



SPREP

Secretariat of the Pacific Regional
Environment Programme

CLARIFICATION QUESTIONS

RFT: 2025/013
File: TRV 1
Date: 22 April 2025
To: Interested Service Providers
Contact: Maraea S. Pogi (maraeap@sprep.org)

Subject: Request for tenders: Expression of Interest (EOI) for travel services

Question 1:

What percentage of travel is expected to be international versus regional (within the Pacific)?

Response:

The ratio of international versus regional travels for SPREP in 2024 is 12% to 88%.

Question 2:

In addition to ticketing services, I believe you would also require visa services, travel insurance, and accommodation bookings? What about car rental services globally, including the Pacific Region and Samoa? Additionally, would event management services for corporate or group travel events be needed?

Response:

Please include the additional services you can offer as part of your proposal; these would be separate from the ticketing.

Question 3:

What is the anticipated annual spend on travel services? Could you provide an approximate figure for 2024? Also, what currency do you typically use for remittance (USD or WST)?

Response:

Total spending on airfare cost alone in financial year 2024 is approximately USD2.6 million
The majority of SPREP's current travel agents are locally based, hence remittances are normally paid out in WST.

Question 4:

Could you clarify the billing process (e.g., LPO) and payment terms once a service has been rendered?

Response:

Once the travel quote is approved, a purchase order will be released for the issuing of the confirmed ticket. The travel agent must send a copy of the invoice to SPREP's responsible programme/departmental officer for processing of payment. Payments will be processed fortnightly via Bank Transfer.

Question 5:

Can you provide examples of potential conflicts of interest in the context of this contract?

Response:

A potential conflict of interest under this contract could arise if a current SPREP employee has a personal or financial tie with a travel agent. Here is a more detailed breakdown of:

(a) Personal Relationship.

- Family or close friends with a SPREP employee
- Joint ventures occur when a SPREP employee or spouse has a financial interest in a travel management company, such as holding shares.

(b) Financial Interest.

- Direct financial benefit - The travel management business has received or will receive a gift, benefit, or other remuneration from a SPREP employee.
- Indirect financial advantage - when a SPREP employee's actions indirectly benefit them due to their relationship with the travel management office.

Question 6:

Is there a preferred format for updates, reports, or communication with SPREP?

Response:

All official communication should be addressed to SPREP Finance.

Question 7:

Do you have specific policies or expectations regarding sustainability in travel arrangements, in alignment with SPREP's mission to promote environmental protection (e.g., Fly America Act)?

Response:

All SPREP sponsored travel must follow the SPREP Travel Policy.

Question 8:

How is this broken down into air, hotel, car hire?

Response:

This is for airfares only.

Question 9:

Do you book groups (10 or more travellers booked on the same flights at the same time) of so, how often?

Response:

Yes, group bookings are made when staff and participants go to the same country for the same meeting.

Question 10:

What are your top 10 travel routes?

Response:

1. En route to Fiji
2. En route to Samoa
3. En route to Vanuatu



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4. En route to Cook Islands
5. En route to New Zealand
6. En route to Niue
7. En route to Tonga
8. En route to Solomon Islands
9. En route to Papua New Guinea
10. En route to Tuvalu

Question 11:

What is your policy for air cabin type?

Response:

Economy and on some occasions premium and business class may be considered.

Question 12:

Do you have any current airline, land & car point of sale contracts? if so please advise who

Response:

No there are no current contracts.

Question 13:

How often are changes made to bookings?

Response:

It often happens, however, SPREP has an approval process before changes are made to an approved booking.

Question 14:

What is your internal process prior to confirming / ticketing a booking?

Response:

- (a) Analysis of at least three quotes from travel agents to determine the most economical and direct route
- (b) After the abovementioned analysis, the responsible program/department officer submits it to the relevant programme/department advisor/director for approval.
- (c) Once approved, the programme/department advisor/director refers it to the Finance Department for verification.
- (d) Once verified, the purchase order ("PO") is issued to the responsible program/department officer for final checking.
- (e) The responsible programme/department officer sends the copy of the PO to the successful travel agent.

Question 15:

Do you have to obtain a certain amount of quotes - if so is that from numerous travel management companies or can your preferred TMC provide 3 quotes?

Response:

Yes, the current SPREP Travel Policy requires at least three quotes from different travel agents.

Question 16:

Do you have to receive quotes for funding prior to booking?

Response:

Yes

Question 17:

Will all travel arrangements be made and communicated by SPREP employees only?

Response:

Yes, it must be arranged and communicated by SPREP staff only.

Question 18:

Can you please confirm you are happy to have quoting, reporting and invoicing in NZD?

Response:

Yes, you can quote, report, and invoice in NZD.

Question 19:

We noticed that spend has been communicated in USD, what is your preferred currency for payment, invoicing & reporting?

Response:

SPREP's operating currency is USD, however, SPREP can process payments in any other currency.

Question 20:

Can you please confirm that there will be one trading account for all SPREP travel?

Response:

SPREP's operating currency is USD, however, SPREP can process payments in any other currency.

Question 21:

Fee Model - would you prefer a management fee structure or per booking / service fee structure?

Response:

Per booking structure.

Question 22:

What information do you need to capture at the time of booking to show on your invoices? eg PO number, reason for travel etc.

Response:

- a) Invoice number
- b) Invoice date
- c) Amount/currency
- d) Relevant Purchase Order number
- e) Traveller's name
- f) Route
- g) Responsible SPREP programme/departmental officer



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Question 23:

What is your current payment arrangement for hotels and cars?

Response:

The traveller is responsible for making their own arrangements as accommodation and transport is paid as part of DSA (Daily Subsistence Allowance).

Question 24:

Are you looking to chargeback hotels and cars through your chosen travel management company?

Response:

Refer to response in Question 22.

Question 25:

We would like to get a better sense of the broader scope for this tender. Have other countries or regions show interest in participating, or are there any initial discussions on that front? I'm trying to understand the bigger picture to ensure we're aligned

Response:

This EOI has been advertised internationally to gauge interest. This EOI aims to streamline our travel management process given the volume of travels and identify a pool of preferred suppliers.

Question 26:

During the months April - September, Samoa is ahead by 1 hour. Our business hours are 8am - 5.30pm Monday to Friday NZ time. With our after hours team available outside of these business hours. Will that work for you?

Response:

Yes

Question 27:

Do you consent to sub contracting of some back end finance processes to a contracted third party?

Response:

It depends on what these back-end finance processes are, please explain as part of proposal and indicate who the sub-contractor will be.

Question 28:

Will you consider a Travel Management company that cannot provide travel insurance for your travellers? This would be due to travel not originating or travelling to New Zealand.

Response:

Yes

Question 29:

Can you please confirm the below information required is what is available in the public domain?

- c. Your subsidiaries, agents, intermediaries, and sub-contractors agree to cooperate with SPREP during any investigative processes undertaken by them, either before, during or after execution of a contract, including providing all required documents, company records, access to employees, officers, and staff, as well as financial information.

Response:

It could be public information or information specific to SPREP related travel requests.

Question 30:

Can you please breakdown your 2024 annual travel volume of US\$2.6m to airfares, accommodation and rental car costs.

Response:

This is airfares only

Question 31:

How is travel currently booked and from which SPREP locations. I.e., through a central travel booker or directly by travellers?

Response:

Directly by travellers through travel agents

Question 32:

Do you book direct or use a current travel agency to book SPREP's travel, if so, where are they based?

Response:

SPREP uses various travel agents based in Samoa, Fiji, Vanuatu where our offices are located.

Question 33:

Do you utilise an online booking tool or are ALL bookings made offline?

Response:

Bookings made offline through a travel agent

Question 34:

Can you please share detail on any preferred supplier arrangements currently in place. I.e., airlines, accommodation and rental car.

Response:

We have no preferred supplier arrangements currently in place

Question 35:

Can you please share details on your most regular travel routes and any example itineraries travelled.

Response:

The top five frequent travel routes in 2024 and this year are as follows:

- En route to Fiji
- En route to Samoa



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- En route to Vanuatu
- En route to Cook Islands
- En route to New Zealand

Question 36:

What is your preferred method of payment?

Response:

Bank transfer.

Question 37:

Can you locally source travel insurance for travellers?

Response:

Yes, it's available.