

Annex 3

Key Performance Indicators

The supplier shall provide the services and deliver the products in accordance with the prescribed minimum performance standards set the UN Agencies:

Product / Service	Performance Attribute	Definition	Standard / Service Level
Flight Reservation	Vendor Accuracy	Ability to perform task completely and without error	Zero-error in passengers' records/airline bookings, fare computation, routing;
	Speed and Efficiency	Ability to deliver product or service promptly and with the use of resources	For confirmed bookings via web-portal immediately; For wait listed bookings via regular updates every two days;
Tickets	Agent Accuracy	Ability to perform task completely and without error	Zero-error in the printed ticket/aborted travel due to incomplete travel documents
	Timeliness of delivery	Ability to deliver product or service on or before promised date	3 working days before departure date
Billing	Accuracy	Ability to generate billing statements without errors	<u>Zero-Error</u> or no discrepancy between invoices and attachments
	Clarity	Ability to generate bills that are transparent or easy to understand	<u>Zero-returns</u> by Agencies for clarification/explanation
Rates/Pricing	Fairness	Reasonable charges for services offered	At same or rates lower than market standards
	Value for money indicated by price	Competitive fares quoted vs. restrictions or lack/absence thereof	At the same terms or better than quoted by airlines
	Willingness to assist UN Agencies to negotiate preferred rates and concessions	Voluntarily offering to assist/represent UN Agencies in dealings with airlines	Semiannual meetings to obtain competitive rates in the market and preferable fare conditions

Product / Service	Performance Attribute	Definition	Standard / Service Level
Service Quality	Accessibility	Ability to access or approach Vendor	Telephone: 3 rings Outside business hours: Full-time availability Email: 30 minutes response Website: available
	Responsiveness	Willingness to help the traveler	Regular coordination meetings with UNDP Focal Points Vendor Performance Reviews every six months
Problem Solving	Refunds	Ability to process and obtain ticket refunds on a timely basis	Within one month from date of cancellation
	Complaint Handling	Ability to resolve complaints	Timeliness: one (1) week Manner of resolution: Satisfactory score
Travel Experts	Competence	Knowledge of destinations Knowledge of airline practices, fare levels and shortest routes and connections Knowledge of UN Travel Policies Knowledge of visa requirement of destined countries	Proficiency rating of not less than 75%, established through internal UN Customer Survey
Communication	Awareness Level of Travelers regarding Vendor Product and Services	Services and policies are communicated to travelers Travelers are well informed about issues important to them	Frequency of communications: Training sessions by Vendor every 2-months or as requested by Agencies

Product / Service	Performance Attribute	Definition	Standard / Service Level
Implant premises and Hours of service	Readiness to do business	Travel Expert to commence business	The Travel Agent(s) should provide travel services from 8 am to 6 pm during working days. In addition, Travel Agent(s) shall provide service during outside business hours as well as for services during weekends and official UN holidays where emergency travel service is required. Zero complaints on non-responsiveness from travelers.
UN Travel Policy	Adherence to UN Travel Policy	Knowledge of UN Travel Policy and secure reservations only in compliance with it	Demonstrate minimum 3 options for each request (where available) which are most direct and economical routes, through the web-based portal
Travel Documentation	Accuracy	Ability to ascertain requirements for various destinations/nationalities	<u>Zero-incident</u> of complaint/aborted travel due to incomplete travel documents
	Clarity	Ability to deliver product or service on or before promised date	<u>5 days</u> before travel date