<b>Title</b>	
<b>Phone Number</b>	

<b>Service Description</b>	
<b>Date service began</b>	

<b>Company Name</b>	
<b>Contact Name</b>	
<b>Title</b>	
<b>Phone Number</b>	
<b>Service Description</b>	
<b>Date service began</b>	

<b>Company Name</b>	
<b>Contact Name</b>	
<b>Title</b>	
<b>Phone Number</b>	
<b>Service Description</b>	
<b>Date service began</b>	

<b>Company Name</b>	
<b>Contact</b>	

<b>Name</b>	
<b>Title</b>	
<b>Phone Number</b>	
<b>Service Description</b>	
<b>Date service began</b>	

<b>Company Name</b>	
<b>Contact Name</b>	
<b>Title</b>	
<b>Phone Number</b>	
<b>Service Description</b>	
<b>Date service began</b>	