

FOOTBALL ASSOCIATION OF SINGAPORE
100 Tyrwhitt Road, #01-02 Jalan Besar Stadium, Singapore 207542
(Company Registration No. S82SS0043B)

REQUEST FOR PROPOSAL
FOR THE PROVISION OF TRAVEL MANAGEMENT SERVICES

1. INTRODUCTION

This Request for Proposal (RFP) is for the provision of travel management services to the Football Association of Singapore (“FAS”).

FAS is registered in Singapore under the Societies Act, Chapter 311 and as a charity with effect from 29 March 2011 under the Charities Act, Chapter 37. It also has an IPC status.

The Football Association of Singapore is responsible for developing and advancing the game at all levels in Singapore. It governs the running of football and provides a structure for the game to flourish in Singapore.

2. SERVICE REQUIREMENTS

The Service Provider shall work closely with the FAS staff to handle all aspects of travel arrangements, including sourcing and booking of air tickets, arranging overseas hotel accommodation, making visa applications, arranging travel insurance and local transportation (where required) for both individual staff and members of the Singapore football teams (which comprise up to 40 players and officials).

3. SPECIFICATIONS AND REQUIREMENTS

The Service Provider must:

A. Meet the following Requirements:

- I. Be Licensed and Accredited to the major travel associations.
- II. Be an established travel agency that ranks amongst the top independent travel agencies in Singapore.
- III. Be affiliated to the major airlines and able to negotiate corporate discounts and leverage on in-house airline rates.
- IV. Be able to provide transparent fare pricing and low cost fare options.
- V. Have a global presence and able to source for cross-border rates.

B. Able to provide the following services:

- I. Arrange overseas accommodation at favourably negotiated rates.
- II. Arrange visa and make travel arrangements at short notice.
- III. Handle passport and visa applications and provide dispatch services.
- IV. Assign a dedicated Account Manager and Consultant for prompt and personalized service.
- V. Arrange and handle large group travel (>30 pax at a time) and accommodate last minute changes.
- VI. Arrange for additional baggage requirements of teams.
- VII. Provide travel advisories and alerts.
- VIII. Track passport and visa expiry dates and notify the passengers accordingly.
- IX. Provide quarterly travel management reports to enable the FAS to monitor costs.

4. SERVICE PROVIDER'S OBLIGATIONS & RESPONSIBILITIES

The Service Provider shall have good knowledge and experience in providing travel management services to small and medium-sized enterprises and 24/7 services at a reasonable cost.

5. THE PROPOSAL

The pricing proposal shall include all costs of providing the travel management services and be deemed to include all manpower costs, systems and tools, contractor's travel and transport expenses, overheads and all other associated costs.

The proposal shall include, for reference, a list of the major clients and supporting documents such as the registration certificate and any accolades received.

6. ACCEPTANCE OF PROPOSAL

The FAS is not under no obligation to accept the lowest proposal. It reserves the right to reject any or all proposals received in response to this RFP.

The FAS also reserves the right to appoint more than one travel agency to provide the Travel Management Services.

7. TERM OF ENGAGEMENT

A two-year agreement is contemplated with the option to renew for another two years thereafter, subject to an annual review.

8. RIGHT TO EXTEND AND/OR RE-ADVERTISE THE RFP

FAS reserves the right to extend the proposal deadline or to re-advertise the RFP due to the receipt of insufficient number of proposals that do not meet the qualifications.

9. NOTIFICATION OF AWARD

The job will be awarded to the proposal that is most favorable to the FAS.

A decision to select the successful Service Provider is expected to be made within thirty (30) days of the closing date for the receipt of proposals. The Service Provider who submits the successful proposal to this RFP, shall be informed of the decision in writing.

10. VALIDITY PERIOD OF PROPOSAL

The proposal shall remain valid for acceptance for 120 days and such extension as may be agreed to by the parties.

11. CONDITIONS OF PROPOSAL

All costs incurred in the preparation of the proposal responding to this RFP will be the responsibility of the Service Provider.

12. INQUIRIES

All inquiries regarding this RFP should be addressed to:

FAS Tenders
Football Association of Singapore
100 Tyrwhitt Road
#01-02 Jalan Besar Stadium
Singapore 207542

and sent **by 19 March 2019** to the following email address: tenders@fas.org.sg

13. SUBMISSION OF PROPOSAL

All proposals must be in writing and sent to FAS Tenders at the email provided above.

14. CLOSING DATE FOR SUBMISSION OF PROPOSALS

Proposals are to be submitted no later than **3:00 pm Friday 29 March 2019.**

15. DECLARATION AND SIGNATURE

The signatory of the proposal must state that he/she is authorized to sign the proposal on behalf of the organisation and give his/her Name, NRIC No., Title, Signature/Date.