

REQUEST FOR TENDERS FOR THE PROVISION OF TRAVEL MANAGEMENT SERVICES

1 INTRODUCTION

The International Ice Hockey Federation (IIHF) is the governing body of international ice hockey. The IIHF features 82 member associations, each of which is the national governing body of the sport in its nation. Besides controlling the international rulebook, processing international player transfers, and dictating officiating guidelines, the IIHF runs numerous development programs designed to bring hockey to a broader population. From its headquarters in Zurich, the IIHF organizes in cooperation with its 32 full-time staff members more than 35 international tournaments and competitions annually.

2. BACKGROUND AND PURPOSE

The operations of the IIHF have a worldwide scope. Consequently, both IIHF and external persons are required to travel by air frequently. The total annual air fare transactions of the IIHF is currently estimated at 2300 flight tickets of which equal parts concern IIHF staff and external persons. Both categories concern destinations worldwide of which 6% are domestic trips, 70% are continental flights, and 24% of the flights are intercontinental flights.

The purpose of this Request for Tenders is to conclude a framework contract with a travel management company capable of providing the services and handling the number of airfare tickets for both IIHF staff and external persons.

3. CONDITIONS OF TENDER

3.1 Any interested tenderers can submit their tenders to:

**Brandschenkestrasse 50
Postfach 1817
8027 Zurich
Switzerland**

or email: Compliance@iihfoffice.com

3.2 Tenders shall be submitted to the IIHF **by 06 March 2023 at 23.59h Zurich time.**

3.3 Within this Request for Tenders you will find the details of the tender. You should take each into account in your tender response.

3.4 Please direct any questions regarding the tender content or process to the contact details indicated above. All questions should be submitted in English in writing either by post or to the email address provided. You should not contact any personnel at the IIHF unless directed to do so by an IIHF representative.

3.5 The IIHF reserves its right to disqualify and reject proposals from Tenderers who do not comply with these requirements and conditions.

3.6 As part of this tender process, the IIHF makes no obligations in any way to:

- Pay anyone for the tenders or quotes received; or
- Any other commitment to anyone responding to this tender, whatsoever.

4. DURATION AND SCOPE OF SERVICES REQUIRED

4.1 The services must be provided starting from July 1, 2023.

4.2 The IIHF will conclude a framework contract for a duration of 1 + 4 years. In the event that the IIHF does not find any problems in the quality and methods of the services offered at the end of the first year, the contract will be extended for an additional 4 years.

4.3 The IIHF requires the supplier to provide the following services:

- a. Travel arrangement consultancy provided by one or two contact persons.
- b. Airline reservations and ticketing for both individual reservations as well as group reservations with IATA licensed airlines.
- c. The best available airfare option on given criteria.
- d. Changing and refund of airfare tickets if needed.
- e. An online platform for IIHF to book airfare tickets.
- f. Travel assistance outside of Swiss business hours in case of need for changing existing tickets or issue new tickets.
- g. Delivery of travel documents.
- h. Carbon offset policy or other environmentally friendly policy and implementation of such policy.
- i. Travel management reports, minimum once per year.
- j. Meetings upon request of IIHF, at least once per year.
- k. Maintain a database with travelers' profiles and to be able to have a data interface with relevant IIHF IT systems.

5. TENDER REQUIREMENTS:

5.1 As part of its tender response, the Tenderer must submit the below Statement of Undertaking, specifying the full name of its company, registration number, VAT registration number, physical address, telephone number, fax number and email address.

- 5.2 The Tenderer must provide its company profile and the details of the infrastructure and staff available to provide the services.
- 5.3 The Tenderer must provide a summary of its qualifications and experience in the provision of the services.
- 5.4 The Tenderer must provide the details of all pricing for its services.
- 5.5 The Tenderer must provide the details of its required payment terms for its services.
- 5.6 Tenders must be presented as written submissions only.

6. TENDER EVALUATION:

The evaluation criteria will be based upon some or all of the following aspects of the tenderers' proposals (not in order of significance):

Commercial - competitive price, payment terms and contractual compliance.

Service Capability - service delivery experience, service delivery capacity, footprint, service delivery method, infrastructure, staff expertise and network, quality and compliance with the expected service levels.

Level of Compliance with this Tender - adherence to the aforesaid requirements and conditions of tender.

7. TIMING

| Date* | Milestone |
|--------------------|--|
| 24.01.2023 | Publication "Request for Tenders" for the provision of Travel Management Services |
| 17.02.2023 | Tenderers submission of questions |
| 22.02.2023 | IIHF response to all Tenderers with the answers to all submitted questions** |
| 06.03.2023 | Tenderers to submit Tender Proposals |
| 06-10.03.2023 | Shortlist of three candidates for interview/presentation of project plan concept |
| 13-17.03.2023 | Company interview/presentation of project plan concept <i>(If requested by the IIHF)</i> |
| 27.03 – 04.04.2023 | Selection and announcement of chosen company |

* these date of indicative and subject to change.

**If you intend to submit a Tender and do not have any questions, but wish to receive the answers to the questions submitted by other Tenderers, please send an email to Compliance@iihfoffice.com indicating such by 17.02.2023.



Statement of Undertaking

Name of company: _____

Registration number: _____

VAT Registration number: _____

Physical Address: _____

Phone number: _____

Fax number: _____

Email address: _____

referred to hereinafter as the “Tenderer”, hereby expresses interest in participating in the Tender for the provision of travel management services for the IIHF, and undertakes that:

1. no information provided, nor representations made to IIHF are false, inaccurate or misleading;
2. none of the Tenderer nor its officers, employees, representatives, agents and advisers shall make any form of public announcement or statement relating directly or indirectly to the IIHF, Request for Tenders to any third-party (including but not limited to the media) without the prior written approval of IIHF and that any non-compliance will lead to the penalty of being held responsible for any damages caused;
3. the Tenderer and its officers, employees, representatives agents and advisers shall keep confidential the terms of this Request for Tenders and any information relating to affairs or business of IIHF which comes into its possession in relation to this Request for Tenders and shall not disclose confidential information (or any parts of it) to any third party without the prior written consent of IIHF, which may be given or withheld in its absolute discretion (save, where required by applicable laws) and it shall only be entitled to use confidential information for the purpose of the Tender;
4. all intellectual property and commercial rights in relation to IIHF and this Request for Tenders belong exclusively to IIHF;
5. the Tenderer agrees to assign (or will procure the assignment of) all ownership rights in the material created (including intellectual property rights) to the IIHF;
6. the Tenderer shall comply with all legal provisions contained in this Request for Tenders or otherwise agreed in writing with IIHF;
7. IIHF shall not be held responsible for any costs, expenses, losses and/or liabilities incurred in by the Tenderer in the preparation and submission of its Letter and information and/or documentation in response to this Request for Tenders and/or any responses to requests for further information by IIHF;
8. any association with IIHF and/or its competitions and events in any manner whatsoever without IIHF’s prior written approval is strictly prohibited;
9. IIHF shall not be required to invite the Tenderer to participate in the Request for Tenders and



reserves the right to re-organize any services related to the Tender, to re-open part of or the entire tendering process at a later stage or to completely stop the tendering process without choosing a Tenderer for the requested tendered services;

10. this Statement of Undertaking and any related documentation shall be governed by and construed in accordance with the substantive laws of Switzerland. The place of jurisdiction shall be Zurich, Switzerland.

By submitting this Statement of, I/we confirm that I/we have read and understood the foregoing terms and conditions issued by IIHF regarding the process for selection of a candidate(s) for the provision of travel management services for the IIHF and agree that the Company which I/we duly represent is bound by such terms and conditions.

Signature: _____

Name and Title: _____ Date: _____

Place: _____ Official Stamp: