

REFERENCE: 463/2015

Dear Sir/Madam,

United Nations Development Programme in Belarus (UNDP) on behalf of UN agencies invites interested and qualified companies to send their **Expression of Interest (EOI) for air ticket selling services for UN agencies**. UN agencies are going to conclude Long Term Agreement with qualified company for air tickets purchase for the period August 20, 2015 – August 20, 2018.

The aim of this Expression of Interest is to identify and pre-qualify a “pool” of vendors capable to provide the above services. At the end of the current EOI exercise the UNDP would compile a short list of companies who will be invited to participate in the bidding process in the upcoming tender.

General list of services requested by UN agencies from travel agents is stipulated in the Annex 2.

Documents to be submitted by interested companies:

1. A completed EOI Form (please see attached Annex 1).
2. Copy of IATA accreditation certificate
3. Copy of certificate on provision of air transportation services issued by the Department of Aviation of the Republic of Belarus.
4. Copies of balance sheets and profit-and-loss reports for 2012, 2013, 2014 with auditors conclusions (if available)
5. Copy of certificate of state registration

Eligibility criteria that will be applied for companies' shortlisting

List of attributes	Benchmark
Legal Status	Copy of certificate of state registration
IATA accredited and properly licensed	Copies of IATA accreditation and certificate of Department of Aviation is provided. Membership in IATA is not less than 3 years
Travel agency experience	Not less than 5 years of working in the market of travel management services
Financial capacity	Average current liquidity ratio for 2012, 2013, 2014 equals or exceeds 1,0

The EOI and any supplementary documentation must be received by UNDP no later than **17:00 Minsk (Belarus) local time on May 29, 2015**. Responses should be submitted by e-mail to **tenders.by@undp.org** or by fax **+375 17 226 03 40**. Please indicate in a subject field on all communications: EOI/463/2015 for travel agents.

Interested contractors may obtain further information at the below e-mail: iryna.dubouskaya@undp.org (Iryna Dubouskaya, Procurement Analyst, UNDP Belarus).

1. Company's details

1	Name of Legal Entity:	
2	Legal Address:	
3	Telephone Number:	
4	E-mail Address:	
5	Fax Number:	
6	Country of Registration:	
7	Year of Registration:	
8	Name of Body Issuing Registration (Registration Certificate):	
9	Taxpayer Number:	
10	Bank Details:	
11	Name and Position of the Head of Company/Organization:	
12	Contact Person for conduction of tender exercise:	
13	Company Area and Details of Business (briefly)	
14	Membership in international/global travel associations (if any)	Please provide name of organization, duration of membership (since what date)
15	Availability of branches in Minsk and Belarus	Please list the branches with addresses

16	Total Number of Staff:	
17	Number of staff, involved in air tickets selling	
18	Number of staff members IATA certified in travel management	
19	Years of IATA membership accreditation and date of entry into IATA (please attach recent copy)	
20	Issue date of certificate on provision of air transportation services issued by the Department of Aviation of the Republic of Belarus (please attach copy)	

2. Experience in servicing Corporate Clients

2.1 Please list your major Corporate Clients in supply of air tickets for the last 3 years:

2.2 Please provide with the details of serving corporate customer in the field of air tickets selling: existing policies, corporate programmers, bonuses, if any:

3. Financial strength of the company

Please fill in the tables below: company's annual turnover for years 2012, 2013, 2014 and quantity of air tickets sold. Please attach copies of balance sheets and profit-and-loss reports for 2012, 2013, 2014 with auditors' conclusions (if available)

Table 3.1 Annual turnover and quantity of sold air tickets for the last 3 years

	2012 Y1	2013 Y2	2014 Y3
Overall Turnover, USD			
Turnover in selling air tickets, USD			
Quantity of air tickets sold per year			

Table 3.2 Company's current liquidity ratio for years 2012, 2013, 2014

Current ratio for the last 3 years			
Currency (_____)	2012 (Y1)	2013 (Y2)	2014 (Y3)
1.Current assets (section 2 of balance sheet)			
2.Current liabilities (section 5 of balance sheet)			
3.Current ratio (1 / 2)			
Average current ratio = Current ratio $[(Y3+Y2+Y1) / 3] =$			

4. Please list all Air Carriers that you have direct agreements with:

Signed

(Name, position)

Authorized representative on behalf of the Company

(Company name)

Stamped

Annex 2 - Terms of Reference (TOR)

A. BACKGROUND

In order to achieve further time and cost efficiency while ensuring outstanding quality of service UN Agencies in Belarus wish to enter into a Long Term Agreement with one competent Travel Agent to serve their travel management needs as outlined below in more detail.

Travel, as referred to in the TOR, shall apply to all journeys of UN Agencies staff by air from one place to another for official business purposes. These official purposes include, but need not be limited to, 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
- Visit to project sites, by UN Agencies staff, Government and counterparts, or other entities.

B. OBJECTIVE

UN Agencies (UNDP, UNFPA, UNHCR, UNICEF) are hereby undertaking a solicitation of proposals from Travel Agents who are interested to provide travel management services regularly required by the UN Agencies. The successful Offeror shall be contracted for this purpose for an initial period of one (1) year and renewable for the second and third years, upon satisfactory evaluation of performance.

The total annual volume of tickets procured by the UN Agencies in 2014 is estimated at approximately USD 360,000 of which all were expenses incurred for purchasing of air tickets. 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 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 appropriate fares, which satisfy the UN travel policies and mission requirements. The UN travel policies embody the following basic principles:

1. Where available, use of the lowest applicable fare (including penalty fares) is the preference;
2. Full economy fares may be used if no appropriate reduced fares are available;
3. Business class travel or equivalent may be applicable only in very limited situations;
4. Travel regulations prohibit first-class travel except for a few specific categories;

5. The Travel Agent 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 stayovers), however, shall only be booked with the express approval of authorized UN Agency personnel;

6. The Travel Agent shall, where appropriate, attempt to obtain free business class and first class upgrades for UN travellers. Any upgrades should be used for the cost-savings purposes.

D. QUALIFICATIONS OF THE TRAVEL AGENT

The successful Travel Agent who will be contracted to serve the needs of UN Agencies shall have the following minimum qualifications:

- 1) Accredited IATA Travel Agent duly licensed in the Belarus;
- 2) Maintains a good track record in serving international organizations, embassies and medium to large multi-national 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 UN Agencies in Belarus;
- 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 courier(s)/messenger(s)/documentation clerk;
- 7) Willing and able to guarantee the delivery of products and services in accordance with performance standards required under Section F of this TOR.

The successful Travel Agent shall be required to devote at least one (or two) dedicated employee (Senior Travel Expert) 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 UN Agencies; and
- 4) Provides 24 hours a day access to emergency service, including requests originating in English language, and necessary delivery of tickets as required by UN Agencies to the required destinations.

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

The Travel Agent 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.

E. DESCRIPTION OF SERVICES TO BE FURNISHED BY THE TRAVEL AGENT AND EXPECTED OUTCOMES

The Travel Agent shall provide full, prompt, accurate and expert international travel products and services to staff of the UN Agencies. The products and services include, but not limited to, the following:

i). General

1. The Travel Agent shall provide travel services from 9.00 a.m. to 6.00 p.m. during working days. In addition Travel Agent 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, including requests originating in English language. One of the Travel Agent's employees shall always be reachable by phone. The contact phone number will be given on an Agent's answering machine;

2. The official travel requirements shall be accorded the highest priority and, therefore, the Travel Agent shall ensure that servicing private travel does not delay, impede or frustrate the Travel Agent timely and effective processing of the UN official travel;

3. Much of the official travel shall be organized on short notice, thereby placing a premium on efficiency and rapid communication in handling all travel related matters. Furthermore, in carrying out its diverse worldwide operations, the UN System in Belarus needs not only to arrange for travel of its Minsk-based staff, but also for the travel of new staff, participants in meetings, and staff/experts from other parts of the world.

ii). Reservation and ticketing

1. For every travel requirement Travel Agent shall immediately make offers and prepare appropriate itineraries and formal quotation based on the lowest fare and the most direct and convenient routing.

IMPORTANT: The price of the tickets proposed by the Travel Agent shall be no higher than the price offered by the carrier itself. Above that, the Agent shall provide information on the discounts existing inside the usual tariff system and made available to the UN agencies, as well as provide special UN rates. This should include enumerating of special arrangements with carriers and respective discounts, which will be made available to the UN Agencies.

Participating UN Agencies shall treat all the information provided herein as confidential, and shall not release this information to any third party.

2. In the event of loss, Travel Agent shall immediately replace airline tickets;
3. In the event that required travel arrangements cannot be confirmed, Travel Agent shall notify the requesting party of the problem and present, where possible, three (3) alternative routings/quotations for consideration;
4. For wait-listed bookings, Travel Agent shall provide regular feedback on status of flight;
5. Travel Agent shall promptly issue and deliver accurately printed tickets and detailed itineraries, (in printed and/or electronic format) showing the accurate status of the airline reservations on all segments of the journey; and shall keep abreast of carrier schedule changes, as well as all other alterations and new conditions affecting travel and make appropriate adjustments for any change(s) in flight schedules prior to or during the traveller's official trip. When necessary, tickets and billings shall be modified or issued to reflect these changes;
6. Travel Agent shall accurately advise the relevant UN Agency of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings;
7. Travel Agent ensures that all travelling staff has complete travel documents required from the Travel Agent for their journeys sufficiently before departure;
8. Air tickets shall be issued only on approved ticket stock of the International Air Transportation Association ("IATA") or tickets stock of recognized and reputable airlines;
9. Travel Agent shall be given complete copies of the various UN travel policies and procedures and shall be fully familiar and comply with these policies and procedures for all official Travel and shall ensure that tickets issued are in accordance with entitlements prescribed in UN Agencies Travel Authorization;
10. Travel Agent shall provide an information service to notify the UN System in Belarus and a traveller of such events as airport closings, cancelled or delayed flights, and strike situations as well as of local political or safety conditions which may affect travel to any particular destination;

11. The Travel Agent shall provide all official travellers with last seat availability, advance seat assignments and advance boarding passes on all airlines for which the Travel Agent can offer these services. The Travel Agent is expected to expand these services, as they become available on additional carriers;

12. When requested and if possible, Travel Agent shall issue e-tickets whilst following the same approach to bookings as in the case of printed tickets.

iii). Airfares and Airlines Routings/Itineraries

1. Travel Agent 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;

2. Travel Agent shall assist UN Agencies travel administrators in negotiating with airlines on preferred fare conditions for UN Agencies, such as ticketing deadlines to be as flexible as possible (i.e. until the date of commencement of particular travel); and

3. Travel agency shall advise market practices and trends that could result in further savings for UN Agencies, including the use of corporate travel booking tools with automated travel policy compliance and enforcement, and travel management reporting.

iv). Travel Information/Advisories

1. Travel Agent shall provide quick reference for requested destinations;

2. Travel Agent 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.;

3. Travel Agent 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;

4. Travel Agent 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 (including inoculations and vaccinations requirements), weather conditions, etc.; and

5. Travel Agent 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.

v). Billing and Invoice

1. Travel Agent shall send an itemized official invoice promptly to the relevant UN Agency's travel administrator after the end of each transaction. UN Agencies shall provide payment to the Travel Agent after the approval of each transaction.

vi). Flight Cancellation/Rebooking and Refunds

1. Travel Agent shall process duly authorized flight changes/cancellations when and as required;
2. Travel Agent shall immediately process airline refunds for cancelled travel requirements, unutilized pre-paid tickets and credit these to the relevant UN Agency as expeditiously as possible;
3. Travel Agent shall refund tickets within one (1) month at the latest (shorter period than 1 month offered will be an advantage);
4. Travel Agent shall limit refund charges at airline rate only, i.e. no additional charges will accrue to the Travel Agent;
5. Travel Agent shall absorb cancellation and/or change reservation date charges which are due to no fault of UN Agencies and/or the traveller;
6. Travel Agent shall report back to the relevant UN Agencies on the status of ticket refunds.

vii). Tickets Delivery

1. Travel Agent shall deliver tickets based on proper authority from the relevant UN Agency in Belarus, itineraries, and other travel documents as determined necessary by the relevant UN Agency. Tickets shall be delivered sufficiently in advance of travel to the venue specified by the relevant travel administrator.
2. Travel Agent shall, as requested provide emergency ticket delivery, or prepaid tickets or otherwise, after hours or at a weekend, or at an appropriate airport or through one of its office or correspondents worldwide.

viii). Management Reports

The Travel Agent shall provide the UN Agencies with management information reports in writing consisting, at a minimum, of the following:

1. A concise quarterly narrative (not more than one page) of the Travel Agent's activities, which shall be submitted to the UNDP Belarus within 15 calendar days after the end of the quarter. This report should identify problems/complaints, if any, and recommend solutions/outline corrective actions taken. Suggestions to enhance service should be included;
2. A quarterly financial summary (including year to date cumulative figures) of sales activity data per UN Agency and consolidated, which shall be submitted to the UNDP Belarus within 15 days of the end of the quarter. This summary shall reflect all official sales by airline and should show a detailed analysis of the number of trips, most frequent routes and city-pairs, carries used, savings achieved from the carrier's lowest available fare. "Ticket refund" status reports are also required;
3. Reports on changes and updates on airline rates, promotions, policy changes, etc. are required immediately upon receipt by the Travel Agent of advice/notification to their effect.

ix). Supplier Relations

1. Travel Agent shall not favour any particular carrier when making reservations.
2. Travel Agent shall maintain excellent relations with all carriers for the benefit of the UN Agencies in Belarus.

x). Availability of Other Products and Services as May be Requested

Travel Agent shall indicate any special features, programmes, or services that would be beneficial to the UN Agencies in Belarus and their travellers, such as:

1. Lost ticket/travel documents.
2. Preferred seating arrangements/upgrades.
3. Privileged check-in services/use of airline lounge facilities/other airport assistance.
4. VIP services/'Meet and Greet' facilities.
5. Hotel reservations/accommodation.
6. Excess baggage/lost baggage.
7. Ground transportation/car rental.
8. Travel insurance.
9. Emergency services, e.g. sickness, injury, etc.

F. 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 UN Agencies:

Product / Service	Performance	Definition	Standard / Service Level
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Attribute			
1. Airline Reservation	Agent's 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	<u>Zero-error</u> 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	<u>3 working days</u> before departure date
3. Travel Documentation	Accuracy	Ability to ascertain requirements for various destinations/nationalities	<u>Zero-incident</u> of complaint/aborted travel due to incomplete travel documents
	Clarity	Ability to deliver product or service on or before promised date	<u>10 Working days</u> before departure
4. Billing	Accuracy	Ability to generate billing statements without errors	<u>Zero-Error</u> or no discrepancy between invoices and attachments
	Clarity	Ability to generate bills that are transparent or easy to understand	<u>Zero>Returns</u> 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 <u>one quotation is the lowest</u> 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 UN Agencies negotiate with airlines regarding preferred rates and concessions	Voluntarily offering to assist UN Agencies 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 Agent	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 UN Agencies Travel Oversight Committee

		Willingness to go out of one's way to help the traveller	Agent's Performance Reviews twice a year No. of ad-hoc service requests satisfied outside of normal working hours Within one month from date of cancellation Timeliness: one (1) week Manner of resolution: Satisfactory score
7. Problem Solving	Refunds Complaint Handling	Ability to process and obtain ticket refunds on a timely basis Ability to resolve complaints	
8. Travel Expert(s)	Competence	Knowledge of destinations Knowledge of airline practices, fare levels and shortest routes and connections Knowledge of UN Agencies policies	Proficiency rating of not less than 75%
9. Communications	Awareness Level of Travellers regarding Travel Agent's Product and Services Readiness to do business	Services and policies are communicated to travellers on time. Travellers are well informed about matters of concern to them Senior Travel Expert and/or back-up persons availability	Frequency of communications: Monthly
10. Office premises and Hours of Services			<ul style="list-style-type: none"> ▪ The Travel Agent(s) should provide travel services from 9.00 am to 6.00 p.m. during working days. In addition Travel Agent(s) shall provide for 24 hours a day emergency service, including requests originating in English language, 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.

