

Request for Tender

Procurement of Travel Management Services for Business Travel

Issue Date	20/08/2026
Questions Due	04/09/2026
Closing Date	13/09/2026 + 17:00 Fiji time
RFT Reference	PAS-RFT-2026-003

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1. Tender Particulars

Project Name	Pacific Australia Skills
Tender Name	Procurement of Travel Management Services for Business Travel
Closing date and time	13/09/2026 + 17:00 Fiji time
Registration	Potential bidders should register their interest by email to tenders@pacificaustrialskills.org . Any updates to the tender documents or answers to questions will be sent to all registered bidders.
Questions	You may submit questions by email to tenders@pacificaustrialskills.org . Answers to questions will be sent to all registered bidders.
Submission Method	By email to tenders@pacificaustrialskills.org
Contracting Entity	DT Global is the company that manages Pacific Australia Skills. DT Global's Company registration number is 006 170 869. The initial contract term will be up to 31 December 2029, with the option to extend at the discretion of Pacific Australia Skills. Pacific Australia Skills does not guarantee any minimum travel volume under this arrangement.
Tender Validity	Tenders will be valid for at least 90 days after the closing time.

The anticipated timeline for the tender process is as follows. We may alter any of these dates at our discretion.

Tender Release	20/08/2026
Last Date for Questions to be Submitted	04/09/2026
Close of Tender	13/09/2026 + 17:00 Fiji time

At any time, DT Global reserves the right to:

- (a) terminate this Request for Tender or cease to proceed with this procurement process;
- (b) change the structure and timing of the procurement process;
- (c) vary or extend any time or date in this Request for Tender;
- (d) require additional information or clarification from any tenderer or provide additional information or clarification;
- (e) negotiate with one or more tenderers;
- (f) call for new tenders;
- (g) reject any tender received after the closing time;
- (h) reject any tender that does not comply with the requirements set out in this Request for Tender; and
- (i) terminate negotiations with any applicants at any time for any reason.

1.2. Conflict of Interest

Tenderers must provide details of any circumstances or relationships that constitute, or may constitute, a conflict or potential conflict of interest regarding this application, or any obligations under any formal agreement with DT Global, or the Department of Foreign Affairs and Trade.

1.3. Eligibility of the Tenderer

The Tenderer, including parties constituting the Tenderer, may have the nationality of any country, except for those prohibited by the legislation of Fiji, or by any international Agreement of which Fiji is a signatory, or by

an Act of Compliance with a Decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations.

The Tenderer must meet the following eligibility criteria:

- (a) must be able to work in the country of the Tenderer;
- (b) be free from insolvency, bankruptcy or similar status;
- (c) have the legal capacity to enter into contract;
- (d) be current with payments of taxes and social charges;
- (e) not be ineligible pursuant to the provisions of this RFT;
- (f) not have been convicted within the last year of, or currently under indictment for, a criminal offence involving corruption or other misconduct reflecting a lack of suitability to participate in government procurement;
- (g) Demonstrate a minimum of five (5) years' experience providing corporate travel management services.
- (h) Demonstrate experience supporting government agencies, donor-funded programs, NGOs, international organisations or similar clients.
- (i) Demonstrate experience arranging travel throughout Pacific Island Countries and remote destinations.
- (j) • Hold IATA accreditation or equivalent industry accreditation.
- (k) Demonstrate business continuity arrangements to support critical travel requirements.
- (l) Assessment will take into consideration the tenderer's demonstrated experience supporting travel services across the Pacific and Timor Leste region.**

.DT Global will exclude from consideration any tender if the Related Tenderer or one of its is listed on a relevant sanctions list – more information here: <https://www.dfat.gov.au/international-relations/security/sanctions/consolidated-list>.

1.4. Composition or Constitution of the Tenderer

If the Tenderer is a joint venture, consortium or association (this does not include a sub-contractor) all of the parties will be jointly and severally liable to the Principal for the fulfilment of the Contract but will appoint one party to act as the Member-in-Charge with authority to bind the joint venture, consortium or association. The composition or the constitution of the joint venture, consortium or association will not be altered without the prior consent of DT Global.

1.5. Corrupt or Fraudulent Practices

DT Global and DFAT require that Tenderers observe the highest standard of ethics during the procurement and execution of contracts. In pursuance of this policy:

- (a) Definitions:
 - (i) “corrupt practice” is the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
 - (ii) “fraudulent practice” is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;
 - (iii) “collusive” practice” is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;
 - (iv) “coercive practice” is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
 - (v) “obstructive practice is deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede an investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation.
- (b) DT Global will reject a proposal for award if it determines that the Tenderer recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question;
- (c) DT Global will declare a Tenderer ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing, a contract.

1.6. Insurance

The Contractor must maintain and keep current all insurances that a prudent Contractor would maintain for this Agreement, including but not limited to:

- (a) Public liability and professional indemnity.
- (b) Worker's compensation with the minimum cover as required by law.
- (c) Property insurance covering any contractor's equipment, materials, supplies used on the Project for its full replacement value.
- (d) Motor vehicle insurance covering all mechanically propelled vehicles that are registered, or capable of being registered for road use and are at any time used by the Contractor and its personnel in connection with this Agreement.

2. Tender Selection Process

Pacific Australia Skills will evaluate tenders on the basis of the tenderer's technical capability and price. Achieving value for money is a critical consideration for the achievement of DFAT's strategic objectives. It is a requirement under the Public Governance, Performance and Accountability Act (2013) and the Commonwealth Procurement Rules.

Pacific Australia Skills will undertake an overall evaluation of Value for Money taking into consideration:

- (a) A technical evaluation
- (b) A commercial evaluation.
- (c) Any other matters that DFAT, DT Global and Pacific Australia Skills considers relevant, including but not limited to cost/benefit analyses, whole of life costing, program resourcing and other factors relevant to the suitability, capacity and qualifications of a Potential Supplier to deliver the Services.

Pacific Australia Skills will convene a Selection Panel to undertake the value for money evaluation.

Evaluation Criteria	Weighting
Technical Proposal	80%
Tender Application Form	—
Parts 1 and 2: Corporate Capability and Technical Response Provide company details, supporting documents and responses to selection criteria on the company's technical and corporate capability. - Assessment of the respondent's corporate capability, travel management systems, service delivery approach, traveler safety arrangements, reporting capability, and ability to meet Pacific Australia Skills requirements - Demonstrated organizational capability, relevant experience, travel management services, technology platforms, reporting capability, duty of care arrangements, and understanding of Pacific Australia Skills	35%
Part 3: Previous Work Experience The Tenderers should provide up to three (3) examples of current or previous work activities which highlight their ability to perform the required services. Each example is limited to one (1) A4 page and should be in the format provided. - Demonstrated experience delivering similar travel management services, particularly for government, development sector, NGO, or Pacific-based organizations, within Pacific Island Countries and Timor Leste. - The supplier must ensure that all services, infrastructure, and personnel associated with this contract are located within Pacific Island Countries (PICs) or Timor Leste. Evidence of compliance with this requirement must be provided in the tender submission.	25%
Part 4: Resources Tenderers are required to identify resources (team composition) and outline experiences and qualifications of each team member using the template provided Suitability of proposed personnel, account management arrangements, staffing structure, service coverage, and business continuity arrangements.	20%
Commercial/Financial Proposal	20%
Part 5: Application Form Tenderers are required to provide a quotation for the provision of travel management services. The quotation should be comprised of: International Booking Fee	20%

• Domestic Booking Fee • Rebooking/Change Fee • Cancellation/Refund Fee • After-Hours Fee • Visa Assistance Fee (if applicable) Note: Pricing will be assessed on overall cost competitiveness, transparency of fees, and value for money.	
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Corporate Capability and Technical Capability will be scored by the selection panel based on the information contained in the Application Form and any requested supporting documentation provided in the tender. The panel may seek further information to support their assessment by requesting additional documents, conducting interviews with tenderers or contacting referees.

If requested in the table above, a technical proposal is limited to **five (5) A4 pages** plus a cover page with the Tenderers nominated contact person and their contact details. In all cases **Tender Application Form**.

Tenderers should use the commercial proposal template provided in the application form. Tenderers' commercial proposal will be assessed as part of the Value for Money evaluation.

Annex 1 Scope of Services

Provision of Office Travel Services

Background

Pacific Australia Skills is an Australian Government-funded program that supports skills development, workforce participation, and economic growth across the Pacific region. Pacific Australia Skills works with governments, training institutions, employers, and other stakeholders to deliver activities across multiple Pacific Island countries and Timor Leste.

To support program delivery, Pacific Australia Skills staff, consultants, participants, and stakeholders regularly undertake domestic, regional, and international travel. Pacific Australia Skills therefore requires a qualified Travel Management Service Provider to deliver efficient, cost-effective, and reliable travel services, including travel bookings, traveller support, and reporting, while ensuring a high standard of customer service and duty of care.

Requirements

The contractor will be required to provide the following services/goods:

Air Travel Management

- Domestic, regional and international flight reservations and ticketing.
- Provision of the most practical and cost-effective travel options.
- Management of complex and multi-sector itineraries.
- Flight amendments, cancellations, exchanges, and re-bookings.
- Management of airline credits and refunds.

Accommodation Services (Optional)

- Tenders should describe:
- Accommodation booking capability.
- Group accommodation management
- Hotel sourcing methodology.
- Ability to negotiate corporate rates
- Management of accommodation amendments and cancellation
- Accommodation services will not form the primary basis of contract award but may be utilised by Pacific Australia Skills where operationally required.

Traveler Profile Management

- Maintenance of traveller records including:
- Frequent flyer memberships.
- Seating preferences.
- Personal travel preferences.
- Travel history and profiles.

Travel Policy Compliance

- Ensure travel recommendations comply with organizational travel policies.
- Recommend best-value travel options rather than lowest-cost options only.
- Ensure applicable fare and class-of-travel requirements are met.

Duty of Care and Traveler Safety

- Integration with traveller risk management systems such as International SOS or equivalent.
- Traveler tracking and monitoring services.
- Provision of destination-specific travel advisories and alerts.
- Support during travel disruptions, emergencies, and security incident
- The Contractor shall maintain procedures for managing travel disruptions, medical emergencies, natural disasters, airline interruptions, and security incidents affecting Pacific Australia Skills travellers.
- Tenderers must provide details of their traveller risk management framework, emergency escalation procedures, and traveller tracking capabilities.

Sustainable Travel Management

- Pacific Australia skills encourage sustainable and environmentally responsible travel practises. The Contractor shall:
- Promote lower carbon travel options where practical
- Recommend direct flights where operationally feasible
- Utilize electronic ticketing, invoicing and reporting

Dedicated Account Management

- Tenderers shall nominate:
- Dedicated Account Manager.
- Primary Travel Consultant.
- Secondary/backup consultant.
- Escalation contact for urgent issues.

Emergency and After-Hours Support

- Service Level Standards, the contractor shall meet the following minimum service standards:
- Standard travel requests: response within 2 business hours.
- Urgent travel requests: response within 1 business hour.
- Emergency travel requests: immediate response, 24/7.
- Ticket issuance: within 2 hours of traveller approval.
- After-hours support: available 24 hours a day, 7 days a week.

Travel Administration and Reporting

- Travel booking confirmations and itinerary management.
- Travel expenditure reporting.
- Credit and refund management.
- Traveler movement reporting and analysis.
- Maintenance of booking records and travel history.

Payment and Financial Management

- Acceptance of corporate and personal credit card payments.
- Tracking and reporting of airline credits, refunds, and unused tickets.
- Transparent fee structures and quarterly transaction reporting.

Pacific and Remote Destination Travel

- Expertise travel arrangements to Pacific Island countries and other remote destinations.
- Knowledge of regional airline networks and transit requirements.
- Ability to develop practical travel solutions where commercial routes are limited.

Group and Event Travel Management

- Coordination of travel for workshops, conferences, training events and study tours.
- Management of group bookings and travel logistics.
- Consolidated itineraries and traveller communication
- Tenderers should demonstrate experience managing travel arrangements for groups of 10 or more travellers.

The supplier must ensure that all services, infrastructure, and personnel associated with this contract are located within Pacific Island Countries (PICs) or Timor Leste. Evidence of compliance with this requirement must be provided in the tender submission.

Pacific Australia Skills delivers programs and services across Pacific Island Countries and Timor Leste, including Samoa, Tonga, Vanuatu, Solomon Islands, Papua New Guinea, Kiribati, Tuvalu, Naoero, Cook Islands, Niue, the Federated States of Micronesia, the Republic of the Marshall Islands, Palau, New Caledonia, French Polynesia, and Timor-Leste.

Annex 2 Tender Application Form

Part 1: Company Details

Company Name	
Tax Identification Number	

Please attach the following documents:

Document	Attached? (Tick if <u>YES</u>)	If <u>NOT</u> Attached, Explain Why Not
Company Registration Certificate	☐	
Current certificates of insurance for Workers' Compensation	☐	
Current certificates of insurance for Public Liability.	☐	
National (local law) Business License	☐	

Part 2: Response to Key Selection Criteria

Key Selection Criteria	Response
Corporate capability and organizational experience.	
Experience supporting donor-funded programs, NGOs or government clients.	
Experience across Pacific Island Countries and Timor Leste	
Travel management systems and ability to provide practical, direct and cost-effective travel solutions.	
Duty of care and traveller risk management capability.	
Customer service and account management approach. Business continuity and after-hours support arrangements.	

Part 3: Project Experience

Tenderers may include up to 3 examples of prior experience (please use this format)

Project			
Client			
Client Contact Person		Client email/phone:	
When did the Services Start?		When did the Services End?	
Approximate Total Value of the Services	☐ Less than \$100,000 ☐ \$100,000 – \$500,000 ☐ \$100,000 – \$1,000,000 ☐ More than \$1,000,000		
Write a Description of the Services Here			

Part 4: Team Composition and Curricula Vitae (CVs)

Name of Staff	Area of Expertise	Position Assigned	Task/s Assigned

CVs for Proposed Professional Staff (Key Staff Only)

1. Name of Staff <i>Insert full name corresponding to table above.</i>			
2. Education and relevant training <i>Indicate college/university and other specialised education of staff member, giving names of institutions, degrees obtained, and dates of obtainment.</i>			
3. Countries of Work Experience and languages <i>List countries where staff has worked in the last ten years.</i>			
4. Employment Record <i>Starting with present position, list in reverse order relevant employment held by staff member, giving for each employment (see format on the right): dates of employment, name of employing organisation, positions held.</i>	From (Year)		To (Year)
	Employer		
	Positions Held		

Part 5: Financial Proposal

1. Tenderers must submit a Financial Proposal in the format provided below.
2. The rates shall be inclusive of all costs including general administration costs, travel, accommodation, materials, transport, overheads and profit.
3. The Financial Proposal must be expressed in Local Currency. Any escalators, foreign exchange rate variations, or other price risks, must be built into the fixed price proposal.
4. The Financial Proposal will be prepared free of taxes. The Tenderer is required to determine their own company tax liabilities for this assignment, based on their own company status with regard to undertaking a consultancy in local country of location. If taxes are payable the Tenderer will be required to provide evidence for the requirement to pay those taxes.
5. DT Global will withhold and remit any Withholding Tax that it is legally obliged to under local law.

Pricing Notes:

1. Fees should be quoted per transaction/booking.
2. Any additional charges must be clearly disclosed.
3. Tenderers should identify any value-added services included at no additional cost.
4. Pricing will be assessed on overall value for money, transparency, and cost competitiveness.

Service Category	Unit Price (Local Currency)
International Flight Booking Fee	\$
Domestic Flight Booking Fee	\$
Rebooking/Change Fee	\$
Cancellation/Refund Fee	\$
After-Hours Emergency Support Fee	\$
Visa Assistance Fee (if applicable)	\$
Travel Insurance Arrangement Fee (if applicable)	\$
Other Fees (please specify)	\$

Part 6: Certification and Submission checklist

Before submitting this form, confirm that you have done the following:

- ☐ Completed Part 1: the Company Details
- ☐ Attached the documents specified in the Company Details section
- ☐ Answered the questions in Part 2: Response to key selection criteria:
- ☐ Provided information in Part 3 – Project/Prior Experience
- ☐ Answered all questions in Part 4 – Team Composition
- ☐ Provided prices for all items in Part 5 – Financial Proposal
- ☐ Completed the Due Diligence assessment checklist (Annex 3)
- ☐ Read the draft sub-contractor agreement and noted any questions for DT Global (Annex 4)
- ☐ Provided a disclosure of any conflict of interest, or any matter that may materially affect the company's performance of the contract

I _____ (Name) on behalf of

_____ (Company) declare that:

We offer the services in the attached proposal at the prices quoted, upon and subject to the conditions of the Request for Tender.

This offer remains open for acceptance by DT Global for a duration of ninety (90) days from the date of closure of tenders.

We have not prepared our application with the benefit of information obtained from a current or former employee of DT Global or the Client/Donor in circumstances that constitute a breach of confidentiality or fidelity on the part of that person; or with the benefit of information otherwise improperly obtained.

We have disclosed below (to the best of our knowledge) any matter that may materially affect our performance of the contract, including but not limited to: any security, probity or integrity issue, including current or pending investigations or enquiries by any government, law enforcement, or regulatory body; financial capacity and viability to perform the services.

I confirm I am authorised to submit this tender on behalf of the company mentioned in this form above.

Signature		Date	
Name		Position	

Annex 3 Due Diligence Assessment Checklist

Provided as a separate document.

Annex 4 Draft Sub-Contractor Agreement Template

Provided as a separate document.