



REQUEST FOR PROPOSAL (RFP)

PASSENGER GENERAL SALES AGENT **FOR AUSTRALIA/NEW ZEALAND MARKETS**

Ref: PROC/355/19/SKB

6th December 2019

1. Introduction

Air Mauritius Ltd (MK), the national carrier of the Republic of Mauritius is hereby inviting bids from established General Sales Agents (GSAs) with proven track record and experience in airline representations and travel trade for the **provision of passenger GSA services for the Australia and New Zealand markets.**

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 23 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 A330-900NEO, 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 1.7 million passengers supported by around 44,000 tonnes of cargo yearly. The company has achieved the four Star Skytrax rating and has won the airline of the year award for the Indian Ocean region at the last 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 a GSA with **proven track record, experience and capability** in airline representations and travel trade for the provision of passenger General Sales Agency (GSA) services in the Australia and New Zealand markets.

It is part of a **competitive procurement process** which helps Air Mauritius select the best provider of services 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 obtaining the best value from service providers.

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

3. Scope of Services

It is the intent of Air Mauritius to enter a contractual agreement with the selected service provider(s) for the provision of GSA services for a period of 3 years and renewable for additional terms subject to satisfactory performance and at the sole discretion of Air Mauritius.

The scope of the required services is spelt out in enclosed Annex 1.

4. Evaluation and Selection

Air Mauritius will evaluate proposals and select the service provider on the basis of the:

- Financial proposal - Agency fee/Commission
- Company profile detailing the no. of years' experience in the provision airline GSA services
- Organizational structure with details of qualification/experience of key personnel in the travel trade, passenger sales, reservations and operations
- Affiliations / memberships
- Client portfolio: Details of airline and non-airline representations in the applicable territory
- Business plan/Marketing
 - Overview of current business and market analysis including but not limited to direct and indirect competition, market challenges, and general market economic conditions...
 - Market potential and revenue generating opportunities of business growth for Air Mauritius
 - Proposed indirect travel trade sales network development
 - Proposed market analysis and market development strategy including publicity and promotion activities and the anticipated budget to complete those activities
 - Estimated annual sales revenue (with monthly breakdown) if appointed GSA
 - Strategies to further promote Air Mauritius products and services
- Geographical coverage, personnel and facilities to be provided to Air Mauritius
 - Network of offices in the applicable territory
 - Service structure proposed by Service Provider including,

- Main office location, regional office location(s) and or any work from home or remote working arrangements
 - Proposed MK Office set up (location, commercial area, ease of access to public, surface/space, advertising display facilities,...)
 - Provision of any branding or advertising visible to the general public from public areas
 - Facilities, systems and technologies to be used that will facilitate internal and external verbal and written communications and aid the fulfillment of the scope of service
 - Whether facility to provide telephone call recording is available and whether such recordings will be made available to Air Mauritius for the purpose of customer service management
 - Number of dedicated staff assigned to service Air Mauritius, their positions, areas of responsibility and proposed workplace location and whether any of those persons whatsoever will be permanently located offshore of Australia
- Time required to complete all formalities and registrations for setting up service provision
- Financial soundness
 - Contractual terms and conditions governing the business relationship with Air Mauritius.
 - Any other references or factors relevant to the service provider's capacity and willingness to satisfy Air Mauritius.

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

5. Commercial Information/Content of Proposal

The service provider, through its written proposal, will need to describe its approach to delivering the services, demonstrating appreciation of the key issues and stakeholders for achieving the objectives and having an appropriate methodology and work plan for delivering the required Services in the specified timeframes.

The Service Provider will also need to provide evidence of ability and experience to undertake the specified objectives/duties in this Request for Proposal.

The service provider's proposal must contain all information as outlined in this RFP document and include but not limited to the following:

- Each bidder is requested to submit its **financial proposal** indicating clearly the remuneration fee and structure. The financial proposal should incorporate any agency fees, commissions or remuneration expectations. To aid the formulation of a financial proposal, please find in enclosed Annex 4 the Air Mauritius current capacity to Australia.
- **Company profile** detailing the no. of years' **experience** in the provision airline GSA services. Bidders need to provide the full legal name, trading name, company registration number, address of the Head Office, Registered Office and all other branches located in Australia and New Zealand.
- **Organizational structure** with details of qualification/experience of key personnel in the travel trade, passenger sales, reservations and operations. Bidders also need to provide names of owner(s), director(s), and key manager(s), stating each person's position, qualifications and detailed work experience specifically relating to industry relevant business experience gained within the travel trade, airline passenger sales, reservations, ticketing and commercial operations.
- **Affiliations / memberships.** Bidders need to specifically detail whether the organization is an IATA registered Passenger Agent. If so, please provide the name(s) under which it is registered, its IATA Code(s) and the office addresses under which those IATA Code(s) are registered and utilised for the issuance of passenger transportation documents.
- **Client portfolio:**
 - Details of existing airline representations in the applicable territory including those airlines that are online and offline, date(s) of appointment of each airline and the end date of the contract(s).
 - Bidders to also submit details of any airline representations which are not currently existing but which the Service Provider reasonably expects to exist prior to the issuance of a Letter of Offer, with anticipated date(s) of appointment of each airline and the end date of the contract(s).
 - Details of any non-airline marketing or representation services existing in the applicable territory, with date(s) of appointment of each service and the end date of the contract(s).
 - Details of any non-airline marketing or representation services which are not currently existing but which the Service Provider reasonably expects to exist prior to the issuance of a Letter of Offer, with anticipated date(s) of appointment of each service and the end date of the contract(s).

- **Business plan/Marketing**
 - Overview of current business and market analysis including but not limited to direct and indirect competition, market challenges, and general market economic conditions...
 - Market potential and revenue generating opportunities of business growth for Air Mauritius
 - Proposed indirect travel trade sales network development
 - Proposed market analysis and market development strategy including publicity and promotion activities and the anticipated budget to complete those activities
 - Estimated annual sales revenue (with monthly breakdown) if appointed GSA
 - Strategies to further promote Air Mauritius products and services

- **Geographical coverage, personnel and facilities** to be provided to Air Mauritius including but not limited to:
 - Network of offices in the applicable territory
 - Service structure proposed by Service Provider including,
 - Main office location, regional office location(s) and or any work from home or remote working arrangements
 - Proposed MK Office set up (location, commercial area, ease of access to public, surface/space, advertising display facilities,...)
 - Provision of any branding or advertising visible to the general public from public areas
 - Facilities, systems and technologies to be used that will facilitate internal and external verbal and written communications and aid the fulfillment of the scope of service
 - Whether facility to provide telephone call recording is available and whether such recordings will be made available to Air Mauritius for the purpose of customer service management
 - Number of dedicated staff assigned to service Air Mauritius, their positions, areas of responsibility and proposed workplace location and whether any of those persons whatsoever will be permanently located offshore of Australia
 - Time required to complete all formalities and registrations for setting up service provision

- Bidders to submit their proposed contractual terms and conditions governing the relationship with Air Mauritius.

- Shareholding structure of the company
- Audited accounts of the company for the last two years (or accounts submitted to the Registrar of Companies)
- Annex 5 - Document Check List duly filled and all documents requested submitted.

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 **exclusively** to our secured electronic tender email address:

Mktender1@airmauriti.us.com by latest **Friday 27th December 2019** at 13:00 local MRU time.

The maximum receiving capacity of the mailbox is **7MB** per e-mail. Should your proposal exceed this size limit, you are requested to submit your proposal in two or more parts with the subject line of your email clearly articulating the number of parts being submitted.

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: **“GSA Services – Australia & New Zealand” followed by “Part 1 of 1” or Part 1 of 2 and so on for each additional part of a proposal submitted.**

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 service provider 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	6 th December 2019
Deadline for Submission of Proposals	27 th December 2019
Letter of Offer (tentative)	31 st January 2020

8. Communication

All queries concerning this RFP should be addressed in writing to the following contact person by latest Friday **13th December 2019**:

Mr. Jeanloup Beaubois
 Procurement Department
 Air Mauritius Ltd
 Tel (O):- (230) 207 7864
 Email: - jbeaubois@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 service providers 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 supplier and/or without having any obligation to inform any supplier of the grounds of its action.
- Non-acceptance of a service provider's proposal will mean that other proposal(s) were deemed more advantageous to Air Mauritius or that all proposals were rejected. Service providers, whose proposals are not accepted, will be notified after the issuance of a letter of offer to the selected supplier 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 supplier or its successor in interest, as applicable, except as expressly provided otherwise.
- Air Mauritius reserves the right not to consider proposals submitted by suppliers with whom Air Mauritius experienced poor service level and/or contractual non-compliance in the past.

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.
- Service providers, 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 deputised 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. Any applicant who directly or indirectly canvasses any employee of Air Mauritius and/ or its subcontractors concerning the preparation of applications/ proposals or the award of the contract for provision of the services will be immediately disqualified.

Any applicant who undertakes or engages in the following shall be forthwith disqualified:

- Fixes or adjusts the proposal by or in accordance with any agreement or arrangement with any person/applicant; or
- Communicates to any person other than Air Mauritius the amount or approximate amount of the proposed application; or
- Enters into an agreement or arrangement with any other person/applicant that they shall refrain from submitting a proposal or as to the amount of any proposal to be submitted; or
- Offers to give, or agrees to give, to any person in Air Mauritius any gift or consideration of any kind whatsoever as an inducement or reward for doing or forbearing to do, or for having done or forborne to do, any act in relation to the obtaining or execution of this or any other request for proposal/ tender for Air Mauritius, or for showing or forbearing to show favor or disfavor, to any person in relation to this or any other request for proposal / tender for Air Mauritius.

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 THE REQUIRED SERVICES

Passenger GSA

The prospective General Sales Agent shall;

1. Solicit, promote and sell passenger transportation for Air Mauritius and assist in all activities likely to encourage traffic on Air Mauritius network.
2. Employ qualified employees (as per Annexes 2 and 3) who will report directly to the Air Mauritius Country Manager or designated representative to exclusively provide service and effectively promote the interests of Air Mauritius in the territory.
3. The GSA will ensure that qualified staff will:
 - 3.1. have extensive knowledge of the Air Mauritius product and services;
 - 3.2. be enabled to make unrestricted personal visits to Sales Agents to promote the Air Mauritius product and answer queries; and obtain market feedback from Sales Agents and Tourism Bodies.
 - 3.3. conduct seminars, training and familiarisation trips in the Territory for Sales Agents and Tourism Entities and any other hospitality trade representatives.
 - 3.4. be enabled with tools of trade that are fit for their purpose with uninterrupted access to monochrome and colour printing (to support and compliment commercially printed marketing materials) as required for them to fulfil their promotional and sales duties.
 - 3.5. be provided with support to book and undertake reasonable duty travel within Australia and New Zealand in order to fulfil sales activities at the GSA's own cost.
 - 3.6. be provided with workspace to provide services to Air Mauritius that are safe, adequately insured, and maintained to the highest standards. Air Mauritius reserves the right for its designated personnel to conduct visits to ensure that a non-punitive and transparent safety environment is being maintained. Where employees are engaged to provide services to Air Mauritius under a work from home or remote working arrangement, ensure that their workplace is fit for purpose, free of distractive influences (during business hours) and are safe and adequately insured.
4. Agree that the Air Mauritius Country Manager or designated representative will have the final decision as to the employees allocated or employed by the GSA to fulfil the services required within the scope of service.
5. Provide services during all business hours within the sales territory, and from time to time during operational necessity provide services beyond those hours.

“Business Hours” means between 0900 to 1700 every day excluding a Saturday, Sunday, or public holiday within the Territory where service is being provided.

6. Seek and recommend the appointment of IATA ticketing agents for IATA self-ticketing to the Air Mauritius Country Manager or their designated representative and ensure that Air Mauritius carriage documents are issued by the maximum number of agents.
7. Distribute Air Mauritius timetables, tariffs and promotional material to Sales Agents and to the general public.
8. Service and supervise Sales Agents located in the territory of GSA and ensuring any special instruction of Air Mauritius promptly brought to the notice of the agents.
9. Communicate on a regular basis with Sales Agents and any other organisation within the territory as directed by the Air Mauritius Country Manager or designated representative. Make personal visits, electronic and telephone solicitation to all Sales Agents that demonstrate potential for generating sales for Air Mauritius.
10. Prominently display in its offices Air Mauritius publicity material. All material produced by or on behalf of Air Mauritius for distribution to its Sales Agents shall remain property of Air Mauritius until it is disseminated to the Sales Agents.
11. As directed by the Air Mauritius Country Manager or their designated representative, undertake high volume sales activities including special sales "blitz's"
12. Honor travel orders, Electronic Multipurpose Documents and other documents issued by Air Mauritius or by airlines with whom Air Mauritius have interline agreements.
13. Advise passengers concerning passport, health, currency, immigration and other regulations in force in countries to which GSA promotes the services of Air Mauritius.
14. Responsibly safeguard the transportation documents of Air Mauritius and only issue such documents where cleared funds have been received directly by Air Mauritius into the authorised collections bank account or via the authorised credit card merchant facility of Air Mauritius.

15. Voluntarily render unsolicited assistance to the Air Mauritius Country Manager or their designated representative and provide any information that the GSA may deem relevant or of assistance to Air Mauritius in its relations with government bodies, the press and the general public in the territory of GSA.
16. Promptly share with the Air Mauritius Country Manager or their designated representative all and any relevant data regarding laws and regulations and all legal or administrative measures promulgated or enforced by the authorities in the territory on the basis that Air Mauritius may be unaware of the same. At Air Mauritius request in writing, assist in any declarations to be made to these authorities.
17. Compile and promptly dispatch to Air Mauritius all statistics, market or sales activity reports as required by the Air Mauritius Country Manager or their designated representative.
18. In addition to the services mentioned above, the GSA agrees to perform on behalf of Air Mauritius such other incidental or related services as may be reasonable for the proper and effective carrying out of the objects of this scope of service.
19. Compile and promptly dispatch to Air Mauritius all statistics, market or sales activity reports as required by the Air Mauritius Country Manager or their designated representative.
20. In addition to the services mentioned above, the GSA agrees to perform on behalf of Air Mauritius such other incidental or related services as may be reasonable for the proper and effective carrying out of the objects of this scope of service.
21. Only accept land line telephone calls from customers or trade partners via authorised telephone lines which have telephone call recording functionality.
22. Comply, and ensure its staff members comply, with Air Mauritius security, policy and access requirements for systems, tools of trade and technologies.
23. Provide financial reports for the effective reconciliation of tickets and Electronic Multipurpose Documents issued.
24. Remain impartial at all times when servicing the needs of Air Mauritius esteemed travel agency partners.

The prospective General Sales Agent shall not:

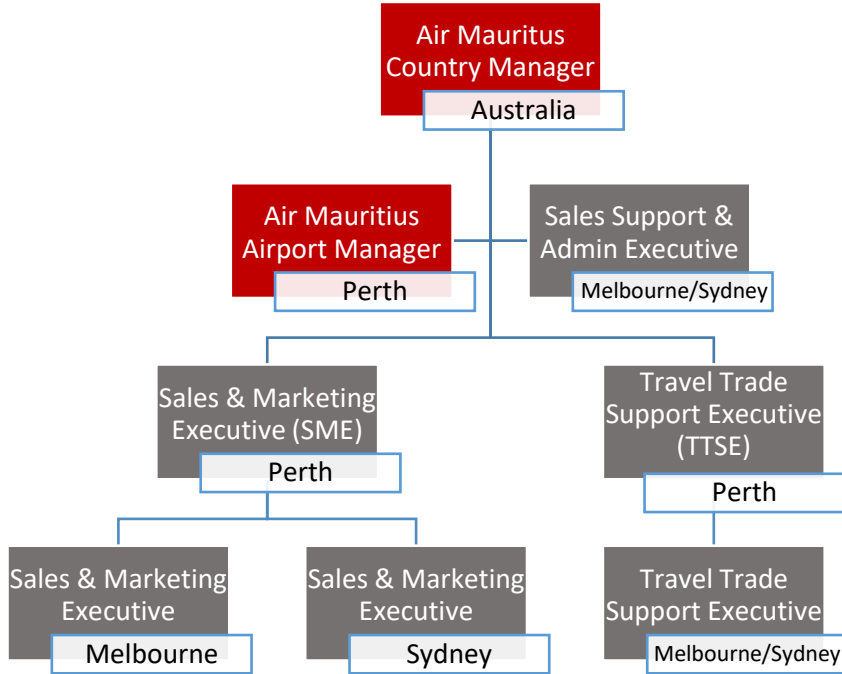
1. Sell transportation documents directly or indirectly at a rate other than that fixed by Air Mauritius, sell or issue or transfer custody of tickets, Electronic Multipurpose Documents ("EMDs") or any other transportation forms or documents to persons who plan to sell or issue (or offer to sell or issue) such transportation documents to others, but have not been authorised by Air Mauritius to represent Air Mauritius in the sale of air transportation covered by such documents.
2. Apply any markup, ticketing fee, commission, service fee, or the like to any ticket or Electronic Multipurpose Documents sold and issued by them.

The remuneration formula of any agreement entered into, resulting from this Request for Proposal, shall consist only of an agreed service fee or commission.

ANNEX 2 – PROVISION OF PEOPLE/HUMAN RESOURCES, IT INFRASTRUCTURE and FACILITIES

Passenger GSA – People/Human Resources

All employees full time and dedicated to serving Air Mauritius



Passenger GSA – IT Infrastructure, Tools of Trade and Facilities

- **Perth:**

Role	Provided by GSA	Provided by Air Mauritius
SME	1 Laptop computer + monitor 1 Colour desktop printer 1 iPhone in OEM condition 1 VOIP desktop telephone 1 Internet connection 1 Desk space (office based or work from home arrangement)	Office 365 (Outlook, Excel, Word, PowerPoint) Air Mauritius email address Desktop and mobile CRM access VOIP telephony connection 1 ASIC card
TTSE	1 Laptop computer + monitor 1 Colour desktop printer 1 iPhone in OEM condition 1 VOIP desktop telephone 1 Internet connection 1 Desk space (office based or work from home arrangement)	Office 365 (Outlook, Excel, Word, PowerPoint) Air Mauritius email address Desktop and mobile CRM access VOIP telephony connection

Only where the Service Provider has an office location in Perth, an option should be provided to include the following:

Office Space

Role	Provided by GSA
Country Manager of Air Mauritius	1 Dedicated lockable Office Space 1 Desk 1 Internet connection

• **Melbourne (offline):**

Role	Provided by GSA	Provided by Air Mauritius
SME	1 Laptop computer + monitor 1 Colour desktop printer 1 iPhone in OEM condition 1 VOIP desktop telephone 1 internet connection 1 desk space (office based or work from home arrangement)	Office 365 (Outlook, Excel, Word, PowerPoint) Air Mauritius email address Desktop and mobile CRM access VOIP telephony connection
TTSE	1 Laptop computer + monitor 1 Colour desktop printer 1 iPhone in OEM condition 1 VOIP desktop telephone 1 Internet connection 1 Desk space (office based or work from home arrangement)	Office 365 (Outlook, Excel, Word, PowerPoint) Air Mauritius email address Desktop and mobile CRM access VOIP telephony connection

• **Sydney (offline)**

Role	Provided by GSA	Provided by Air Mauritius
SME	1 Laptop computer + monitor 1 Colour desktop printer 1 iPhone in OEM condition 1 VOIP desktop telephone 1 Internet connection 1 Desk space (office based or work from home arrangement)	Office 365 (Outlook, Excel, Word, PowerPoint) Air Mauritius email address Desktop and mobile CRM access VOIP telephony connection
TTSE	1 Laptop computer + monitor 1 Colour desktop printer 1 iPhone in OEM condition 1 VOIP desktop telephone 1 Internet connection 1 desk space (office based or work from home arrangement)	Office 365 (Outlook, Excel, Word, PowerPoint) Air Mauritius email address Desktop and mobile CRM access VOIP telephony connection

Melbourne or Sydney (offline) Office Based Person

Role	Provided by GSA	Provided by Air Mauritius
SSAE	1 Desktop computer + 2 monitor 1 Access to colour printer 1 iPhone in OEM condition 1 VOIP desktop telephone 1 Internet connection 1 Desk space (office based or work from home arrangement)	Office 365 (Outlook, Excel, Word, PowerPoint) Air Mauritius email address Desktop and mobile CRM access VOIP telephony connection

Office Space

Office space may be located in Melbourne or Sydney

Role	Provided by GSA
Country Manager of Air Mauritius	1 Dedicated lockable Office Space 1 Desk 1 Internet connection
Meeting room	Access to a furnished meeting room

IT Equipment Specifications

Equipment	Minimum Specification
Laptops	Intel Core i7 CPU 8GB RAM, 256GB Storage, Windows 10 Pro
Desktop	Intel Core i7 CPU 16GB RAM, 512GB Storage, Windows 10 Pro
iPhone	8 or above in OEM condition free of third-party apps/software

ANNEX 3 – POSITION DESCRIPTIONS/FUNCTION

SALES & MARKETING EXECUTIVE

Position Description

The SME will be responsible for planning and managing our client's sales development activities across. Based in Melbourne/Perth/Sydney, the SME will deliver effective sales and marketing activities to a network of trade partners by managing existing commercial agreements, seeking new revenue and brand building opportunities, while driving direct booking strategies through consumer sales and marketing actions.

Using proven relationship management skills combined with strong commercial and business acumen, this role will allow those with a confident customer focused attitude to directly influence revenue results. In addition to assisting with the development of tactical sales initiatives, Customer Relationship Management system development and marketing, representing Air Mauritius at trade events and community functions, you will also support educational and product familiarisation visits to Mauritius and beyond.

Reporting to the Country Manager, this diverse and challenging role will utilise the best of your interpersonal, communication and creative skills. The ability to analyse and interpret data and then articulate to external and internal customers is required.

Candidate Experience

- Should ideally possess a minimum of 5 years' travel industry business development/account management experience. Owing to the rapidly evolving nature of this industry you should ideally have worked in a travel industry field sales related role within a 3-year period prior to applying for this position.
- Have strong sales and marketing acumen and demonstrated strength in relationship management
- Should possess intermediate Excel skills to compliment a natural analytic ability
- Should have an aptitude to embrace new or emerging mass communication and data/transformational technologies will be a key to your success
- A demonstrated passion to create and deliver innovative and new sales approaches will help you succeed in this role
- Ideally, the candidate should be a determined self-starter capable of functioning independently while being able to work effectively with a small team of persons who are passionate about the success of their business
- Excellent written, visual, and verbal communication skills are essential

TRAVEL TRADE SUPPORT EXECUTIVE

Position Description

The TTSE will be responsible for responding to our travel trade partners service enquiries, including managing Group Booking fulfillment, general trade reservations and ticketing support, and local Passenger Name Record support. Based in Melbourne/Perth/Sydney, the TTSE will deliver superior levels of customer service while seeking to maximise the collection of data within our Customer Relationship Management System. He/she will support the sales team through delivering market intelligence feedback and will be a fundamental support to seeking new revenue and brand building opportunities.

Using proven customer service skills combined with commercial intuitively, this role will allow those with a confident customer focused attitude to directly influence revenue results and trade confidence. In addition to assisting support the sales team with development of tactical sales initiatives, Customer Relationship Management system development and on occasion representing Air Mauritius at trade events and community functions.

Reporting to the Country Manager, this role will utilise the best of your interpersonal, communication and service skills.

Candidate Experience

- Should ideally possess a minimum of 5 years' airline reservations experience. Owing to the rapidly evolving nature of this industry you should ideally have worked for or on behalf of an airline within a 1-year period prior to applying for this position.
- Should have strong sales and service acumen and demonstrated strength in relationship management
- Should possess intermediate Excel skills
- A key eye for detail will help you maximise passenger revenue integrity and ensure that our client achieves the best commercial outcome for the capacity supplied to the Australia market
- Ideally, the candidate should be a determined self-starter capable of functioning independently while being able to work effectively with a small team of persons who are passionate about the success of their business
- Excellent written, visual, and verbal communication skills are essential

SALES SUPPORT & ADMINISTRATION EXECUTIVE (SSAE)

Position Description

The SSAE will provide the Country Manager and sales team with administration and marketing support. Monitoring and reporting on competitor activity, sales

analysis and price benchmarking, the SSAE will help ensure that our sales team are equipped at all times with up to date and relevant market intelligence and data to enable maximum revenue generation potential. Acting as a local pricing and fares expert, the SSAE will ensure that Air Mauritius fares and product information is distributed to our clients travel trade partners in a timely manner. The SSAE will use your creative flair to assist in the development of local marketing collateral, marketing strategy, evaluate and review marketing activities and campaigns to ensure the correct and most effective mediums are being used. The SSAE general administrative skills will support the County Manager in day to day business administration.

Reporting to the Country Manager, this role will utilise the best of your communications, marketing and time management skills.

Candidate Experience

- Should ideally possess a minimum of 5 years' airline or travel agency reservations or sales experience. Owing to the rapidly evolving nature of this industry, the candidate should ideally have worked for or on behalf of an airline sales, marketing or pricing team within a 1-year period prior to applying for this position.
- Should have strong analytical capabilities and should possess intermediate to advanced Excel skills
- Candidate's general administration skills will center around the use of technology by maximising the best of business process automation tools. This role provides for a great on the job learning opportunity in this area.
- Candidate's digital creative and design skills will help our client deliver to the trade attractive and compelling marketing messages through the use of mass email and CRM systems
- Ideally, the candidate should be a determined self-starter capable of functioning independently while being able to work effectively with a small team of persons who are passionate about the success of their business
- Excellent written, visual, and verbal communication skills are essential

ANNEX 4 – CAPACITY

The table below illustrates publicly available data from the Bureau of Infrastructure Transport and Regional Economics (BITRE). seat capacity, passenger uplift, frequency, and load factor of Air Mauritius services between PER-MRU v.v. from APR 2016 through MAR 2020.

MIR/PERMRU	Measure	CAPACITY LOAD FACTOR as at 20191129 taken from BITRE												Total					
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar						
19/20	Seats Operated In	2,457	2,184	2,457	2,457	2,184	2,184	2,472	2,457	2,184	2,472	2,457	3,003	3,003	3,003	2,457	2,457	29,772	
	Seats Operated Out	2,184	2,457	2,457	2,457	2,184	2,184	2,472	2,457	2,184	2,472	2,457	3,003	3,003	3,003	2,457	2,457	29,499	
	Pax In	1,666	2,024	1,702	2,452	1,754	2,309	2,432	2,150	2,628	2,150	2,628	2,628	2,628	2,628	2,150	2,150	26,044	
	Pax Out	1,956	2,094	2,101	2,203	1,827	2,147	2,028	1,911	2,628	2,628	2,628	2,628	2,628	2,628	1,911	2,150	25,822	
	Flights In	9	8	9	9	9	8	9	9	11	11	11	11	11	11	9	9	110	
	Flights Out	8	9	9	9	8	9	9	8	11	11	12	8	11	12	8	9	109	
	Load Factor In	67.8%	92.7%	69.3%	99.8%	80.3%	105.7%	98.4%	87.5%	87.5%	87.5%	87.5%	87.5%	87.5%	87.5%	87.5%	87.5%	87.5%	
	Load Factor Out	89.6%	85.2%	85.5%	89.7%	83.7%	98.3%	82.0%	87.5%	87.5%	87.5%	87.5%	87.5%	87.5%	87.5%	87.5%	87.5%	87.5%	
	Total Seats Operated	4,641	4,641	4,914	4,914	4,368	4,368	4,944	4,641	4,641	4,641	4,641	4,641	4,641	4,641	4,641	4,300	4,300	59,271
	Total Pax	3,622	4,118	3,803	4,655	3,581	4,456	4,460	4,061	5,255	5,494	4,061	5,255	5,494	5,494	4,061	4,300	51,866	
	Total Flights	17	17	18	18	17	17	18	17	22	23	17	22	23	17	18	18	219	
	Total Load Factor	78.0%	88.7%	77.4%	94.7%	82.0%	102.0%	90.2%	87.5%	87.5%	87.5%	87.5%	87.5%	87.5%	87.5%	87.5%	87.5%	87.5%	
	Seats Operated In	3,392	2,525	2,617	3,692	3,836	3,563	3,563	2,242	3,601	3,850	2,184	2,457	3,601	3,850	2,184	2,457	37,522	
Seats Operated Out	3,392	2,525	2,617	3,692	3,836	3,563	3,563	2,242	3,601	3,850	2,184	2,457	3,601	3,850	2,184	2,457	37,519		
Pax In	2,444	1,809	1,671	3,187	2,798	2,864	2,819	1,866	3,261	3,535	2,010	1,912	3,261	3,535	2,010	1,912	30,176		
Pax Out	2,679	1,721	2,129	2,879	2,935	2,733	2,199	1,929	3,531	3,098	1,417	2,012	3,531	3,098	1,417	2,012	29,262		
Flights In	12	9	9	13	14	13	13	8	13	14	8	13	13	14	8	8	135		
Flights Out	12	9	9	13	14	13	13	8	13	13	9	13	13	9	9	9	135		
Load Factor In	72.1%	71.6%	63.9%	86.3%	72.9%	80.4%	79.1%	83.2%	90.6%	91.8%	92.0%	92.0%	90.6%	91.8%	92.0%	92.0%	77.8%		
Load Factor Out	79.0%	68.2%	81.4%	78.0%	76.5%	76.7%	61.7%	86.0%	98.1%	86.7%	57.7%	77.8%	98.1%	86.7%	57.7%	77.8%	80.4%		
Total Seats Operated	6,784	5,050	5,234	7,384	7,672	7,126	7,126	4,484	7,202	7,744	4,641	4,914	7,202	7,744	4,641	4,914	75,041		
Total Pax	5,123	3,530	3,800	6,066	5,733	5,597	5,018	3,795	6,792	6,633	3,427	3,924	6,792	6,633	3,427	3,924	59,438		
Total Flights	24	18	18	26	28	26	26	16	26	27	17	18	26	27	17	18	270		
Total Load Factor	75.5%	69.9%	72.6%	82.2%	74.7%	78.5%	70.4%	84.6%	94.3%	89.3%	73.8%	79.9%	94.3%	89.3%	73.8%	79.9%	79.2%		
Seats Operated In	2,500	2,475	2,200	3,575	3,575	3,575	3,575	3,575	4,775	4,500	2,296	2,296	4,775	4,500	2,296	2,296	38,890		
Seats Operated Out	2,500	2,475	2,200	3,575	3,575	3,575	3,575	3,575	4,775	4,500	2,296	2,296	4,775	4,500	2,296	2,296	38,890		
Pax In	2,102	1,908	1,593	3,031	2,093	2,934	2,934	2,465	3,759	4,410	1,831	2,016	3,759	4,410	1,831	2,016	30,557		
Pax Out	2,377	1,967	1,957	2,693	2,347	2,440	2,311	2,323	4,635	3,740	1,521	2,016	4,635	3,740	1,521	2,016	30,327		
Flights In	9	9	8	13	13	13	13	13	17	16	8	16	17	16	8	8	140		
Flights Out	9	9	8	13	13	13	13	13	17	16	8	16	17	16	8	8	140		
Load Factor In	84.1%	77.1%	72.4%	84.8%	58.5%	64.2%	82.1%	69.0%	78.7%	98.0%	93.1%	80.7%	78.7%	98.0%	93.1%	80.7%	78.6%		
Load Factor Out	95.1%	79.5%	89.0%	75.3%	65.7%	68.3%	64.6%	65.0%	97.1%	83.1%	66.2%	88.8%	97.1%	83.1%	66.2%	88.8%	78.0%		
Total Seats Operated	5,000	4,950	4,400	7,150	7,150	7,150	7,150	7,150	9,550	9,000	4,592	4,592	9,550	9,000	4,592	4,592	77,780		
Total Pax	4,479	3,875	3,550	5,724	4,440	4,734	5,245	4,788	8,394	8,150	3,658	3,847	8,394	8,150	3,658	3,847	60,884		
Total Flights	18	18	16	26	26	26	26	26	34	32	16	16	34	32	16	16	280		
Total Load Factor	89.6%	78.3%	80.7%	80.1%	62.1%	66.2%	73.4%	67.0%	87.9%	90.6%	79.3%	84.8%	87.9%	90.6%	79.3%	84.8%	78.3%		
Seats Operated In	2,475	2,475	2,200	2,475	2,475	2,200	2,475	2,475	4,575	4,275	2,225	2,225	4,575	4,275	2,225	2,225	39,900		
Seats Operated Out	2,200	2,475	2,475	2,475	2,475	2,200	2,475	2,500	4,600	4,275	2,500	2,500	4,600	4,275	2,500	2,500	33,200		
Pax In	2,082	1,768	1,473	2,438	1,994	1,898	2,243	2,034	3,223	4,188	1,824	1,329	3,223	4,188	1,824	1,329	26,494		
Pax Out	2,012	1,875	2,055	2,275	1,956	1,836	1,785	1,878	4,567	3,548	1,231	1,778	4,567	3,548	1,231	1,778	26,796		
Flights In	9	9	8	9	9	8	9	10	16	15	8	8	16	15	8	8	118		
Flights Out	8	9	9	9	9	8	9	9	16	15	9	9	16	15	9	9	119		
Load Factor In	84.1%	71.4%	67.0%	98.5%	80.6%	86.3%	90.6%	73.3%	70.4%	98.0%	82.0%	58.4%	70.4%	98.0%	82.0%	58.4%	80.5%		
Load Factor Out	91.5%	75.8%	83.0%	91.9%	79.0%	83.5%	72.1%	75.1%	99.3%	83.0%	49.2%	69.7%	99.3%	83.0%	49.2%	69.7%	80.7%		
Total Seats Operated	4,675	4,950	4,675	4,950	4,950	4,400	4,950	5,275	9,175	8,550	4,725	4,825	9,175	8,550	4,725	4,825	66,100		
Total Pax	4,094	3,643	3,528	4,713	3,950	3,734	4,028	3,912	7,790	7,736	3,055	3,107	7,790	7,736	3,055	3,107	53,290		
Total Flights	17	18	17	18	18	16	18	19	32	30	17	17	32	30	17	17	237		
Total Load Factor	87.6%	73.6%	75.5%	95.2%	79.8%	84.9%	81.4%	74.2%	84.9%	90.5%	64.2%	64.4%	84.9%	90.5%	64.2%	64.4%	80.6%		

It should be noted that during FY2021, 2022 and 2023 (during the term the Service Provider may be appointed), Air Mauritius has network plans to introduce increased capacity to Perth.

For the elimination of doubt, it should be understood by Service Providers that Air Mauritius does not have commercial plans to operate services to and from East Coast of Australia at any time in the foreseeable future.

ANNEX 5

DOCUMENT CHECKLIST

The following documents are to be submitted with the proposal:

S/N	Documents to be submitted	Tick if submitted
1	Financial proposal indicating clearly the remuneration fee and structure.	
2	Company profile detailing the no. of years' experience in the provision airline GSA services as well as other information requested under article 5 of this RFP document.	
3	Organizational structure with details of qualification/experience of key personnel in the travel trade, passenger sales, reservations and operations as well as other information requested under article 5 of this RFP document.	
4	Affiliations / memberships as well as other information requested under article 5 of this RFP document.	
5	Client portfolio including other information requested under article 5 of this RFP document.	
6	Business plan/Marketing including all information requested under article 5 of this RFP document.	
7	Geographical coverage, personnel and facilities to be provided to Air Mauritius including all information requested under article 5 of this RFP document.	
8	Bidders to submit their proposed contractual terms and conditions governing the relationship with Air Mauritius.	
9	Shareholding structure of the company	
10	Audited accounts of the company for the last two years (or accounts submitted to the Registrar of Companies)	
11	All annexes duly completed and signed (wherever applicable)	

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