# Annex A

**Terms of Reference**

**Provision of Travel Management Services for IOM on the basis of Long-Term Agreement (LTA)**

**A. *Background and General Considerations***

**1. Background**

In order to achieve time and cost efficiency while ensuring outstanding quality of service, IOM Office in Pakistan envisages entering into one Long Term Agreement (LTA) with one qualified Travel Agency with 1st ranked bids for the provision of Travel Management Services for an initial period of one year with the option to extend for one additional year, subject to a satisfactory performance evaluation. **Signing of the LTA will not exclude the situation for IOM to procure travel management service from other vendors.**

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

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

**2. IOM Travel Policy**

Current air travel policy requires the Travel Agencies in all cases to book the most economical fare available and to research alternate itineraries in order to provide the lowest appropriate fares, which satisfy the IOM travel polices and requirements. The IOM policies embody the following basic principles:

1. In general, the most direct and economical route should be selected with consideration of UN recommendations to avoid either certain carriers or routes;
2. Travel with transit points should be minimum in time;

b. Business class travel or equivalent is prohibited;

**B. *Scope of Services, Expected Outputs and Performance Standards***

**3. Objective**

IOM is hereby undertaking a solicitation of proposals from Travel Agencies which are interested to provide various Travel Management Services. 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, upon satisfactory evaluation of performance as stipulated by IOM.

**4. Scope of Services and Expected Outputs**

The successful Travel Agency shall provide full, prompt, accurate and expert travel products and services to the IOM from 08:30 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. 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 economic and most direct routing; Also inform the restriction and penalties for ticket changing and cancellation.
* In the event that required travel arrangement cannot be confirmed, the Travel Agency shall notify the IOM 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 as per conditions enforced by airline carriers;
* The Travel Agency shall promptly issue and deliver accurately printed e-tickets whenever required ;
* The Travel Agency shall accurately advise IOM of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings;
* The Travel Agency will proactively communicate with IOM if the reservation made should be extended or cancelled and make new reservations as requested.

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 at the most direct and economic routing.
* The Travel Agency shall propose fares/airline routings in accordance with the latest UN Airline Safety List;

3) Travel Information / Advisories

* 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 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 unutilized pre-paid tickets and credit these to IOM as expeditiously as possible;
* The Travel Agency shall refund tickets within one (1) month;
* 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 IOM or the traveler;
* The Travel Agency shall report back to IOM on the status of ticket refunds.

5) Supplier Relations

* The Travel Agency shall not favour any particular air carrier when making reservations;
* The Travel Agency shall maintain excellent relations with all air carriers for the benefit of the IOM.

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 IOM ;
* The Travel Agency shall designate a suitable Client Manager to IOM for overall service management and routine communication.
* The Travel Agency is strongly required to keep the personnel stability of the Client Manager and ensure the continuity of travel service in a smooth manner.
* 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 IOM;
* Regular meetings between senior management to monitor and review progress on an ongoing basis with a view to suggesting improvements to the service.
* **The IOM shall be notified of any deficiencies found and corrective action taken;**
* The Travel Agency warrants that the personnel assigned to handle the IOM 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) Providing an Interface with major Airlines to get the best corporate deals**:** Ability to facilitate meetings with senior colleagues from Airlines to get the best corporate deals for IOM.

8) Maintain and update the ID data of the frequent travelers and keep it safe and secure. Never disclose/share the data without authorization. Strictly follow IOM data Protection Principals.

**Optional Services Requirement**

**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 IOM:

| **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 | * For confirmed bookings via itinerary within two hours 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 IOM to negotiate preferred rates and concessions | Voluntarily offering to assist IOM 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: 2 lines  Emergency: 24 hours  Email: available  Website: available |
| Responsiveness | Willingness to go out of one’s way to help the traveler | Regular coordination meetings with IOM Operations Management Team ;  Travel Agency Performance Review 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 week from date of cancellation |
| Complaint Handling | Ability to resolve complaints | Timeliness: one (1) week  Clear line of escalation  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 IOM Travel Policies; | High Proficient and at least 5 year experience in corporate specialization in Travel Management Services |
| 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. Hours of Services | Readiness to do business | Travel Expert to commence business | * The Travel Agent(s) should provide travel services from 8.30 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. IOM Travel Policy | Adherence to IOM | Knowledge of IOM Travel Policy and secure reservations only in compliance with it | * Send 3 options for each request (if available) which are most direct & economical routes |

**C. *Contractual and Institutional Arrangements***

**7. Contract Parameters**

IOM envisages entering into an agreement with one selected Service Provider for the provision of Travel Management. The initial period of the contract will be one year with the option to extend for one additional year, subject to a satisfactory performance evaluation.

The Travel Agency, selected as a result of the present Bid, will pass on to the IOM 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.

**8. Roles and Responsibilities**

The Travel Agency shall collaborate with the representatives designated by the IOM, 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 08:30 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 IOM Travel Policy and special fares and conditions offered by air carriers to the IOM. 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, disaggregated by ticket fare, taxes, service fee and other charges if applicable.

The IOM 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 IOM 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 IOM 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 IOM 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 and Billing**

The IOM 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 IOM reserves the right to terminate contract with the Travel Agency at any time if the Travel Agency charges IOM on higher rates than market standards or does not render minimum services described in this tendering document.

Billing and Invoice

* The Travel Agency shall send an official VAT invoice accompanied by itemized itinerary to the designated representative of the IOM at the end of each month for all services provided to the IOM during that month;
* The invoice shall be issued in PKR ;
* The itemized itinerary shall be disaggregated by ticket fare, different type of taxes, service fee and other charges (if applicable);
* The IOM shall effect payment to the Travel Agency upon review and approval of the services included in the invoice;
* The payment by IOM will be made only by bank transfer.

**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 IOM shall have the following minimum eligibility criteria:

* Legal registration with relevant government entity
* Accredited IATA Travel Agency duly licensed in the country, with minimum 5 years of experience
* The vendor should have a minimum average annual turnover of about PKR 500 Million during the past 4 years (exception to year 2021 due to COVID would be granted)
* Minimum 5 years of experience in corporate specialization in Travel Management Services
* Evidence of satisfactory credit rating (“Good Credit Worthiness” or equivalent) by national or international recognized and reputable reporting agencies).
* Maintains an over all good track record in serving international organizations, embassies and medium to large multi-national corporations;
* Employs competent and experienced travel experts, especially in ticketing and fare computations, as evidenced by their track record in their Curriculum Vitae;
* Financially capable of rendering services to IOM;
* Maintains facilities of on-line booking / airline reservations (i.e. Amadeus (mandatory), Galileo or similar), international ticketing and ticket printing facilities;
* Willing and able to guarantee the delivery of products and services in accordance with performance standards required under this TOR.

The nominated travel experts in the proposal must be the employee who will be responsible for the management of travel services to IOM 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 IOM one month in advance. IOM 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, IOM 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.