

## Annex 1

### SERVICE LEVEL AGREEMENT

#### Performance Standards and Service Level Guarantees:

The Organisation/Firm shall perform its services and deliver its products in accordance with the herein prescribed minimum performance standards set by the UN Agencies:

#### TRAVEL MANAGEMENT SERVICES

	Service Category	Required and Agreed Level of Vendor's Performance and Competencies	Method of Measurement	Frequency	Ability to Meet Expected Level (Yes/ No)	Remarks
<b>STAFF QUALIFICATION</b>						
1.	Education	<ul style="list-style-type: none"> <li>• Certificate of Travel Agency competence or equivalent</li> <li>• Tourism certificate/Diploma degree or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>• evidence of degrees, diplomas, certificates</li> <li>• evidence of completion of training</li> </ul>	Once (prior to recruitment) or upon request		
2.	Technical Skills	<ul style="list-style-type: none"> <li>• Familiar with Global Distribution System (GDS), i.e. Amadeus</li> <li>• Complete basic computerized reporting system (CRS) and other relevant systems training, with annual review of training needs.</li> </ul>	<ul style="list-style-type: none"> <li>• Resumes</li> <li>• Certificates</li> <li>• Evidence of completion of training</li> </ul>	Once (prior to recruitment) or upon request		
3.	Language	<ul style="list-style-type: none"> <li>• Minimum local language and proficiency in English.</li> </ul>	<ul style="list-style-type: none"> <li>• interview conducted in English</li> </ul>	Once (prior to recruitment)		
4.	Minimum Experience	a. <b>Branch Manager:</b> have a minimum of eight (8) years travel industry experience. Minimum four (4) years prior	<ul style="list-style-type: none"> <li>• interview conducted in English (by both the Travel Agent and upon request by the</li> </ul>	Once (prior to recruitment)		

		<p>experience in managing or supervising a Business Travel Centre.</p> <p>b. <b>Travel Counsellors:</b> have a minimum of three (3) years corporate travel experience.</p>	<p>UN)</p> <ul style="list-style-type: none"> <li>• Resumes, letters of support or recommendation, etc.</li> </ul>			
<b>STAFF RECRUITING AND SERVICING</b>						
5.	Recruitment	<ul style="list-style-type: none"> <li>• All newly-hired staff must be qualified</li> </ul>	<ul style="list-style-type: none"> <li>• UN Head of Operations will approve manager's recruitment and endorse recruitment of staff</li> <li>• Travel Agent will submit to the UN Head of Operation updated employee table</li> </ul>	Once (prior to recruitment)		
6.	Compliance with labor laws	<ul style="list-style-type: none"> <li>• Travel Agent will comply at minimum with the Labour Law of Indonesia, as amended and other relevant statutory requirements</li> <li>• Provide a minimum guaranteed wage in accordance with the prevailing labor market in Indonesia</li> </ul>	<ul style="list-style-type: none"> <li>• Travel Agent will submit to the UN Head of Operations updated employee table</li> <li>• No labour disputes being litigated or threatened</li> </ul>	Monthly		
7.	Medical insurance	<ul style="list-style-type: none"> <li>• Enrol employees in a medical insurance scheme for outpatient and inpatient cover and maintain such insurance for the duration of employment</li> </ul>	<ul style="list-style-type: none"> <li>• Provide evidence of adequate insurance to UN Head of Operations</li> <li>• Provide evidence of renewal of insurance, if applicable</li> </ul>	Upon recruitment and annually		
8.	Information	<ul style="list-style-type: none"> <li>• Updated staff list</li> </ul>	<ul style="list-style-type: none"> <li>• Continuous updating of a staff list by location including</li> </ul>	Monthly		

			position, brief description of duties, contact details, salary, indication of insurance coverage, etc.			
<b>STAFF</b>						
9.	Number of Personnel	<ul style="list-style-type: none"> <li>Adequate number of personnel at each office/branch/location, with at least 3 travel counsellors servicing each location</li> </ul>	<ul style="list-style-type: none"> <li>Monthly Report by the Travel Agent</li> </ul>	Monthly		
10.	Cultural sensitivity	<ul style="list-style-type: none"> <li>Staff shall be mindful of dealing with UN staff</li> </ul>	<ul style="list-style-type: none"> <li>General Survey</li> <li>Working Group</li> <li>Monthly report by the Travel Agent</li> </ul>	Monthly		
11.	Health	<ul style="list-style-type: none"> <li>Healthy staff</li> </ul>	<ul style="list-style-type: none"> <li>Medical testing prior to commencement of work</li> <li>proper rest afforded to staff</li> </ul>	Upon request		
<b>OPERATIONAL REQUIREMENTS</b>						
12.	Business Hours	<ul style="list-style-type: none"> <li>Service hours: Monday – Friday between 8.00 am and 17.00 pm and half day service on Saturday between 8.00 am and 13.00 pm.</li> <li>Except UN Holidays</li> <li>The client telephone calls are handled efficiently and are answered by a travel staff</li> </ul>	<ul style="list-style-type: none"> <li>Monthly report by the Travel Agent</li> </ul>	Monthly (subject to random inspections)		
13.	Responding to telephone calls	<ul style="list-style-type: none"> <li>The client telephone calls are handled efficiently and are answered by a travel consultant</li> <li>Where required, return call will be made within the hour of the last contact</li> </ul>	<p>If a call monitoring system is <b>not</b> implemented:</p> <ul style="list-style-type: none"> <li>General Survey</li> <li>Monthly report by the Travel Agent</li> </ul> <p>If a call monitoring system is implemented:</p> <ul style="list-style-type: none"> <li>80% of calls</li> </ul>			Subject to implementation of a call monitoring system, 0.15% reduction in management fee if rate falls below 80% and

			<p>answered by a travel consultant within 20 seconds</p> <ul style="list-style-type: none"> <li>• Maximum 20% of calls placed on hold</li> <li>• 90% of all call-back within 60 minutes</li> <li>• General Survey</li> <li>• Monthly report by the Travel Agent</li> </ul>			0.30% reduction in management fee if rate falls below 70%
14.	Abandoned Call Rate	<ul style="list-style-type: none"> <li>• Abandoned call rate measures as a percentage the number of calls abandoned after 50 seconds against the number of calls received</li> </ul>	<p>If a call monitoring system is <b>not</b> implemented:</p> <ul style="list-style-type: none"> <li>• General Survey</li> <li>• Monthly report by the Travel Agent</li> </ul> <p>If a call monitoring system is implemented:</p> <ul style="list-style-type: none"> <li>• Abandoned call rate after 50 seconds is less than 5%</li> <li>• General Survey</li> <li>• Monthly report by the Travel Agent</li> </ul>	Monthly (subject to random inspections)		
15.	Responding to emailed travel queries	<ul style="list-style-type: none"> <li>• For point to point and simple itineraries, the Travel Agent will respond within 3 working hours</li> <li>• For itineraries with multiple sectors, the Travel Agent will respond within 2 working days</li> <li>• 100% of emails responded within time stipulated</li> </ul>	<ul style="list-style-type: none"> <li>• General Survey</li> <li>• Monthly report by the Travel Agent</li> </ul>	Monthly		Subject to implementation of a monitoring system, a 0.15% reduction in management fee if less than 100% of emails responded within time stipulated
16.	Assistance	<ul style="list-style-type: none"> <li>• Waiting time not more than 1 minute</li> </ul>	<ul style="list-style-type: none"> <li>• General Survey</li> <li>• Working Group</li> <li>• Monthly report</li> </ul>	Monthly (subject to random inspections)		



			by the Travel Agent			
	<b>NON-LOCAL SERVICES</b>					
17.	Non-local services	<ul style="list-style-type: none"> <li>Travellers have access to non-local market "Travel Agent's" services</li> </ul>	<ul style="list-style-type: none"> <li>Working Group</li> <li>Monthly report by the Travel Agent</li> </ul>	Monthly		
	<b>SERVICES</b>					
18.	Ticketing	<ul style="list-style-type: none"> <li>Timely ticketing is prior to fare validation/ client's departure date</li> </ul>	<ul style="list-style-type: none"> <li>100% accuracy of overall reservation quality monitoring</li> <li>General Survey</li> <li>Working Group</li> <li>Monthly report by the Travel Agent</li> </ul>	Monthly Sample audit by the Travel Agent		
19.	Accuracy of client data	<ul style="list-style-type: none"> <li>Accuracy of data provided as required by the client for MIS purposes</li> <li>Update profile data on systems within 3 working days of receipt</li> </ul>	<ul style="list-style-type: none"> <li>100% accuracy of overall reservation quality monitoring</li> <li>General Survey</li> <li>Working Group</li> <li>Monthly report by the Travel Agent</li> </ul>	Monthly Sample audit by the Travel Agent		
20.	Special client Preferences	<ul style="list-style-type: none"> <li>Frequent Flyer/ Seating/ Meal Preferences updated in reservation per client profile requirements</li> </ul>	<ul style="list-style-type: none"> <li>100% accuracy of overall reservation quality monitoring</li> <li>General Survey</li> <li>Working Group</li> <li>Monthly report by the Travel Agent</li> </ul>	Monthly Sample audit by the Travel Agent		
21.	Visa requirements	Visa requirements shall be included on the itinerary at the time of booking by the Travel Agent	<ul style="list-style-type: none"> <li>100% accuracy of overall reservation quality monitoring</li> <li>General Survey</li> <li>Working Group</li> <li>Monthly report by the Travel Agent</li> </ul>	Monthly Sample audit by the Travel Agent		
22.	Corporate Discount Programs	<ul style="list-style-type: none"> <li>Accuracy of obtaining client negotiated hotel/ air rates and other</li> </ul>	<ul style="list-style-type: none"> <li>100% accuracy of overall reservation quality</li> </ul>	Monthly		

		<p>rates</p> <ul style="list-style-type: none"> <li>• Access to Preferred Extras Hotel Program</li> </ul>	<p>monitoring</p> <ul style="list-style-type: none"> <li>• General Survey</li> <li>• Working Group</li> <li>• Monthly report by the Travel Agent</li> </ul>			
23.	Travel Restrictions and Security clearance	<ul style="list-style-type: none"> <li>• Information on travel advisories for all locations</li> <li>• Advice for travellers of potential safety/security risks, including health alerts and warnings</li> </ul>	<ul style="list-style-type: none"> <li>• General Survey</li> <li>• Monthly report by the Travel Agent</li> </ul>	Monthly		
24.	Refunds	<ul style="list-style-type: none"> <li>• To monitor the processing time of simple (electronic) and complex (non-electronic/ int'l partial) refunds of airline tickets issues for commercial IATA Airline scheduled services</li> <li>• The Travel Agent will issue a refund notification and process the refund with the carrier within 48 hours of receipt.</li> </ul>	<ul style="list-style-type: none"> <li>• 100% of Domestic refunds (electronic) will be submitted within 48 hours of notification of the cancellation.</li> <li>• 100% of International/paper refunds will be processed within 72 hours of notification of the cancellation</li> <li>• Verification of residual value of partially used tickets refunded by carriers</li> <li>• Any differences between clients' calculation and the actual refund to be justified by the vendors calculation</li> <li>• 80% of all documents returned to the travel agent, will be credited to the customer account within 90 days of the</li> </ul>	<ul style="list-style-type: none"> <li>• Monthly (subject to random inspections )</li> <li>• Year-end closing</li> </ul>		

			receipt of document			
25.	Emergency and after hours support	<ul style="list-style-type: none"> <li>Emergency reservation services shall be available</li> <li>Notify clients and identify affected travellers anywhere in the world during emergency situations</li> <li>Travellers have access to local support during crisis situations</li> </ul>	<ul style="list-style-type: none"> <li>Emergency reservation services shall be available 24 hours a day, every day</li> <li>Operators shall be fluent in English</li> </ul>	Monthly		
26.	VIP Services	<ul style="list-style-type: none"> <li>VIP client telephone calls are handled efficiently and are answered by a Site Manager</li> </ul>	<ul style="list-style-type: none"> <li>100% of calls answer by a travel consultant within 4 rings (or 20 seconds)</li> <li>Monthly report by the Travel Agent</li> <li>Monthly meeting with executive secretary to discuss travel plan</li> </ul>	Monthly		
27.	Online booking service	<ul style="list-style-type: none"> <li>Client and traveller has access to online booking system</li> </ul>	<ul style="list-style-type: none"> <li>General Survey</li> </ul>			
<b>CUSTOMER SATISFACTION</b>						
28.	General Survey	<ul style="list-style-type: none"> <li>Meets customer needs</li> <li>Implementation of survey results</li> </ul>	<ul style="list-style-type: none"> <li>survey conducted at least annually</li> <li>participation in Working Group</li> </ul>	Semi -annually		
29.	Customer satisfaction	<ul style="list-style-type: none"> <li>Customers shall be satisfied with service and delivery</li> </ul>	<ul style="list-style-type: none"> <li>80% overall satisfaction indicated as good, very good, or excellent</li> <li>General survey</li> </ul>	As and when required		If customer satisfaction falls below 80%, the Travel Agent will submit an action plan for improvement within 60 days of receipt of

						detailed survey results.
30.	Customer Inquiries	<ul style="list-style-type: none"> <li>To track non-compliance to service standard and issues requiring corrective action by the Travel Agent</li> </ul>	<ul style="list-style-type: none"> <li>99% of all transactions will not result in a customer issue/ inquiry</li> <li>Monthly report by the Travel Agent</li> </ul>	Monthly		Measured as a total of transactions on a monthly basis
31.	Acknowledgement of problem	<ul style="list-style-type: none"> <li>Written acknowledgement provided to relevant person within 24 hours</li> <li>Verbal acknowledgement</li> <li>Regular advice of progress</li> </ul>	<ul style="list-style-type: none"> <li>Written acknowledgement to relevant person within 24 hours</li> </ul>	As required		
32.	Complaints/ Inquiries	<ul style="list-style-type: none"> <li>Prompt response</li> <li>Ability to handle complaints online</li> <li>Ability to track noncompliance to service standard and issues requiring corrective action</li> <li>Ability to report</li> </ul>	<ul style="list-style-type: none"> <li>Response within 24 hours from the date the inquiry is received from the customer</li> <li>Report of inquiries/ complaints provided to the UN</li> <li>Evaluation by Working Group</li> </ul>	Monthly		
33.	Issue resolution requiring corrective action by the travel agent	<ul style="list-style-type: none"> <li>To track non-compliance to service standard and issues requiring corrective action by the Travel Agent</li> </ul>	<ul style="list-style-type: none"> <li>Resolve 95% of customer complaints requiring corrective action by the Travel Agent within 5 Working Days</li> <li>Monthly report by the Travel Agent from Action Item Management System (AIMS)</li> </ul>	Monthly		
34.	Issue resolution (urgent case)	<ul style="list-style-type: none"> <li>To track non-compliance to service standard and issues requiring corrective action by</li> </ul>	<ul style="list-style-type: none"> <li>Resolve 95% of customer complaints requiring corrective</li> </ul>	Monthly		



		the Travel Agent	action by the Travel Agent within 3 Working Days <ul style="list-style-type: none"> <li>Monthly report by the Travel Agent</li> </ul>			
35.	Issue resolution requiring corrective action by a third party	<ul style="list-style-type: none"> <li>To track non-compliance to service standard and issues requiring corrective action by a third party (i.e. hotel, car/bus rental company)</li> </ul>	<ul style="list-style-type: none"> <li>Resolve 95% of customer complaints requiring corrective action by the Travel Agent within 10 Working Days</li> <li>Monthly report by the Travel Agent</li> </ul>	Monthly		
36.	Voids	<ul style="list-style-type: none"> <li>Ticket voidance is accepted within one day</li> </ul>	<ul style="list-style-type: none"> <li>Monthly report by the Travel Agent</li> </ul>			
<b>MANAGEMENT INFORMATION</b>						
37.	Reports	<ul style="list-style-type: none"> <li>Prepare monthly reports in both paper and electronic copies (including reports as per Contract/TOR. (Portfolio/email/travel (PET) @Work Enhanced Reports) of the Proposal</li> </ul>	<ul style="list-style-type: none"> <li>The Travel Agent shall submit a copy of monthly reports in both paper and electronic copies to UNDP by the 22<sup>nd</sup> of the following month</li> <li>Any delays must be documented prior to the 22<sup>nd</sup></li> <li>Reports Log</li> </ul>	Monthly		Subject to the travel agent providing training on web-based reports
38.	Airline agreement reports	<ul style="list-style-type: none"> <li>Prepare bi-monthly local and international airline agreement reports indicating volume by UN Agency by airline agreement</li> </ul>	<ul style="list-style-type: none"> <li>Reports Log</li> </ul>	Bi-monthly		
<b>CUSTOMER PROFILE</b>						
39.	Organizational profile	<ul style="list-style-type: none"> <li>Implement UN travel Policy</li> </ul>	<ul style="list-style-type: none"> <li>Reports</li> </ul>	Yearly		
<b>SAFETY</b>						
40.	Health and	<ul style="list-style-type: none"> <li>first-aid kit</li> </ul>	<ul style="list-style-type: none"> <li>first aid kit</li> </ul>	Monthly		

	safety of staff	<ul style="list-style-type: none"> <li>The Travel Agent shall provide an information service to notify the travellers of airport closings, cancelled or delayed flights, trains, buses or sea voyages and strike situations as well as of local political or safety conditions which may affect travel to any particular destination</li> <li>The Travel Agent shall provide travellers with advice on necessary health requirements, including types of inoculations and vaccinations either required or suggested for travel to certain countries or area</li> </ul>	should consist of waterproof plasters, medicated oil, iodine solution, gauze, paracetamol, calamine lotion, burnol ointment	(subject to random inspections)		
<b>CLIENT DOCUMENTATION</b>						
41.	Itinerary (Document)	<ul style="list-style-type: none"> <li>Full chronological itinerary, with all reservation details: status of reservation, arrival and departure times, transfers and carriers used, quoted fares in IDR or US dollar</li> <li>100% of all itineraries should be sent by e-mail</li> </ul>	<ul style="list-style-type: none"> <li>General Survey</li> <li>Monthly report by the Travel Agent</li> </ul>	Monthly		
42.	Itinerary (Air)	<ul style="list-style-type: none"> <li>Date of travel, flight information (including connection times, seat assignment, meals, wait-list information, terminal and check-in time) in English</li> </ul>	<ul style="list-style-type: none"> <li>General Survey</li> <li>Monthly report by the Travel Agent</li> </ul>	Monthly		
43.	Itinerary	<ul style="list-style-type: none"> <li>Arrival dates,</li> </ul>	<ul style="list-style-type: none"> <li>General Survey</li> </ul>	Monthly		

	(Hotel & Car)	<ul style="list-style-type: none"> <li>confirmation number, rate secured, guaranteed reservation information, time limit required for cancellation in English</li> <li>Pick-up location, rate booked, class of vehicle, confirmation number</li> <li>Provide access to the Travel Agent on-line reservation system</li> </ul>	<ul style="list-style-type: none"> <li>Monthly report by the Travel Agent</li> </ul>			
44.	Itinerary (Remarks)	<ul style="list-style-type: none"> <li>100% of itineraries include standardized remarks (Travel Agent's and/or relevant clients procedural reminders)</li> </ul>	<ul style="list-style-type: none"> <li>General Survey</li> <li>Monthly report by the Travel Agent</li> </ul>	Monthly		
45.	Checking of Travel Documents	<ul style="list-style-type: none"> <li>All documents subject to a final check prior to delivery/dispatch</li> <li>Documents will reflect the reservation status as shown on the itinerary</li> </ul>	<ul style="list-style-type: none"> <li>General Survey</li> <li>Monthly report by the Travel Agent</li> </ul>	Monthly		
<b>DOCUMENT DELIVERY</b>						
46.	Time Frame	<ul style="list-style-type: none"> <li>100% of all ticketed documents, including confirmation of E-ticket availability, delivered no later than 24 hours prior to departure, unless booking occurs within that period</li> </ul>	<ul style="list-style-type: none"> <li>Monthly report by the Travel Agent</li> </ul>	Monthly		
47.	Last Minute Ticket Requirements	<ul style="list-style-type: none"> <li>Ticketing and delivery from nearest local branch office</li> </ul>	<ul style="list-style-type: none"> <li>Monthly report by the Travel Agent</li> </ul>	Monthly		
48.	Delays	<ul style="list-style-type: none"> <li>Traveller will be promptly informed of any schedule changes, airport closings or strikes</li> </ul>	<ul style="list-style-type: none"> <li>General Survey</li> <li>Monthly report by the Travel Agent</li> </ul>	Monthly		

49.	Co-operation with other Travel Agencies / Carriers	<ul style="list-style-type: none"> <li>Collection and handling of incoming documents for travellers</li> </ul>	<ul style="list-style-type: none"> <li>General Survey</li> <li>Monthly report by the Travel Agent</li> </ul>	Monthly		
<b>FARE RATE OFFERING</b>						
50.	Air-Fare Audit	<ul style="list-style-type: none"> <li>Ensure travel counsellors are providing the lowest airfare in agreement with the United Nations Travel Policy</li> </ul>	<ul style="list-style-type: none"> <li>100% accuracy of international and domestic fares within the United Nations Travel Policy</li> <li>Monthly report by the Travel Agent on use of lowest fare as specified in the RFP and eventually in the direct Agreements with airlines</li> </ul>	As and when required		
51.	Air Fares	<ul style="list-style-type: none"> <li>100% of booking – most direct and economical route in compliancy with UN rules and regulations</li> <li>Provide quotation of two or three fares for comparison</li> <li>Verification by a senior travel counsellor (airfare specialist); supported by creative ticketing techniques and Travel Agent's air service department</li> </ul>	<ul style="list-style-type: none"> <li>General Survey</li> <li>Monthly report by the Travel Agent</li> </ul>	Monthly		
52.	Cost Estimates	<ul style="list-style-type: none"> <li>Providing cost estimates for budgeting purposes and for negotiated fares for conferences within three working days</li> <li>Providing airfares and conditions at local market fares from top countries / destinations to Jakarta (price</li> </ul>	<ul style="list-style-type: none"> <li>General Survey</li> <li>Monthly report by the Travel Agent</li> </ul>	Monthly		



		catalogue every 6 months)				
53.	Re-Routings or Re-Issuance or Cancellations	<ul style="list-style-type: none"> <li>Calculation of differences in fare (add-on or refund) according to IATA regulations and make all necessary re-booking including endorsement to other carriers if required</li> </ul>	<ul style="list-style-type: none"> <li>General Survey</li> <li>Monthly report by the Travel Agent</li> </ul>	Monthly		
54.	Hotel Rate (additional service)	<ul style="list-style-type: none"> <li>100% of bookings (internationally - lowest available rate (clients or Travel Agent-negotiated), in compliance with travel policy</li> </ul>	<ul style="list-style-type: none"> <li>General Survey</li> <li>Monthly report by the Travel Agent</li> </ul>	Monthly		
55.	Car/Bus Rental	<ul style="list-style-type: none"> <li>lowest available rate</li> </ul>	<ul style="list-style-type: none"> <li>100% of bookings - lowest available rate</li> </ul>			
56.	Pricing schedule	<ul style="list-style-type: none"> <li>Schedule of estimated standard cost by destinations / zones will be made available in an electronic format to be easily uploaded to UN/OMT's intranet</li> </ul>	<ul style="list-style-type: none"> <li>Access to information via client extranet</li> </ul>	Monthly		
<b>MISCELLANEOUS</b>						
57.	Lost, Stolen or Misaid Tickets	<ul style="list-style-type: none"> <li>Act as liaison agency between the airline and the traveller to resolve issues of lost or stolen tickets</li> <li>Replacement of documents in agreement with Clients</li> <li>Assistance to the traveller in filling out appropriate airline forms and filing them with the airline</li> </ul>	<ul style="list-style-type: none"> <li>General Survey</li> <li>Monthly report by the Travel Agent</li> </ul>	Monthly		
58.	Documents / Travel Agent Locations Network	<ul style="list-style-type: none"> <li>A complete, updated listing of Travel Agent agencies, partners /</li> </ul>	<ul style="list-style-type: none"> <li>General Survey</li> <li>Monthly report by the Travel Agent</li> </ul>	Monthly		

		representatives to be provided in an electronic format in order for clients to upload it on their intranets				
59.	Destination Information	<ul style="list-style-type: none"> <li>Advice and recommendations on country of destination, climate conditions, national and religious holidays, passport and visa requirements, Travel Agent locations in country of destination, time zones</li> </ul>	<ul style="list-style-type: none"> <li>General Survey</li> </ul>	As required		The Travel Agent must notify immediately updates/ changes to country, visa and travel agent information
60.	UN Pouch delivery	<ul style="list-style-type: none"> <li>Provide shipment of incoming and outgoing pouch twice a week.</li> </ul>	<ul style="list-style-type: none"> <li>General Survey</li> <li>Monthly report by the Travel Agent</li> </ul>	Monthly		
61.	Government administrative formalities on <i>Dinas</i> visa	<ul style="list-style-type: none"> <li>Provide assistance in obtaining of <i>Dinas</i> visa</li> </ul>	<ul style="list-style-type: none"> <li>Maximum 15 working days except for Aceh and Papua which is more than 15 working days</li> </ul>	Monthly		
62.	Foreign visa	<ul style="list-style-type: none"> <li>Provide assistance in obtaining of foreign visa</li> </ul>	<ul style="list-style-type: none"> <li>Maximum 15 working days and for Schengen visa is 15 working days.</li> </ul>	Monthly		
63.	Duty free facility (PP-19) for project goods, office/staff duty free vehicle and personal effects.	<ul style="list-style-type: none"> <li>Provide assistance in obtaining PP-19 for project goods</li> </ul>	<ul style="list-style-type: none"> <li>Maximum 10 working days for project goods and personal effects and 15 working days for vehicles.</li> </ul>	Monthly		
64.	Car license	<ul style="list-style-type: none"> <li>Provide assistance in obtaining the license</li> </ul>	<ul style="list-style-type: none"> <li>Maximum 10 working days</li> </ul>	Monthly		
65.	Billing	<ul style="list-style-type: none"> <li>Zero-Error or no discrepancy between invoices and attachments</li> </ul>	<ul style="list-style-type: none"> <li>General Survey</li> <li>Monthly report by the Travel Agent</li> </ul>	Monthly		

66.	Provide cash distribution / cash advance to multiple workshop participants as requested by UNDP and its Associated Agencies Travel Unit Staff	<ul style="list-style-type: none"> <li>• Within maximum two (2) working days</li> </ul>	<ul style="list-style-type: none"> <li>• General Survey</li> <li>• Monthly report by the Travel Agent</li> </ul>	Monthly		
67.	Complaint and Disputes	<ul style="list-style-type: none"> <li>• Written acknowledgement provided within 24 hours.</li> <li>• Within ten (10) days disputes and misunderstanding are resolved.</li> </ul>	<ul style="list-style-type: none"> <li>• General Survey</li> <li>• Monthly report by the Travel Agent</li> </ul>	Monthly		

## Annex 2

### UN Agencies Travel Production Report

DOMESTIC, From May 2015 To December 2017

NO	TOP TEN CITY PAIRS	NUMBER OF TICKETS
1	CGK-DPS	1,875
2	CGK-JOG	1,792
3	CGK-SUB	1,225
4	CGK-UPG	756
5	CGK-KNO	609
6	CGK-PDG	391
7	CGK-PKU	353
8	CGK-BTH	352
9	CGK-KOE	346
10	CGK-DJJ	332
TOTAL		8,031

INTERNATIONAL, From May 2015 To December 2017

NO	CITY PAIRS	NUMBER OF TICKETS
1	CGK-BKK	706
2	CGK-DEL	354
3	CGK-SIN	113
4	CGK-MNL	77



5	CGK-JED	76
6	CGK-KUL	65
7	CGK-ICN	53
8	CGK-AMS	46
9	CGK-JFK	45
10	CGK-HND	35
<b>TOTAL</b>		<b>1,570</b>

#### TOP 10 DOMESTIC, From May 2015 To December 2017

NO	AIRLINES NAME	AIRLINES CODE	NUMBER OF TICKETS
1	Garuda Indonesia	GA	20,343
2	Lion Air	JT	1,275
3	Batik Air	ID	1,217
4	Sriwijaya Air	SJ	906
5	Citilink	QG	869
6	Wings Air	IW	253
7	Susi Air	SI	109
8	Air Asia	AK	69
9	Trigana	IL	33
10	Transnusa	M8	32
<b>Total</b>			<b>20,397</b>

#### TOP 10 INTERNATIONAL, From May 2015 To December 2017

NO	AIRLINES NAME	AIRLINES CODE	NUMBER OF TICKETS
1	Garuda Indonesia	GA	1,581
2	Thai Airways	TG	728
3	Singapore Airlines	SQ	724
4	Malaysia Airlines	MH	412
5	Emirates	EK	379
6	Qatar Airways	QR	275
7	KLM ROYAL DUTCH AIRLINES	KL	191
8	Philippine Airlines	PH	153

9	Qantas Airways	QF	90
10	Cathay Pacific	CX	87
<b>Total</b>			<b>5,652</b>

#### **CASH DISTRIBUTION from May 2015 To December 2017**

<b>Period</b>	<b>Amount (IDR)</b>	<b>Amount (USD)</b>
Year 2015 (May – December)	13,829,539,280	61,264.07
Year 2016 (January – December)	28,067,119,058	39,689.40
Year 2017 (January – December)	22,780,037,833	
<b>Total</b>	<b>64,676,696,171</b>	<b>100,953.47</b>

#### **RECOMMENDED PRESENTATION OF PROPOSALS**

**ENVELOPE 1 - TECHNICAL PROPOSAL (must be placed in a separate envelope or uploaded separately, failure which the proposal will be disqualified)**

For purposes of generating proposals whose contents are uniformly presented and facilitate their comparative review, it is recommended that Proposers make use of the Technical Proposal Format presented under **Section 6**. The descriptions and information provided under each sub-section therein should prove the Proposer's ability to meet and/or exceed the requirements of the Terms of Reference and should facilitate ease of analysis/evaluation process in accordance with technical evaluation criteria presented under TOR of the present Request for Proposal. Any additional documents provided as part of the Technical Proposal should be referenced in a chronological order and labelled accordingly. A Proposal determined as not substantially responsive will be rejected and may not subsequently be made responsive by the Proposer by correction of the non-conformity. UNDP/UN Indonesia recognizes the importance of confidentiality of the data provided by Proposers and the proposal information.

**ENVELOPE 2 - FINANCIAL PROPOSAL (must be placed in a separate envelope or uploaded separately on line with a separate password, failure which the proposal will be disqualified)**

**The Proposer is required to prepare the Financial Proposal in an envelope separate from the rest of the RFP as indicated in the Instruction to Proposers, failure which the proposal will be disqualified.**

The Financial Proposal must provide a detailed cost breakdown. Provide separate figures for each functional grouping or category.

Any estimates for cost-reimbursable items, such as travel and out-of-pocket expenses, should be listed separately.

In case of an equipment component to the service provider, the Price Schedule should include figures for both purchase and lease/rent options. UN/ UNDP reserves the option to either lease/rent or purchase outright the equipment through the Vendor.

The format shown on the following pages is suggested for use as a guide in preparing the Financial Proposal. The format includes specific expenditures, which may or may not be required or applicable but are indicated to serve as examples.

Please copy this section of the RFP and provide all requested information. These responses should be sealed in Envelope 2 and clearly marked as Financial Proposal.

1.0 Assumptions. Terms used in the Financial Proposal shall have the following definitions.

1.1 Commission % means the agreed percentage of commission due to the TMS Vendor and the percentage of commission due to the UN Agencies on every ticket sale.

1.2 Net Airline Sales are defined as the total dollar value of airline tickets sold by the TMS Vendor to the UN within the scope of the Contract, excluding the value of tickets subsequently refunded, voided, or exchanged.

1.3 Override Commission. Override Commission means negotiated incentive commissions and maintenance agreements paid to the TMS Vendor for sales on certain airlines with which the TMS Vendor has preferred relationships. The TMS Vendor will provide reasonable documentation of Override Commission earnings and allocation to the UN, subject to the confidentiality provisions of its agreement with the airlines. The UN may negotiate airline discounts that are net of Override Commission, in which case, no Override revenue will be due to the UN for sales on such carriers.

1.4 Revenue means all income directly attributable to the UN Account, which the TMS Vendor will collect and credit to the UN, including, but not limited to:

1.4.1 All standard airline, rail, hotel, car rental and ground transportation commissions.

(a) Hotel commissions due are determined by the amount collected, net of any documented cost of collection.

(b) The TMS Vendor will provide reasonable documentation of commission earnings upon request.

1.4.2 All special commissions negotiated by the UN and claimed by the TMS Vendor on airline tickets.

1.4.3 All GDS revenues in any form directly attributable to UN Account transactions.

1.4.4 The UN requires full disclosure and credit of all revenues received by the TMS Vendor, subject only to confidentiality of the TMS Vendor's supplier agreements.

1.5 The UN Account means all travel management services provided to all UN Organizations combined.



## ***Criteria for Selecting the Best Offer***

### **Technical Evaluation**

The technical proposal is evaluated on the basis of its responsiveness to the Term of Reference (TOR) as per the evaluation criteria below. The obtainable number of points specified for each evaluation criterion indicates the relative significance or weight of the item in the overall evaluation process.

The selection will be based on the following:

Combined Scoring method – where the qualifications and methodology will be weighted a maximum of 70% and combined with the price offer which will be weighted a maximum of 30% (illustrated below):

#### **Rating the Technical Proposal (TP):**

TP Rating = (Total Score Obtained by the Offer / Max. Obtainable Score for TP) x 100

#### **Rating the Financial Proposal (FP):**

FP Rating = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100

#### **Total Combined Score:**

(TP Rating) x (Weight of TP, e.g., 70%) + (FP Rating) x (Weight of FP, e.g., 30%) /  
Total Combined and Final Rating of the Proposal

A two-stage procedure is utilized in evaluating the proposals, with evaluation of the technical proposal being completed prior to any price proposal being opened and compared. Only proposals which reach 700 points (70% x 1000 point) of technical evaluation will be reviewed for price.

### **Financial Evaluation**

Price proposals of technically responsive proposals will be reviewed. Arithmetical errors will be rectified on the following basis: If there is a discrepancy between the unit price and the total price, the lower price shall prevail and the higher price shall be corrected. If the Bidder does not accept the correction of errors, its Proposal will be rejected. If there is a discrepancy between words and figures the amount in words will prevail.

The price schedule will be scored on the basis of overall costs for the delivery of the services. The lowest price proposal will be awarded maximum 100 points and other prices proposals will be awarded points in accordance with the following formula: Price Proposal score = (Lowest Price / Price under consideration) x 100.

### ***Annexes to the TOR***

Annex 1 - Service Level Agreement

Annex 2 - UN Agencies Travel Production Report