



REQUEST FOR PROPOSAL (RFP)

PROVISION OF ANCILLARY TRAVEL
SERVICES

Ref PROC/345/18/SKB

27th December 2018

1. Introduction

Air Mauritius Ltd (MK) is hereby inviting bids from established service providers with proven track record and experience for the provision of ancillary travel services to its passengers. The ancillary travel services would be offered within each ticket and as such all passengers buying an Air Mauritius flight ticket would be entitled to the ancillary travel services which will make the entire travel experience comfortable, safe, secure and enjoyable.

About Air Mauritius

Air Mauritius is the national carrier of the Republic of Mauritius. Created in 1967, the airline's network today covers several destinations in Europe, Asia, Africa, Australia and in the Indian Ocean. Air Mauritius operates flights to 22 cities and in addition serves other cities in codeshare with partner airlines. It currently has a fleet of 2 Airbus A350-900, 3 Airbus A340-300, 2 Airbus A340-300E, 2 Airbus A330-200, 2 Airbus A319-100 and 3 ATR 72-500. Air Mauritius is a leading airline in the Indian Ocean region and carries over 1.6 million passengers yearly. The company has achieved the four Star Skytrax rating and has been a ten times winner of the airline of the year award for the Indian Ocean region at the World Travel Awards. More information can be accessed via its website: www.airmauritius.com

2. RFP Objectives

This Request for Proposal (RFP) exercise aims at selecting an intermediate/broker with **proven track record and experience** who will be able to put together a fit-for-purpose Ancillary Travel Services to Air Mauritius passengers. The intermediate/broker will put a proposal which brings together appropriate service providers to meet the expectations of Air Mauritius.

It is part of a **competitive procurement process** which helps Air Mauritius select the best service providers both in financial and qualitative terms. At the same time, it provides service providers with a fair opportunity for their services to be considered. With this structured tender process in place, Air Mauritius aims at ensuring value for money and quality in terms of outputs from the selected service provider.

For ease of reference, each potential intermediate/broker of the specified products and services receiving this RFP is referred to as a "bidder" and the intermediate/broker selected to provide the products and services to Air Mauritius is referred to as the "selected service provider".

3. Scope of Services

Air Mauritius intends to offer all its passengers buying a flight ticket access to Ancillary Travel Services. The Ancillary Travel Services would be offered within the ticket and as such all passengers buying an Air Mauritius flight ticket would be automatically entitled to the Ancillary Travel Services.

The Ancillary Travel Services should provide for at least the minimum cover spelt out below and as detailed in enclosed Annex 1.

- Flight Cancellation or curtailment
- Medical Expenses
- Emergency Dental Expenses
- Hospital Daily Benefit
- Burial, cremation or return of mortal remains
- Personal Accident
- Permanent Total Disablement
- Baggage and Personal Effects /declared valuables
- Luggage Delivery Delay
- Loss of passport
- Visa
- Travel Delay
- Missed connection
- Missed departure
- Emergency Purchases
- Personal Liability
- Repatriation in case of Death/Accident related
- Legal Liability

The ancillary travel services should be made available to both outbound and inbound Mauritius passengers with the network primarily spread as follows:

Region	Main markets (On Air Mauritius or Partner airlines' flights)
Europe	UK, France, Netherlands, Germany, Italy, Switzerland, Benelux, Spain, Scandinavia
North America	USA and Canada
Australasia/ Middle East	Australasia , India, China, Hong Kong, Malaysia, Singapore, Thailand, Far East, UAE , Muddle East
Africa	South Africa, Kenya, Tanzania
Indian Ocean	Mauritius, Madagascar, Reunion Island, Rodrigues Island

It is to be noted that during the last 12 months, Air Mauritius carried more than 1.6 million passengers.

Conditions:

The service provider is required to specify the following in details:

1. Market reach including the provision of assistance services.

2. Details of the services to be provided and mechanism to offer these services.
3. Subcontracting if any.
4. Regulatory framework involved. If need be, details to be provided by country/market.
5. Payment procedures/terms.
6. Claim handling systems and processed
7. System integration, if any

Contract period:

It is the intent of Air Mauritius Ltd to enter into a contractual agreement with the selected service provider for a three (3) year period for the provision of the ancillary travel services renewable for additional terms of three (3) year each. However, Air Mauritius would reserve the right to terminate the agreement without any cause upon 3 months' written notice to the selected service provider.

4. Evaluation and Selection

Air Mauritius Ltd will evaluate proposals and select the bidder on the following main criteria:

- Financial proposal including charges per passenger to Air Mauritius
- Company's profile and experience in providing and/or arranging ancillary travel services to airlines
- Ancillary Travel Services proposed
- Market reach for the provision of the ancillary travel services together with resources, logistics and mechanism in place for the provision of assistance in the markets specified
- Capabilities in terms of regulatory procedures, compliance and competence in providing ancillary travel services
- Methodology including system integration solution together with milestones to provide the required services
- Financial credentials
- Any other areas or factors relevant to the service provider's capacity and willingness to achieve the objectives set in this RFP.

All proposals received will be carefully evaluated by Air Mauritius. Air Mauritius will subsequently conduct negotiations and select the bidder(s) which, in its assessment, has made the best proposal and will award the contract accordingly.

5. Commercial Information

The service provider's proposal must contain all information as outlined in this RFP document including the following:

- Financial proposal including charges per passenger to Air Mauritius
- System integration solution as well as implementation should be at no cost to Air Mauritius
- Ancillary Travel Services proposed
- For our qualitative assessment, each bidder is requested to provide the following additional information:

Company profile

- Company profile and experience in the provision of services.
- Services provided - product line-up and/or services provided.
- Organizational structure.

Experience/Client Portfolio

- One-stop solution for ancillary services.
- Experience of significant clients in Mauritius.
- Presence in Mauritius and significant footprint in the main markets in which Air Mauritius operates.
- Evidence of successful implementation of a project of a similar size and complexity, if any.
- References: Contact information for two references (if possible) from projects similar in size, application, and scope and a brief description of their implementation.

Staff

- Experience and qualification of staffs that bidders have earmarked to follow the Air Mauritius project.

Capabilities

- Capabilities in terms of regulatory procedures, compliance and competence in providing ancillary travel services

Methodology

- Bidders to provide details of the project management and implementation methodology they will make use of to deliver the required service
- Details of the system integration solution to Air Mauritius

Assistance

- Market reach with regards to assistance services
- Resources, logistics and mechanism in place for the provision of assistance in the markets specified
- Experience, qualification and capabilities of support team.
- Terms and conditions of support proposed (incident logging procedures, response time, assistance,...)

- Any value-added service will be an advantage.
- Claims handling systems and procedures

Training and Transfer of Knowledge

- Bidders to specify the method for transfer of knowledge, if any, to Air Mauritius employees
- **Audited financial statements** or financial statements submitted to the Registrar of Companies for the last 3 years
- Additional documents to be submitted and Document Checklist as per **Annex 2** duly filled.

6. Submission of Proposal

Proposals must be signed by duly authorised person(s) and submitted in English language. Each proposal must include all information as outlined in this RFP document and must be sent in PDF format (plus another copy as excel file) **exclusively** to our secured electronic tender email address:

MKtender1@airmauritius.com by **Friday 18th January 2019 at 13:00** local MRU time at latest.

The maximum receiving capacity of the mailbox is **7MB** per e-mail. Should your proposal exceed this size limit, you are requested to send same in two or more parts.

Proposals received after the closing date and time will not be considered. Proposals shall be considered to have been received within the closing date and time when it has been successfully opened by Air Mauritius. The burden of proof for the successful sending and time of sending of such proposals shall be on the party sending such proposals.

Please quote the following reference in the subject line of your email: **“Ancillary Travel Services”**

Once proposals are submitted at the above mentioned electronic tender email address, bidders are advised to notify the contact person stipulated in Article 8 below of the submission of the bid (**WITHOUT ATTACHING THE PROPOSAL**).

Important Notes:

- The proposal shall constitute an offer by each service provider which will remain open and irrevocable for a period of **180 days** from the deadline for submitting proposal.
- Failure to submit the required information / documents will entail the service provider’s elimination from the final selection process.

- **Each bidder must include in its proposal all requirements, best terms and any conditions, and should not assume that another opportunity will be available to add any such matter after the proposal is submitted.**
- Any deviations from the specifications, terms and conditions of this RFP and/or alternative proposals must be distinctly pointed out by the service provider.

7. Process Schedule

Below is a brief planning for this tender process, specifying the important dates and milestones:

- | | |
|--|--------------------------------|
| ➤ Issue of RFP | 27 th December 2018 |
| ➤ Deadline for Submission of Proposals | 18 th January 2019 |
| ➤ Letter of Offer (tentative) | 28 th February 2019 |

8. Communication

All queries concerning this RFP should be addressed in writing to the following contact person by latest **8th January 2019**:

Mrs Shaheen Bee Hosany-Tulloo
 Procurement Department
 Air Mauritius Ltd
 Tel (O): (230) 207 7304
 Email: shosany@airmauritius.com

Air Mauritius Ltd shall, as far as possible, reply to all queries at least 3 working days prior to the deadline date for submission of proposals.

Potential bidders shall notify Air Mauritius in writing for clarification of any inconsistency, discrepancy or conflict within the content thereof or any figures and wording, or any ambiguity regarding any part of this RFP document.

9. Rights of Air Mauritius

- Air Mauritius Ltd reserves the right to accept, split or reject any or all proposals received or cancel the tendering exercise without incurring any liability towards any bidder and/or without having any obligation to inform any service provider of the grounds of its action.
- Non-acceptance of a bidder's proposal will mean that other proposal(s) were deemed more advantageous to Air Mauritius or that all proposals were rejected. Bidders, whose proposals are not accepted, will be notified after the

issuance of a letter of offer to the selected service provider and its acceptance thereof or in the event Air Mauritius Ltd rejects all proposals.

- Air Mauritius reserves the right to assign this tender exercise or any part thereof to any of its subsidiary companies without the prior written consent of the selected service provider or its successor in interest, as applicable, except as expressly provided otherwise.
- Air Mauritius reserves the right not to consider proposals submitted by bidders with whom Air Mauritius experienced poor service level and/or contractual non-compliance in the past.
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10. Conditions

All proposals submitted are subject to the following conditions:

- Air Mauritius, its directors, employees or other representatives will not be liable for any cost or expenses incurred by any bidder in the preparation and submission of a proposal nor shall Air Mauritius, its directors, employees or other representatives be liable for any damage, loss or cost (including legal costs) incurred or suffered by any bidder in connection with this RFP process.
- Bidders, their employees, subcontractors and agents (if any) shall keep all information concerning Air Mauritius and any of their business activities acquired as a result of this RFP strictly confidential.
- Joint Venture : A tender submitted by a joint venture of two or more firms must be accompanied by the document of formation of the joint venture duly registered and authenticated by a Notary Public or other official deputed to witness sworn statements in which is defined precisely the conditions under which the joint venture will function, its period of duration, the persons authorised to represent and obligate it, the address for correspondence, the participation of several firms forming the joint venture and any other information necessary to permit a full appraisal of its functioning including a clause to the effect that the members of the joint venture are jointly and severally bound. One of the partners of the joint venture shall be nominated as being in charge, authorised to incur liabilities, and receive instructions for and on behalf of any and all partners of the joint venture. The execution of the entire contract, including payment, shall be done exclusively with the partner in charge.
- Any canvassing or attempt to cause undue influence to obtain the contract will lead to disqualification from the selection exercise.

11. Governing Law

This RFP is governed by the Laws of the Republic of Mauritius and the Mauritian Courts shall have exclusive jurisdiction on all matters relating to this RFP.

ANNEX 1 – SCOPE OF SERVICES AND REQUIREMENTS

- Cancellation or curtailment
Cover for unexpected trip cancellation due to illness, accident, holiday leave being revoked, or a natural disaster at home or at the intended destination.
- Medical Expenses
Typical emergency medical cover will include hospital admission, emergency care and medical evacuation to another country's hospital.
- Emergency Dental Expenses
Cover for dental treatment providing reimbursement for emergency dental care in case of an injury, infection, lost filling, or broken tooth that requires immediate treatment by a dentist. If prescription drugs, anesthesia, or x-rays are necessary, those will be paid up to the limits of your travel insurance plan.
- Hospital Daily Benefit
An amount available/payable in addition to any amount payable under the medical expenses insurance for each complete 24 hours that passenger may be required to stay in hospital as an in-patient. The benefit will also be available if passenger is confined to his/her accommodation due to compulsory quarantine or on the orders of a medical practitioner outside his/her home area as a result of bodily injury, illness or disease that you may sustain. It is useful as it can help passenger pay for additional expenses such as taxi fares and phone calls which he/she may need to spend for self or visitors during stay in hospital.
- Burial, cremation or return of mortal remains
Repatriation covers the cost of flying your body and belongings back home to Mauritius including a separate sum for funeral expenses.
- Personal Accident
Cover in the event of injuries, disability or death caused solely by violent, accidental, external and visible events during holiday or trip.
- Permanent Total Disablement
Cover in case passenger suffer an illness or injury that leaves him totally and permanently disabled.
- Baggage and Personal Effects/ Declared Valuables
Cover in case passenger baggage or personal items are lost, stolen, or damaged while on trip. The Baggage and Personal Effects benefit to cover the costs it takes to replace them. The Baggage and Personal Effects coverage should be for the entire trip.
- Luggage Delivery Delay
Cover for the temporary loss of luggage which reimburses the passenger for the purchase of essential personal items necessary until their luggage arrives.

- Loss of passport
Cover in case the passenger passport is lost or stolen. Coverage to include cover for the costs associated with obtaining emergency travel documents while passenger is abroad.
- Visa
- Travel Delay
Cover for additional transportation costs or additional expenses for meals and lodging should the passenger's flight be delayed by inclement weather or other covered reasons.
- Missed connection
Cover in the event that passenger misses a connecting flight as a result of a delay to his/her initial outbound transport. It also covers a missed flight due to an accident or unforeseen road delay on the way to the airport.
- Missed departure
Covers costs of additional accommodation and travel expenses if the passenger misses the departure flight due to situations outside of his/her control – such as car breaking down, being involved in an accident or public transport being delayed
- Emergency Purchases
- Personal Liability
Covers the costs incurred for which the passenger is legally liable if, due to his/her negligence, causes injury to a third party and/or a loss or damage to property.
- Repatriation
Cover for falling sick overseas and need to be evacuated back to Mauritius for medical treatment.
- Legal liability
Cover for need of a lawyer and/or interpreter.

ANNEX 2

DOCUMENT CHECKLIST

The following documents are to be submitted with the proposal:

S/N	Documents to be submitted	Tick if submitted
1	<ul style="list-style-type: none"> ➤ Financial proposal including charges per passenger to Air Mauritius. ➤ System integration solution as well as implementation should be at no cost to Air Mauritius 	
2	Ancillary Travel Services proposed together with the corresponding features/specifications	
3	<p>Company profile</p> <ul style="list-style-type: none"> ▪ Company profile and experience in the provision of ancillary travel services ▪ Services provided - product line-up and/or services provided. ▪ Organizational structure 	
4	<p>Experience/Client Portfolio</p> <ul style="list-style-type: none"> ▪ One-stop solution for ancillary services. ▪ Experience of significant clients in Mauritius. ▪ Presence in Mauritius and significant footprint in the main markets in which Air Mauritius operates. ▪ Evidence of successful implementation of a project of a similar size and complexity, if any. ▪ References: Contact information for two references (if possible) from projects similar in size, application, and scope and a brief description of their implementation. 	
5	<p>Staff</p> <p>Experience and qualification of staffs that bidders have earmarked to follow the Air Mauritius project</p>	
6	<p>Capabilities</p> <ul style="list-style-type: none"> ▪ Capabilities in terms of regulatory procedures, compliance and competence in providing ancillary travel services 	
7	<p>Methodology</p> <ul style="list-style-type: none"> ▪ Bidders to provide details of the project management and implementation methodology they will make use of to deliver the required service ▪ Details of the system integration solution to Air Mauritius 	

8	<p>Assistance</p> <ul style="list-style-type: none"> ▪ Market reach with regards to assistance services ▪ Resources, logistics and mechanism in place for the provision of assistance in the markets specified ▪ Experience, qualification and capabilities of support team. ▪ Terms and conditions of support proposed (incident logging procedures, response time, assistance,...) ▪ Any value-added service will be an advantage. ▪ Claims handling systems and procedures 	
9	<p>Training and Transfer of Knowledge</p> <p>Bidders to specify the method for transfer of knowledge, if any, to Air Mauritius employees</p>	
10	<p>Audited financial reports or financial reports submitted to the registrar of Companies for the past three (3) years</p>	
11	<p>Certificate of incorporation and/or Business Registration Number and/or Business Card</p>	
12	<p>All annexes duly completed and signed (wherever applicable)</p>	

Failure to submit the required information / documents may entail the bidder's elimination from the selection process.