



## Section 5a: Terms of Reference

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### 1. Background

In compliance with the Secretary General's UN Reform Programme, the UN Resident Coordinator (RC) System in Trinidad and Tobago, consisting of the following UN agencies present in the country, has undertaken steps to harmonize common services among the UN Agencies in Trinidad and Tobago.

In Trinidad and Tobago, the UN System participating in Long-Term Agreement includes the following, in random order:

1. United Nations Development Programme (UNDP)
2. Food and Agriculture Organization (FAO)
3. United Nations Population Fund (UNFPA)
4. International Labor Organization (ILO)
5. United Nations Department of Safety and Security (UNDSS)
6. United Nations High Commissioner for Refugees (UNHCR)
7. UN Resident Coordinator System (UNRCS)
8. UNDP-GEF Small Grants Programme (UNOPS)
9. Pan American Health Organization/ World Health Organization (PAHO/WHO)

In order to achieve further time and cost efficiency from economies of scale while ensuring outstanding quality of service, the above-mentioned UN Agencies of Trinidad and Tobago wishes to enter into a Long-Term Agreement with one Travel Agency to serve all its travel management services.

Travel, as referred to in the TOR, shall apply to all journeys of UN staff 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 staff, Government and counterparts, or other entities.

### 2. Objective

UNDP is hereby undertaking a solicitation of bid proposal from Travel Agencies who are interested to provide various Travel Management Services regularly required by the UN agencies. 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(s) shall be contracted for this purpose for an initial period of one (1) year and renewable thereafter for a total period of three years, upon satisfactory evaluation of performance by the UN Agencies. The contract with the successful travel agent shall be signed by UNDP, the appointed agency to administer the common UN travel services, for and on behalf of the other UN Agencies.

The contract shall not set a minimum guarantee on volume sales on the part of the UN Agencies, nor will the UN or the travel agent be allowed to impose such a guarantee of volume any time before or during the life of the contract.

The latest statistics of the volume of sales are listed below:

No.	Year	Tickets (TTD)	Tickets (USD)
1	2017	\$5,785,233.14	\$854,438.64
2	2018	\$4,331,492.21	\$642,940.81
3	2019	\$5,409,768.63	\$805,984.60

### 3. Contract Parameters

- UNDP plans to negotiate a multiyear contract with 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.
- UNDP will incorporate the agency's proposal as an addendum to the contract.
- Considering that the UN Agencies requires a variety of services, we expect these to be included under one contract.
- The United Nations recognizes the importance of confidentiality of the data provided: the proposal information and the travel itineraries and reservations of its travelers. Accordingly, the selected agency must keep confidential all dealings with UNDP and the UN Agencies.
- This Invitation to Bid is not to be construed in any way as an offer to contract with the Agency.
- Please note that UNDP is not committed to selecting any of the Offerors submitting proposals.

### 4. Roles and Responsibilities

The Travel Agency shall collaborate with the representatives designated by the UN Agencies in Trinidad& Tobago listed above, who will request quotations for various itineraries, as required. Requests shall be sent in writing to the Travel Experts designated by the contracted Travel Agency and shall contain the following minimum information:

- routing/itinerary of travel;
- outbound departure date and inbound arrival date;
- class of booking and conditions of booking, if applicable (i.e. changeable dates, fully refundable etc.);
- number of tickets required;
- restrictions regarding airlines and/or air-carriers, if applicable.

Requests for quotation shall be sent between 08:00 and 17:30 during working days. In case of emergency services requested during weekends and official holidays, the request for quotation sent in writing shall be followed by a phone call from the requestor alerting of the emergency.

Within two working hours from receipt of written request by email, the contracted Travel Agency shall

provide its quotation as per applicable UN/UNDP Travel Policy and special fares and conditions offered by air carriers to the UN Agencies in Trinidad & Tobago. The quotation shall consist of minimum three options for the requested itinerary and shall contain the following information for each option:

- air-carriers and flight numbers;
- dates and times of departures/arrivals for each segment of the trip;
- booking class with description of applicable restrictions and period of validity of booking;
- refund/rebooking charges;
- price in / Local currency, disaggregated by ticket fare, taxes, service fee and other charges if applicable.

The UN Agency representative shall select the acceptable offer and shall confirm and request the Travel Agency to make the booking, as early as possible. The Travel Agency shall send the booking by email to the UN Agency representative. The period of validity of booking shall be in accordance with policies enforced by airline carriers and shall be indicated in the message.

The UN Agency representative shall make every effort to obtain all required approvals for the proposed booking and travel within the period of validity of booking. In the event that he/she failed to request issuance of electronic ticket within the period of validity of the initially proposed booking, the Travel Agency shall make every effort to re-book the initially proposed itinerary at the same fare and conditions, or shall inform the UN Agency representative of the impossibility of doing so and shall re-book the ticket at the next lowest available fare.

Upon approval of travel, the authorized sender shall request issuance of electronic ticket as per confirmed booking and price.

UNDP Travel Administrator shall serve as the focal point for the following:

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

The Travel Agency shall collaborate or facilitate, when possible, the signing of corporate contracts with the established airlines in the country, to obtain direct discounts for the UN Agencies.

## **5. Qualification of the Successful Travel Agent**

The successful travel agency who will be contracted to serve the needs of the UN system in Trinidad and Tobago shall have the following minimum qualifications:

- The Travel agency shall have a minimum of 5years operational experience.
- Accredited IATA Travel Agency duly licensed and incorporated in the country of Trinidad and Tobago;
- Latest Audited Financial Statement (Income Statement and Balance Sheet) including Auditor's Report for 2017 and 2018A *pass will be given based on a favourable liquidity financial standing of  $\geq 1$ . (In the absence of Audited Financial Statements, the bidders shall submit a bank statement indicating access to Cash and Credit Facilities of no less than 6 figures)*

- Statement of Satisfactory Performance from the Top 3 Clients in terms of Contract Value for the past 5 years. Contractor shall have minimum one positive recommendation from regional, international organizations (embassies, UN Agency (exclusive of UN Agencies currently operating in T&T), or multinational corporations).;
- The successful travel agent is required to devote at least three (3) personnel providing dedicated services to the travel needs of the UN, consisting of highly qualified and professional travel Consultants and two (2) back-up agents for any of the dedicated agents on sick leave or annual leave. The (2) back-up agents shall also be required to be well-trained on UN travel policies.
- 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.
- It is the expectation of the UN that the turnover of staff shall be very low, despite the industry trends, and that retention of valuable staff rendering good quality services shall be a serious intention of the travel agency management, since this is vital to the success of the relationship with the UN.
- Maintains facilities of on-line booking / airline reservations- (Global Distribution System (GDS): i.e. Amadeus, Sabre, Galileo or Worldspan), international ticketing and ticket printing facilities;
- Currently maintains a global network/affiliates in major UN destinations
- Willing and able to guarantee the delivery of products and services in accordance with performance standards required under this TOR.
- Composition and Qualifications of the Team. The travel agency shall consist of a team of well experienced and professionally trained travel experts and staff with very high-level skills. Employs competent and experienced travel consultants, especially in ticketing and fare computations, as evidenced by their track record in their Curriculum Vitae.
- Travel Expert:
  - ✓ Certificate in Ticketing and Reservation;
  - ✓ Minimum of eight (8) years of corporate travel reservations experience with minimum three (3) years' work experience in the field of domestic and International ticketing and reservation;
  - ✓ Capable of handling requirements and delivering on the travel demands of the UN officials, staff and affiliates, particularly in transporting very important and high-level diplomats;
  - ✓ Proficient in Microsoft Excel and Word;
  - ✓ Ability to understand and effectively utilize technology via the web or Travel Agent reporting tools;
  - ✓ Excellent communication skills; English Language.
- Travel Staff:
  - ✓ Certificate in Ticketing and Reservation with not < 3 years of experience in performing reservations and ticketing duties,
  - ✓ Proficient in Microsoft Excel and Word;
  - ✓ Excellent communication skills; English Language.

## **6. Scope of Work and Expected Outcomes**

The successful travel agent shall render a full spectrum of high quality services, in a prompt, pleasant and hassle-free manner to all the officers/staff of the UN system, and other travelers authorized/accredited under the UN System, and in accordance with the UN policies, procedures and guidelines.

The broad range of international and domestic travel products and services required by the UN Agencies shall basically include, but are not limited to, the following:

### **A. Reservation and Ticketing**

- (a) In the event that required travel arrangement cannot be confirmed, travel agency shall notify the UN agency of the problem and present alternative routings/quotations for considerations;
- (b) For wait-listed bookings, travel agency shall provide regular daily feedback on status of the flight;
- (c) Upon receipt of a duly approved UN Travel Authorization or Purchase Order (Note: the travel agency is expected to recognize the authorized signatories to these forms), the Travel agency shall promptly issue and deliver accurately printable tickets and detailed itineraries (in printed and electronic format) showing the accurate status of the airline on all segments of the journey, including scheduled stops for changing planes or refueling, but excluding travel to and from airports. Such journeys shall be the most direct and economic routing. The classification of tickets by economic class or business class travel will be determined in accordance with the UN Travel Rules and Regulations by the respective Travel Administrator of the United Nations Agency.
- (d) Travel agency shall accurately advise the UN agencies of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings;
- (e) Provide the same level of service for rebooking, reissuance and refund requirements;
- (f) Travel agent should monitor and gives feedback regarding refund. Refund should not take more than 3 months to process.
- (g) Manage the comprehensive database that will include, but need not be limited to, all relevant and important passenger information such as passport and UNLP information/details, frequent flyer data, seat and meal requests/preferences, and other service information.
- (h) Monitor outbound and inbound flights to advise passengers of schedule changes and ensure protection for cancelled, delayed, diverted and misconnected flights.
- (i) Always include contact details of the passenger for weekends departure, to enable the airline to advise the passenger directly of any changes in flight schedule;
- (j) Explain in writing all restrictions and limitations when using special fares.

### **B. Airfares and Airlines Routings / Itineraries**

- (a) Travel agency shall propose fares/airline routings and guarantee that it shall obtain the lowest available airfare for the journey concerned. The classification of tickets by economy class or business class travel will be determined in accordance with the UN Travel Rules and Regulations by the respective Travel Administrator of the UN Agency.
- (b) Travel agency shall ensure that tickets issued are in accordance with entitlements prescribed in UN Travel Authorization for the respective UN agencies

- (c) Travel agency shall assist UNDP travel Administrator in negotiating with airlines on preferred fare conditions for the UN agencies, such as ticketing deadlines to be as flexible as possible (i.e. until the date of commencement of particular travel); and
- (d) Travel agency shall advise market practices and trends that could result in further savings for the UN, including the use of corporate travel booking tools with automated travel policy compliance and enforcement, and travel management reporting.

**C. Travel Information / Advisories/Documentation**

- (a) Confirms with all travelers that all documentation required for their journey is complete and valid, sufficiently before departure.
- (b) Accurately advises travelers on visa requirements for all destinations and assist if necessary with completion of Visa Applications.
- (c) Travel agency shall provide quick reference for requested destinations;
- (d) Travel agency shall provide travelers 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.;
- (e) Travel agency shall 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; STPC voucher for misconnection.
- (f) Travel agency shall provide travelers with online and offline relevant information on official destinations, i.e. visa requirements, security procedures, airport transfers/land transportation facilities, local points of interest, currency restrictions/ regulations, health precautions, weather conditions, etc.; and
- (g) Travel agency shall promptly notify travelers of airport closures, delayed or cancelled flights, as well as other changes that might affect or will require preparations from travelers, sufficiently before departure time;
- (h) The Travel agency will provide medical advice and information on health requirements at all times for international travelers. The traveler profiles will include details of inoculations, wherever applicable

**D. Billing and Invoice**

- (a) Travel agency shall send an itemized official invoice promptly to the respective United Nations Agencies procuring of tickets or services, after the end of each transaction. Billing should be on 'credit' basis of Net 30 days. The United Nations Agencies shall provide payment to the Travel agency by means of checks or bank transfer after the approval of each transaction.
- (b) Once the traveler has indicated a deviation from the Official travel by routing or travel dates then the increased difference in cost must be borne by the traveler and settlement of this will be between the traveler and the travel agency and not the United Nations Agencies.
- (c) All invoices presented for payment must have the Value Added Tax (VAT) shown clearly and separately.

**E. Flight Cancellation / Rebooking and Refunds**

- (a) Travel agency shall process duly authorized flight changes / cancellations when and as required;
- (b) Travel agency shall immediately process airline refunds for cancelled travel requirements / unutilized pre-paid tickets and credit these to the respective United Nations Agencies as expeditiously as possible;

- (c) Travel agency shall refund tickets within three (3) months only (shorter period than 3 months offered will be an advantage);
- (d) Travel agency shall limit refund charges at airline rate only, i.e. no additional charges will accrue to the travel agency;
- (e) Travel agency shall absorb cancellation and / or change reservation date charges which are due to no fault of the United Nations or of the traveler;
- (f) Travel agency shall report back to the respective United Nations Agencies on the status of ticket refunds.

#### **F. Management Reporting System**

Travel agency shall submit the following reports to the respective United Nations Agencies:

- (a) Quarterly Production Statistics for the first year and monthly for years two (2) and three (3) (indicating travel volume and value per agency and for the entire UN system) with comparative figures if applicable (month to month, year on year);
- (b) Monthly Carrier – Route – Fare Analysis and Production / Volume of Business
- (c) Monthly Sales and Quantity of Tickets Sold, segregated by UN Agency; Sales and Quantity of Tickets Sold, segregated by Airline and UN Agency; Sales and Quantity of Tickets Sold, Segregated by Destination.
- (d) Monthly reports on the status of ticket refunds.
- (e) Changes and Update on Airline Rates, promotions, policy changes, etc, immediately upon the receipt of the advise;
- (f) Complaint/incidents Summary and Analysis; monthly.

#### **G. Availability of Other Products and Services as may be requested**

- (a) Travel Insurance
- (b) Hotel reservation and lodging accommodation;
- (c) Car rental reservations and discount rates whenever possible;
- (d) Package Tours and Promotions for Personal Travel
- (e) Preferred Seating Arrangements/Upgrades
- (f) Privileged Check-in Services/ Use of Airline Lounges Facilities
- (g) Excess Baggage/Lost Baggage
- (h) Open book policy: to have access to the Service Provider's commission rates, overrides, rebates, etc. to determine / audit the return of commissions to the company;

#### **7. 24 x 7 Services**

Given the nature of the UN's work, the UN expects its partner in the travel business to be available and on-call on a 24 x 7 basis.

The travel agency staff should be able to deploy personnel during nationally-declared holidays that are not observed by the UN, and pay such travel agency staff with the appropriate holiday rate as per local labor standards, needing no further justification from the UN.

#### **Review of competitiveness of the Travel Agency**

The UN Travel Administrator shall, from time to time, evaluate and verify with other travel agencies and other industry indicators the comparability and competitiveness of rates being given to the UN. Frequency of deviation from the competitive rates in the market shall be factored into the annual performance review.

## 8. 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 UNDP for and behalf of the United Nations:

<b>Product / Service</b>	<b>Performance Attribute</b>	<b>Definition</b>	<b>Standard / Service Level</b>
<b>1. Airline Reservation</b>	Accuracy	Ability to perform task completely and without error	Zero-error in passenger records/airline bookings/fare computation/routing
	Speed and Efficiency	Ability to deliver product or service promptly	<ul style="list-style-type: none"> <li>▪ For confirmed bookings, within two hours from time of request</li> <li>▪ For wait-listed bookings, update every two days</li> </ul>
<b>2. Airline Tickets</b>	Accuracy	Ability to perform task completely and without error	Zero-error in printing tickets/ cancellation of travel due to incomplete travel documents
	Timeliness of delivery	Ability to deliver product or service promptly	Within 24 hours or earlier after receiving United Nations travel authorization or Purchase order.
<b>3. Travel Documentation</b>	Clarity/Accuracy	Ability to ascertain requirements for various destinations/nationalities; Ability to deliver product or service promptly	Zero-incident of complaints/cancellation of travel due to incomplete travel documents
<b>4. Billing</b>	Accuracy	Ability to generate billing statements without errors	Zero-Error/no discrepancy between invoices and attachments
	Clarity	Ability to generate bills that are transparent and easy to understand	Zero>Returns for clarification/explanation
<b>5. Rates/Pricing</b>	Fairness	Reasonable charges for services offered	At same or rates lower than market standards
	Best Value for money	Ability to quote competitive fare	At levels same or lower than airline preferred rates. Guarantee that one quotation is the lowest obtainable fare
	Willingness to assist UNDP negotiate with airlines regarding preferred	Voluntarily offering to assist/represent UNDP in dealings with airlines	Semi-annual meetings to obtain competitive rates in the market and preferable fare conditions (i.e. ticketing, deadlines, etc.)



<b>Product / Service</b>	<b>Performance Attribute</b>	<b>Definition</b>	<b>Standard / Service Level</b>
	rates and concessions		
<b>6. Service Quality</b>	Accessibility	Ability to access or approach the travel agency	Telephone: accommodate all calls Emergency: 24 hours Email: available Website: available
	Responsiveness	Willingness to help the traveler	Regular coordination meetings with UNDP Travel Unit: minimum twice a year
<b>7. Problem Solving</b>	Refunds	Ability to process and obtain ticket refunds on a timely basis	100% within one month from date of cancellation
	Complaint Handling	Ability to resolve complaints	Timeliness: one (1) week
<b>8. Communications</b>	Awareness Level regarding Travel Agency Product and Services	Services and policies are communicated to travelers.	Frequency of meetings: Monthly or on a bi-annual basis
<b>9. Service</b>	Office Premises/Hours	Required hours/space to perform obligations	▪ 8 hours/day 0900 hrs to 1700 hrs of work Monday – Friday