

SECTION 5: SCHEDULE OF REQUIREMENTS AND TECHNICAL SPECIFICATIONS / BILL OF QUANTITIES / TERMS OF REFERENCE

A. Background and General Considerations

1. Background

The United Nations (UN) Agencies in Papua New Guinea (PNG) in its efforts to harmonize common travel services among the UN Agencies and intends to appoint two (2) Common Travel Services Provider to be based in Papua New Guinea or operate from offshore for the United Nations Agencies and vicinity of UN agencies in the PNG and Pacific, but not limited to UNDP: UNICEF, UNFPA, UNHCR, UNODC, UNOCHA, UNISDR, UNAIDS, WHO, UNOHCHR, WFP, UNWOMEN and UNDP/UNV, UNDSS, UNIC, ILO, UNESCO, ESCAP and other participating UN agencies. In order to achieve time and cost efficiency while ensuring outstanding quality of service. UNDP PNG on behalf of the UN Agencies in Papua New Guinea, envisages entering into two (2) Long Term Agreement with two (2) qualified Travel Agency for the provision of Travel Management Services for an initial period of one year with the option to extend for two additional years, subject to a satisfactory performance evaluation and current market price, as per financial proposal template in Form F.

The appointed Travel Management Services Provider(s) is expected to handle all domestic and international travel service arrangements for the United Nation Agencies participating in the Common Travel Services Management Agreement.

The average annual volume of air tickets procured by the above UN Agencies during the years of 2018, 2019 and 2020 amounts to approximately **US\$1,037,936.34** Ticketing volume in the years to come is expected to remain at comparatively similar levels. However, any agreement resulting from this invitation to bid carries with it no guarantee of future business levels of Travel Management Services hereunder, and UN Agencies do not guarantee any minimum quantity of Travel Management Services or procurement.

		Emirates	Virgin Australia	Air Niugini	British Airways	Hahn Airline	Philippine Airline	Qatar Airways	Thai Airways	Singapore Airlines	PNG Air Ltd	Fiji Airways	TOTAL
01/01/20	Expenditure	5,963	7,450	486,067	6,401	16,504	1,506	5,406	264	1,874	613	1,370	531,245
	Tickets Issued	3	2	995	2	54	3	3	1	2	3	1	1069
01/01/19	Expenditure	30,602	18,086	938,542	25,604	23,052	98,391	141,740	17,756	45,213	1,335	20,757	1,361,078
	Tickets Issued	16	11	1736	8	75	86	60	30	14	4	28	2,068
1/01/18	Expenditure	15,050	21,033	951,838	31,674	42,955	58,538	38,116	18,151	18,986	2,497	11,748	1,210,586
	Tickets Issued	6	14	1723	4	99	60	27	34	11	9	20	2,007
Annual Average	Expenditure	17,205	15,523	792,149	24,136	27,503	52,811.67	61,754	12,057	22,024.33	1,481.67	11,291.67	1,037,936.34
	Tickets Issued	8	9	1,485	5	76	50	30	22	9	5	16	1,715

UNDP PNG on behalf of other UN Agencies intends to establish Long Term Agreements (LTA's) for travel services in Papua New Guinea. Identified travel service provider will have long term agreement (LTA) with UNDP.

In case there will be any travel request from other Pacific Island Countries, UNDP/ participating UN agencies will primarily contract the strategic travel agent without going through the procurement process each time. The strategic travel agent will gain benefit from the volume of the services used by the various UN agencies in Papua New Guinea and other Pacific island Countries.

Travel, as referred to in the Terms of Reference, shall apply to all journeys of UN Agencies staff from one place to another for official business purposes. These official purposes include, but need not be limited to, the following:

- Official missions, meetings and various events;
- Home leaves, emergency travels, and educational leaves.

UN Agencies recognize the importance of confidentiality of the data provided the proposal information and the travel itineraries and reservation of its travelers. Accordingly, the selected agency must keep confidential all dealings with the UN Agencies. It should be noted that UN Agencies are not committed to selecting any of the agencies submitting proposals. Furthermore, UN Agencies are not obliged in any way to selecting the agent offering the lowest price. Quality of services and value for money are the principal selection criteria. You are to indicate what arrangements you would propose to meet the principal selection criteria.

It should be noted that UN Agencies are not committed to selecting any of the agencies submitting proposals. Furthermore, UN Agencies are not obliged in any way to selecting the agent offering the lowest price.

Quality of services and value for money are the principal selection criteria. You are to indicate what arrangements you would propose to meet the principal selection criteria.

2. UN/UNDP Travel Policy

Current air travel policy requires the Travel Agencies in all cases to book the most economical fare available including restricted and non-refundable fares and to research alternate itineraries in order to provide the lowest appropriate fares, which satisfy the UN/UNDP travel policies and mission requirements. The UN travel policies embody the following basic principles:

- a. Where available, use of the lowest restricted and non-refundable fare (including penalty fares) is the preference;
- b. Full economy fares may be used if no appropriate reduced fares are available;
- c. Business class travel or equivalent may be applicable only in limited situations;
- d. Travel regulations prohibit first-class travel except for a few rare specific categories;
- e. The Travel Agency must be knowledgeable of and prepared to offer special fares, restricted fares, discount fares, and bulk fares for use whenever appropriate;
- f. The Travel Agency shall, where appropriate, attempt to obtain upgrades for UN/UNDP travelers wherever possible.

B. Scope of Services, Expected Outputs and Performance Standards

3. Objective

UNDP PNG on behalf of the UN Agencies listed above, is hereby undertaking a solicitation of proposals from Travel Agencies which are interested to provide various Travel Management Services regularly required by the UN Agencies in the PNG. 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 proposer shall be contracted for this purpose for an initial period of one (1) year and renewable for additional two (2) years, upon satisfactory evaluation of performance.

4. Scope of Services and Expected Outputs

The successful Travel Agency shall provide full, prompt, accurate and expert international and domestic travel products and services to staff of the UN Agencies from 08:00 to 17:30 during working days. In

addition, the Travel Agency shall provide for 24 hours emergency service, as well as for services during weekends and official holidays where emergency travel service is required (this can originate from remote locations). One of the Travel Agency's employees shall always be reachable by phone. The products and services include, but are not limited to, the following:

Mandatory Services Requirement

1) Reservation and Ticketing

- For every request, the Travel Agency shall immediately make offers and prepare appropriate itineraries and formal quotation based on the most economical fare available including restricted and non-refundable fares on the most direct and convenient routing;
- In the event of loss, the Travel Agency shall immediately replace airline tickets, as per conditions enforced by airline carriers;
- In the event that required travel arrangement cannot be confirmed, the Travel Agency shall notify the UN Agency representative of the problem and present minimum three (3) alternative routings/quotations for consideration;
- For wait-listed bookings, the Travel Agency shall provide regular daily feedback on status of the flight;
- The 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, as per conditions enforced by airline carriers;
- The Travel Agency shall promptly issue and deliver accurately printed e-tickets and detailed itineraries, (in printed and/or electronic format) showing the accurate status of the airline on all segments of the journey;
- The Travel Agency shall accurately advise UN/UNDP of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings;
- The Travel Agency shall provide information on airline tickets schedules.

2) Airfares and Airlines Routings/Itineraries

- The Travel Agency 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 two (2) hours break between flight segments;
- The Travel Agency shall ensure that tickets issued are in accordance with entitlements prescribed in UN/UNDP Travel Authorization;
- The Travel Agency shall assist UN/UNDP representatives 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);
- The 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;
- The Travel Agency shall propose fares/airline routings in accordance with the latest UN Airline Safety List;
- The Travel Agency shall provide all official travelers with last seat availability, advance seat assignments and advance boarding passes, wherever possible on all airlines for which the Travel Agent can offer these services. The Travel Agency is expected to expand these services, as they become available on additional carriers.

3) Travel Information / Advisories

- The Travel Agency shall provide quick reference for requested destinations;
- The Travel Agency shall provide travelers with a complete automated itinerary document to include carrier(s), flight and voyage numbers, departure and arrival times for each segment of the trip, tax exempt information, etc.;
- The Travel Agency shall inform travelers, upon booking confirmation, of flight/ticket restrictions, involuntary stop-overs, and other inconveniences of the itinerary and provide required documentation for travels;
- The Travel Agency shall provide travelers on request 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., as per Global Distribution System guides;
- The 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, and as soon as it becomes available.

4) Flight Cancellation / Rebooking and Refunds

- The Travel Agency shall process duly authorized flight changes /cancellations when and as required;
- The Travel Agency shall immediately process airline refunds for cancelled travel requirements unutilized pre-paid tickets and credit these to the respective UN Agency as expeditiously as possible; The Travel Agency shall refund tickets within one (1) week only;
- The Travel Agency shall limit refund charges at airline rate only, i.e. no additional charges will accrue to the Travel Agency;
- The Travel Agency shall absorb cancellation and/or change reservation date charges which are due to no fault of the UN Agency or the traveler;
- The Travel Agency shall report back to the respective UN Agency on the status of ticket refunds.

5) Supplier Relations

- The Travel Agency shall not favor any particular air carrier when making reservations;
- The Travel Agency shall maintain excellent relations with all air carriers for the benefit of the UN Agencies in the PNG and Pacific Island Countries.

6) Services Quality Control and continuous improvements

- The Travel Agency shall establish and operate to monitor on a regular and continuous basis the quality of travel products and services provided to the UN Agencies in PNG and Pacific Island Countries ;
- These procedures shall include a self-inspection system covering all the services to be performed under the Contract and shall include a method for monitoring, identifying and correcting deficiencies in the quality of service furnished to the UN Agencies in PNG and Pacific Island Countries;
- Regular meetings between senior management to monitor and review progress on an ongoing basis with a view to suggesting improvements to the service.
- The UN Agencies in PNG and Pacific Island Countries shall be notified of any deficiencies found and corrective action taken;
- The Travel Agency warrants that the personnel assigned to handle the UN Agencies' travel arrangements shall constantly be trained to be kept up to date.
- Measurements of improvements to the service will be part of the Service Level Agreement

between the parties.

7) Availability of Other Products and Services as May Be Requested

- a. Lost Ticket/Travel Documents
- b. Preferred Seating Arrangements/Upgrades
- c. Privileged Check-In Services/Use of Airline Lounge Facilities
- d. Excess Baggage/Lost Baggage
- e. Travel Insurance
- f. Rail booking – if required, assist in booking through rail in overseas countries
- g. Medical advice
 - The Travel Management 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.

h. Passport and Visa arrangements

- The Travel Management Agency shall always notify UN staff and travelers of the updated Visa requirements for destinations to be visited and transited during a planned journey and shall make certain the traveler is in possession of valid travel documents before commencement of travel. Current Visa application forms should be readily available at all times with the travel agent
- Notification of any passport and visa requirements shall always be given at the earliest opportunity.
- The Travel Management Agency shall be responsible for the provision of all necessary forms and the processing of applications.
- Applications shall be processed upon receipt by the Travel Management Agency and forwarded to the relevant consulate or embassy. The Travel Management Agency shall make the traveler / booker aware of the normal period required by the relevant authority to process the application.
- All applications will be checked by the Travel Management Agency for accuracy and completeness upon receipt. Notification of any errors shall be immediately made to the applicant.
- The progress of all passport and visa applications shall be closely monitored by the Travel Management Agency to ensure the correct documentation is returned to the traveler prior to the date of travel.

i) Emergency Services, e.g., sickness, injury, etc.

- At all other times a comprehensive 24 hour Emergency Service shall be available 365 days per year for assistance both in PNG and overseas to all travelers and members of UN Agencies' staff who may need access to an emergency service.
- The emergency service will also provide assistance in obtaining emergency medical help for staff on official travel, assistance in obtaining lost baggage, and emergency repatriation travel of UN staff. During emergencies the travel agent offices will be expected to be operational during holidays and weekends.

j) Meet and Assist Facilities & Airport Assistance

The Travel Management Agency will provide assistance service at airports as and when required

- At the time of departure: Assist passenger with issuance of boarding pass

and check-in facilities at the airlines counter. Guide them to Immigration counter and security check.

- At the time of Arrival: Help them in custom clearance of luggage and guide them to vehicle parking area.

Meet & Assist: Services rendered by travel Agents staff to a passenger at the time of arrival and departure with boarding, embarkation or during connections.

8) Newsletter

- The Travel Management Agency shall provide a regular newsletter providing updated information pertinent to UN travelers. This will incorporate information regarding relevant promotional fares and rates, changes to the Travel Management Agency personnel and general travel information.

9) Providing an Interface with major Airlines and Hotels to get the best corporate deals:

- Ability to facilitate meetings with senior colleagues from Airlines and leading Hotel chains to get the best corporate deals for UN (data to be based on the MIS reports).

Optional Services Requirement

1). Forex services

To issue 'foreign exchange' related services to UN Agencies listed above PNG and other locations Pacific Island Countries, for the UN officials and their dependents, UN sponsored consultants and officials, UN sponsored study tours/fellowship travelers, wherever required

- Arranging issuance of foreign exchange in travelers cheque, currency, Debit cards etc, wherever required, against official authorization up to a maximum permissible amount according to the Reserve Bank of each Pacific Island Countries guidelines.
- Providing foreign exchange (currency and Travelers Cheques) on a US Dollar to US Dollar basis.
- Arranging for encashment/sale of travelers cheque, cards and personnel cheques at the best rates, according to the Reserve Bank of each Pacific Island Countries guidelines and regulations.
- Arranging immediate replacement /refund and/or both of lost/ stolen travelers cheques/cards to the traveler directly, with no commission charges, through its networking offices/banks in PNG and around the world.
- Providing Counseling on the free encashment centers around the world to enable travelers to save in foreign exchange on conversion.
- Ensuring that UN sponsored travelers has access to a worldwide network of Agency offices as well as in Pacific Island Countries to assist them with the services free of administrative charges.
- Assigning thoroughly experienced and skilled travel consultant in offices located in the respective UNDP and United Nations System Agencies (as agreed upon and where a need exists) as per requirements.
- Providing back-up support to the travel consultant from Agency's City Office for efficient and timely servicing of forex related transactions.

2) Ground Transportation/Car Rental / provision of Taxi services for regular requirements in PNG and anywhere in the world. These services are required on ad-hoc or monthly rental arrangements by all UN Agencies for various requirements ranging from high end (Mercedes, BMWs etc), middle level (Toyota,

Nissan, etc.) and low end (Maruti Suzuki, Hyundai, Tata etc) . Occasionally these services might be also required outside PNG.

Please note that Mandatory Services are non-negotiable requirements, whereas optional services are non- mandatory. UNDP and other participating agencies in PNG may add any or all of the Optional Services to the main Travel Agreement with the selected service provider should these be assessed as convenient for UNDP. If the bidders do not have sufficient internal capability to provide the whole range of services, they might wish to create consortiums or enter into sub-contracting for these services (please refer to clause 19 of “Instruction to Bidders” this ITB for guidance on this).

In the event that the bids is made in association with one or multiple partners (i.e. Consortium or Joint Venture) the documentation shall include the corresponding agreement between the parties and indicate roles and responsibilities of all the partners.

Performance Standards and Service Level Guarantee for Travel and Forex services has been provided in the next column. However, if the contract is entered for the whole range of services, Service Level Agreements for the rest of services would be agreed with the selected service provider and UNDP before the beginning of the contract.

Bidders are requested to clearly indicate if they propose to provide these additional services; if yes, then please submit the methodology along with financial proposal for these additional services separately. After finalization of the preferred bidder, UNDP and participating agencies will decide on incorporating the additional services in the main Travel Management contract based on the proposed methodology and financial quotes. The financial quote for these additional services should be quoted separately and submitted along with the Section – 7: Financial Proposal Form.

6. Performance Standards and Service Level Guarantee

The contracted Travel Agency shall perform services and deliver products in accordance with the herein prescribed minimum performance standards set by the UNDP and other participating UN agencies:

Product / Service	Performance Attribute	Definition	Standard / Service Level
1 . Airline Reservation	Agency Accuracy	Ability to perform task completely and without error	Zero-error in passengers' records/airline bookings, fare computation, 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	Zero-error 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	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 travel date
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 fares quoted vs. restrictions or lack/absence thereof	At the same terms or better than quoted by airlines
	Willingness to assist UN Agencies to negotiate preferred rates and concessions	Voluntarily offering to assist/represent UN Agencies in dealings with airlines	Semi annual meetings to obtain competitive rates in the market and preferable fare conditions
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 traveler	Regular coordination meetings with UN Agencies Operations Management Committee; Travel Agency Performance Reviews once a year; No. of personal travels booked through the travel agent;
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

8. Travel Experts	Competence	Knowledge of destinations; Knowledge of airline practices, fare levels and shortest routes and connections; Knowledge of UN Travel 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 travelers; Travelers are well informed about matters concern them;	Frequency of communications: Monthly
10. Office premises and Hours of Services	Readiness to do business	Travel Expert to commence business	<ul style="list-style-type: none"> The Travel Agent(s) should provide travel services from 8.0 am to 17.30 p.m. 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.
11. UN Travel Policy	Adherence to UN Travel Policy	Knowledge of UN Travel Policy and secure reservations only in compliance with it	Send 3 options for each request (if available) which are most direct & economical routes

12. Forex Services	Agency Accuracy	Ability to perform task completely and without error	Adherence to prevailing RBI guidelines;
	Timeliness of delivery	Ability to deliver product or service on or before promised date	5 working hours after the formal request
13. Service Quality (Forex)	Accessibility	Ability to access or approach Forex representative	Telephone: 3 rings Emergency: 24 hours Email: available Website: available
	Responsiveness	Willingness to go out of one's way to help the traveler	Regular coordination meetings with UN Agencies Operations Management Committee; Performance Reviews twice a year;
14. Billing Cycle (Forex)	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
15. Problem Solving (Forex)	Refunds	Ability to process and obtain Currency refunds on a timely basis	Within one month from date of request
	Complaint Handling	Ability to resolve complaints	Timeliness: one (1) week Clear line of escalation

C. Contractual and Institutional Arrangements

7. Contract Parameters

UNDP & participating UN agencies envisage entering into a multiyear contract with selected Service Provider(s) for the provision of Travel Management and associated Services. The Travel Agencies, selected as a result of the present Invitation to Bid, will pass on to the UN Agencies in PNG their own fares and conditions offered by the air carriers and shall not expect to receive any standard or override commissions from the respective air carrier. In addition, air carriers would provide corporate discounts based on the volumes and travel preferences and such list may be expanded in the near future. As a result of this, air carriers would apply special fares and conditions which the selected Travel Agency would be required to utilize and pass on UN Agencies under this contract– unless the Travel Agency’s own discounts for specific purchases are more convenient to UN Agencies.

For the services listed under sub-section B (Scope of Services, Expected Outputs and Performance Standards) of the Terms of Reference the selected Travel Agency will charge the UN Agencies in PNG on fixed transaction fee per each issued ticket and other services regardless of booking class and destination, as detailed in Form F (Financial Proposal Form) of the present Invitation to Bid. The level of the service fees shall remain fixed for the whole duration of the contract and shall apply for a whole itinerary per passenger and each independent air ticket issued unless there are changes in pricing introduced by air carrier which should be officially communicated.

8. Roles and Responsibilities

The Travel Agency shall collaborate with the representatives designated by the UN Agencies in PNG 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 PNG. 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 USD/ Local currency of PNG, 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.

9. Contract Management, Reporting and Billing

The contract resulting from the present Invitation to Bid shall be available for use by all UN Agencies in PNG listed above, which will designate one representative to deal with the Travel Agency. However, the overall contract management responsibility shall rest with UNDP PNG, who's Head of Procurement shall serve as focal point for this purpose.

The UNDP Head of Procurement shall serve as the focal point for the following:

- Contract administration and overall point of contact for the contracted Travel Agency;
- Issuance, answering questions; coordination and establishment of reports;
- Obtain and review quarterly reports from the Travel Agency;
- Conduct Travel Agency Performance Review once per year;
- Perform inspection of services, including verification of fares, rates, etc.

The UNDP travel LTA focal point shall, from time to time, evaluate and verify with other Travel Agencies and other industry indicators the comparability and competitiveness of the rates offered by the contracted Travel Agency. The UNDP PNG reserves the right to terminate contract with the Travel Agency at any time if the Travel Agency charges UN Agencies in PNG on higher rates than market standards, or does not render minimum services described in this tendering document.

UN Staff may use the services under this contract on same pricing conditions for personal requirements, however, their payment would be settled by the staff themselves and UNDP / other UN Agencies shall have not any obligation of settling such payments. Any such personal request should not take preference over the official work and should only be provided by the Agency if excess capacity is available. The Travel Agent shall ensure that arranging personal travel do not interfere with arranging official travel.

For purposes of accessibility, ease of coordination, efficiency of delivery of services and lowering the overall costs of doing business, the UN Agencies remain the right, and the Travel Agency contracted through this tendering exercise will comply with the request, ***to be able to provide services at their office locations (within PNG) and a day or two on ad-hoc basis as and when required with respective UN agencies, to assist UN agencies in obtaining itinerary for a major events.***

MIS/Reporting

The Travel Agency shall submit the following reports on regular basis to designated officials:

- Quarterly Production Statistics;
- Quarterly Carrier – Route – Fare Analysis and Production/Volume of Business containing the

following minimum information: name of requesting unit (UN Agency), Purchase order number, PO date, ticket number, passenger name, travel dates, itinerary, ticket price, service fee applied;

- Changes and Update on Airline Rates, promotions, policy changes, etc., immediately upon the receipt of the advice;
- Reports listed below with data refreshed monthly and made available at a consolidated level as well as by organization.

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Report Name	Description
Air Detail Report By Traveler	Shows detail for each ticket issued including routing, fare paid, fare basis, in policy airfare, reason for policy exception (if applicable), airfare savings (fare paid against the fare without the contract discount applied).
Air Summary Report	Shows total of fares paid with comparisons to benchmark fares; average ticket price; avg. cost per mile
Lost Opportunity by Traveler	Exception report by traveler showing fare offered compared to fare accepted with lost savings
Carrier Usage	Shows actual carrier results (e.g. spend and market-share)
Market Pairs	Market pairs including, carrier, class of service, segment fare, # of segments, average fare and cost per mile.
Advance purchase - booking	Advance booking days, expenditure, transactions, average ticket price.
Frequent travelers	Traveler name, index number, tickets issued, expenditure, average ticket price
Air Carrier Analysis Report	Carrier concentration reports market pairs each of the top 10 airlines with expenditure, transactions, average segment cost and market share % for purpose of negotiations
Hotel Property Analysis by City	Reports hotels used in each city for purpose of determining negotiation opportunities by city
Unit Analysis	Breakdown of airfare spend by UN entity
Class of Service	Airline, class, segments, segment cost, % of total and average segment cost.
Carbon reporting	Air CO2 Emissions: An estimate in kilograms of the number of emissions during a flight.

Executive Summary	A summary of travel spend with air, hotel and car expenditures showing current and YTD data domestic vs. int'l and totals
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- Any ad hoc reports requested that do not require extensive searches for data and/or extensive data comparison to be delivered by electronic means within two business days. Those ad hoc report requests that require extensive data search and/or extensive data comparison will be delivered according to an agreed upon delivery time.
- Exception Reports
Rolled up by organization, Traveler, Lost Savings Amount, with following details
 - Specified Class of Service (requests for Y class fares) – used to improve upgrade chances
 - Declined to flight time preference
 - Declined due to carrier preference
 - Declined due to penalty or restriction - (Refundable vs. Non-refundable, Use of International Restricted Fares)
 - Declined due to airport preference
 - Approved standard of accommodation exception
- Non-refundable ticket tracking
- Crisis reporting – whose where – on demand
- Monthly Service Level Report
- Financial Statement with revenues, expenses and associated support documentation. This will include transactional level detail for any activity-based pricing (e.g. after hour calls)

Billing and Invoice

- The Travel Agency shall send a statement of account or official invoice for all travel request. This shall be submitted to the concerned UN Agencies on a weekly basis by attaching copies of the Travel Authorization or Purchase Order. The statement of account shall show for each transaction, the country and currency in which all costs were incurred by the concerned UN Agencies, the date, the invoice number and the name of the concerned UN Agencies Traveler. Moreover, the invoice price shall be disaggregated by ticket fare, different type of taxes, service fee and other charges (if applicable);
- Payment will be made within 30 (thirty) days after the receipt and certification of the Travel Agent' invoice, which shall be submitted only after completion of the services to which it relates and only if UNDP has certified that the services have been satisfactorily performed by the Travel Agent.
- All charges associated with personal travel, including all fees for passport and visa services shall be billed directly to the travelers and excluded from invoices presented to the UN. Invoices for Personal services shall be settled by the staff themselves.

D. Qualifications of the Successful Service Provider

10. Qualification of the Successful Travel Agency

The successful Travel Agency which will be contracted to serve the needs of the UN Agencies in PNG shall have the following minimum eligibility criteria:

- a) Legal registration
- b) IATA Accreditation Certification
- c) Copy of IATA billing and settlement plan (BSP) for FY 2020 (or last 12 months).
- d) The vendor should have a minimum average annual turnover of USD 100,000 during the past 3 years.
- e) Minimum 4 years of experience in corporate specialization in Travel Management Services
- f) Evidence of satisfactory credit rating ("Good Credit Worthiness" or equivalent) by reputable reporting agencies (Data Bureau, etc.).
- g) Minimum three (3) ongoing or completed contracts for same or similar services executed in last 36 months having : a. One of the contract above USD 300,000 per year *For each contract, provide details of: client name, contract dates, contract values, contract focal point name and email, work location. [Note: UNDP reserves the right to conduct reference checks with one or more of the listed clients of the Vendor]
- h) Letter of Satisfactory Performance from the top 3 clients in terms of contract value

The successful Travel Agency shall be required to devote personnel with the following minimum qualifications:

1. Client Manager with adequate authority to make decisions for the timely resolution of problems (need not be 100% dedicated to UN Account but visiting regularly and be available on demand) ;
2. Travel Agent Office head with adequate authority to make decision for regular requirements under the contract;
3. Experience & Qualification of the travel consultant: 2 years' experience/ certificate in travel reservations, or meeting/ conference management, of which at least two (2) travel experts proposed for UN, with a minimum four years of practical experience in the management of travel services, in operating the automated reservation and ticketing systems;
4. In the case of emergencies (e.g. evacuations, war, etc.), the travel expert shall maintain operations necessary to support UN Agencies in PNG;
5. 24 hours a day access of emergency service and necessary delivery of tickets as required by UN

Agencies in PNG.

The nominated travel experts in the proposal must be the employee who will be responsible for the management of travel services to UN Agencies in PNG the entire period set for this contract. If the travel expert decided to terminate her/his services with the travel agency, the latter must notify UNDP travel LTA focal point one month in advance and attach to the letter the Curriculum Vitae of the proposed replacement of the travel expert. UNDP PNG has the right to reject the newly nominated travel expert if found to be not competent enough to handle the management of the travel services. In the event of failing to assign experienced personnel, UN and Participating agencies in PNG shall have the right to terminate the contract.

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.
