Retendering of Travel Agency Contract

Schedule and First Actions
Topics

• Current Situation
• Retendering Schedule
• Customer Survey – First Results
• Next Steps
Current Situation

- Travel Agency: Carlson Wagonlit Travel
- Turn over 2012
  - 4.6 Mio CHF spent for plane, rail, car, hotels
  - Ca. 25% by collaborating institutes
- Current contract since 1 June 1990
- Regular tendering necessary (up to a max. of 7 years)
<table>
<thead>
<tr>
<th>Deadline</th>
<th>Milestone</th>
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<tbody>
<tr>
<td>31.5.2013</td>
<td>Preparation of Market Survey</td>
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<tr>
<td>June 2013</td>
<td>Market Survey</td>
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<tr>
<td>June/July 2013</td>
<td>Preparation of Invitation for Tender (Technical specification, Tender form, risk matrix, list of firms selected following MS, evaluation questionnaire)</td>
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<td>August 2013</td>
<td>Specification committee</td>
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<tr>
<td>September 2013</td>
<td>Invitation for Tender</td>
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<tr>
<td>November 2013</td>
<td>Submission deadline for bidders &lt;br&gt;Selection of best offer</td>
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<tr>
<td>March 2014</td>
<td>Contract Adjudication by Finance Committee</td>
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Survey

- Objective: behaviour, needs and expectations of customers of CERN’s travel agency
- Target Audience: members of the personnel
- Survey period: 21.5. – 2.6.2013
- Responses: 567, of which 111 from persons travelling for collaborating institutes
  - 76 travelling exclusively for institutes
  - 35 travelling for both CERN and institutes
Typical Traveller Profile

John Doe-Bloggs, the typical institute’s traveller,

- buys his **plane ticket** at CERN’s travel agency – either by himself or via the secretariat (54%),
- but prefers to purchase his **train ticket** elsewhere (48%)
- and uses rarely a **rental car**
- contacts the travel agency less than monthly (76%)
- using either **e-mail** (53%) or the **personal contact** (38%), but does not like to phone or use the web form
- needs to contact the travel agency mainly during **CERN’s business hours** (67%)
- and expects in **case of emergency** or for after hours support a **24/7 telephone hotline**
- is happy if **any competent travel agent** answers (75%) **after 4-6 rings** when phoned (80%), or **within 4 hours** when e-mailed (63%)
- expects to get **two to three offers** (66%) within **at least 4 hours** (68%) taking into account CERN’s and the department’s **internal travel policy** (86%, 66%)
- prefers to get **paper tickets** and vouchers per mail (93%), and to pick-up his **visa** at the travel agency (95%), and rejects the off site solution (73%, 69%)
- thinks that an **on-site travel agency** is not necessary but useful (48%)
- wants to use CERN’s travel agency of **private trips**, as well (60%)
- and is very keen to use a **Self Booking Tool** (91%)
Propose a Strategy for the Travel Management Services that:

• Takes into account the current industry practices
  o On-site services / Off-site services
  o On-line Booking Tools
  o Emergency case management
  o Sustainability

• Meets the typical traveller requirements

• At the right cost

Next Step
Many Thanks for your Attention!

Questions?