

Terms of Reference (ToR)

“Provision of Travel Management Services for UNICEF Sierra Leone”

A. Background

To achieve effectiveness and efficiency in travels, UNICEF wish to enter a Long-Term Arrangement with competent Travel Agencies to serve its travel management services.

Travel, as referred to in the ToR, shall apply to all international travels of UNICEF personnel for official business purposes and sometimes for privately arranged travels of UNICEF personnel. These official purposes include, but not limited to the following:

- Official missions, meetings, and various events.
- Interviews of applicants / candidates for employment.
- Appointment and repatriation of staff and family members.
- Home leaves, emergency travels, and educational leaves; and
- UNICEF arranged travels for Government Partners, counterparts and other entities.

B. Objective

UNICEF Sierra Leone as a lead Agency and on behalf of the participating UN Agencies in Sierra Leone is undertaking a solicitation of Request for Proposal from Travel Agencies who are interested to provide various Travel Management Services regularly required by UNICEF and the UN. The objective of this bidding process is to conclude Long Term Arrangement(s) (LTAs) for the period of two (2) years with possibility of additional one (1) year extension for Travel Management with qualified and competent Travel Agents. The organization will be hereinafter referred to as “UNICEF” and the Travel Management Service Providers will be hereinafter referred to as “Travel Agent/s or Travel Agency”. Neither this ToR nor the LTA that will be signed shall set a minimum guarantee on volume sales on the part of the UNICEF and/or UN Agencies in the country. The Travel Agent shall neither be allowed to impose such a guarantee of volume on UNICEF or any other UN Agencies at any time before or during the life of the Long-Term Arrangement/s. All figures indicated in this ToR are historical volume of transactions and are not to be taken as a guarantee of business transactions from UNICEF.

C. Travel Policy

Current air travel policy requires the Travel Agent(s) in all cases to book the lowest available fares and to research alternate itineraries (at least three options, if available) in order to provide the lowest and most direct fares, which satisfy UNICEF travel policies and mission requirements. UNICEF travel policies embody the following basic principles which, however, are subject to subsequent revisions:

1. Where available, use of the lowest applicable fare (including penalty fares) is the preference.
2. For travels under nine hours, most direct economy fares.
3. Full economy fares may be used if no appropriate reduced fares are available.
4. The travel class for official travel is economy class for journeys of less than nine hours; if the journey is nine hours or longer, business class may be used. Economy class is used for the purpose of learning and development (training). For the travel of Junior Professional Officers (JPOs),

economy class is used, irrespective of the duration of the journey. For medical reasons, economy class is used, but a higher class may exceptionally be granted, upon certification by the UN Medical Director. For all travel related to Home Leave, Education Grant Travel, Reverse Education Grant Travel, Family Visit, family installation, economy class is used. For purposes of reassignment and repatriation, economy class is used for journeys below 9 hours and business class for all journeys with travel duration of 9 hours and above. The duration of a journey is determined on the basis of the combined flying time of all legs of the journey to a given destination, including up to maximum 4 hours for connections between flights but excluding those made for personal convenience and travel time to and from airports. In all cases, UNICEF will advise the Travel Agent the class to use.

5. The Travel Agent(s) must be knowledgeable of and prepare to offer 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 UNICEF.

6. The Travel Agent(s) shall, where applicable, attempt to obtain free business class and first-class upgrades for UNICEF travelers.

7. No tickets may be issued for travels without duly authorized Travel Authorization.

8. Cost of route deviations from above policy shall be borne by staff member.

9. Downgrade of tickets to lower class of service is not permitted for personal financial gain.

10. Downgrade in ticket will result in a downgrade of airfare entitlement

11. Personal portion of business trips are to be paid directly by staff member to the Travel agent.

12. Personal tickets settled directly between traveler and travel agency.

13. Travel agent to provide lowest airfare or reimburse UNICEF the difference in fares.

D. Contract Parameters

- UNICEF plan to negotiate a multi-year contract (up to three years duration) with one or more Travel Agents for the performance of travel management services.
- UNICEF recognize the importance of confidentiality of the data provided: the travel itineraries and reservations of its travelers. Accordingly, the selected agency must keep confidential all its dealings with UNICEF.
- This Request for Proposal is not to be construed in any way as an offer to contract the Travel Agency.
- Please note that UNICEF is not committed to selecting any of the agencies submitting proposals.
- UNICEF will sign Long Term Arrangement as the lead UN agency with the possibility of other UN Agencies to use the same Long-Term Arrangement as stipulated in the RFP contractual provision.

E. UNICEF Roles and Responsibilities

UNICEF Administrative Unit shall serve as the focal point for the following:

- Issuance of Travel requests, answering questions, coordination of the applications, establish and review reports.
- Conduct performance surveys.
- Obtain monthly progress reports.

- Perform inspection of services, including verification of fares, rates, etc.
- Allocate office space for onsite services at UNICEF premises if necessary.
- Provide the latest UN Airline Safety List.

F. Scope of Services and Expected Outcomes

The travel agency shall provide full, prompt, accurate and expert international and national travel products and services to UNICEF personnel, and other UN agencies where applicable. The products and services include, but not limited to, the following:

1) Reservation and Ticketing

- For every duly approved UNICEF Travel Authorization, travel agency shall immediately make offers and prepare appropriate itineraries and formal quotation based on the lowest fare and the most direct and convenient routing; if reservations made by the travel agency are not at the lowest available rate allowed, at the time of ticketing, the Travel Agency shall refund the difference to UNICEF.
- In the event of loss, travel agency shall immediately replace airline tickets.
- If the required travel arrangement cannot be confirmed, the travel agency shall notify UNICEF of the problem and present a minimum three (3) alternative routings/quotations for considerations.
- For wait-listed bookings, the travel agency shall provide regular daily feedback on status of the flight.
- The Travel agency shall reconfirm and revalidate airline tickets, re-issue tickets which are returned because of changed routing or fare structures and printed itineraries.
- The Travel agency shall promptly issue and deliver accurately printed tickets and detailed itineraries, (in printed and electronic format) showing the accurate status of the airline on all segments of the journey.
- The Travel agency shall accurately advise UNICEF of ticketing deadlines and other relevant information every time reservations are made, to avoid cancellations of bookings.
- The Travel agency shall provide information on airline tickets schedules.
- The Travel Agency shall provide restricted Premium Class Service.
- The ticket reservations should exclude flights/airlines as per the latest UN Airline Safety List. Such restricted flights/airlines must be automatically taken out.
- The Travel Agent shall not favor any carrier or discriminate against any carrier when making reservations and shall maintain excellent relations with all air carriers for the benefit of UNICEF.
- For wait-listed bookings, the Travel Agent shall provide regular feedback every six (6) hours on the status.
- Make optimum usage of point of sale airline offers, APEX fares and any negotiable airline discounts.
- Use innovative fare constructions keeping in view IATA and/or Government regulatory body lowest fare structures, including stop- over's on the same carrier

or code-sharing/inter-line carriers/alliances, with NO change in baggage allowances, stop-over, hotel accommodation or other travel or ticketing facilities.

- Assist UNICEF and/or negotiate Excursion Fares, where applicable, to give maximum mileage for lowest fares, including stop-over's on the same carrier or code-sharing/inter-line carriers/alliances, with NO change in baggage allowances or hotel or other travel or ticketing facilities
- Assist UNICEF and/or negotiate bulk rates with airlines for group bookings.
- Upgrade full fare economy tickets to business class for travels of over 9 hours.
- Provide up-to-date flight schedules for selected destinations, inland and overseas, accessed from the global Computerized Reservation System (CRS), Galileo, Amadeus, or similar electronic airline system.
- Provide free of charge the following travel insurance coverage to all ticketed travelers: Automatic Air Travel Accident Insurance for all travelers in respect of international travel or domestic air travel when these are billed to UNICEF Organization Business Travel Account.
- Provide travel assistance, reservation and ticketing services for personal/vacation travel at competitive rates for all personnel and their immediate family members and pass on all the applicable benefits and airline commissions to the traveler/s;
- Inform the UN Office in advance, if hotel accommodation is being provided to the traveler by the airlines, free of charge.
- Arrange refund of lost/stolen tickets with no commission charges.
- Process and credit to the related account refund of cancelled tickets, within 15 days from the date of submission of proper documents.
- Treat all information, such as official's name and address, trip frequencies, destinations, carriers, or accommodations used as business sensitive and confidential information. Undertake not to disclose for any purpose any information provided by UNICEF or authorized users of this contract.
- Possibility of setting up an implant office on the premises of UNICEF if so required. That being the case, UNICEF will endeavor to have space allotted to the approved Proposer for this purpose. All office equipment, furniture computer hardware, telecom and related office items will be provided by the Proposer.
- Act as a consultant to advise and assist UNICEF offices in reducing the travel cost by entering negotiating processes with airlines for implementing route deals. Also assist in monitoring negotiated deals with the airlines and ensure that maximum available added value benefits are passed on to UNICEF.
- Keep UNICEF offices updated with all information related to travel, such as airline/rail schedules, special offers by airlines, monthly statement of market fares, visas, passports, health, and other government requirements.
- Provide UNICEF copies of all original contracts/corporate deals negotiated with airlines
- Provide support services, free of charge, to the participants of conferences/meetings, ticketed through the Agency or Business Partner concerned, relating to travel, hotel, etc.
- Undertake not to carry out any other business in the UNICEF premises should office space be allocated in relation to an implant office without prior approval.

- Required to reimburse UNICEF for any audited fare found to be deviating from the stipulated travel policies and guidelines.
- Provide a full range of MIS reports periodically as per the requirement to facilitate UNICEF to monitor its travel costs vis-à-vis the travel entitlement as per the prevailing policies.
- Undertake Quarterly Management review with UNICEF to enhance the services provided and the prevailing lowest/most favorable fares in the market.
- Allow UNICEF to undertake audit of the Proposer's UNICEF related account as and when deemed appropriate keeping in view the spirit of transparency.
- Advice on visa and inoculation requirements for various destinations/countries.
- Offer proposals for on-line booking services and reservations.
- Contractor will have a fully automated reservations system, capable of securing flight arrangements on all major and secondary carriers around the world. Contractor to provide minimum one CRT (Computerized Reservations Terminal) for use by UNICEF staff (in case of implant services provided) in addition to CRT for any contractor on-site staff. Training to be provided by contractor.

2) Airfares and Airlines Routings/Itineraries

- The Travel agency shall propose fares/airline routings and guarantee that it shall obtain the lowest available airfare for the journey concerned. Such journeys shall be the most direct and economic routing, unless travel time exceeds nine (9) hours in duration with a maximum four (4) hours break between flight segments.
- The Travel agency shall ensure that tickets issued are in accordance with entitlements prescribed in UNICEF Travel Authorization.
- The Travel agency shall assist UNICEF Travel Administrator in negotiating with airlines on preferred fare conditions for UNICEF and/or UN Agencies, such as ticketing deadlines to be as flexible as possible (i.e. until the date of commencement of travel).
- The Travel agency shall advise about market practices and trends that could result in further savings for UNICEF, including the use of corporate travel booking tools with automated travel policy compliance and enforcement, and travel management reporting.

3) Travel Information / Advisories

- The Travel agency shall provide quick reference for requested destinations.
- The Travel agency shall provide travelers with a complete automated itinerary document to include carrier(s), flight and voyage numbers, departure, and arrival time(s) for each segment of the trip, tax exempt information, etc.
- The Travel agency shall inform travelers, upon booking confirmation, of flight/ticket restrictions, involuntary stop-over, technical stop-over, and other inconveniences of the itinerary and provide required documentation for travels.
- The Travel agency shall provide travelers with online and offline relevant information on official destinations, i.e. visa requirements, security procedures, airport transfers/land transportation facilities, local points of interest, currency restrictions/ regulations, health precautions, weather conditions, etc.

- The Travel agency shall promptly notify travelers of airport closures, delayed or cancelled flights, as well as other changes that might affect or will require preparations from travelers, sufficiently before departure time.
- The Travel Agency shall make arrangement of speedboat tickets, together with the flight ticket; the travel agent shall provide speedboat ticket on request at the same price as offered by the speedboat service provider
- Visa support services:
 - The Travel agent shall, on request, support in processing landing permits for UNICEF personnel at no additional cost.
 - The Travel Agency shall advise UNICEF personnel on visa, vaccination requirements, etc. for various destinations prior to travel.
- In case of lost or damaged luggage, the Travel Agency shall assist UNICEF personnel in filling and following up on claims promptly and recommending steps that need to be taken to resolve these cases.
- The Travel Agencies shall extend support to UNICEF personnel in making hotel booking whenever requested

4) Billing and Invoice

- Invoice for all travel requests shall be submitted to UNICEF on a bi-weekly basis by attaching copies of the Travel Authorization, Local Purchase Order and tickets/agent coupon. The statement of account shall show for each transaction, the country and currency in which all costs were incurred, the date, the invoice number and the name of the concerned UNICEF Traveler.
- Payment will be made within 30 (thirty) days after the receipt and certification of the Travel Agent' invoice, which shall be submitted only after completion of the services to which it relates and only upon UNICEF certification of the services which have been satisfactorily performed by the Travel Agent. The Travel Agency shall send an itemized official invoice to the designated representative of UNICEF at the end of each month for all services provided; The invoice price shall be disaggregated by ticket fare, different type of taxes, service fee and other charges (if applicable).
- Invoices for each transaction shall be retained during the agreement period with a maximum period of four (4) years. The Travel Agency shall provide UNICEF access to these documents. If the Travel Agency does not deliver an invoice to UNICEF for goods and or services within 12 months of the performance of the services or the delivery of the goods, then UNICEF shall bear no responsibility to pay the said invoice.

5) Flight Cancellation / Rebooking and Refunds

- The Travel agency shall process duly authorized flight changes /cancellations when and as required.
- The Travel agency shall immediately process airline refunds for cancelled travel requirements, unutilized prepaid tickets, and credit these to UNICEF as expeditiously as possible.

- The Travel agency shall refund tickets within one (1) month only (shorter period than 1 month offered will be an advantage).
- The Travel agency shall limit refund charges at airline rate only, i.e. no additional charges will accrue to the travel agency.
- The Travel agency shall absorb cancellation and/or change reservation date charges which are due to no fault of UNICEF.
- The Travel agency shall report back to UNICEF on the status of ticket refunds.

6) Management Reporting System

The Travel agency shall submit the following reports on a monthly basis to UNICEF travel administrator:

- Quarterly Production Statistics.
- Quarterly Carrier – Route – Fare Analysis and Production/Volume of Business.
- Monthly reports on the status of ticket refunds for UNICEF.
- Changes and Update on Airline Rates, promotions, policy changes, etc., immediately upon the receipt of the advice.
- Complaint Analysis.
- The Travel Agency will provide UNICEF with a report showing all unused non-refundable tickets. The Travel Agency will put information in traveler profiles regarding the value of unused non-refundable tickets and will adopt procedures to assist travelers in using the value of such tickets.

7) Availability of other Products and Services as may be requested

- a) Lost Ticket/Travel Documents
- b) Package Tours and Promotions for Personal Travel
- c) Preferred Seating Arrangements/Upgrades
- d) Privileged Check-In Services/Use of Airline Lounge Facilities
- e) VIP Services
- f) Hotel Reservations/Accommodations
- g) Excess Baggage/Lost Baggage
- h) Ground Transportation/Car Rental
- i) Travel Insurance
- j) Emergency Services, e.g., sickness, injury, medical evacuation etc.
- k) Meet and Greet Facilities
- l) Airport Assistance
- m) Management Reporting System
 - Daily/Weekly/Monthly production statistics
 - Monthly Carrier-Route-Fare Analysis
 - Complaint Analysis

8) Audit requirements:

Regarding the audit of books and records, we require the following audit parameters:

- Travel Agency agrees to maintain adequate records that accurately reflect the work performed by Travel Agency on behalf of UNICEF as well as all transaction in connection therewith.
- Once per Contract Year and upon fifteen (15) days' advance written notice, UNICEF's authorized representatives shall have the right to audit those records and transactions related to the work performed and amounts billed to UNICEF. This will also apply for any other UN agencies using the LTA.
- Travel Agent(s) agrees to keep all data and other related travel documents for a period of four (4) years. Data and related travel documents retained must all be the same data elements that are currently provided via the online reporting tool.

9) Personal Travel

Upon request by a UNICEF personnel, the Travel Agency may assist UNICEF 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. UNICEF 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 Travel Agency and the UNICEF personnel and collected prior to releasing the ticket. In the event personal travel is undertaken in conjunction with official travel, the Travel Agency will clearly document the cost and routings of personal portions of combined trips on all itinerary/invoices, and provide Management Information Systems (MIS) reports on such trips as requested by UNICEF. The Travel Agency will ensure that arranging personal travel does not interfere with arranging official travel.

10) Payment for Personal Travel Portions

All charges associated with personal travel portions of official trips shall be billed directly to travelers and excluded from invoices presented to UNICEF. UNICEF 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 allocated costs between official and personal charges.

11) Advice on necessary health requirements

The Travel Agent (s) shall provide travelers with advice on necessary health requirements, including types of inoculations and vaccinations either required or suggested for travel to certain countries or areas.

12) Messenger services

The Travel Agent shall deliver tickets or email e-tickets to travelers at their offices, residences or airport and other local stations in Sierra Leone. Based upon proper authority from UNICEF in case of official travel, the Travel Agent shall deliver tickets, itineraries, boarding passes (where available) and other travel documents as determined necessary by UNICEF. Except in emergencies, travel authorization should reach the Travel Agent within a reasonable time period. Unless previously required, tickets shall routinely be provided at least two days in advance of travel. The Travel Agent shall deliver tickets to UNICEF traveler at its Freetown premises during business hours, except for tickets that need to be delivered in other countries, in which case the

Travel Agent shall use other facilities to effect such deliveries. The Travel Agent shall as a first choice send all tickets by email (e-ticket) to the travelers' email address, with a copy to the Travel Focal Point and the Head of the Admin Unit respectively. If required, the Travel Agency, as requested, shall provide emergency ticket delivery, or prepaid tickets or otherwise, after working hours at an appropriate airport or through one of its offices or agents worldwide.

13) Telephone service

The Travel agent will provide 24-hour hot-line telephone service 7 days a week to all travelers. The Travel Agent will also provide hot-line international telephone service or accept collect calls from travelers anywhere in the world. All applicable telephone numbers will be included on travelers' itineraries.

14) On-line booking service

The Travel Agent shall provide access upon request by UNICEF to an on-line booking service. For complex international travel with multiple airline discount program configurations, UNICEF reserves the right to implement an online reservations tool at such time as it believes available.

15) Hours of Operation

The Travel Agent shall:

- (a) Provide full services from Monday to Friday between 08.00 am and 17.00 pm and half day service on Saturday between 08.00 am and 13.00 pm.
- (b) Notify UNICEF of names, hot-line and telephone numbers of the Travel Agent's Sierra Leone 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 are able to make decisions in case of emergency.

G. Performance Standards and Service Level Guarantee

The contracted Travel Agent/s shall perform its services and deliver its products in accordance with the herein prescribes minimum performance standards:

Product / Service	Performance Attribute	Definition	Standard / Service Level
1. Airline Reservation	Agency Accuracy	Ability to perform task completely and without error	Zero-error in passenger records/airline bookings, fare computation and routing
	Speed and Efficiency	Ability to deliver product or service promptly and with the use of resources	<ul style="list-style-type: none"> For confirmed bookings via itinerary within two hours' time of request For wait listed bookings via regular updates every two days
2. Airline 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	2 working days before departure date or earlier depending on needs
3. Travel Bookings	Accuracy	Ability to ascertain requirements for various destinations/nationalities	Zero-incident of complaint due to incomplete travel bookings
	Clarity	Ability to deliver product or service on or before promised date	10 Working days before departure
4. Billing	Accuracy	Ability to generate billing statements without errors	Zero-Error or no discrepancy between invoices and attachments
	Clarity	Ability to generate bills that are transparent or easy to understand	Zero>Returns for clarification/explanation
5. Rates/Pricing	Fairness	Reasonable charges for services offered	At same or rates lower than market standards
	Company concern about fares	Ability to quote competitive fare	<ul style="list-style-type: none"> At levels same or lower than airline preferred rates. Guarantee that one quotation is the lowest obtainable fare
	Good value 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 UNICEF negotiate with airlines regarding preferred rates and concessions	Voluntarily offering to assist/represent UNICEF in dealings with airlines	Semiannual meetings to obtain competitive rates in the market and preferable fare conditions (i.e. ticketing, deadlines, etc.)
6. Service Quality	Accessibility	Ability to access or approach travel agency	Telephone: 3 rings Emergency: 24 hours Email: available WhatsApp: Available 24/7 Website: available
	Responsiveness	Willingness to go out of one's way to help the traveler	<ul style="list-style-type: none"> Regular coordination meetings with UNICEF Travel Focal Person.

			<ul style="list-style-type: none"> Travel Agency Performance Reviews twice a year.
		Willingness to go out of one's way to help the traveler	No. of personal travels booked with travel agents
7. Problem Solving	Refunds	Ability to process and obtain ticket refunds on a timely basis	100% within one month from date of cancellation
	Complaint Handling	Ability to resolve complaints	<ul style="list-style-type: none"> Timeliness: one (1) week Manner of resolution: Satisfactory score
8. Travel Consultants	Competence	<ul style="list-style-type: none"> Knowledge of destinations Knowledge of airline practices, fare levels and shortest routes and connections Knowledge of UNICEF/UN policies 	Proficiency rating of not less than 75%
9. Communications	Awareness Level of Travelers regarding Travel Agency Product and Services	<ul style="list-style-type: none"> Services and policies are communicated to travelers. Travelers are well informed about matters that concern them 	Frequency of communications: Regularly
10. Office premises and Hours of Services	Readiness to do business	Senior Travel Expert to commence business at the start of office hours; provision of skeletal workforce to answer calls during breaks.	<ul style="list-style-type: none"> Same hours/days of work as UNICEF/UN System Monday – Friday; accommodation of calls during off-hours Zero complaints that no one was around to answer calls

The answers to the questions raised in section **G Performance Standards and Service Level Guarantee** must be provided on separate sheets of paper, with strict adherence to the chronological order. We would highly appreciate it if your answers to attached questions are as clear and explicit as possible to facilitate ease of analysis/selection process, and to determine whether the documents are complete, properly signed, and whether the Proposals are generally in order. A Proposal

determined as not substantially responsive will be rejected and may not subsequently be made responsive by the Offeror by correction of the non-conformity.

UNICEF recognize the importance of confidentiality of the data provided and the proposal information

H. Compensation Scheme

The Travel agency shall provide a description of how it envisages to be compensated for providing the reservation and ticketing services under the eventual contract if awarded.

The UNICEF Travel Administrator, however, shall, from time to time, evaluate and verify with other travel agencies and other industry indicators the comparability and competitiveness of the rates being given to UNICEF. UNICEF reserves the right to terminate contract with the potentially selected Travel Agency at any time if the Travel Agency charges UNICEF on higher rates than market standards or does not render required services described in this tendering document.

I. Qualification of the Successful Travel Agent

The successful travel agency who will be contracted to serve the needs of UNICE shall have the following minimum qualifications:

1.1 Administrative/Technical capacity requirements:

- 1) Legally registered in Sierra Leone.
- 2) The Travel Agent should have registered office and all required facilities and equipment in Freetown, Sierra Leone.
- 3) Valid IATA accreditation and possess appropriate licenses and software required for processing travel reservations and ticket issuance.
- 4) Minimum 5 years of experience in corporate specialization in Travel Management Services - supported with evidence of contractual relationship.
- 5) Minimum of three (3) ongoing or completed contracts for same or similar services executed in last 5 years.
- 6) For each contract, the travel agent shall provide details of client's name, contract dates, contract values, contract focal point name and email, work location. [Note: UNICEF reserves the right to conduct reference checks with one or more of the listed clients of the Vendor]
- 7) Maintains a good track record in serving international organizations, embassies and medium to large multi-national corporations.
- 8) Maintains facilities of on-line booking / airline reservations (i.e. Amadeus), international ticketing and ticket printing facilities.
- 9) Employs competent and experienced travel consultants, especially in ticketing and fare computations, as evidenced by their track record in their Curriculum Vitae.
- 10) Tie-ups with principals or other travel agencies in other places/countries (American Express, Thomas Cook, Carlson Wagonlit etc.) with copies of the arrangements/legal representation in Sierra Leone.
- 11) List airlines with whom you have appointment (ticketing plates).
- 12) Has your agency ever had an airline plate suspended or revoked?

I.II Financial capacity requirements:

- 1) Audited Financial Statement (Income Statement and Balance Sheet) duly certified by a Public Accountant for years of 2018,2019 and 2020.
- 2) Provide maximum credit amount for ticketing to UNICEF.
- 3) Willing and able to guarantee the delivery of products and services in accordance with performance standards required under Section G of this ToR.

I.III Personnel capacity requirements:

- 1) Capable of deploying motorized messenger (s)/documentation clerk.
- 2) The successful travel agency shall be required to devote at least three (3) personnel with the following minimum qualifications:

#	POSITION	REQUIRED EXPERIENCE IN TRAVEL INDUSTRY	QUALIFICATION	LANGUAGE
1	Senior Travel Manager	<ul style="list-style-type: none"> • minimum five (5) years of practical experience in the management of travel services, in operating the automated reservation and ticketing systems; Has adequate authority to make decisions for the timely resolution of problems. • In the case of emergencies (e.g. evacuations, war, etc.), the travel expert shall maintain operations necessary to support UNICEF • 24 hours a day access of emergency service and necessary delivery of tickets as required by UNICEF to the required destinations; 	Bachelor's degree	English and French will be added advantage
2	Senior Accountant	Experience in Travel Industry (3 years minimum) Experience in accounting 5 years	Relevant qualification: minimum of a bachelor's degree in Accounting or Financial Services.	English and French will be added advantage
3	Travel Counsellors	Minimum of three (3) years corporate travel experience.	High school diploma or college	English and French will be

(minimum two persons)			added advantage
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The travel agency shall have a contingency replacement plan to be enforced during periods of illness and vacations of its personnel in order to maintain full service at all times under the contract.

J. Documents required

1. Signed Proposal Submission Form
2. Bidder Information Form
3. Technical proposal comprising of the following:
 - a. Company Profile, which should not exceed fifteen (15) pages, including history of the entity, key personnel, and highlights of services provided in the past (minimum 3 years i.e. 2018, 2019 and 2020).
 - b. Information related to past or present litigation (for or against) involving the Vendor for the last 5 years period, if any.
 - c. Copy of Company and staff IATA accreditation certificate or confirmation document that company is in the process of IATA accreditation.
 - d. Copy of Registration of Incorporation, as per laws of the Sierra Leone. Should the response to this solicitation is made by a Vendor association with a partner (i.e. Consortium or Joint Venture) the documentation shall include the corresponding agreement between the parties indicating roles and responsibilities of all the partners.
 - e. Copy of IATA report demonstrating flight-booking turnover for 2018, 2019, and 2020, through records of IATA Billing and Settlement Plan (BSP).
 - f. List of major clients with contact information, indicating annual flight booking amounts, other services amounts, by year for 2018, 2019, and 2020.
 - g. Reference letter on past performance from minimum two clients, listed in (g) above.
 - h. CV of all personnel, as required under Minimum Required Personnel, highlighting their experience, as relevant to the ToR requirements.
 - i. Reference letter from IATA Member Airlines (minimum from 1 reputed carrier).
 - j. List of IATA-approved ticketing system (Global Distribution System – GDS) used/licensed to the Vendor including documentary evidence.
 - k. Local Government permit to locate and operate in the current location of office in Freetown.
 - l. Official Letter of Appointment as local representative, if Bidder is submitting a Bid on behalf of an entity located outside the country.
 - m. Latest Financial Statement (Income Statement and Balance Sheet) including for the past [2018,2019,2020]
 - n. Statement of Satisfactory Performance from the Top [3 three] Clients for the past 5 years.
 - o. List of Bank References (Name of Bank, Location, Contact Person and Contact Details)
 - p. All information regarding any past and current litigation during the last five (5) years, in which the bidder is involved, indicating the parties concerned, the subject of the litigation, the amounts involved, and the final resolution if already concluded.

K. Reporting Requirements

Please refer to Section F, paragraph 6 above and note that the contractor will be required to provide monthly management reports to the Admin Officer/Assistant directly responsible for travel.

However, the Head of the Admin Unit (Admin Services Officer) shall be the overall Supervisor of the Contract.

Evaluation Criteria

L. Location and Duration

The contractor shall be responsible for the international travel of all UNICEF personnel in all offices in Sierra Leone. However, all administrative arrangements shall be done at the UNICEF Country Office in Freetown and Travel Agent Headquarters in Freetown.

As already mentioned, the Long-Term Agreement is for an initial period of 2 years with the possibility of an additional year's extension based on a very good performance evaluation.

M. Evaluation Process, Method and Award Criteria

Bids will be examined to ensure that all documents listed in Section 15 paragraph J have been submitted. Any bidder who fails to provide these documents will be disqualified. The Technical Bid Response will be scored out of **70 points**; areas to be evaluated includes administrative/technical capacity, financial capacity requirements, personnel capacity requirements, methodology, completeness of response and a case study. Technical offers with scores less than 50 will be disqualified. All bidders scoring 50 points (out of the 70 point maximum) and above will be considered for the next stage, that is, the financial/commercial evaluation.

Financial offers will be scored out of **30 points**. 30 points will be allocated to the lowest offers among the technical acceptable offers. All other price proposals receive scores in inverse proportion according to the following formula:

$$\text{Score for price proposal X} = \frac{\text{Max. score for price proposal (30)} * \text{Price of lowest priced proposal}}{\text{Price of proposal X}}$$

To complete the Financial Offer, please fill and submit separately, Annex 1. Submission of Financial offers other than Annex 1 will lead to the financial offer been invalidated. Please follow the instructions in the RFP for submission of Technical and Financial Proposals.

The technical proposals will be evaluated against the following criteria:

ITEMS	TECHNICAL EVALUATION CRITERIA	MAX. POINTS
1.0	<i>Administrative/Technical Capacity</i>	
1.1	<p>-Legal registration in Sierra Leone</p> <p>- Have registered office, computerized reservation system (Galileo, Amadeus etc.) office computers, printer, scanner, photocopier... in Freetown, Sierra Leone.</p> <p>-Have Valid IATA accreditation and possess appropriate licenses and software required for processing travel reservations and ticket issuance.</p> <p>-Minimum 5 years of experience in corporate specialization in Travel Management Services. supported with legal document. (5 years' experience – 5 marks; 4 years' experience 4 marks; 3 years' experience 3 marks; 2 years' experience 2 marks. 1-year experience 1 mark.)</p> <p>-Minimum of three (3) ongoing or completed contracts for same or similar services executed in last 5 years. (For each contract, the travel agent shall provide details of client's name, contract dates, contract values, contract focal point name and email, work location. [Note: UNICEF reserves the right to conduct reference checks with one or more of the listed clients of the Vendor])</p> <p>- 5 or more ongoing/completed contracts (3 marks) - 4 ongoing/completed contracts (2 marks) - 3 ongoing/completed contracts (1 mark)</p> <p>- Maintains a good track record in serving international organizations, embassies and medium to large multi-national corporations.</p> <p>(serving 3 class of clients or more – 3 marks; 2 classes of clients 2 marks; 1 class of client 1 mark)</p> <p>- on-line booking / airline reservations (i.e. Amadeus), international ticketing and ticket printing facilities.</p>	<p>2</p> <p>2</p> <p>2</p> <p>5</p> <p>3</p> <p>3</p> <p>3</p>
	SUB-TOTAL 1	20

2.0	<i>Financial Capacity Requirements</i>	
2.1	Audited Financial Statement (Income Statement and Balance Sheet) duly certified by a Public Accountant for years of 2018,2019 and 2020. <ul style="list-style-type: none"> - 3 audited statements – 10 marks. - 2 audited statements- 6 marks - 1 Audited statement –2 marks 	10
2.2	No of secured corporate deals with airlines <ul style="list-style-type: none"> - 1 corporate deal – 1 mark. - 2 corporate deals- 2 marks. - 3 corporate deals – 3 marks. - 4 corporate deals – 4 marks. - 5 or more corporate deals – 5 marks. 	5
2.3	Tie-ups with principals or other travel agencies in other places/countries (American Express, Thomas Cook, Carlson Wagonlit etc.) with copies of the arrangements/legal representation in Sierra Leone. <ul style="list-style-type: none"> - 1-2 tie ups: 2 marks - 3-4 tie ups: 4 marks. - 5 tie ups and above: 5 marks. 	5
	SUB-TOTAL 2	20
3.0	<i>Personnel Capacity Requirements</i>	
3.1	Senior Travel Manager. Bachelor's degree. - minimum five (5) years of practical experience in the management of travel services, in operating the automated reservation and ticketing systems; Has adequate authority to make decisions for the timely resolution of problems. In the case of emergencies (e.g. evacuations, war, etc.), the travel expert shall maintain operations necessary to support UNICEF	8
3.2	Senior Accountant- 5 years accounting experience with a minimum of 3 years in the Travel Industry.	6
3.3	Travel Counsellors (minimum two persons)- Minimum of three (3) years corporate travel experience. High school diploma or college	6
3.4	SUB-TOTAL 3	20

4	Methodology	
	A rating of how well the service provider is ready to provide services in line with requirements stated in the terms of reference. For these requirements refer to sections F, G and H of the TOR	
	SUB-TOTAL 4	20
5.	Case Study- Please Refer to Section N for the case Study. The case study must be completed and included in the Technical Offer.	
	SUB-TOTAL 5	10
6.	Completeness of Response	
	A rating of how well the technical proposal contains all information requested in the Request for Proposal Completeness of Response – 5 marks max. Overall concord between RFP requirements and proposal- 5 marks max.	
	SUB-TOTAL 6	10
	GRAND TOTAL	100 (each technical score will be prorated to 70: Actual Score/100 x70)

N. Case Study

This case study is part of the technical evaluation. It must be completed, with the title, “Case Study for UNICEF International Travel Services, August 2021” and included in the Technical Offer.

The UNICEF Country Representative will be proceeding on two conferences in Melbourne-Australia and New York in October 2021. The conference in New York, USA is from Monday 4th – Friday 8th October 2021. The other conference in Melbourne, Australia is from Tuesday 12th – Friday 15th October 2021. Both conference dates exclude travel.

Please provide flight options for the above travel. For each option provided please give the travel durations for each leg and duration of each transit or layover.