

**AUSTRALIAN MEDICAL ASSOCIATION**  
**Corporate Travel Tender**  
**February 2008**



AUSTRALIAN MEDICAL  
ASSOCIATION

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## **INTRODUCTION**

The Australian Medical Association (AMA) is the largest and most recognised medical organisation in the country. The AMA is the public face of the medical profession in Australia and promotes good health practices and advocates on issues that impact on the health and well being of the community. The Association is committed to the delivery of high quality, affordable health care to all Australians.

The AMA's membership is currently over 27,000 doctors. Members include salaried doctors, general practitioners, specialists, teachers, researchers and doctors-in-training.

## **THE ORGANISATION**

The AMA consists of a Federal Secretariat based in Canberra and individually incorporated state offices in each State and Territory.

The Federal office of the AMA is governed by a Board of Directors (Federal Council) of 34 members who represent each State & Territory and representatives from the major craft groups (eg. general practitioners, surgeons, anaesthetists etc.).

Fifteen standing committees report to the Federal Council on core issues which impact on the AMA's major objectives. From time to time these committees are augmented by small groups which address specific short-term issues and activities.

Currently the Federal Secretariat employs 43 staff.

## **MANAGEMENT OF TRAVEL**

AMA travel requirements are managed by the Corporate Services Department. The Travel Officer, Mrs Vanessa Bonney is responsible for the day-to-day management of AMA corporate travel. Ms Georgina Hart, Manager - Events and Travel, is responsible for the Travel and Events area by overseeing and supporting the Travel Officer. Mr Howard Pickrell, General Manager – Corporate Services Department, manages the Corporate Services Department, which includes the Travel and Events area.

## **BACKGROUND**

Since 2006 the AMA has been party to an agreement with American Express Business Travel (AMEX), to provide corporate travel services to Federal Council, members of the standing committees, Secretariat staff and Australian Medical Students Association (AMSA) representatives, using our corporate rate agreement with Qantas Airways.

This agreement is closely aligned with the AMA's affinity program with American Express Corporate Card Australia. The program provides the Federal Secretariat and AMA members with a co-branded AMA/American Express Corporate Card, which attracts exclusive benefits for co-branded cardholders.

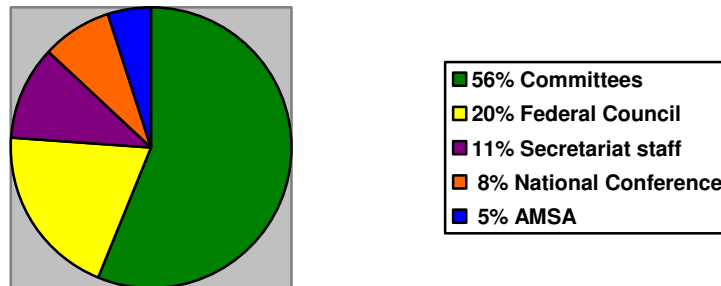
In addition to this, the AMA has in place agreements with the following travel partners that extend preferential rates to the AMA.

- Hotel Kurrajong, Canberra
- Rydges Capital Hill, Canberra
- Hyatt Hotel, Canberra
- Hilton Hotels
- Toga Hospitality
- Hotel Realm, Canberra
- Brassy Hotel, Canberra
- Saville Hotel Group

## **TRAVEL SPEND**

The Federal Secretariat of the AMA has an annual spend on airline travel of approximately \$800,000. The majority of this spend is for domestic travel and most flights are between major capital cities.

The annual spend includes travel undertaken by Federal Councillors, members of the standing committees, Secretariat staff and Australian Medical Students Association (AMSA) representatives. A percentage of the annual spend is for delegates attending the AMA National Conference, held on a rotational basis in a capital city each May.



## **SCOPE OF PROPOSAL**

The proposal should address four distinct travel requirements:

- Federal Councillors, Committee members and AMA members travelling on Federal AMA business - requiring flexible airfares;
- The Federal Secretariat's staff travelling on Federal AMA business – requiring flexible airfares;
- AMA National Conference – a group booking is required; and
- Australian Medical Students Association (AMSA) corporate travel requirements – requiring best fare of the day.

## **TERM**

The contract term is subject to negotiation with an anticipated minimum term of 2 years.

## **GENERAL CRITERIA**

In order to protect the reputation of the AMA, sound commercial relationships are essential. For the AMA to endorse an Organisation and its related products and services, that Organisation must satisfy the following general criteria:

- Be an Organisation with a recognised brand, strong business credentials, sound reputation, high quality products and services;
- Be compatible with the AMA's priorities, business goals and activities;
- Offer the AMA a financial benefit;
- Be able to deliver products and services in a timely and efficient manner; and
- Demonstrate a commitment to the AMA by entering into a mutually negotiated agreement and abide by the terms & conditions of that agreement

## **SPECIFIC CRITERIA**

A successful proposal will address the following criteria:

1. Customer service
2. Online Booking tool
3. Management Reporting

### **1) Customer Service**

The AMA requires a high level of customer service with the travel expertise to operate and coordinate our business travel requirements efficiently and effectively.

Specific service requirements would include:

- 1.1 A free (or local call) dedicated phone number;
- 1.2 A dedicated account manager preferably based in Canberra, contactable Monday to Friday during business hours (AEST);
- 1.3 24 hours emergency assistance;
- 1.4 Consistent customer service across all booking channels;
- 1.5 Back up service to handle demand overflows;
- 1.6 Meet agreed turnaround times; and
- 1.7 Additional support for large group bookings – AMA National Conference is held at the end of May each year and would require a dedicated group manager and support on the weekend of Conference.

### **2) Online Booking Tool**

The AMA prefers to use an online booking tool as its primary booking source.

Specific requirements would include:

- 2.1 Profile management by the AMA Travel Officer;
- 2.2 Travel history;
- 2.3 Helpdesk support;
- 2.4 On site training;
- 2.5 Reliable, up to the minute seat availability; and
- 2.6 Use of templates.

### **3) Management Reporting**

An essential requirement to the needs of the AMA is reliable and practical management reporting. With real time data, reports should create a clear picture of AMA's travel spend.

Specific requirements would include:

- 3.1 Unused credit tracking;
- 3.2 Analysis of travel trends;
- 3.3 Air Travel Expenditure;
- 3.4 Regular feedback on compliance with agreed AMA Travel Policy;
- 3.5 Booking fee analysis report; and
- 3.6 Direct access to reports through online booking tool.

## **PROPOSAL SUBMISSION**

You are invited to submit a proposal, addressing the specific criteria to:

Mr Howard Pickrell  
General Manager – Corporate Services Department  
Australian Medical Association  
PO Box 6090  
KINGSTON ACT 2604  
Email: hpickrell@ama.com.au

Proposal will need to be received either via email or post by close of business Friday 29<sup>th</sup> February 2008

## **FURTHER INFORMATION**

For further information, please contact Mrs Vanessa Bonney, Travel Officer on 02 6270 5456 or via email vbonney@ama.com.au