



The PALMS RFI has opened, express your intention to respond today!

Context

Rio Tinto Iron Ore (RTIO) is a key product division of Rio Tinto's global operations and currently produces ~320Mt of iron ore per annum. This positions Rio Tinto as one of the world's leading producers and exporters of iron ore. This integrated portfolio of iron ore assets is located in the Pilbara region of Western Australia. The portfolio includes a world-class network of 17 mines, four independent port terminals, and a rail network spanning nearly 2,000 kilometres.

This Request for Information (RFI) has been issued for the purpose of Rio Tinto seeking solutions from the market to manage Rio Tinto's Iron Ore travel and accommodation operations in Western Australia. This includes the mobilisation of 12,000+ Fly In, Fly Out rostered and ad-hoc personnel traveling through 7 regional airports, to accommodation at 39 villages servicing 18,000+ rooms across the Pilbara region. The PALMS solution should efficiently manage the scale of RTIO's T&A operations, including the annual submission and processing of 580,000 travel requests for travel and lodging in the Pilbara, for 966,000 flights, 3,500,000 nights in accommodation, and 235,000 bus runs annually.

Delivery pathways

Rio Tinto is seeking a global response on this RFI. The final delivery pathway of the PALMS solution will depend on what solution can be identified during the RFI and subsequent appropriate market engagement process. With our knowledge and experience of the current travel and accommodation domains, we anticipate delivering the required functionality either entirely through commercial off-the-shelf (COTS) solution(s) with extensions, or a blend of COTS "best of breed" product(s) with Rio Tinto internally developed solutions.

Scope

Rio Tinto is taking a phased approach to replacing the current T&A solution. This commenced with the development of the People Logistics Management System (PALMS), the Rio Tinto built and owned system responsible for the submission and processing of plan and T&A requests. Rio Tinto is now seeking a people logistics system to integrate with PALMS and automate the booking process to manage end-to-end people logistics processes for our Pilbara operations.

This RFI is to seek a people logistics solution that supports the following functionality:

- a) Automation for the fulfilment of plan requests.
- b) Integrated plan lifecycle management.
- c) Automation for the fulfilment of booking requests.
- d) API to support external bi-directional integration.
- e) Identification of the over allocation of flights and accommodation based on plan data.
- f) Automated alerts to users to update plans and make bookings to utilise approved plans in a timely manner. E.g. as the first day of travel approaches for Ad hoc and quarterly for rostered.
- g) The automated generation and transmission of itineraries for confirmed bookings.
- h) Integration with commercial partners to support the management of automated bookings for flights, accommodation, and rental vehicles.
- i) Inventory management of RTIO managed charter flights and village accommodation inventory that can manage attributes such as status over time.
- j) Scheduling and management of cleaning at RTIO managed villages.
- k) Integration with the RTIO village management service provider to manage room status and maintenance.
- l) Integration with airlines to manage schedules, bookings, manifesting, go / no-shows.
- m) Management of flights and accommodation at a regional and village level.
- n) Ability to manually check-in / out patrons from RTIO accommodation at a village front desk.
- o) System data is available to the PALMS suite of Power BI dashboards for reporting purposes.
- p) Integration with digital / Keyless Entry platform to enable straight to room check-in / out at RTIO villages based on the booking from the travel management system
- q) Business Continuity processes for booking travel if integration with service partners is unavailable.
- r) Roster establishment and management capabilities.
- s) Bulk requests and booking functionality for maintenance shuts, projects and emergency event management (relating to travel and accommodation).

Key dates

RFI loaded to Global Tenders – 27 March 2025 (AEST)

RSVP of intention to respond must be received by 7 April 2025, 5:00pm (AEST)

Respondents will be confirmed and will receive an RFI pack via email.

What you need to do

For further information on how to respond to the PALMS RFI, please contact the Rio Tinto Procurement Lead, Dale Cameron, dale.cameron2@riotinto.com, +61 4 3979 3494.