

MINISTRY OF ECONOMY

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Ro Lalabalavu House, 370 Victoria Parade, Suva

4 March 2020

To: The Permanent Secretaries and Heads of Department

Re: **Tender No. CTN 109/2019(1) – Travel Management Services for Whole of Government**

The Government Tender Board in its Flying Minute No. 101/2019 on 24 December 2019 approved Travel Management Services for whole of Government. Details of the approval are as follows:

- a) Approved **Oneworld Flight Centre Limited** (TIN No. 50-14051-0-0), **Macquarie Travelworld Services Pte Limited** (TIN No. 50-12657-0-4), **ITravel Pte Limited** (TIN No. 50-51743-0-5) as the preferred but not exclusive **service providers** for CTN 109/2019(1) with respect to overseas and local travel management services (air travel bookings, vehicle rental bookings and accommodation bookings) for whole of Government at applicable zero costs (markups, administrative fees, service fees, service fees for refund and cancellation fees) plus applicable air travel and/or vehicle rental and/or accommodation fares charged by air travel/vehicle rental/accommodation providers on an “as and when” required basis for a period of two (2) years;
- b) That with respect to (a), only the online web-based booking tool of **Macquarie Travelworld Services Pte Limited** is approved for online bookings and at applicable zero costs (zero hosting fees, set-up fees, markups, administrative fees, service fees, service fees for refund and cancellation fees) plus applicable air travel and/or vehicle rental and/or accommodation fares charged by air travel/vehicle rental/accommodation providers on an “as and when” required basis for a period of 2 years;
- c) That with respect to (a) and (b), for credit transactions undertaken, a 30 day credit term with 1% interest per month on overdue accounts is approved for individual Government Ministries/Agencies with **Oneworld Flight Centre Limited** and **Macquarie Travelworld Services Pte Limited**. Also a 30 day credit term with 1.25% interest per month on overdue accounts for credit transactions is approved for individual Government Ministries/Agencies with **ITravel Pte Limited** with respect to (a) and (b);
- d) That with respect to (c), individual Government Ministries/Agencies are to seek the prior approval of their responsible authority in charge of controlling budget expenditure before engaging in opening credit accounts; and
- e) That with respect to (a), (b) and (c), individual Government Ministries/Agencies are to seek the prior approval of their responsible authority in charge of controlling budget expenditure for any applicable additional charges.

The contract is effective from **4 March 2020** and will expire on **4 March 2022**.

The award is on open basis, hence Ministries and Departments (**‘agencies’**) may purchase from any one of the approved service providers. At all times the most economical (cost-effective) quote is to be purchased. Agencies should engage the approved service providers on an “as and when” required basis by issuing an official Government purchase order.

For online bookings setup, agencies are to liaise with Fiji Procurement Office to facilitate the request with the approved service provider.

Agencies are also to take note that with regards to part (a) above, approved service providers will charge zero service fees for refund and cancellation charges. However applicable refund and

cancellation charges from air travel/vehicle rental/accommodation providers such as airlines, hotels, vehicle rentals etc. will be charged. Therefore, for processing of refund and cancellation charges from air travel/vehicle rental/accommodation providers such as airlines or hotels etc., approval will be as per part (e). Agencies are to ensure pre-planning to avoid refund and cancellation charges from airlines, hotels etc.

While a credit term has been approved as per part (c), it is strongly advisable that cash option be preferred to reduce unnecessary administrative costs.

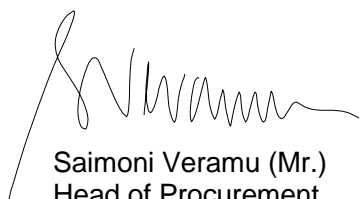
Officers who are involved in the procurement for their respective agencies are required to maintain a detailed record and monitor the performance of the contractor during the contract period. Any complaints regarding the contractor must be officially corresponded to The Head of Procurement, Ministry of Economy or through the feedback portal in www.fpo.gov.fj

Kindly bring the contents of this letter to the attention of all officers involved in procurement and facilitation of payments for the above-mentioned contract.

The Ministry of Economy looks forward to your co-operation and compliance to this contract.

For all further details or queries, please do not hesitate to contact Mr. Ashwin Singh on email ashwin.singh@economy.gov.fj or call 3221 243.

Thank you



Saimoni Veramu (Mr.)
Head of Procurement
for **Permanent Secretary for Ministry of Economy**

Service Provider Contact List

Oneworld Flight Centre Limited

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Macquarie Travelworld Services Pte Limited

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ITravel Pte Limited

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