

FOOTBALL AUSTRALIA REQUEST FOR PROPOSAL (“RFP”) FOR TRAVEL MANAGEMENT SERVICES

Timetable Description	Estimated Dates (AEST)
RFP Issued	21 July 2025
Suppliers Submission of Intention to Respond <i>(see clause 1.4.1)</i>	1 August 2025
Supplier RFP Questions to Football Australia	13 August 2025
Football Australia response to Supplier RFP Questions Due	18 August 2025
Supplier Proposals Due (“Proposal Due Date”)	22 August 2025
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Supplier Responses to Football Australia questions due <i>(if required)</i>	29 September
Anticipated Decision Date & Award Communication to Suppliers	31 October 2025
Contract negotiations, commercials, and Supplier Due diligence	3 November – 12 December 2025
Execution of Final Agreements	12 December 2025

PUBLIC TENDER

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1. RFP Introduction

Football Australia

Football Australia Limited (“**Football Australia**”) is responsible for the organisation, promotion and administration of football in Australia. Football Australia is a member of Federation Internationale de Football Association (“**FIFA**”), the international governing body for football. Since 2006, Football Australia has also been a member of the Asian Football Confederation (“**AFC**”), the official governing body for football in Asia.

Football Australia is the governing body for football in Australia. Therefore, Football Australia is responsible for governance of the game in Australia, ensuring the world’s most popular sport is conducted to the highest of standards and continuing the growth and development of the game.

Politically, Australia is a federation of sovereign States and Territories. The membership of Football Australia broadly follows this structure and includes representatives of governing bodies of the Australian Capital Territory, New South Wales, Northern New South Wales, Northern Territory, Queensland, South Australia, Victoria, Western Australia and Tasmania. Each of these governing bodies has a commitment to comply with the Football Australia constitution, applicable statutes, by-laws and regulations and is responsible for the game within their respective geographic regions.

Information regarding Football Australia is available at www.footballaustralia.com.au, information regarding FIFA is available at www.fifa.com and information regarding AFC is available at www.the-afc.com.

AFC Woman’s Asian Cup Australia 2026

The AFC Woman’s Asian Cup is the AFC’s premier woman’s national competition and in May 2024, Football Australia were granted the rights to host the 2026 edition of the Woman’s Asian Cup (“**AFC Women’s Asian Cup Australia 2026™**”).

Football Australia has established the WAC2026 LOC as the entity to host, organise and stage the AFC Women’s Asian Cup Australia 2026™ (“**LOC**”). One of the LOC’s key objectives is to host the best ever AFC Women’s Asian Cup that engages new and existing football fans and ensures a strong legacy for football in Australia. The AFC Women’s Asian Cup Australia 2026™ will be held over approximately 20 days and will involve twelve teams playing a minimum of 25 matches at five stadia in 3 host cities in Australia. The AFC Women’s Asian Cup Australia 2026™ is expected to take place in the first quarter of 2026.

1.1 Scope of Services

Football Australia invites the supplier to participate in this “**RFP**” for Airline Services, in accordance with the requirements of this RFP. Scope of Services is included in the SOW in Section 2 of the RFP.

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This document contains information that is confidential and is the property of Football Australia Limited (“Football Australia”). It may not be copied, published or used, in whole or in part, for any purpose other than as expressly authorised by Football Australia.

Key expectations of Suppliers are:

- (a) Domestic Airline with ability to service all major cities within Australia.
- (b) International Airline with ability to service Football Australia's teams requirements.
- (c) Competitive pricing model that can accommodate the diversity and complexity of Football Australia's travel requirements.
- (d) Commitment to align with the values of Football Australia.
- (e) Attendance at meetings as requested by Football Australia from time to time.
- (f) Commitment to provide competent and experienced resources.
- (g) Innovative ideas and continuously improving processes and looking at ways to reduce Football Australia's overall costs.
- (h) Comprehensive detailed reporting.
 - i. In Scope
 - Domestic and International Travel
 - FIT / Corporate Travel Bookings
 - Group Travel Bookings
 - Football Australia Staff & National Team Players/Coaching and other team staff
 - Clubs and Teams participating in Football Australia endorsed competitions
 - Duty of Care management
 - Governance and Compliance – Adherence to Football Australia's Policies and Procedures
 - Reporting - Data & Analytics
 - Support During Special Events – e.g. AFC Women's Asian Cup Australia 2026™, FIFA World Cup 2026™, etc.
 - Loyalty Program membership and benefits
 - Lounge Access
 - Other Incidentals
 - ii. Out of Scope
 - Travel Management / Travel Agency items
 - Accommodation

1.2 Definitions

The following terms are defined to mean:

AFC means Asian Football Confederation.

AFC Woman's Asian Cup Australia 2026™ has the meaning given in Section 1 (*RFP Information*) of this RFP.

Business Day is considered Monday to Friday excluding weekends and public holidays (in Sydney, New South Wales, Australia).

Club means any entity admitted by Football Australia to the extent of that club's participation in a Football Australia controlled and/or sanctioned competition, match and/or tournament.

Deliverables means any materials, works, reports, documents, images, videos/DVD's, drawings, photographs, or other deliverables created or generated by or on behalf of Supplier (whether on its own or with Football Australia, or its contractors/consultants) while supplying Services under the Final Agreement, or as supplied incidentally with Services.

Final Agreement means the agreement to be entered into between the Preferred Supplier and Football Australia for the Services, which will be substantially in the form of the terms and conditions that will be released pursuant to Section 1.9.

FIT means 'fully independent traveller' or 'corporate traveller'.

Intention to Respond has the meaning given in Section 1.5 of this RFP.

LOC has the meaning given in Section 1 (*RFP Information*) of this RFP.

Modern Slavery has the same meaning as it has in the *Modern Slavery Act 2018* (Cth).

Personnel means any employee, contractor or volunteer engaged by Supplier to supply Services.

Preferred Supplier means the successful Supplier selected by Football Australia under the terms of this RFP.

Principal Football Australia Contact has the meaning given in Section 1.3 (*Communications with Football Australia*) of this RFP.

Proposal means a response to this RFP submitted by a Supplier.

Proposal Due Date means the time and date upon which Proposals from Suppliers are due to be submitted to Football Australia.

RFP Timetable means the timetable that applies to the RFP process under this RFP, as set out on page 1 and in Section 1.4 (*RFP Timetable*) of this RFP.

Services means the services to be provided by Supplier under the Final Agreement, as specified in the Statement of Works set out in Section 2 (*Statement of Works*) of this RFP.

Statement of Works means the Deliverables and Services to be provided by Supplier to Football Australia, as described in Section 2 (*Statement of Works*) of this RFP or as varied by agreement of the parties.

Supplier means a vendor (entity or business) that provides products or services which are the subject of this RFP, and is invited to participate in this RFP.

Validity Period means a period of six months (6) months from the Proposal Due Date.

1.3 Communications with Football Australia

- (a) **Important:** To preserve the fairness to all parties participating in this RFP, you are not authorised to communicate with any Football Australia personnel regarding this RFP, any Football Australia decision, or any other questions related to the RFP process, other than as expressly permitted by this Section. Violation of this Section may be grounds for Football Australia to disqualify a Supplier.

All communications regarding to this RFP must be directed to the following contact (“**Principal Football Australia Contact**”):

Head of Procurement

Football Australia Limited

Email: tenders@footballaustralia.com.au

The Principal Football Australia Contact will respond to all e-mail communications. No response will be provided to any inquiries made via phone call. Failure to comply with this policy may result in disqualification from the RFP by Football Australia.

- (b) **Existing Business.** This RFP does not restrict your day-to-day business or communication with Football Australia to facilitate pre-existing business matters. Any communications regarding this RFP outside the approved RFP process are not authorised by or binding on Football Australia.
- (c) **Outcome.** Football Australia Principal Contact will advise the outcome of your Proposal after completing the evaluation process for all Suppliers in accordance with this RFP. Football Australia also reserves the right to conduct a Supplier evaluation conference between applicable FA evaluation panel members and the Supplier as part of the RFP process.

1.4 RFP Timetable

The timetable set out below will apply to the RFP process. Football Australia reserves the right to change the RFP Timetable at any time by notice to the Supplier. Suppliers must submit any documents to Football Australia strictly in accordance with the RFP Timetable set out on page 1 of this RFP and below. Any submissions received after the prescribed dates and times set out on page 1 of this RFP and below, may be disqualified from further consideration.

Supplier presentations may be performed in person or via video link. These details will be provided by Football Australia via email only to the shortlisted candidates.

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1.5 Intention to Respond

Supplier must notify Football Australia of its intention to respond to this RFP (see *Annexure A*) by email to the Principal Football Australia Contact by no later than **5pm AEST on 1 August 2025** (“**Intention to Respond**”). By confirming the Intention to Respond, the Supplier agrees to be bound by the terms and conditions of this RFP and Football Australia will issue the Supplier with a non-disclosure agreement. Upon the execution of the non-disclosure agreement by both parties, Football Australia will release the RFP Response Form and its standard terms and conditions to the Supplier.

If you do not confirm your Intention to Respond by the time and date specified in the RFP Timetable, Football Australia may, in its sole discretion, disqualify you from the RFP process.

1.6 General Conditions of RFP

- (a) **RFP conditions.** These RFP conditions govern the terms of this RFP issued by Football Australia and the RFP process. Football Australia may vary these RFP conditions at any time (including after the Proposal Due Date) by notice in writing to Suppliers still involved in the RFP process at the time the RFP conditions are varied.
- (b) **No contractual relationship established.** This RFP is an invitation to treat only and is not an offer to acquire any goods and/or services. It is intended solely for information and review purposes and is an invitation to bid. The submission, receipt and review of Proposals does not obligate Football Australia or the LOC in anyway. Football Australia and the LOC are not liable for any costs incurred by Supplier in the preparation or presentation of their Proposal and Football Australia and the LOC make no representations, implied or expressed, that it will accept or approve any Proposal submitted. Football Australia and the LOC are under no obligation to award business based on this RFP and are not obligated to explain its rationale for the selection or elimination of any Supplier. Football Australia may, at its discretion, award business in part or in whole to a Supplier based on the Proposals submitted in response to this RFP.
- (c) **No right to damages.** Supplier waives any right to claim damages of any nature based on the selection process, final selection and any communications associated with the selection and/or Football Australia deliberation.
- (d) **Binding and irrevocable offer.** Supplier must submit its best bid in response to this RFP in the format and in accordance with the requirements described in Section 1.6 (*Format of Proposals and*

Requirements for Submission) of this RFP. Any Proposal submitted will constitute a binding and irrevocable offer by a Supplier to provide the Services to Football Australia and the LOC which is capable of acceptance by Football Australia and the LOC at any time before the expiration of the Validity Period. A Proposal cannot be withdrawn or varied after it has been submitted to Football Australia, except with the written consent of Football Australia. Football Australia and the LOC, at their option, may incorporate all or any portion of this RFP and Supplier's Proposal into the Final Agreement entered with the Preferred Supplier.

- (e) **Football Australia selection and negotiation.** Football Australia shall review and evaluate Proposals received from Suppliers in accordance with the principles described in Section 1.7 (*RFP Review and Evaluation Guidelines*) of this RFP and select one or more successful Proposals in accordance with the principles described in Section 1.8 (*Selection and Appointment of Preferred Supplier*) of this RFP. Football Australia, in its sole discretion, reserves the right to select one or more successful Proposal(s) based strictly on the Proposals submitted by Suppliers, or it may continue negotiations with one or more Suppliers related to issues that may or may not be included in this RFP. Football Australia may request additional data, discussion, or a presentation in support of your Proposal.
- (f) **Confidentiality.** This RFP and all documents, information, knowledge, data, drawings, designs, models, schedules, specifications, technical information, financial information, and other material information, whether written or otherwise provided to a Supplier (whether before or after the issue of plans, concepts, this RFP):
 - i. remains the property of Football Australia;
 - ii. must not be used for any purpose other than for the purpose of preparing a Proposal;
 - iii. must not be disclosed to any party other than a party who is assisting the Supplier in preparing its RFP (and the Supplier shall ensure that party's adherence to this duty of confidentiality); and
 - iv. must be returned by any unsuccessful Supplier to Football Australia within seven (7) days of being notified by Football Australia that that Supplier's Proposal was unsuccessful.
- (g) **Disclosure.** Supplier acknowledges that Football Australia may disclose the Supplier's Proposal to FIFA or AFC to satisfy FIFA's or AFC's respective procurement and funding requirements. Without limiting Football Australia's rights under Section 1.6(h), by submitting a Proposal, the Supplier consents to such disclosure.
- (h) **Intellectual Property.**
 - i. Supplier acknowledges and agrees that all intellectual property, including but not limited to, copyrights, patents, trade marks, designs, brand names, logos, data, circuit layouts and confidential information discovered, developed or otherwise coming into existence as a result of, for the purposes of, or in connection with a Proposal will vest in, and are assigned to, Football Australia on creation. Supplier must execute all documents and do all things required to give effect to this clause.

- ii. If any material, matter or thing (including software, documentation or data) is owned by Supplier and such material, matter or thing is incorporated in or attached to any intellectual property owned by Football Australia (whether pursuant to this Section or otherwise), Supplier grants Football Australia a perpetual, irrevocable, transferable and royalty free licence (including the right to sub-license) to exercise all intellectual property rights in such material, matter or thing for the purpose of accessing and using the intellectual property owned by Football Australia as referred to in this Section.
 - iii. Football Australia acknowledges that nothing in this Section purports to assign any rights in any underlying concepts, processes and technologies referred to in any Proposal which were created or developed by Supplier prior to Supplier's participation in this RFP.
 - iv. Supplier warrants that all material submitted as part of a Proposal will be original and any reproduction or other use of the materials will not infringe the intellectual property rights (including any copyright or patents) of any third party.
 - v. Supplier is not permitted to use or reproduce any part of the Football Australia brand during and subsequent to the RFP process without Football Australia's prior written approval, which includes, for the avoidance of doubt, the use or reproduction of any part of the Football Australia brand in a Proposal.
- (i) **Information provided by Football Australia.** All information provided by Football Australia is provided in good faith for the sole and exclusive purpose of assisting Suppliers to assess and respond to this RFP. The information does not intend to exhaustively cover every element of the proposed opportunity. Football Australia makes no representations or warranties regarding the accuracy or completeness of the information. Supplier acknowledges that Football Australia and the LOC are not liable for any loss, damage or expense suffered by the Supplier as a result of any inaccuracy or inadequacy in any information it provides to Suppliers, or any reliance on such information by Suppliers.
- (j) **Suppliers to make own investigations and enquiries.** Suppliers must not rely solely on the information provided by Football Australia. Suppliers must make all necessary investigations for it to become thoroughly informed about the subject matter of the RFP and the Services to be provided to Football Australia. It is Suppliers responsibility to interpret and assess the relevance, accuracy and adequacy of the information provided by Football Australia. Suppliers will be expected to have examined all information which is relevant to the risks, contingencies and other circumstances which could affect their Proposals, and which is obtainable by them by making reasonable enquiries.
- (k) **RFP Question Log.** Any questions Suppliers have regarding this RFP must be submitted by email to the Principal Football Australia Contact in the form of the "RFP Question Log" template set out in Annexure B to this RFP no later than, **5pm AEST on 13 August 2025.**
- (l) **Football Australia responses.** Football Australia reserves the right, in its sole discretion, to select the questions to which it will respond, the questions that will be edited and the questions and responses it will share with other Suppliers (with details of the Supplier who submitted the question removed). Football Australia is not bound to provide all information requested by a Supplier and may decline to answer certain questions.

- (m) **RFP discontinuation.** Football Australia reserves the right to discontinue the RFP process at any time.
- (n) **Further parties.** Football Australia may allow additional parties to participate in the RFP process at any time.
- (o) **Notification of material change.** Suppliers must inform Football Australia promptly in writing of any material change:
- i. to any information in its Proposal;
 - ii. in circumstances where it may affect the truth, completeness, or accuracy of any of the information provided by the Supplier in connection with their Proposal; or
 - iii. which could adversely impact on its ability to perform the obligations in relation to this RFP.
- (p) **Conflict of interest.** Any potential conflicts of interest should be declared in writing to the Principal Football Australia Contact immediately. Failure to do so is likely to lead to the disqualification of a Supplier's Proposal.
- (q) **Modern Slavery.** Supplier acknowledge and agree that it will be able to evidence to Football Australia that it takes all necessary steps to identify, assess and address risks of Modern Slavery practices in its operations and supply chains used in the provision of the Services. If at any time the Supplier becomes aware of Modern Slavery practices in the operations and supply chains used in relation to the Services contemplated in this RFP, the Supplier must as soon as reasonably practicable (1) notify Football Australia; and (2) take all steps to address or remove these practices, including where relevant addressing any practices of other entities in its supply chain. Supplier acknowledges and agrees that it will indemnify and hold Football Australia harmless in respect of any non-compliance with this Section and the *Modern Slavery Act 2018* (Cth).
- (r) **Data.** Supplier acknowledge that Football Australia takes the protection of its data seriously, and requires Supplier's to ensure compliance with all applicable privacy, spam and data protection laws and any other data incident related requirements that Football Australia requires from Suppliers. This includes disclosing any and all information relating to such data incidents and/or breaches, identifying if the data incident and/or breach amounts to an eligible data breach at law. Supplier acknowledges and agrees that it will indemnify and hold Football Australia harmless in respect of any data incident and/or breach.
- (s) **Compliance with laws.** Supplier agrees to comply with all laws, statutes, rules, regulations, proclamations, ordinances, by-laws, as they may be applicable to them in relation to this RFP and the provision of the Services, and to indemnify and hold Football Australia harmless in respect of any breach of such laws.
- (t) **Governing law and jurisdiction.** This RFP is governed by the laws of New South Wales, Australia. Supplier submits to the exclusive jurisdiction of the courts of New South Wales, Australia in relation to any dispute arising in relation to this RFP and any Proposal.

1.6 Format of Proposals and Requirements for Submission

(a) **Requirements.** A Proposal must comply with the following requirements:

- i. The Proposal must comprise of written responses sent via email to the Principal Football Australia Contact addressing the information requested in Section 3 (*Supplier RFP Response*) and all the Annexures in this RFP, together with any supporting materials, documents and information.
- ii. The Proposal must be submitted to the Principal Football Australia Contact in writing by email no later than **5pm AEST on 22 August 2024**.

(b) **Late or non-compliant Proposals.** Any Proposals that:

- i. are not submitted on time;
 - ii. do not follow the required format;
 - iii. do not contain the information requested; and/or
 - iv. do not comply with the requirements of the RFP,
- may be rejected by Football Australia in its sole discretion.

Football Australia may extend the time for lodging Proposals at its discretion at any time prior to the Proposal Due Date by giving written notice of the extension to all Suppliers to which an RFP has been provided.

(c) **Conformity.** Where Suppliers are presented with a requirement or are asked to use a specific approach, Suppliers must not only state their conformity with that requirement or approach, but describe, where appropriate, how they intend to conform with that requirement or approach. Failure to provide a response to a particular matter will be considered an acceptance of that matter. Where a statement of non-conformity is provided by Supplier, Supplier must indicate its reasons and explain its proposed alternative. Supplier should also identify any material assumptions made in preparing its Proposal. The deferral of a response to a question or issue to the contract negotiation stage is not acceptable.

(d) **Additional information and material.** Suppliers may include additional information and material to that requested by this RFP (including information that the Supplier believes will improve the services to be delivered to Football Australia under this RFP), provided the following conditions are satisfied:

- i. Supplier must have fully responded in detail to all questions and issues raised in this RFP; and
- ii. Supplier must have clearly identified any additional information or material in a separate attachment to its Proposal and must have identified the section of the RFP to which that additional information or material relates. Such additional information or material will then be incorporated into, and made a part of, Supplier's Proposal.

(e) **Alternative Response.** Where Football Australia has stated a preference for a particular approach, Suppliers are still encouraged to propose an alternative approach, however, if they do so they must demonstrate that such alternative has either no adverse impact on Football Australia or is more beneficial to Football Australia. Suppliers may provide:

- i. an alternative pricing model that delivers efficiencies and/or synergies with Football Australia; and/or
- ii. any addition or variation in Football Australia requirements that the Supplier believes will deliver further substantial benefits to Football Australia.

The following applies to any alternative response:

- iii. any alternative response must be highlighted as an “Alternative Response;” and
- iv. Alternative Responses will only be considered if Supplier has provided compliant responses to the information requested in Section 3 of this RFP.

Football Australia may, in its absolute discretion, and without having any obligation to do so, consider an Alternative Response. Football Australia also reserves the right to evaluate, accept or reject an Alternative Response.

- (f) **Compliance.** Suppliers must seek their own appropriate commercial and legal advice before submitting a Proposal. Once a Proposal has been received by Football Australia, no further commercial or legal revisions that constitute a change to a Supplier’s original Proposal will be accepted.

1.7 RFP Review and Evaluation Guidelines

- (a) **Review.** Proposals may be reviewed and evaluated by any person at the discretion of Football Australia, including:

- i. the LOC;
- ii. FIFA and AFC;
- iii. third parties engaged by Football Australia which have been made subject to appropriate confidentiality obligations.

- (b) **Further information, presentations, and clarifications.**

- i. Football Australia may request a Supplier to submit additional information concerning a Proposal before any Proposal is accepted by Football Australia and/or the LOC. If Supplier fails to submit any information requested by the date and time stipulated by Football Australia, Football Australia may decide that the Proposal is not to be considered further.
- ii. Football Australia may require a Supplier to demonstrate to its satisfaction that the Supplier is able to meet the requirements of this RFP.
- iii. A Supplier may be required to present its Proposal to Football Australia management or board. Football Australia will advise Suppliers of the requirement to make any presentation or Proposal clarification.
- iv. Football Australia may regard certain information relating to personnel, sub-contractors and consultants included in a Proposal as essential to the overall quality of the Proposal. Accordingly, Football Australia may request approval from Supplier to obtain independent confirmation from those relevant parties of the information contained

within the Proposal. If the Supplier does not provide approval for Football Australia to seek such confirmation, then the pertinent information could be excluded from the Proposal.

(c) **Proposal Evaluation.**

- i. The evaluation of Proposals will be based on all elements of a Proposal, including value-add and intangible factors, as well as Football Australia's assessment of a Supplier's financial and technical ability and capability to meet its stated commitments.
- ii. Football Australia will evaluate Proposals by scoring and weighting various elements of those Proposals with reference to how those Proposals support and achieve the requirements and Statement of Work outlined in the RFP.

(d) **Football Australia has absolute discretion.** Football Australia has absolute and sole discretion in relation to the RFP process, the evaluation of Proposals and the selection of the Preferred Supplier. Football Australia:

- i. is not bound to accept the lowest priced Proposal;
- ii. may accept one or more Proposals or negotiate with one or more Suppliers;
- iii. may accept the whole or any part of a Proposal and may accept a Proposal either conditionally or unconditionally;
- iv. may award separable parts of the Statement of Works to different Suppliers;
- v. is not bound to accept any Proposal or to enter into a Final Agreement;
- vi. may withdraw this RFP at any time; and
- vii. reserves the right to accept non-conforming Proposals.

Football Australia is not under any obligation to enter discussions with Suppliers in relation to the rejection of a Proposal or give reasons for not accepting any Proposal.

1.8 Selection and Appointment of Preferred Supplier

- (a) **Process for finalisation of RFP process.** When Football Australia has selected a Preferred Supplier (or Preferred Suppliers), the Principal Football Australia Contact will notify them in writing. While Football Australia may appoint a Preferred Supplier, it is not, however, under any obligation to do so. The Preferred Supplier may not be announced or finalised until there is unconditional acceptance of the Final Agreement. The notification by Football Australia of the acceptance of a Proposal will be subject to the execution of the Final Agreement by the Preferred Supplier in the form specified by Football Australia, and the provision of any required security in the form, in the amount and by the parties specified by Football Australia.
- (b) **Failure to execute Final Agreement.** Without prejudice to any of its other rights, if the Preferred Supplier fails to execute the Final Agreement and/or provide appropriate security as determined by Football Australia within any period of time specified by Football Australia after the date the Preferred Supplier receives notification that it was successful in being selected as the Preferred Supplier, Football Australia may, at its sole discretion, cancel its selection of the Preferred Supplier

and recover from the Preferred Supplier any losses Football Australia has sustained as a consequence of the Preferred Supplier's failure to fulfil its obligations.

- (c) **Football Australia decision final.** Any decision made by Football Australia in relation to the selection of the Preferred Supplier will be final. A Supplier is not entitled, in any jurisdiction, to challenge any decision by Football Australia, including the following decisions:

- i. to appoint a Preferred Supplier;
- ii. to reject or refuse to consider a Proposal; or
- iii. to cancel the RFP at any time.

Football Australia and the LOC are not liable for any costs, losses, damages, or expenses incurred by a Supplier in preparing and lodging a Proposal irrespective of whether the Supplier is successful or not successful.

1.9 Final Agreement

Please note that Football Australia reserves the right to provide its own standard terms and conditions, and any agreed terms are subject to final contract. This will be decided during contract negotiation in the RFP process.

Football Australia also reserves the right to incorporate this RFP and the terms of the Preferred Supplier's Proposal into the terms of the Final Agreement.

1.10 Entire Agreement

The Final Agreements executed by Football Australia and the Preferred Supplier will exclusively govern the relationship between the parties for the term of the Final Agreement.

1.11 Guarantees

- (a) Where a Supplier is a subsidiary company or part of a group of companies, Football Australia may require that Supplier's performance and obligations under the Final Agreement to be guaranteed by its holding company or a related body corporate.
- (b) Where the proposed guarantor is a foreign company, in addition to the guarantee prescribed above, Football Australia may require further security to secure the guarantor's obligations. The additional security may take the form of a letter of credit issued by an overseas bank (through a confirming Australian bank), or a guarantee issued by an Australian bank, in a form acceptable to Football Australia.
- (c) Where a Supplier is to contract in its capacity as a trustee of a trust and lacks adequate financial resources, Football Australia may require additional security, in an amount and in a form acceptable to Football Australia.
- (d) Where a Supplier is a company, Football Australia reserves the right to request the Supplier to provide guarantees from its directors of Supplier's performance and obligations under the Final Agreement.

2. Statement of Works (SOW)

Scope of Services

2.1 General Services

- (a) Hours of operation are: 0830 - 1800 Monday to Friday;
- (b) After hours or Emergency Escalation number;
- (c) International toll-free number;
- (d) Account Management & Escalation pathways;
- (e) Work with Football Australia's nominated Travel Management Company;
- (f) Service Level Agreement with agreed KPI's;
- (g) Airfare quote, reservations and ticketing process for FIT, national teams & ad hoc group travel for all domestic and international travel;
- (h) Providing Football Australia with frequent & comprehensive data & analytics; and
- (i) Any other general services as communicated by Football Australia to Supplier and as agreed to between Football Australia and Supplier.

2.2 Group travel

- (a) The ability to book airfares with both a domestic or an international point of sale as needs of Football Australia dictate;
- (b) Access to lowest competitive fares, globally;
- (c) Group check-in area(s);
- (d) Team point of contact at airport;
- (e) Additional baggage considerations for sporting teams;
- (f) Lounge access / team room (dependent on age of travellers);
- (g) Consideration for referees travelling as group (domestic only);
- (h) Frequent Flyer program access;
- (i) Consideration for group changes when travelling for matches, competitions and/or tournaments (flexibility with changes/cancellations/short-notice changes) driven by competition/tournament progress; and
- (j) Any other group travel services as communicated by Football Australia to Supplier and as agreed to between Football Australia and Supplier.

2.3 FIT Travel

- (a) Access to lowest competitive fares, globally;

- (b) The ability to book airfares with both a domestic and/or international point of sale as Football Australia needs dictate;
- (c) Improve booking behaviours for international travel and bookings for point-to-point travel (i.e. online);
- (d) The expertise to effectively source and book airfares with an international point of sale;
- (e) FIT air fares are currently charged back to Football Australia and LOC invoice account;
- (f) Frequent Flyer program access; and
- (g) Any other FIT travel services as communicated by Football Australia to Supplier and as agreed to between Football Australia and Supplier.

2.4 Services provider

- (a) Quality management and continuous improvement program that deals with the following non-exhaustive list:
 - i. Service levels around ticketing;
 - ii. time taken to process refunds, both within group and FIT travel;
 - iii. time taken to process name changes within group travel
 - iv. issue resolution pathways
 - v. time taken to resolve issues
 - vi. phone wait time;
 - vii. on time performance of airline; and
 - viii. number of flight cancellations.
- (b) Advice on Visa requirements, understanding that not all Football Australia staff hold an Australian passport; and
- (c) Any other services provider services as communicated by Football Australia to Supplier and as agreed to between Football Australia and Supplier.

2.5 Reporting

- (a) Online live reporting and management to assist Football Australia in using any credits outstanding by functional area or cost centre;
- (b) Comprehensive detailed monthly or annual reporting by cost centre and transaction details that links back to the monthly invoice with the ability to drill down to invoice detail;
- (c) Nominated representatives will have access into online reporting to track traveller whereabouts for contingency purposes; and
- (d) Any other reporting services as communicated by Football Australia to Supplier and as agreed to between Football Australia and Supplier.

2.6 Account Manager

- (a) Account Manager assigned to Football Australia that is experienced in account management role within a corporate travel management company;
- (b) Experience managing sporting organisations will be highly regarded;
- (c) The account manager should be aware and responsible for familiarising themselves with the Football Australia's policies, preferred suppliers and operating processes and approvals and then communicate this with the respective consultants and personnel periodically to provide optimal services, maximise savings and efficiencies;
- (d) On a quarterly basis the account manager should meet with the nominated Football Australia representatives to review and discuss travel expenditure and provide analysis of activities as well as strategic advice and opportunities on reducing overall costs and/or process efficiencies; and
- (e) Any other account manager services as communicated by Football Australia to Supplier and as agreed to between Football Australia and Supplier.

2.7 Invoice Facility

- (a) To provide invoicing to our Travel Management Company in accordance with booking (Corporate/FIT or Group) and according to our payment terms.

2.8 Additional Requirements

- (a) Agreements with Football Australia that will need to be adhered to by the Preferred Supplier are: Travel Management Agreement with Stage and Screen;
- (b) The Preferred Supplier will be required to liaise frequently and push all bookings via Stage and Screen;
- (c) Football Australia will most likely expand its preferred supplier programs with various other partners during the contractual term with the Preferred Supplier; and
- (d) Any other additional requirements as communicated by Football Australia to Supplier and as agreed to between Football Australia and Supplier.

3. Supplier RFP Response

All RFP questions must be addressed in the supporting RFP Response Form. The RFP Response Form will be released to Suppliers upon receipt of your organisation's Intention to Respond and executed non-disclosure agreement. You may provide additional supporting documentation or presentations using other formats (PDF, PowerPoint, Word etc...)

The RFP Response Form necessitates a comprehensive response aligned to the following sections:

- (a) Introduction and Critical Requirements
- (b) General Information
- (c) Sponsorship Opportunities (Domestic and/or International)
- (d) Product & Service Information
- (e) Service Levels
- (f) Most Frequently Visited Cities
- (g) Fare Matrix Corporate Travel
- (h) Fare Matrix Group Travel

3.1 Commercial Considerations

- (a) Football Australia is a not-for-profit organisation and request competitive pricing applicable to not-for-profit organisations. Pricing should be based on the RFP requirements.
- (b) Football Australia is seeking a Supplier who has extensive experience and expertise to provide **“BEST-IN-CLASS”** all-inclusive pricing, flexibility in pricing and transparency in pricing and services provided.
- (c) All pricing is to be in Australian dollars (AUD\$). Football Australia requests that all costs associated with the Services requested in this RFP are provided both excluding and including GST.
- (d) There are no other assumptions or variances in pricing apart from those listed in Section 3.4 (*Dependencies and Assumptions*) below.
- (e) The Proposal must be aligned to the RFP requirements and Football Australia reserves the right to adjust the Service requirements. Suppliers are required to provide an itemised detailed breakdown of the costs.

3.2 Term

Subject to the final commercial value that Football Australia achieves from this RFP, Football Australia is considering contract terms of five (5) years.

3.3 Costings

Please detail all costings with full transparency including all the services and RFP requirements for Football Australia, including:

- (a) Fare Structure / Matrix
- (b) Deposits
- (c) Payment and Naming Deadlines
- (d) Fees for Changes and Cancellations
- (e) Frequent Flyer and Lounge Access Charges

3.4 **Payment Terms & Contract Terms**

- (a) Football Australia will provide a copy of its standard terms and conditions in accordance with Section 1.9. As part of your response to this RFP, Football Australia is seeking confirmation that you are in acceptance to these standard terms.
- (b) Any proposed variation will need to be outlined in your response to this RFP.
- (c) Football Australia's payment terms are 60 days from date of invoice.

3.4 **Dependencies or Assumptions**

- (a) Suppliers are to outline all dependencies in their Proposal.
- (b) Suppliers are to detail all exclusions from their pricing model.

3.5 **References**

You may be requested to provide three (3) references from your company's major clients to whom you provide services similar to those contemplated by this RFP. This request may be made by Football Australia prior to awarding this piece of business.

3.6 **Supplier Demonstration requirements and details**

Supplier presentations will be based on the SOW in Section 2 and Supplier Response in Section 3. Based on each Supplier's response, we may choose to shortlist Suppliers prior to any presentation. With this in mind, we encourage all Supplier to put forward their best proposal to ensure that your proposal is heavily considered.

ANNEXURE A – INTENTION TO RESPOND

Document provided independently

ANNEXURE B – RFP QUESTION LOG

Document provided independently