

Annex A: Terms of Reference

Travel Management Services

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UNHCR

United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

1. Introduction

1.1 Background

UNHCR National Office in Moldova wishes to enter into a Frame Agreement with one of the most competent Travel Agencies to serve all its travel management services in order to achieve further time and cost efficiency while ensuring outstanding quality of service,

Travel, as referred to in the TOR, shall apply to all journeys of UNHCR National Office in Moldova staff and its partners from one place to another for official business purposes. These official purposes include, but not be limited to, to the following:

Official missions, meetings and various events;

Home leaves, emergency travels, and educational leaves.

1.2 Statement of Purpose and Objectives

The purpose of this Request for Proposal is to find a suitable travel agency for delivering travel management services for the UNHCR National Office in Moldova. 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 UNHCR National Office in Moldova 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 UNHCR National Office in Moldova. 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 proactive, diligent and is always on stand-by mode. It can also advise UNHCR National Office in Moldova 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 European 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) send regular travel industry bulletin, newsletter or notifications to appointed focal points and administrators;
- c) provide daily a list of pending – not issued – reservations until 09:30 each working day;
- d) for wait-listed bookings, provide regular feedback on status of the flight;
- e) in case the ticket is not electronic, it shall be delivered to the requester's office free of charge;

- f) Provide corporate online travel booking tool (e-travel management system) with automated travel policy compliance and enforcement for specific locations and conditions upon request;
- g) The Travel Agent shall issue the flight tickets in electronic format. Additionally, the Travel Agent shall issue the train tickets also in electronic format. If that is not possible, upon specific request of the UNHCR National Office in Moldova, the travel agent shall be able to process international train ticket purchase requests via the website of the selected and well-established railway company;
- h) 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).

2.3 Customer Responsibilities

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

2.4 Special conditions and requirements

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

UNHCR reserves the right to interview and to refuse to work with the selected, assigned travel consultant.

b) Travel agent shall be available for regular meeting in Chisinau and also for training sessions organized on travel policy.

c) All written communication between the requestor and the agent shall be exclusively in English.

d) 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.

e) Upon request, the agent shall provide reference prices for certain missions. In such cases the ticket will not be procured through the travel agent.

f) 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.

g) We reserve the right to impose penalty to the agent, if we find better fares than quoted in the respective offer and it was the travel agent's fault.

2.4.3 Reporting Requirements

The agency shall provide quarterly management reports including the following information in a timely manner:

- a) Quarterly reports (flight statistics) reflecting the total volume, number and category of the transactions made, including CO2 emission data;
- b) The total volume and number of tickets issued;
- c) Breakdown of ticketing services into destinations and travelers;
- d) Reports based on ad-hoc requests.

2.4.4 Billing and Invoice

Travel agency shall send an itemized official invoice shortly to the respective UN Agency after the end of each transaction. UNHCR may request comments added to the invoice, such as PO number, internal reference number, tracking serial number etc. for easier tracking and payment of invoices.

Travel agency shall be requested to provide monthly statements of paid and unpaid invoices for reconciliation and monitoring purposes.

Travel agency shall also be able to provide invoices per official mission and not by individual flights upon request.

3 Content of the 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:

3.1 Company Qualifications

A description of your company with evidence of your company's capacity to perform the services required, including:

- Company profile and the last three annual financial statements
- Accredited IATA Travel Agency certification
- Annual average turnover is more than 200,000 EUR as supported by the annual financial statement
- If a multi-location company, please specify the location of the company's headquarters, and the branches that will be involved in the project work with founding dates
- Travel Agent shall have representation office in Moldova as supported by the address of local branch
- Three or more letters of reference, with contact information

3.2 Proposed Services

- The agent makes bids, prepare appropriate itineraries and formal quotation, refreshes prices in a reasonable timeframe
- Provide example of offers as criteria set out in Annex C
- 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)
- The agent can provide corporate online travel booking tool (e-travel management system) with automated travel policy compliance and enforcement for specific locations and conditions upon request

3.3 Personnel Qualifications

- The travel agent employs competent and experienced travel consultants (at least five 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 UNHCR National Office in Moldova, as supported by their Curriculum Vitae;
- The agent is required to assign sufficient number of qualified travel consultants to serve the contract in order to meet offer request deadlines;
- The agency shall have a contingency replacement plan to be enforced during periods of absence of the assigned consultants in order to maintain full service at all times under the contract
- The assigned travel consultants shall have at least 3 years of practical experience in the management of travel services with the use of GDS for an international or multinational organization
- The assigned travel consultants have adequate knowledge to advice on non-regular travel situations (emergency ticket change, force majeure situations etc.)

3.4 Vendor Registration Form

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

3.5 Applicable General Conditions

Please indicate your acknowledgement of the UNHCR General Conditions of Contract for the Provision of Services by signing this document (Annex D) 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.

Company Qualifications	<ul style="list-style-type: none"> • Accredited IATA Travel Agency • Average yearly turnover is more than 200,000 EUR • Travel agent has representation office in Moldova • At least three reference letters have been provided
Proposed Services	<ul style="list-style-type: none"> • Travel agent provides 24/7 emergency services and its conditions • Travel agent is able to provide online booking tool • Offered opening hours is from 09:00 – 18:00 • Offered timeframe for presenting flight options in email • Offered timeframe for sending refreshed prices of earlier presented flight options • Evaluation of the example offer submitted with the tender documents • Travel agent can issue train tickets in electronic format, or offer purchase via the website of railway companies
Personnel Qualifications	<ul style="list-style-type: none"> • Number of employed travel agents with more than 3 years of experience in using travel reservation system • Considering 100 missions per year with 90% ratio for European and Intercontinental flights, how many full time travel agents will be dedicated to the contract (pro rate increase or decrease) <ul style="list-style-type: none"> – The following tasks when allocating resource shall be considered: answering quote requests in e-mail, attending phone calls, answering price refresh questions, routing alterations, ticket changes, private requests, dealing with refunds, cancellations and complaints.

	<ul style="list-style-type: none"> • Evaluation of the submitted CVs (at least three) for proposed travel agents for the contract
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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 UNHCR National Office in Moldova cannot find cheaper flight option(s) for the communicated mission (travel) requirements (dates and times). This is regularly monitored by UNHCR National Office in Moldova using reservation systems.
- c) Requested and scheduled reports are received on time (within two weeks after closing each quarter and in the first month of the new year after closing the year)
- d) Travel industry bulletin is being sent regularly
- e) List of pending reservations are received by UNHCR National Office in Moldova each morning until 09:30 am (CET).
- f) Phone calls are attended. No complaints received from travel focal points.
- g) Urgent cases (next day travels, emergency missions or urgent ticket changes) are prioritized
- h) Emergency service is available and accessible in the time of need
- i) Number of complaints received from travel focal points (arrangers) and travelers in the Agencies for low quality services (low number means good performance)



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