



# UNHCR

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

**UNHCR**

68, A. Mateevici str.  
Chisinau, Moldova MD-2009

## **TERMS OF REFERENCE (TOR)**

### **A. Background**

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

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.

### **B. Objective**

UNHCR National Office in Moldova is hereby undertaking a solicitation of bid proposal from Travel Agencies who are interested to provide various Travel Management Services regularly required by the UNHCR National Office in Moldova. All management and administrative products, current and emerging, which assist in the support of the authorized travel, fall within the scope of the proposal. The successful bidder shall be contracted for this purpose for an initial period of one (1) year (where the first three (3) months will be probationary) is and renewable thereafter, upon satisfactory evaluation of performance.

The total annual volume of tickets procured by the UNHCR National Office in Moldova is approximately USD 50.000,00 of which all were expenses incurred for international air travel. Although there is no expected travel budget, ticketing volume in the years to come is expected to remain at the comparatively similar levels.

### **C. Travel Policy:**

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

1. Where available, use of the lowest applicable fare (including penalty fares) is the preference;
3. Full economy fares may be used if no appropriate reduced fares are available;
4. Business class travel or equivalent may be applicable only in limited situations;
5. Travel regulations prohibit first-class travel except for a few specific categories;
6. 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-overs), however, shall only be booked with the express approval of authorized UNHCR personnel;
7. The Travel Agent(s) shall, where appropriate, attempt to obtain free business class and first class upgrades for UN/UNHCR travellers. Any upgrades should be used for the cost-savings purposes.

### **D. Contract Parameters**

- UNHCR National Office in Moldova plan to negotiate a multiyear contract with a single or two vendor(s) for the performance of travel services. The service standards to be provided must be of the highest order, and responses to specific criteria concerning service elements will be weighted heavily.
- Considering that UNHCR National Office in Moldova require a variety of services and financial commitments, we expect these to be included under one contract.



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- UNHCR National Office in Moldova recognizes the importance of confidentiality of the data provided: the proposal information and the travel itineraries and reservations of its travellers. Accordingly, the selected agency must keep confidential all dealings with the UNHCR National Office in Moldova.
- This Request for Proposal is not to be construed in any way as an offer to contract with the Agency.
- Please note that UNHCR National Office in Moldova is not committed to selecting any of the agencies submitting proposals.

## E. UNHCR National Office in Moldova Roles and Responsibilities

UNHCR National Office in Moldova Administrative Unit shall serve as the focal point for the following:

- Issuance, answering questions, coordination of the applications, establish and review reports;
- Contract administration and the overall point of contract.
- Conduct performance surveys;
- Obtain monthly progress reports;
- Perform inspection of services, including verification of fares, rates, etc.

## F. Qualification of the Successful Travel Agent

The successful travel agency who will be contracted to serve the needs of UNHCR National Office in Moldova shall have the following minimum qualifications:

1. Accredited **IATA** Travel Agency duly licensed in the country;
2. Maintains a good track record in serving international organizations, embassies and medium to large multinational corporations;
3. Employs competent and experienced travel consultants, especially in ticketing and fare computations, as evidenced by their track record in their Curriculum Vitae;
4. Financially capable of rendering services to UNHCR National Office in Moldova;
5. Maintains facilities of on-line booking / airline reservations (i.e. Amadeus, or other), international ticketing and ticket printing facilities;
6. Capable of deploying motorized messenger (s)/documentation clerk;
7. Willing and able to guarantee the delivery of products and services in accordance with performance standards required under **Section G** of this TOR.

The successful travel agency shall be required to devote at least one (1 or 2) personnel with the following minimum qualifications:

1. Senior travel expert with a minimum three (3) years of practical experience in the management of travel services, in operating the automated reservation and ticketing systems;
2. Has adequate authority to make decisions for the timely resolution of problems;
3. In the case of emergencies (e.g. evacuations, war, etc.), the travel expert shall maintain operations necessary to support UNHCR National Office in Moldova; and
4. 24 hours a day access of emergency service and necessary delivery of tickets as required by UNHCR National Office in Moldova to the required destinations;

Other expertise needed and facilities required shall be sourced from the existing capacity of the Travel Agency.

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.

## G. Scope of Work and Expected Outcomes

The travel agency shall provide full, prompt, accurate and expert international travel products and services to staff of the UNHCR National Office in Moldova. The products and services include, but not limited to, the following:

- 1) Reservation and Ticketing
  - For every duly approved UNHCR Travel Authorization, travel agency shall immediately make offers and prepare appropriate itineraries and formal quotation based on the lowest fare and convenient routing; if reservations made by the travel agency are not at the lowest available



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rate allowed, at the time of ticketing, the Travel Agency shall refund the difference to UNHCR National Office in Moldova.

- In the event of loss, travel agency shall immediately replace airline tickets;
- In the event that required travel arrangement cannot be confirmed, travel agency shall notify UNHCR National Office in Moldova of the problem and present minimum three (3) alternative routings/quotations for considerations;
- For wait-listed bookings, travel agency shall provide regular daily feedback on status of the flight;
- Travel agency shall reconfirm and revalidate airline tickets, re-issue tickets which are returned as a result of changed routing or fare structures and printed itineraries;
- 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;
- Travel agency shall accurately advise UNHCR of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings;
- Travel agency shall provide information on airline tickets schedules.

## 2) Airfares and Airlines Routings/Itineraries

- Travel agency shall propose fares/airline routings and guarantee that it shall obtain the lowest available airfare for the journey concerned;
- Travel agency shall ensure that tickets issued are in accordance with entitlements prescribed in UNHCR National Office in Moldova Travel Authorization;
- Travel agency shall assist UNHCR National Office in Moldova Administration Unit in negotiating with airlines on preferred fare conditions for UNHCR National Office in Moldova, such as ticketing deadlines to be as flexible as possible (i.e. until the date of commencement of particular travel);
- Travel agency shall advise market practices and trends that could result in further savings for UNHCR National Office in Moldova, including the use of corporate travel booking tools with automated travel policy compliance and enforcement, and travel management reporting.

## 3) Travel Information / Advisories

- Travel agency shall provide quick reference for requested destinations;
- Travel agency shall provide travellers with a complete automated itinerary document to include carrier(s), flight and voyage numbers, departure and arrival times (s) for each segment of the trip, tax exempt information, etc.;
- Travel agency shall inform travellers, upon booking confirmation, of flight/ticket restrictions, involuntary stop-overs, hidden stops, and other inconveniences of the itinerary and provide required documentation for travels;
- Travel agency shall provide travellers 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.; and
- Travel agency shall promptly notify travellers of airport closures, delayed or cancelled flights, as well as other changes that might affect or will require preparations from travellers, sufficiently before departure time;

## 4) Billing and Invoice

- Travel agency shall send an itemized official invoice promptly to UNHCR National Office in Moldova Administration Unit after the end of each transaction. UNHCR National Office in Moldova shall provide payment to the Travel agency after the approval of each transaction.

## 5) Flight Cancellation / Rebooking and Refunds

- Travel agency shall process duly authorized flight changes /cancellations when and as required;



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- Travel agency shall immediately process airline refunds for cancelled travel requirements unutilized prepaid tickets and credit these to UNHCR National Office in Moldova as expeditiously as possible;
- Travel agency shall refund tickets within one (1) month only (shorter period than 1 month offered will be an advantage);
- Travel agency shall limit refund charges at airline rate only, i.e. no additional charges will accrue to the travel agency;
- Travel agency shall absorb cancellation and/or change reservation date charges which are due to no fault of UNHCR National Office in Moldova of the traveller;
- Travel agency shall report back to UNHCR National Office in Moldova on the status of ticket refunds.

6) Management Reporting System

- Travel agency shall submit the following reports on regular basis to UNHCR National Office in Moldova Administration Unit:
- Quarterly Production Statistics;
- Quarterly Carrier – Route – Fare Analysis and Production/Volume of Business;
- Changes and Update on Airline Rates, promotions, policy changes, etc, immediately upon the receipt of the advice;
- Complaint Analysis;

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, etc.
- k. Meet and Greet Facilities
- l. Airport Assistance
- m. Management Reporting System

**H. Performance Standards and Service Level Guarantee**

The contracted travel agent shall perform its services and deliver its products in accordance with the herein prescribes minimum performance standards set by the UNHCR National Office in Moldova:

	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	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



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		Timeliness of delivery	Ability to deliver product or service on or before promised date	3 working days before departure date
3.	Travel Documentation	Accuracy	Ability to ascertain requirements for various destinations/nationalities	Zero-incident of complaint/aborted travel due to incomplete travel documents
		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	At levels lower than airline preferred rates. Guarantee that one quotation is the lowest obtainable fare
		Good value indicated by price	Competitive of fares quoted vs. restrictions or lack/absence thereof	At the same terms or better than quoted by airlines
		Willingness to assist UNHCR National Office in Moldova negotiate with airlines regarding preferred rates and concessions	Voluntarily offering to assist/represent UNHCR National Office in Moldova in dealings with airlines	Semi-annual 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 Website: available
		Responsiveness	Willingness to go out of one's way to help the traveller	Regular coordination meetings with UNHCR National Office in Moldova Travel Oversight Committee Agency Performance Reviews twice a year
			Willingness to go out of one's way to help the traveller	No. of personal travels booked with travel agents
7.	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



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8.	Travel Consultants	Competence	Knowledge of destinations Knowledge of airline practices, fare levels and shortest routes and Connections. Knowledge of UNHCR National Office in Moldova policies	Proficiency rating of not less than 75%
9.	Communications	Awareness Level of Travelers regarding Travel Agency Product and Services	Services and policies are communicated to travellers. Travelers are well informed about matters concern them	Frequency of communications: Monthly
10	Office premises and Hours of Services	Readiness to do business	Senior Travel Expert to commence business	The Travel Agent(s) should provide travel services <b>from 9.00 am to 6.00 pm</b> during working days. In addition Travel Agent(s) shall provide for 24 hours a day emergency service, as well as for services during weekends and official holidays where emergency travel service is required. Zero complaints that no one was around to answer calls.

Required documents:

**1. General information:**

- Profile
- Copy of IATA Accreditation Certificate

**2. Business reference:**

- Portfolio of Corporate Clients and Estimated Contract Value
- At least 3 (three) Letters of Recommendation

**3. Sales volume for 2015-2016**

- Annual no. of tickets issued
- Average yearly turnover in US\$

**4. Agency size**

- List of name(s) (if any) and address(s) of branch office (s) worldwide and in the region
- List of airline(s) (if any) that your agency issue air-tickets on behalf of
- List of airline(s) (if any) that your agency sell air-tickets on behalf of

**5. Personnel Competence:**

- Curriculum Vitae of managerial personnel and other full time travel staff members qualified and competent to sell international air transportation



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**6. Business Entity of Agency:**

- Ownership (sole owner, partnership, or corporation)

**7. Other information:**

- Reservations are made by: Telephone, fax, Internet, Intranet
- Primary type of ticket: Electronic Ticket, Hard Copy
- Primary method for ticket delivery: Electronic Ticket, Postal, On site
- State additional services and benefits that make your agency unique

The answers to the questions **must** be provided on separate sheets of paper, yet, 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.

**UNHCR National Office in Moldova recognizes the importance of confidentiality of the data provided and the proposal information**

The UNHCR National Office in Moldova, 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 the UNHCR National Office in Moldova. The UNHCR National Office in Moldova remains the right to terminate contract with the perspective selected Travel Agency at any time if the Travel Agency charges UNHCR National Office in Moldova on higher rates than market standards, or does not render minimum services described in this tendering document.