



Annex A: Terms of Reference  
Travel Management Services

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# 1 Introduction

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## 1.1 Background

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UNHCR Washington DC Office are looking for a travel agent (or agency) for carrying out travel management services.

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## 1.2 Statement of Purpose & Objectives

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The purpose of this Request for Proposal is to find a suitable travel agency for delivering travel management services for the aforementioned UN Agencies. The candidate is expected to provide professional services, considering numerous factors when making offers and taking related actions. The travel agency shall be well established and the services shall be performed in the most cost-effective manner considering each UN Agency's interest as well as its staff welfare. The suitable candidate is expected to employ well experienced travel agents who possess all adequate skills and competencies to support the official missions of the UN Agencies. The continuity of the high level and quality services shall be assured at all times with well-designed back-up system. The competent travel agent is pro-active, diligent and is always on stand-by mode. It can also advise UN Agencies on best practices and can draw attention to further cost saving opportunities. These factors and expected services are detailed in this Terms of Reference.

### 1.2.1 The travel agency's core functions

The travel agency would be responsible for:

- a) obtaining tickets for all commercial modes of transport (i.e., air, rail, bus and ship) for UNHCR staff members and/or family members of its staff to any destination worldwide;
- b) negotiating and concluding - on behalf and for the benefit of UNHCR - discount agreements with major air carriers

### 1.2.2 Description of official travel

The official travels include, but are not limited to the following

- a) official missions of UNHCR staff, Government and counterparts or other entities,
- b) appointment and repatriation of staff and family members,
- c) home leaves and educational leaves and other travel defined as "entitlement travel"

The agency shall not favour any particular carrier when making reservations unless otherwise specifically agreed in writing by UNHCR.

## **2 Requirements**

### **2.1 Core requirements**

- a) The Travel Agency is an accredited IATA Travel Agency and shall:
- b) make reservations, issue and deliver tickets for all commercial modes of transportations (i.e., air, rail, bus and ship);
- c) make bids and prepare appropriate itineraries and formal quotation in a reasonable timeframe based on the lowest fare and the most direct and convenient routing in accordance with entitlements prescribed in the below mentioned Travel Policy extract (low cost, special fares, restricted fares, discount fares, and bulk fares for use whenever appropriate). In the event that required travel arrangement cannot be confirmed, notify the requestor of the problem and present alternative routings/quotations for considerations;
- d) accurately advise the requestor of ticketing deadlines and other relevant information every time reservations are made in order to avoid cancellations of bookings;
- e) provide travelers with a complete automated itinerary document to include carrier(s), flight and voyage numbers, flying times, departure and arrival times for each segment of the trip;
- f) inform travelers, upon booking confirmation, of flight/ticket restrictions, involuntary stop-over, hidden stops, and other inconveniences of the itinerary and provide required documentation for travels;
- g) handle complaints in a timely manner on behalf of UNHCR towards airlines on services, flights, cancellations, delays etc;
- h) reconfirm and revalidate airline tickets, re-issue tickets which are returned as a result of changed routing or fare structures and printed itineraries;
- i) promptly issue and forward the tickets in the electronic format with detailed itineraries;
- j) showing the accurate status of the airline on all segments of the travel;
- k) provide international train and/or bus reservation and tickets to requestor as and when needed preferably in e-ticket format;
- l) process duly authorized flight changes or cancellations as required;
- m) process immediately and report on refunds for unused tickets for fares, taxes and credit them to the respective UN Agency;
- n) provide at least three options for Caribbean region destination and at least five options for intercontinental flights, whenever this is possible. These offers should be free of charge;
- o) provide regular travel services on each working day from 09:00am to 18:00pm.

### **2.2 Other complementary services required**

The travel agent shall:

- a) promptly notify travelers of airport closures, delayed or cancelled flights, other changes that might affect or will require preparations from travelers, sufficiently before departure;

- b) The agent provides 24 hours a day emergency service - including the reservation and ticketing services - outside of office hours and on weekends with duly communicated contact telephone number(s).

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## **2.3 Customer Responsibilities**

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UNHCR to provide:

- Regular feedback on the agent services
- Training on UNHCR travel rules and procedures required for correct flight quotations
- Clear, comprehensive request for flight quotation in order to allow agency to provide best fares

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## **2.4 Special conditions and requirements**

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### **2.4.1 Travel Policy**

The agency shall fully adhere to the current Travel Policy detailed below:

Current air travel policy requires the agency in all cases to research and book the lowest available fares and to research alternate itineraries (at least three options for European destination and at least five options for intercontinental flights, if available) in order to provide the lowest appropriate fares, which satisfy the travel policies and mission requirements. Our travel policies embody the following basic principles:

- a) Use of lowest applicable fare (most economical option) according to specified requirements;
- b) Use low cost carriers where possible;
- c) Full economy fares may be used only if no appropriate reduced fares are available;
- d) Business class travel or equivalent may be applicable only in limited situations (more than 11 hours of combined travel time without an overnight);
- e) Travel regulations prohibit first-class travel except for a few specific categories;
- f) Travel by train - first class is generally accepted;
- g) Tickets can be combined in any form in order to fulfil the most economical criteria (combination of one-way tickets, with fictional return, including return flight to fictional destination, regular airline combined with low cost carrier, multi-destination ticket combined with one way ticket etc.).

The agency must be knowledgeable of and prepare to offer in accordance with the established travel policy: special fares, restricted fares, discount fares, and bulk fares for use whenever appropriate. Fares which entail restrictive conditions (such as penalties or stay over), however, shall only be booked with the express approval of authorized UNHCR personnel.

## **2.4.2 Other special conditions**

- a) The travel agent shall provide the above mentioned services both for official missions and for private requests of staff members. The private request will have to be invoiced to the staff members. If the cost of a ticket is to be shared by the office and the staff member, the agent is required to issue two separate invoices.
- b) The travel agent shall respond to all calls during opening hours and provide UNHCR with phone numbers which are monitored by the agent. In case the travel agent is permanently not available, recall shall be within 10 minutes of the initial call.

## **2.4.3 Billing and Invoice**

Travel agency shall send an itemized official invoice shortly to the respective UN Agency after the end of each transaction.

## 3 Content of Technical Offer

Your Technical proposal should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

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### 3.1 *Company Qualifications*

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- A description of your company with evidence of your company's capacity to perform the services required, including:
  - Company profile and the last two audited annual financial statements
  - Accredited IATA Travel Agency certification
  - Example Offer for Flight Search (Annex C)
- Two or more letters of reference, with contact information

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### 3.2 *Proposed Services*

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- The agent makes bids, prepare appropriate itineraries and formal quotation, refreshes prices in a reasonable timeframe
- The agent offers regular travel services on each working day from 09:00am to 18:00pm
- The agent provides 24 hours a day emergency service -including the reservation and ticketing services - outside of office hours and on weekends with duly communicated contact telephone number(s)

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### 3.3 *Personnel Qualifications*

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- The travel agent employs competent and experienced travel consultants (at least two with minimum of three year of relevant experience in the field of corporate travel), especially who are participating in ticketing and fare computations for the UN Agencies, as supported by their Curriculum Vitae; and
- The assigned travel consultants shall have at least 3 years of practical experience and have adequate knowledge to advise on non-regular travel situations (emergency ticket change, force majeure situations etc.)

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### 3.4 *Vendor Registration Form*

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If your company is not already registered with UNHCR, please complete, sign, and submit with your Technical Proposal the Vendor Registration Form (Annex D).

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### 3.5 *Applicable General Conditions*

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Please indicate your acknowledgement of the UNHCR General Conditions of Contract for the Provision of Services by signing this document (Annex E) and including it in your submitted Technical Proposal.

## 4 Evaluation

### 4.1 Technical Evaluation

The **Technical offer** will be evaluated using inter alia the following criteria and percentage distribution: **60%** from the total score.

<b>Company Qualifications (20%)</b>	<ul style="list-style-type: none"> <li>• Accredited IATA Travel Agency</li> <li>• two (2) financial audit reports</li> <li>• Two reference letters have been provided</li> <li>• Number of similar and successfully completed services;</li> </ul>
<b>Proposed Services (30%)</b>	<ul style="list-style-type: none"> <li>• Travel agent provides 24/7 emergency services and its conditions</li> <li>• Offered opening hours is from 09:00 - 18:00</li> <li>• Travel agent can issue train tickets in electronic format</li> <li>• Example Offer for Flight Search (Annex C)</li> </ul>
<b>Personnel Qualifications (10%)</b>	<ul style="list-style-type: none"> <li>• Number of employed travel agents with more than 3 years of experience in using travel reservation system</li> <li>• Evaluation of the submitted CVs (at least two) for proposed travel agents for the contract</li> </ul>

Some technical criteria will be subject to minimum passing scores; if a bid does not meet these minimums it will be deemed technically non-compliant and will not proceed to the financial evaluation.

## 5 Key Performance Indicators

### 5.1 Performance Evaluation

UNHCR expects to monitor the performance of the selected supplier.

- a) All the requested offers are received with the offered and agreed reasonable timeframe. The start time for evaluation is when the email is sent to the travel agent.
- b) Travel administrators in the UN Agencies cannot find cheaper flight option(s) for the communicated mission (travel) requirements (dates and times). This is regularly monitored by UN Agencies using reservation systems.
- c) Phone calls are attended. No complaints received from travel focal points.
- d) Urgent cases (next day travels, emergency missions or urgent ticket changes) are prioritized
- e) Emergency service is available and accessible in the time of need
- f) Number of complaints received from travel focal points (arrangers) and travelers in the Agencies for low quality services (low number means good performance)