**ANNEX 3**

**TECHNICAL PROPOSAL FORM**

*Note, this template may be modified or expanded provided all requested information is included using the same section references*.

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| **SECTION 1 - BIDDER INFORMATION** |
| **Company Details** |  |
| **Registered Company Name**  |  |
| **Trading name (if different from registered company name)** |  |
| **Mailing address** |  |
| **Website address** |  |
| **Trading Status**  | **Public limited company [ ]** **Limited Company [ ]** **Limited liability partnership [ ]** **Sole Trader [ ]** **Third Sector [ ]** **Other. Please specify [ ]**  |
| **Registration date** |  |
| **Registration number** |  |
| **Trade license number** |  |
| **Registered office address** |  |
| **VAT number** |  |
| **Contact details** |  |
| **Contact name and title** |  |
| **Email** |  |
| **Phone** |  |

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| **SECTION 2 – COMPANY PROFILE AND EXPERTISE** |
| Description of the Entity and Corporate Experience: *(Page limit: 2 pages)**[Please provide a brief description of your company outlining the following:* 1. *Size and geographical location(s) of offices/teams of the company in relation to providing travel services.*
2. *Experience in providing travel services to a company of similar nature to ARK.*
3. *Provide information that will facilitate our evaluation of your company’s reliability and financial capacity to provide the services.*
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| **SECTION 3 - APPROACH AND METHODOLOGY** |
| Proposed Approach and Methodology: *(Page limit: 3 pages)**[Please provide a detailed description of the methodology for how your company will achieve the Terms of Reference. This section should demonstrate your responsiveness to the TOR by identifying the specific components proposed and addressing the requirements. Your response should include, but not be limited to, a detailed description on the following:*1. *Booking methods available to ARK (email, phone, online), and steps involved in making (1) a standard booking (2) an emergency booking.*
2. *Ability to offer and negotiate preferential pricing for hotels and airlines.*
3. *Pre-payment arrangements with hotels.*
4. *Details on country associated with sourcing of fares, and/or workarounds for alternative sourcing of fares (such as offices in other regions).*
5. *Capability of providing New Distribution Capability (NDC) for increased visibility on cost reduction and better fare comparison.*
6. *Extensive knowledge and experience in Fly America Act.]*
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| **SECTION 4 - PERSONNEL** |
| Proposed Personnel: *(Page limit: 2 pages)*4.1 Management Structure: *[Please describe the overall management and reporting within the company, as well as a more detailed account of the management directly involved in the services offered to ARK].*4.2 Proposed Team Structure: *[Please describe the composition of the team(s) who would offer the services. Include a clear description of different support teams (such as technical, booking, relationship management) and well as a detailed description of any division of responsibilities between teams handling travel requests during and outside standard business hours. Please include details on hours of availability and methods/process to contact.]*4.3 Qualifications of Key Personnel. *[Please provide a brief summary of qualifications of key personnel that would be assigned to ARK’s account]**[CVs can be provided as an annex – not counted towards page limit.]* |

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| **SECTION 5 - TRAVEL BOOKING PLATFORM** |
| Description of the Travel Booking Platform: *(No page limit.)**[Please confirm availability of an automated travel booking platform and provide a description of its features including the approval system. Your response should include, but not be limited to, a detailed description on the following* ***required features****:** *Availability to develop a custom-built online travel booking system which follows ARK’s policies and procedures.*
* *The online travel booking platform should have a custom-built three levels of approvals (Line Manager, Finance and Security Manager) integrated into one system to enable transparency on travel cost and journey choice.*
* *Each trip booked on the booking platform must be recorded with an audit log showing the itinerary, budget code, trip objective, exception justification for non-compliant travel and the compliant flight itinerary that has not been chosen, approvals, and total cost.*
* *ARK requires a mandatory information field to input the trip allocation and a free text field for trip objective (****minimum of 100 characters limit****).*
* *The cheapest economy fare of the day should show on the search results as compliant / in-policy.*
* *There is a requirement for a free text mandatory justification field (****minimum of 100 characters field****) to be filled in by the traveller which must be recorded on the travel audit log for travel exceptions (non-compliant flights). Approving officers are able to reject the trip reservation on the system if they do not agree with the exception justification.*
* *A requirement for travel location tracker feature which allows travel bookers to get full visibility to locate where ARK travellers are at a specific time. Explain whether the tracking report shows the location of all travellers regardless of how their tickets were booked (whether through online booking tool or offline booking). If it is an add-on feature, please specify the cost in the Financial proposal.*
* *The approving officers should get a notification email once they have approved a booking for confirmation and tracking purposes. The booker should get notification emails with every change in status.*
* *Hotel bookings are to be made on the same system as flights. There should be an option for ARK to mark preferred hotels and the room options on bed and breakfast basis are preferred to be showing on the search results.*
* *ARK has designated travel bookers which should allow them to book for the consultants (guest travellers) who do not have traveller profile on the system.*
* *The approval can be delegated to another approving officer if the designated approver is on leave.]*
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| **SECTION 6 - MANAGEMENT REPORTING** |
| Proposed Management Reporting: *(Page limit: 1 page)**[Please describe the management travel reporting that would be available to ARK. Your response should include the following:** *Type of platform(s) offered (manual reporting vs. online reporting, customisable, extractable etc.).*
* *Conformation on capability of producing accurate monthly travel report after month end (please include reporting turnaround times).*
* *ARK requires a summary of transactions on a bi-monthly basis every 2nd and 16th of each month if the final Statement of Account (SoA) is not yet available, for Finance reconciliation and reporting purposes.*

*Sample report as annex is preferrable – not counted towards page limit.]* |
| **SECTION 7 – PAYMENT TERMS** |
| Proposed Credit Facilities for Invoicing: *(Page limit: 1 page)*1. *Please outline your payment terms.*
2. *ARK prefers a 30-day+ credit limit with the Travel Agent. This can however be negotiated with the successful Travel Agent on a case-by-case basis.*
3. *If credit facility cannot be provided initially, please state if it can be re-negotiated after a successful partnership and specify the period (i.e. negotiation on credit facility after six months of the agreement and timely payments).*
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