



# Request for Tender

## *Queensland Rugby League Travel Services*

Enquiries are to be directed to Tender Owner –

**Glenn Ottaway, Acting General Manager  
Commercial and Consumer Engagement**

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E | [g.ottaway@qrl.com.au](mailto:g.ottaway@qrl.com.au)

If the Tender Owner is unavailable, the enquiry may be directed to the alternative contact –

**Graham Maher, Chief Financial Officer**

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E | [g.maher@qrl.com.au](mailto:g.maher@qrl.com.au)

Tender Submissions are to be sent to [QRLProcurement@qrl.com.au](mailto:QRLProcurement@qrl.com.au) by 5pm AEST on 11 November 2022.

### QUEENSLAND RUGBY FOOTBALL LEAGUE LIMITED

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QUEENSLAND  
RUGBY LEAGUE



# 1. Introduction

The Queensland Rugby League (QRL) is requesting tenders for the provision of travel services for 2023-25.

As the governing body for the game of rugby league in Queensland, the QRL contributes to the development of talented players and provides participation pathways for all from the grassroots to elite level through its stewardship of community rugby league, Statewide competitions and in managing the Queensland Maroons teams.

Travel is an essential part of the QRL's activities and competitions.

# 2. Process timeline

Milestones	Date
1. Tender opens	31 October 2022
2. All queries about the Request for Tender to be received by the QRL by 5pm AEST ( <b>Last Queries Date</b> )	7 November 2022
3. Tender closes with all Tender Submissions to be submitted by 5pm AEST ( <b>Tender Closing Time</b> )	11 November 2022
4. Initial evaluation of tenders	11-14 November 2022
5. Shortlist determined and communicated to tenderers	15 November 2022
6. Presentations by shortlisted Tenderers (if required)	16 November 2022
7. Selection of successful Tenderer	17 November 2022
8. Contract negotiations (if required)	18-21 November 2022
9. Execution of agreement	21 November 2022

# 3. Request for tender

## A. Invitation

The QRL invites companies (**Tenderers**) to submit tenders for the provision of the services described in this document relating to the Travel requirements of the QRL.

## B. Term

The QRL will be looking to engage the successful Tenderer (**Service Provider**) for a period of three (3) years, with provision in the contract for services (**Services Agreement**) for the QRL to review the services provided by the Service Provider during the first year and to propose any changes to the scope of the Services Agreement for the second and third years. Should the Service Provider not agree to the proposed scope changes, the agreement will come to an end at the expiry of the first year of the term.

## C. Background

The QRL has significant travel requirements across the organisation. These requirements include travel for:

- weekly Statewide Competitions fixtures (6 competitions and estimated 2,000 players);
- the Men's and Women's State of Origin Teams (70 personnel)
- junior representative pathways
- corporate purposes (together, **Requirements**).

Some key objectives around the QRL's Requirements are:

- ensuring that any QRL pricing policies are adhered to and that quoted or discounted rates negotiated by the QRL (for example, capped flight prices) are selected in preference to other offerings;
- achieving cost efficiency and providing value in relation to all QRL travel; and
- obtaining suitable services for corporate travel.

For indicative purposes only, below is a summary of travel expenditure for 2021 and 2022:

<b>2021</b>	
Accommodation	\$ 1,396,115
Venue Hire	\$ 178,838
Air Travel	\$ 2,060,377
Bus Travel	\$ 561,016
Car & Van Hire	\$ 67,826
	<b>\$ 4,264,172</b>

  

<b>2022 (as of 30 October)</b>	
Accommodation	\$ 1,378,446
Venue Hire	\$ 286,451
Air Travel	\$ 3,159,991
Bus Travel	\$ 641,697
Car & Van Hire	\$ 90,823
	<b>\$ 5,557,408</b>

#### D. Scope

The Tender Submission should specifically address the ability of the Tenderer to facilitate travel (both air and bus), accommodation, and meal services for up to 800 participants travelling each weekend between March and September of each year. Further, the Tender Submission should also provide information on:

- corporate travel services;
- the Tenderer's ability to implement QRL pricing policies and capped or discounted rates;
- the structuring of the State of Origin Teams' travel and the services.

#### E. Tender Submission Format

The Tender Submission must comply with the requirements set out in **Appendix A**.

#### F. Tender Submission Lodgement

The Tender Submission must be received by the QRL by the Tender Closing Time.

Tender Submissions should be sent to [QRLProcurement@qrl.com.au](mailto:QRLProcurement@qrl.com.au)

If problems are encountered sending the submission to the QRL by email, the Tenderer should ring the Tender Owner as soon as possible and, in any case, prior to the Tender Closing Time.

### G. Last Queries Date

If the Tenderer has any queries about this document or the tender process, the Tenderer should send those queries in writing to [QRLProcurement@qrl.com.au](mailto:QRLProcurement@qrl.com.au) prior to the Last Queries Date.

### H. Evaluation of Tender Submissions

Tender Submissions will be assessed in accordance with the evaluation process set out in this Request for Tender and against the evaluation criteria described in **Appendix B**.

### I. Post Tender Submissions

At any time prior to the award of a contract in relation to this Request for Tender, the QRL reserves the right to:

- a) seek clarification of any aspect of the Tender;
- a) seek the advice of external consultants regarding the assessment of Tender; and
- b) make enquiries of any person, company, or organisation to ascertain information regarding any Tenderer and its Tender.

To be considered for award, a Tenderer must provide any additional written information requested by the QRL by the specified deadline (**Post Tender Submission**) and the Post Tender Submission will be considered to be part of the Tender. Failure to submit the Post Tender Submission as requested may result in the Tender being set aside from further consideration.

The QRL may request a Tenderer submit a revision to their Tender Submission in response to an addition, deletion or other change to this Request for Tender.

### J. Presentations and Agreement Negotiations

Shortlisted Tenderers (or their authorised representatives) may be required to attend a meeting with the QRL to present on, or discuss, the Tender and may be required to enter into negotiations with the QRL to reach satisfactory commercial terms for the provision of the goods or services the subject of the Tender. The QRL will record in writing any agreements reached by the parties that are binding in the award of the Tender.

## 4. Miscellaneous

### A. Partnerships

The QRL is open to the opportunity to form a sponsor partnership with the successful Tenderer subject to negotiations and agreement on terms and conditions of any partnership.

Any proposal for partnership must be provided by way of a separate document titled "Partnership Proposal" provided with the Tender Submission by the Tender Closing Time (**Partnership Opportunities**).

### B. Status of Request for Tender

This process does not give rise to or amount to a contract whether a Tender Submission is provided in response to this Request for Tender or not. After considering any the Tender Submissions received, the QRL

will decide, in its entire discretion, whether or not to enter into negotiations with one or more preferred Tenderers.

### C. Probity

The QRL requires each Tenderer to:

- declare any actual or potential conflict of interest;
- not seek to employ or engage the services of any person who has a duty to the QRL as an adviser, consultant or employee (or former adviser, consultant or employee) in relation to this process;
- not collude with any potential Tenderer;
- disclose whether acting as agent, nominee or jointly with another person and disclose the identity of the other person;
- not offer any incentive to, or otherwise attempt to influence, any employee of the QRL or any member of an evaluation committee at any time; and
- not make any news releases or respond to media enquiries and questions pertaining to this process without the QRL's written approval.

If you act contrary to these requirements, the QRL reserves the right (regardless of any subsequent dealings) to:

- terminate negotiations;
- cease consideration of your Tender Submission; and
- terminate any Services Agreement between you and the QRL without any obligation on the QRL to make any payment to you.

### D. Receipt of Tender Submissions

A Tender Submission will be considered to have been received when actually received by the QRL at the email address specified in Request for Tender.

### E. Reservation of Rights

The QRL reserves the right to:

- invite any person or entity to provide a Tender Submission;
- extend the Tender Closing Time;
- vary the terms of this Request for Tender at any time, subject to the QRL giving each Tenderer the opportunity to respond to the variations;
- allow a Tenderer to change its Tender Submission before the completion of evaluation of tenders, but only if the same opportunity is given to all Tenderers;
- consider a Tender Submission other than in accordance with this Request for Tender;
- consider an incomplete Tender Submission;
- exclude from consideration a Tender Submission that has not been submitted by the Tender Closing Time;
- abandon this Request for Tender process at any time;
- clarify any aspect of a Tender Submission after the Tender Closing Time;
- seek the advice of external consultants to assist the QRL in the evaluation or review of Tender Submissions;
- make enquiries of any person or entity to obtain information about the Tender Submissions;
- seek information from any Tenderer;
- following evaluation of Tender Submissions, invite revised submissions from one or more Tenderers;
- following evaluation of Tender Submissions, negotiate with one or more Tenderers;

- negotiate with a Tenderer for the provision of any part of the Requirements, and to negotiate with any other tenderer with respect to the same or other parts of the Requirements, and to enter into one or more contracts for all or any part of the Requirements;
- enter into negotiations with any other person or entity who is not a Tenderer;
- discontinue negotiations at any time with any Tenderer; and
- propose revised or replacement contract terms at any stage in this procurement process in substitution for, or in addition to, the terms and conditions included in the Tender response.

#### F. QRL Expectations

The QRL expects that when a Tenderer provides a Tender Submission, the Tenderer has:

- the necessary skills, knowledge, and expertise to meet the Requirements;
- has fully informed themselves of all facts and conditions relating to this process and Requirements; and
- all prices submitted will be fixed (unless otherwise specifically indicated).

#### G. Tenderers' Expectations

Each Tenderer can expect that the QRL will:

- preserve the confidentiality of that Tenderer's confidential information (subject to provisions in this document around confidentiality and disclosures);
- afford every Tenderer the opportunity to compete fairly;
- subject to the QRL's right to terminate this process, consider Tender Submission which is submitted in accordance with this Request for Tender by a Tenderer who has:
  - complied with the QRL's expectations as to probity;
  - provided the information required under this Request for Tender;
  - co-operated with the QRL in relation to the tender process; and
  - provided its Tender bid by the Tender Closing Time.

#### H. QRL's Discretion

The QRL is not obliged to accept select any of the Tenderers and is not required to select a Service Provider on the basis of price alone.

The QRL may consider or accept (at the QRL's absolute discretion) any Tender Submission, including without limitation, a late tender or the Tender Submission of a Tenderer who has failed to submit a tender in accordance with this Request for Tender.

No acceptance of a tender nor any invitation to negotiate or to make an offer will be effective to constitute a contract or to create any legitimate expectation on the part of the Tenderer unless a formal written contract is executed by both parties.

Notification to a Tenderer that it is the successful Tenderer will not constitute an acceptance of the proposal set out in the Tender Submission, but instead is an invitation to negotiate.

#### I. Confidentiality

Each Tenderer and the QRL may disclose information to any consultant engaged for the purpose of this process if the consultant is required to preserve the confidentiality of that information.

Information supplied by or on behalf of the QRL is confidential to the QRL and you are obliged to maintain its confidentiality.

Notwithstanding any undertaking regarding confidentiality, by providing a Tender Submission, you agree that

the QRL may forward information relating to you or your tender to the Australian Competition and Consumer Commission (**ACCC**) if the QRL reasonably suspects, or is notified by the ACCC that it reasonably suspects, that there is cartel conduct or unlawful collusion in relation to this tender process (whether or not the suspicion relates to your Tender).

#### **J. Cost of Preparation of Submission**

Tenderers are responsible for the cost of preparing and submitting a Tender Submission and all other costs arising out of the process.

## Appendix A Requirements for Tender Submission

### A. Form of the Tender Submission

The following items must be addressed within the Tender Submission (**Submission Contents**):

1. About your Organisation
2. Capacity and Capability to meet the Requirements including:
  - a. how the Tenderer will ensure that any QRL pricing policies are adhered to and that quoted or discounted rates negotiated by the QRL (for example, capped flight prices) are selected in preference to other offerings;
  - b. a proposal for structuring and achieving cost efficiency in relation to the State of Origin Teams' travel; and
  - c. the services it can provide in relation to corporate travel.
3. Demonstrated experience in working with large groups or sports teams
4. Demonstrated experience in interacting with client partners (i.e Virgin, Belbaker, Marriott, Accor, Avmin Air)
5. Invoicing & Reporting Processes
6. Service Level Commitments
7. Travel Software System and Training for internal staff use and clubs
8. Account Management & Team
9. Travel Service Fees
10. Notification of any work being conducted by your Organisation for competitors of the QRL
11. Statement of company experience relevant to this tender and track record of company (including referees)
12. A copy of the proposed form of services contract for the travel services
13. Relevant Testimonials and contact details for two (2) referees

The Tender Submission must:

- a) be in English;
- b) be appropriately endorsed by an authorised officer of the Tenderer, with any alterations, measures or prices clearly and legibly stated and any alterations initialled
- c) contain prices in Australian dollars;
- d) provide prices that are inclusive and, in relation to GST, state where the GST is applicable and show that amount separately;
- e) contain a written acknowledgement of any further information provided by the QRL prior to the Tender Closing Time relating to the Request for Tender;
- f) be provided in an electronic format
- g) respond to all criteria set out in this Request for Tender;
- h) provide all details as set out in the Submission Contents and outlined within the Request for Tender;
- i) contain an index and numbered headings aligning with the Submission Contents;
- j) include a completed Travel Service Fee Table (as set out in **Appendix C**);
- k) supply information related only to the Submission Contents; and
- l) include all attachments and appendices.

### B. Consortium Responses

If a Tenderer submits a Tender Submission in conjunction with any other person, or with the intention of acting, in future, in conjunction with any one or more other persons (**Group Members**) in relation to this process, the Tender Submission must contain:

- a) a description of the proposed legal structure and relationships between the Tenderer and Group Members (**Tender Consortium**); and
- b) a single nominated contact person as the preferred contact person for the Tender Consortium.



### C. Conflicts of Interest

Each Tenderer must declare in its Tender Submission any actual or potential conflicts of interest.

## Appendix B Evaluation Criteria

The QRL will evaluate the Tender Submissions in accordance with the following criteria and weightings:

Demonstrated company knowledge, expertise, experience, and track record	50%
Price	50%

Organisations that do not have satisfactory management systems may be excluded from consideration.

The QRL reserves its right to consider other factors in the selection of the successful Tenderer, including Partnership Opportunities and the proposed terms and conditions of the Tenderer's service contract.

## Appendix C Travel Service Fee Table

<b>TRAVEL SERVICE FEES</b>	
<b>SUMMARY OF SERVICE FEES EXCLUDING GST</b>	<b>YOUR COMPANY</b>
<b>DOMESTIC &amp; TRANS-TASMAN</b>	
Online bundled booking (Air, Hotel, Car)	
Offline bundled booking (Air, Hotel, Car)	
Land only	
Changes, general enquiries or assistance	
Ticket re-issue and/or refund	
<b>INTERNATIONAL</b>	
Online bundled booking (Air, Hotel, Car)	
Offline bundled booking (Air, Hotel, Car)	
Land only	
Changes, general enquiries or assistance	
Ticket re-issue and/or refund	
International Touch Fee for Online Bookings	
<b>OTHER ANCILLARY FEES</b>	
Account management	
Non-commissionable land (per booking)	
After hours assistance	
Individual excess baggage processing fee (per carrier)	
Group excess baggage processing fee (per group / per carrier)	
Frequent Flyer - domestic redemption and upgrades request (per itinerary)	
Frequent Flyer - international (per itinerary)	
Visa processing (per visa) / foreign exchanges (per exchange)	
Urgent courier services Cost Price	
Airline memberships clubs / Lounge processing	
Merchant fee not absorbed by supplier	
Online booking tool set-up and training POA	
Chargeback to Trading Account (Hotel, Cars, Tolls & Transfers)	