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# **ANNEX I**

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**LRPS-2021-9167165**

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## **TERMS OF REFERENCE FOR LONG TERM ARRANGEMENT TRAVEL MANAGEMENT SERVICES FOR UNICEF AND OTHER UN AGENCIES IN INDONESIA**

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## 1. BACKGROUND

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UNICEF on behalf of participating UN Agencies (hereinafter refers to as UN Agencies) intends to procure the services of a Services Provider to provide Travel Management Services to support the operations of UN Agencies in Indonesia. In order to achieve time and cost efficiency while ensuring outstanding quality of service, UN Agencies, envisages establishing a Long-Term Agreement (LTA) for the period of 2021 - 2025, with two qualified Vendors for the provision of Travel Management Services, for an initial period of three year with the option to extend for two additional years, subject to a satisfactory performance evaluation.

During the validity of the LTAs, the two selected vendors will be invited to quote for each specific requirement based on secondary bidding in order to ensure best value for money. They must be able to provide quotes on-time services. The confirmation of orders for specific requirements will be placed through email by the UN Agencies' authorized person. The General Conditions of LTA will be in forced.

During 2017-2020, UN Agencies in Indonesia expended a total amount of USD 12,757,621. These figures shall serve only as a volume indication of expected future business level. However UN Agencies in Indonesia neither represent nor warrant any minimum quantity or value of Travel Management Services.

The Long-Term Agreement shall valid for the participating UN Agencies below but not limited to any other UN Agencies in Indonesia.

1. United Nations International Children's Emergency Fund (UNICEF)
2. United Nations Development Programme (UNDP)
3. International Organization for Migration (IOM)
4. World Health Organization (WHO)
5. United Nations Educational, Scientific and Cultural Organization (UNESCO)
6. Food and Agriculture Organization (FAO)
7. International Labour Organization (ILO)
8. United Nations Population Fund (UNFPA)
9. United Nations Industrial Development Organization (UNIDO)
10. United Nations Entity for Gender Equality and the Empowerment of Women (UN Women)

## 2. SCOPE OF SERVICES

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### 2.1 REQUIRED SERVICES

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1. Availability of an online travel reservation tool/system which allows users to book directly their air travel
2. Travel reservation and ticket issuance by air, train and any other type of transport reservations in compliance with the UN travel policy using the UN preferred (Note: once

contracted, the selected vendors are expected to be familiar with the UN Travel Policy). These services must include reconfirmation of bookings and or tickets issued either from Indonesia or elsewhere.

3. Facilitate MOU between UN and Airlines company for both domestic and international.
4. Provide fare quotations (air and/or train) to UN Agencies for the provision of Home Leave, Education Grant Travel, and emergency evacuations of Agency Staff/personnel.
5. Cancellation of issued tickets and arrange for refunds to UN Agencies.
6. Assistance with Hotel/Conference facilities and vehicle booking.
7. Availability of travel coordinators 24 hours x 365 days.
8. Quarterly reporting of travel expenses, including but not limited to ticket issuance, voids, refunds and unused non-refundable tickets and hotel vouchers.
9. Emergency support.

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## 2.2 OPTIONAL SERVICES

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10. Provision of visa, stay permit, passport, and other government administrative formalities services to UN staff and other personnel, as requested by UN Agencies.
11. Provide Cash Disbursement service.
12. Car rental services (through reputed providers) within and outside Indonesia, as requested by UN Agencies.
13. Airport Fast Track and Meet & Greet Services.
14. Provide a "one-stop" travel pre-requisite service during COVID-19 pandemic.
15. Provision of travel insurance for international travel, as requested by UN Agencies.
16. Hotel booking (local and international/ overseas).

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## 3. REQUIREMENTS FOR EACH SERVICE REQUIREMENT

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### 3.1 ONLINE TRAVEL RESERVATION SYSTEM

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- a) The availability of an online travel reservation system available for users to book directly their air travel
- b) The online system should be web-based accessible on individual PCs, tablets and mobile phones
- c) The system should enable each staff to have their own login and password and to include user specific identification for booking contact details
- d) The system should enable users to book multi-leg flights

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### 3.2 FLIGHT RESERVATION AND TICKETING

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- a) For every travel booking via email as requested by Travel Focal Points appointed by the UN Agencies, the vendor shall immediately within 2 (two) hours from time of request provide quotes for three airlines/trains/bus/shipping etc. companies based on the lowest

- available fares and the most direct and convenient routing that are consistent within the entitlement of the applicable travel policy in accordance with the latest UN Airline Safety List. Pre-agreed discounts by the vendor as well as any corporate discounts secured by the United Nations should be factored in the resulting prices including time limits for ticketing and associated conditions. The offered fares should highlight UN preferred options (based on UN travel rules).
- b) In emergency situations, the TMS Vendor should act on the basis of instructions from the Travel Focal Points appointed by UN Agencies and provide response within 30 (thirty) minutes of request.
  - c) All tickets should be promptly and accurately issued as e-tickets (any exceptions should be indicated in the proposal or notified to UN when Airlines provide only a paper ticket option).
  - d) The TMS Vendor shall monitor and verify with the Travel Focal Points appointed by UN Agencies regarding the itinerary data, class service, fare amounts and aircraft type used in compliance with latest UN travel policy and restriction (e.g. restriction to use Boeing Max Series) prior to the issuance of any travel documents.
  - e) For UN Agencies with access to Galileo System, TMS Vendor should be able to promptly pick up reservations made into the Galileo system by UN Agencies and issue the tickets on behalf of respective UN Agency.
  - f) Tickets and or other travel documents shall be available in accordance with the standard agreed with the TMS Vendor but no less than forty-eight (48) hours before time of departure, unless the request for ticket comes lesser than forty-eight (48) hours.
  - g) Whenever feasible, UN Agencies shall be given the option to determine the type of ticket(s) to be applied (normal economy with more flexibility for change or promotional fare). In this regard, the TMS Vendor shall prioritize to update UN Agencies on the availability of promotional fare(s).
  - h) In the event that the required travel arrangements cannot be confirmed, the TMS Vendor shall notify UN Agencies of the problem and present three (3) alternative routings/quotations for consideration.
  - i) For wait listed bookings, the TMS Vendor shall provide regular feedback every 6 (six) hours on the status for normal travel and shall to the best of its ability obtain confirmation for emergency bookings.
  - j) In the event more airlines are cleared by the UN security systems and procedures, the TMS vendor is expected to extend the services to these airlines when and if required.
  - k) Reconfirmation and validation of tickets issued by the Vendor or elsewhere.
  - l) The TMS Vendor shall maintain computerized profiles of all frequent travelers, as designated or defined from time to time by UN Agencies, setting forth the traveler's preferences regarding airlines, hotels, seating and meal requirements, passport, and such other information as is useful to facilitate travelers' travel arrangements and ensures preferences are applied from these profiles.
  - m) The TMS Vendor shall not favor any particular carrier when making reservations and shall maintain excellent relations with all air carriers for the benefit of the UN Agencies.
  - n) The TMS Vendor should provide updated information to the Travel Focal Points appointed by UN Agencies on airport closures, delayed or cancelled flights, as well as

other changes that might affect or will require preparations from travelers, sufficiently before departure time, and as soon as it becomes available.

- o) The TMS Vendor should have a database of visa requirements for each country and transit stops, based on nationalities and UNLP and this must be updated every fortnight or as per changes.
- p) The TMS Vendor must offer the same pricing of tickets for personal travel of UN Staff, when requested. *Note: UN Agencies may use the services under this contract on same pricing conditions for personal requirements. However, the staff members would settle their payment and the UN Agencies would have no any obligation of settling such payments. Any such personal request should not take preference over the official requests and should only be provided by the Agency if excess capacity is available.*

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### 3.3 MOU BETWEEN UN AGENCIES AND AIRLINES

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- a) Upon request by UN Agencies, the selected TMS Vendor on behalf of UN will arrange, negotiate, establish and maintain MOU or corporate agreement with 10 (ten) frequent used airlines both domestic and international.

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### 3.4 FARE QUOTATION

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- b) Upon request by the Travel Focal Points appointed by UN Agencies, the TMS Vendor must provide three (3) fare quotation for the route/class based on the most economic fare and the most direct route, in a specific format provided by UN, within 24 (twenty-four) hours upon request.
- c) Compensation for travel management services shall be based on management/transaction fees.

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### 3.5 CANCELLATION, REBOOKING AND REFUNDS

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- a) The TMS Vendor shall process duly authorized flight changes /cancellations as and when requested by UN Agencies.
- b) The TMS Vendor shall immediately process airline refunds for cancelled travel requirements and whenever possible, charge UN Agencies with refund charges including management/transaction fees only.
- c) The TMS Vendor shall absorb cancellation and/or change reservation date charges which are due to no fault of UN Agencies;

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### 3.6 HOTEL/CONFERENCE FACILITIES AND VEHICLE BOOKING

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- a) When requested, the TMS Vendor shall notify the concerned UN Agencies of booking requests and those Agencies shall assist in confirming such hotel reservations which are Minimum Operating Security Standards (MOSS) compliant. UN Agencies will provide the TMA Vendor with updated MOSS compliant hotels.

- b) The TMS vendor shall negotiate to the maximum extent possible, discount rates, including net rates, for hotel accommodations reservations by the UN Agencies if UN rates are not established.
- c) The TMS Vendor shall promptly issue and deliver accurately printed hotel confirmations/journey to the travelers or their authorized representatives. Prior to issuing the vouchers, the TMS Vendor shall verify with the concerned UN Agency regarding the itinerary data and hotel rates.
- d) Hotel confirmations/vouchers shall be available in accordance with the standards agreed with the TMS Vendor, but no less than forty-eight (48) hours before time of check-in, unless the request for hotel reservation comes less than forty -eight (48) hours.
- e) For vehicle bookings, the TMS Vendor expected to provide vehicles and drivers with the following requirements;
  - i. Provide a good and well maintained 7-seater vehicle (Innova/Avanza) with driver (exclusive gasoline).
  - ii. Specification for vehicle (minimum): vehicle manufacture maximum three years at signing of the contract or issuance of PO, Family Wagon (MPV), seven (7) seaters (excluding driver), double blower AC, radio tape and equipped with necessary safety equipment (fire extinguisher kit, seat-belt, spare tire, mechanical jack, basic hand tools, flash lights, safety triangle and car first aid kit).
  - iii. Requirement for driver: has a valid driving license with clean record, has a minimum of 3 years experiences as a driver, in good health ascertain with annual medical check-ups, has the ability to understand English, properly trained in the operation and maintenance of vehicles, possess excellent knowledge of local roads, possess good knowledge and capability in vehicle safety driving, possess basic first aid skills and possesses good manners and interpersonal skills. One-month probation will be applied as the basis to determine the driver's contract continuation. In the case of unsatisfactory performance, selected vendor has to provide a new replacement.
  - iv. All vehicles should be covered by 'All Risk' vehicle insurance inclusive of passenger and third-party liability.
  - v. Have a regular preventative maintenance programme for all its vehicles, considering tyres, brakes, lighting, wipers, horns and doors.
  - vi. Equip all its vehicles with GPS or similar monitoring systems.
  - vii. Registered with a reputable towing services firm with 24-hour on call and on-the-road assistance.
  - viii. Availability of replacement within maximum 4 hours if vehicle is out of order or driver is absent.
  - ix. Officially registered for operation during the period of contract with registration documentation in the vehicle and registration/number plates affixed to the vehicle as required by the law (STNK)

### 3.7 AVAILABILITY OF PERSONNEL

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The TMS Vendor must ensure that their personnel are available to provide services during 8 a.m. to 6 p.m. on all working days of UN Agencies which may or may not align with the Indonesian national public holidays. UN Agencies only acknowledges 10 public holidays within a year. A

minimum of two dedicated travel consultants should be available exclusively for UN Agencies. This number can be adjusted based on volume of sales produced and must be agreed by UN Agencies prior to any adjustments being implemented.

The TMS Vendor must provide a 24-hour hot-line telephone service 7 days a week to all travelers. The TMS Vendor must notify the UN Agencies of names, hot-line and telephone numbers of the TMS Vendor's Indonesia personnel who are available during off business hours, on weekends and holidays to provide or assist with services if needed, for official and emergency travel. This group of personnel should be senior staff who is able to make decisions in cases of emergency. All applicable telephone numbers will be included on travelers' itineraries.

All personnel must be proficient in communicating with UN Agencies staff and personnel in English language.

### 3.8 MANAGEMENT INFORMATION REPORTING

The TMS Vendor shall provide a management information reporting system capable of producing customized reports which may be requested during the contract period including;

Report Name	Description
Air Detail Report by Traveler	Shows detail for each ticket issued including routing and fare paid
Air Summary Report	Shows total of fares paid with comparisons to benchmark fares; average ticket price; avg. cost per mile
Air Carrier Analysis Report	Carrier concentration report market pairs each of the top 10 airlines with expenditure, transactions, average segment cost and market share % for purpose of negotiations
Ticket Cancellation and refund Report	Details of ticket cancelled with traveler name, carrier name, travel class, route, original ticket cost, deducted airline fee, refund amount to Agency, and vendor fee.
Frequent Travelers	Travelers name, index number, tickets issues, expenditure, average ticket price
Cluster Analysis	Breakdown of airfare spend by UN clusters
Class of Service	Airline, class, segments, segment cost, % of total and average segment cost
Carbon Reporting	Air CO <sub>2</sub> Emissions: An estimate in kilograms of the number of emissions during a flight

Hotel Property Analysis by City	Reports hotels used in each city for purpose of determining negotiation opportunities by city
Executive Summary	A summary of travel spend with air, hotel and car expenditures showing current and YTD data domestic vis-à-vis international and totals

Any ad hoc reports requested that do not require extensive searches for data and/or extensive data comparison to be delivered by electronic means within two (2) business days. Those ad hoc report requests that require extensive data search and/or extensive data comparison will be delivered according to an agreed upon delivery time.

### 3.9 EMERGENCY SUPPORT

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#### Emergency Support

The TMS Vendor will conduct Passenger Name Record (PNR) searches and travelers' notification as directed by UN Agencies in cases of plane crash, other air travel related accidents, hijacking, coups, bombings, natural disasters, and other security-related incidents. The TMS Vendor will provide additional assistance as requested by UN in such situations and comply with all applicable restrictions and regulation imposed by the UN Agencies.

- 1) The TMS Vendor will have the capability to operate within 24 hours from an offsite location in case of an emergency
- 2) The TMS Vendor will be able to re-route calls to alternate location in case of an alternate location staff with cross-trained personnel
- 3) The TMS Vendor will further provide after hours contacts for key management personnel as mutually agreed

Whenever possible, the TMS Vendor shall render emergency assistance worldwide to UN Indonesia Travelers through its network, for complete range of services including but not limited to airline, hotel and car rental reservations or travel documents and communication assistance.

### OPTIONAL SERVICES

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- a) The TMS Vendor should provide assistance in obtaining the following:
  1. Government administrative formalities on Indonesian *Dinas* Visa\*
  2. Offer visa facilitation services through the Embassies in Indonesia or through other countries, when an Embassy is not providing visa services in Indonesia
  3. Government ID card\*
  4. Duty free facility (PP-19) for project goods, office/staff duty free vehicle and personal effects\*
  5. Car ownership certificate (STNK)\*



- b) All visa applications should be checked by the TMS Vendor for accuracy and completeness upon receipt. Notification of any errors shall be immediately made to the UN Travel Focal Point.
- c) The progress of all passport and visa applications shall be closely monitored by the TMS Vendor and ensure that the passport is returned to the traveler prior to the date of travel.
- d) Provide cash disbursement service for meetings and seminars of UN travelers as requested by UN Agencies.
- e) Car Rental Services at established and proven competitive rates, both in Indonesia and abroad
- f) Assist with booking hotels (local and international/overseas) and conference facilities within Indonesia. The TMS Vendor shall negotiate to the maximum extent possible, discount rates, including net rates, for hotel accommodations reservations by UN. The TMS Vendor shall promptly issue hotel confirmations/vouchers and detailed itineraries showing the accurate status of hotel reservations on all segments of the journey to the Travel Focal Points appointed by UN Agencies. Prior to issuing vouchers, the TMS Vendor shall verify with the UN Agencies regarding the itinerary data and hotel rates. Hotel confirmations/vouchers shall be available in accordance with the standards agreed with the TMS Vendor, but not less than forty-eight (48) hours before time of check-in, unless the request for hotel reservation comes less than forty-eight (48) hours.
- g) Airport Fast Track and Meet & Greet Service. The UN arranges meet & greet assistance for eligible senior UN visitors/official at Jakarta Airports and other airports. On occasions, where UN Agencies may request this assistance, such arrangements may include normal meet & greet, VIP Assistance, and Airport Fast Track process.
- h) Provide a "one-stop" travel pre-requisite service during COVID-19 pandemic as per government and airlines regulation, such as but not limited to: Antigen test, SWAB PCR test, Quarantine accommodation booking.
- i) Personal Travel  
Upon request by a UN Agency staff member, the TMS Vendor may assist the UN Agency personnel and their dependents in arranging personal travel at the lowest applicable fares and rates or as otherwise requested, consistent with each traveler's requirements. The UN Agency is not to be involved in any way in personal travel arrangements. Collection of amounts due and any refunds for these personal travel legs are to be arranged directly between TMS Vendor and the UN personnel and collected prior to releasing the ticket. In the event personal travel is undertaken in conjunction with official travel, the TMS Vendor will clearly document the cost and routings of personal portions of combined trips on all itinerary/invoices. The TMS Vendor will ensure that arranging personal travel does not interfere with arranging official travel.

**Note \*:** UN Agencies prepare letters and documents, liaises with government offices and follows up while the TMS vendor serves as messenger to deliver those letters, follows up on its level and collects letters issued by the government offices.

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## 4. QUALIFICATIONS

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#### 4.1 VENDOR

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- Able to provide the all the services required in this Terms of Reference.
- Shall have in its current office all the necessary equipment and facilities to handle minimum requirements of UN Agencies.
- Must be able to operate a business and/or provide the services to UN Agencies, in accordance with the business regulations of Indonesia, as appropriate (*Note: UN Agencies would not be able to provide information on this aspect and the prospective TSM Vendors must do own research in the area and provide assurances to the UN Agencies in their Proposal*).
- Valid IATA accreditation and that it is equipped with online reservation and e-ticketing/ticketing system (domestic and international) and possess appropriate licenses and software required for processing travel reservations and ticket issuance.
- Experience in managing onsite and offsite services in travel for a minimum of five (5) years (counting backwards from 2019). Experience in Asia-Pacific region would be an advantage.
- Shall maintain a good track record in serving international organizations, embassies, and/or multinational companies with minimum five (5) years of experience with a minimum flight booking revenue of USD one (1) million or equivalent per year, from at least one client.
- Currently maintains a nationwide services coverage as well as global network/affiliates in major UN Agency destinations
- Financial capability: Must have annual turnover of USD one and a half (1.5) million or equivalent, exclusively from Travel Management Services, per year, for the last three (3) years.
- The TMS Vendor shall provide and maintain the most recent release of the Global Distribution System (GDS) with one of them being Galileo system.
  - The TMS Vendor will provide adequate quantity of GDS hardware and software to provide all service described in this TOR.
  - The TMS Vendor will provide GDS access for Travel Focal Points appointed by UN Agencies if required.
  - The TMS Vendor will load UN negotiated hotel rates into the GDS or otherwise make negotiated rates available to reservations at UN Agencies' behalf.
  - The TMS Vendor will take all necessary steps to ensure that all Organization-negotiated airline programs are loaded into the GDS. The TMS Vendor will make best efforts to facilitate loading in a manner to allow automated pricing. In the event this is not reasonably practicable the TMS Vendor will maintain computerized profile information on such discounts.
  - The TMS Vendor will not change the GDS used to serve UN Agencies without UN Agencies' approval of such change and will provide prompt notice of and access to all new technology enhancements.
- Ability to provide services during 8 a.m. to 6 p.m. on all working days of UN Agencies in Indonesia

- Ability to provide off-site services 24 x 7 to travellers serviced by the vendor, through telephone and/or by email.
- Shall employ experienced and professionally trained travel experts and staff to handle UN Agencies requirements
- Shall have a low personnel turnover rate
- Shall use all appropriate means to anticipate peak booking periods and adjust staff accordingly

#### 4.2 MINIMUM REQUIRED PERSONNEL AND QUALIFICATIONS

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- One Branch manager with a minimum of eight (8) years of experience in the travel industry with a minimum of four (4) years prior experience in managing or supervising a Business Travel Center, to coordinate the contract management with UN (must have excellent English language skills – written, spoken, and ability to understand).
- One Operations Manager/Supervisor with a minimum of six (6) years of experience in managing travel agents, flight reservation, and related services either with travel providers or airlines (must have excellent English language skills – written, spoken, and ability to understand).
- Travel Counsellors, each with a minimum of three (3) years of experience in flight reservation, and related services either with travel providers or airlines (must have excellent English and Bahasa language skills – written, spoken, and ability to understand).
- Messengers, in adequate numbers, to augment services (e.g., visa services).

### 5. CONTRACT MANAGEMENT, REPORTING AND BILLING

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#### 5.1 CONTRACT MANAGEMENT

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The TMS Vendor will attend meetings bi-monthly or on another schedule set by UN Agencies, to review the following aspects of service performance;

- a) Service levels and standards, including customer satisfaction. The TMS Vendor will present reports which address performance against all agreed service standards. The goal of such discussions will be to agree on appropriate responses to specific situations and identify overall trends and opportunities to improve services and to agree on corrective action plans as needed.
- b) Service costs and productivity issues. The TMS Vendor will review costs and revenues associated with the account, productivity of specific individual and groups, and all other cost drivers for the account. The parties will discuss opportunities for reducing direct costs and agree upon appropriate actions to streamline operations without reducing service levels or satisfaction.
- c) Within four (4) business days following each such meeting, the TMS Vendor will submit minutes of the meeting which specifically identify all agreed upon actions to be

undertaken by the TMS Vendor or UN Agencies, together with specific timelines for each deliverable.

- d) Prior to each meeting, the TMS Vendor will prepare an agenda which summarizes the primary topics and objectives of the meeting as well as the status of all pending deliverables. The TMS Vendor will email the agenda to the Travel Managers at least 2 days in advance of the meeting.

## 5.2 KEY PERFORMANCE INDICATORS

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

Product / Service	Performance Attribute	Definition	Standard / Service Level
Online reservation system	Accessibility	Ability to be accessed on individual PCs, tablets and mobile phones	Zero-downtime in the accessibility of the online reservation system
		Ability to be accessed by all staff	All staff to have its own separate access to the online reservation system
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 normal travel, response within 2 hours upon request.  For wait listed bookings via regular updates every 6 (six) hours;
Tickets	Agent Accuracy	Ability to perform task completely and without error	Zero-error in the issued ticket/aborted travel due to incomplete travel documents
	Timeliness of delivery	Ability to deliver product or service on or before promised date	48-hours before departure date

Product / Service	Performance Attribute	Definition	Standard / Service Level
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 to negotiate preferred rates and concessions	Voluntarily offering to assist/represent UN in dealings with airlines	Semi annual meetings to obtain competitive rates in the market and preferable fare conditions
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 UN Travel 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

Product / Service	Performance Attribute	Definition	Standard / Service Level
Travel Experts	Competence	<p>Knowledge of destinations</p> <p>Knowledge of airline practices, fare levels and shortest routes and connections</p> <p>Knowledge of UN Travel Policies</p>	Proficiency rating of not less than 75%, established through internal Customer Survey
Communication	Awareness Level of Travelers regarding Vendor Product and Services	<p>Services and policies are communicated to travelers</p> <p>Travelers are well informed about issues important to them</p>	Frequency of communications: Training sessions by Vendor every 2-months or as requested by UN
Hours of service	Readiness to do business	Travel Expert to commence business	<p>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 UND holidays where emergency travel service is required.</p> <p>Zero complaints on non-responsiveness from travellers.</p>
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
	Accuracy	Ability to ascertain requirements for	<u>Zero-incident</u> of complaint/aborted travel

Product / Service	Performance Attribute	Definition	Standard / Service Level
Travel Documentation		various destinations/nationalities	due to incomplete travel documents
	Clarity	Ability to deliver product or service on or before promised date	<u>5 days</u> before travel date

### 5.3 BILLING AND PAYMENT

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- a) The statement of account or invoice for all travel requests shall be submitted to each respective UN Agency on a bi-weekly basis. The statement of account shall show for each transaction, the cost, the date, the invoice number and the traveler.
- b) Payment shall be made within 30 (thirty) days after the receipt and certification of the TMS Vendor invoice, which shall be submitted only after completion of the services to which it relates and only if related UN Agency have certified that the services have been satisfactorily performed by the TMS Vendor.
- c) If the TMS Vendor does not deliver an invoice to UN Agencies for goods and or services within the 12 months of the performance of the services or the delivery of the goods, then the respective UN Agency shall bear no responsibility to pay the said invoice.
- d) The TMS Vendor may be requested to accept corporate credit cards as payment for official travel. In this event all credit card charges will be waived.
- e) Billing to individuals for personal travel portions  
All charges associated with personal travel portions of official trips, including all transportation and fees for passport and visa services, shall be billed directly to travelers and excluded from invoices presented to any respective UN Agency. UN Agencies will not be liable for expenses related to personal travel portions, and reserves the right to audit all travel records to verify the accuracy of all allocated costs between official and personal charges.