



Travel Agent Commissioner Request for Proposal

The Passenger Agency Programme Global Joint Council (PAPGJC), which comprises of airlines and travel agency representatives who are members of the World Travel Agency Associations Alliance (WTAAA) and the United Federation of Travel Agency Associations (UFTAA) are through the International Air Transport Association (IATA) seeking candidates for the Office of Travel Agency Commissioner (the Commissioner). We would like to issue you with this Request for Proposal (RFP). The purpose of this RFP is to allow potential candidates, both legal entities and individuals to submit their proposals to provide the industry with this valuable service.

The contents of this document and any information obtained through discussions with delegates of the PAPGJC, IATA personnel and other appointed advisors pursuant to the preparation of your response will be treated as confidential.

Please provide comprehensive information to the attached questions by close of business on Monday 31 July 2023 after which time further proposals will not be accepted without prior agreement.

Should you have any questions, do not hesitate to contact me on the e-mail address provided below.

We appreciate the attention that you will devote to preparing your proposal. We look forward to receiving your submission.

Yours sincerely,

Chris Gilbey
Advisor to IATA

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1. Passenger Agency Programme Global Joint Council (PAPGJC) and the Travel Agency Commissioner

1.1 PAPGJC's activities

The PAPGJC was established by the Passenger Agency Conference (Conference) to manage the agent/airline relationship, provide a consultation forum for Conference decisions and jointly promote the IATA Passenger Agency Programme to airlines and agents. The Travel Agency Commissioner Programme is under the purview of the PAPGJC.

The Travel Agency Commissioner has the responsibility to act on disputes arising out of the Agency Programme. The Commissioner shall conduct reviews and act with respect to decisions and/or actions affecting IATA Accredited Agents and applicants under the IATA Agency Programme. The reviews are conducted in accordance with the procedures contained in Resolution 820e and the office of the Commissioner is described Resolution 820d which all interested applicants have received or have seen.

Listed below are the salient details of the Commissioner Programme and the caseload for 2022. A similar level of activity is being experienced for this year.

GEOGRAPHICAL JURISDICTION – Worldwide except USA

ACCOUNTABILITY – Reports to the PAPGJC

CONSTITUENCY – 305 Airlines and 55,407 Travel Agency Branches broken down by area

Area 1- 8672 **Area2-** 29,620 **Area 3-** 17115

COST – The budget for 2023 is USD 550,000

FUNDING – IATA Airlines and IATA Agents fund the programme equally.

2022 CASELOAD TOTAL – 901

Area 1 (Western Hemisphere) 110 of which 90 were solved without a formal decision

Area2 (Europe, Middle East, Africa) 408 of which 335 were solved without a formal decision

Area3 (Far East, Australasia, Asia) 383 of which 26 were solved without a formal decision

2. Your Proposal

2.1. Proposal description

Please describe your understanding of this project and what you will be delivering.

2.2. Profile

Please answer the following questions where applicable

2.2.1 History

- Date and place founded
- Short history of your company.
- Key locations or branches,
- Employment history and relevant background if you are an individual

2.2.2

Locations

- Headquarters
- Other key locations

2.2.3 Clients

Please indicate any areas of potential conflict if you have Airline or Travel Agency Clients and how you intend to ensure that full integrity and independence as the Commissioner is maintained

2.2.4

Ownership

- Is your company publicly traded?
- If privately held, please provide the following information:
 - Description of the corporate structure (e.g. LLC, partnership, JV., etc.)
 - Names of all companies within the corporate structure

2.2.5 Bankruptcy

- Has the company/individual ever filed for bankruptcy?
YES NO
- If yes, explain in detail the reasons why, the filing date and the current status.

2.3. Experience and resources

2.3.1 Previous experience in similar roles

- Describe any previous similar roles you or your company has delivered for other customers.
- Please explain why those services may be relevant to the scope of this RFP
- Detail major issues or problems that may have occurred and how they were resolved.

- Detail when those services were delivered.

2.3.2 Specific skills and technical know how

List here any specific skills you have in the area relative to the scope of this RFP.

Please indicate languages that you would be able to offer when reviewing cases

2.4. Experience within the Travel industry

2.4.1 Knowledge of the IATA Travel Agency Programme

- Describe any previous experience with the IATA Travel Agency Programme.

2.4.2 Airline and Travel Agency experience

- Describe any previous experience within the travel industry and please indicate the number of clients you have within the airline and travel agency industry

2.5. Additional relevant information

- Provide any additional information on your company, which you believe is useful for the stakeholders to know in the context of this RFP.
- Please detail experience in developing and maintaining web sites and producing reports.
- Please indicate whether your application is for coverage worldwide (except USA) or for one of the IATA geographical areas – Area 1 2 or 3
- Are you or any of the employees in your organization related, either personally or professionally, to a person currently employed by IATA?
- To the best of your knowledge, was any IATA employee previously employed by your organization?

2.6. Project specific questions

2.6.1 Out of scope items

Describe any items or requirements of this RFP that you will not address or perform

2.6.2 Subcontractors

If you are planning to subcontract part of the scope of this RFP, please enter details here.

2.6.3 Implementation plan

Describe your implementation plan and timeline for the services:

Detail:

- Resources, including resume
- Roles and responsibilities
- if applicable how cases will be allocated

2.6.4 Additional services

Please describe any additional services you might be able to provide in particular any administrative functions

or suggested simplification of the role or the way the disputes may be handled.

2.7. Financials

2.7.1 Pricing mechanism

The proposed charging mechanism must be simple to administer and monitor. Please indicate if any costs (e.g. Travel expenditure) are intended to be charged separately.

We are requesting you to propose in this paragraph the most suitable pricing structure matching the requirements for providing the service

Based on this, please provide a breakdown for each of the following:

1. Any implementation costs
2. Providing the service
3. Any Ad Hoc Costs

2.7.2 Currency

Prices should be quoted in Swiss Francs or US Dollars.

However, if the applicant sees a potential benefit may accrue to the stakeholders in pricing the service in a currency other than that stated then this should be offered as an additional alternative.

2.7.3 Reduction in total costs

It is a requirement for IATA and the PAPGJC to continuously improve its cost base that in the process may reduce the financial value of its contracts with its suppliers. Please detail how you envisage your charging structure working to encourage this to happen to the satisfaction of both parties.

2.7.4 Payment Terms

The selected applicant will be asked to provide consolidated invoices on a monthly basis to include all charges for that month.

Payment terms are 30 days from the date a correctly detailed invoice is received. Please confirm your agreement with those terms.

2.7.5 Criteria for Rates revisions

We expect the unit prices provided to be fixed for the duration of the agreement. If this will not be the case, please indicate here the criteria that you would like to be used for rate revision.