



## **ANNEX 2 – TERMS OF REFERENCE**

### **PROVISION OF TRAVEL MANAGEMENT SERVICES FOR UNFPA PSRO**

#### **1.0 Background**

The UNFPA Pacific Sub Regional Office in Fiji intends to appoint **two** Common Travel Services Provider for the UNFPA Pacific Sub Regional Office based in Fiji which covers 14 countries within the Pacific.

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

The estimated value of the travel business for UNFPA in 2023 was in excess of FJ\$1 million.

#### **2.0 Objective**

The Contract with the selected Travel Agent would cover the provision of travel management and related services that include, but are not limited to, air travel reservation; ticketing; visa arrangement and advisory; and arranging all formalities related to travel documents processing for UNFPA.

#### **3.0 Travel Policy**

Current air travel policy requires the Travel Agent in all cases to book the most direct and economical route on the lowest available fares and to research alternate itineraries (at least three options) in order to provide the lowest appropriate fares, which satisfy UNFPA's travel policies and mission requirements. The UNFPA travel policy embody the following basic principles which, however, are subject to subsequent revision:

- a. Where available, use the lowest applicable fare (restricted fares) is the preference;
- b. Alternative fare quotes on different classes and routes to be provided with all conditions and restrictions fully listed out for each travel;
- c. Business class travel or equivalent would be applicable for travel that take nine (9) hours or more (except for certain conditions and UN consultants and contractors under certain contracts);
- d. Travel regulations prohibit first-class travel except for a few specific categories;
- e. The Travel Agent must be acknowledgeable of and prepared to offer special fares, restricted fares, discount fares, and bulk fares for use whenever appropriate. Fares which entail unrestrictive conditions (such as penalty or stay-overs), however, shall only be booked with the express approval of authorized UN Agency personnel;

#### **4.0 The Scope of Services**

##### **4.1 Travel Services:**

The selected Travel Agent shall provide full, prompt, accurate, and expert services to staff of UNFPA in accordance with the UN policies, procedures, and guidelines. The services required under this Terms of Reference shall include, but not limited to, the following:

- a. The Travel Agent shall provide all personnel, equipment, systems, materials, supervision, and other items and services necessary to perform travel management services.
- b. The Travel Agent shall be equipped with fully automated accounting system interfaced with computerized reservation system and ability to make the systems compatible with UNFPA



systems and requirements. Financial reports, statements and invoices shall be generated and printed directly from the financial package.

- c. The Travel Agent shall be able to manage e-ticketing and issuance of e-visas.
- d. The Travel Agent shall provide courteous, responsive, and efficient service at all times to fulfill the UN Agencies requirements.
- e. Official travel must be organized on short notice, thereby placing a premium on efficiency and rapid communication in handling all travel related matters. In providing the service, the Travel Agent shall comply with all aspects of UNFPA's travel policy.
- f. For every request from the designated travel staff at UNFPA, the Travel Agent shall within two (2) hours from time of request make bookings based on the lowest available fares and the most direct and economic routing that are consistent within the entitlement of the applicable travel policy and prepare appropriate itineraries and formal quotations.
- g. For every approved UN Travel Authorization (TA) or Purchase Order (PO), the Travel Agent shall immediately within twenty-four (24) hours arrange for the issuance and delivery of the tickets for the traveler.
- h. In case of an emergency situation and in case an approved Travel Authorization could not be submitted, the Travel Agent should act on the basis of instructions from an authorized UN personnel. Such person(s) with the authority to instruct a travel without a Travel Authorization shall be determined and informed to the Travel Agent.
- i. Tickets and other travel documents shall be available in accordance with the standards agreed with the Travel Agent, but no less than forty-eight (48) hours before time of departure, unless the request for ticket comes lesser than forty-eight (48) hours.
- j. The Travel Agent shall promptly issue and deliver accurately printed tickets and detailed itineraries showing the accurate status on all segments of the journey to the travelers or their authorized representatives up to their office premises. The Travel Agent shall verify with the concerned focal point regarding the itinerary data, class service and fare amounts prior to releasing travel documents.
- k. The Travel Agency shall in a timely manner provide reconfirmation and revalidation of Airline Tickets which are returned as a result of changed routing. Printed itineraries showing complete information on status of reservation on all carriers should be provided. For wait-listed bookings, the Travel Agent shall provide regular feedback on a daily basis on the status of the booking.

#### **4.2 Voids and Refunds:**

- a. The Travel Agent shall void tickets and hotel reservations where possible to avoid charge to the UN Agencies.
- b. Where complete refunds are obtained, the Travel Agent shall process the refund within the reporting week received.
- c. The Travel Agent shall process partial refunds requiring fare calculation as expeditiously as possible and within 30 days of receipt.
- d. The Travel Agent shall provide a report showing all unused non-refundable tickets. The Travel Agent shall put information in traveler profiles regarding the value of unused non-refundable tickets and shall adopt procedures to assist travelers in the future.

#### **4.4 Emergency Support:**

- b. The Travel Agent shall render other specialized assistance as required by the UN in emergency situations.



- b. The Travel Agent shall have the capability to operate within 24 hours from an offsite location in case of an emergency and shall provide the contact numbers of key personnel as mutually agreed.

#### **5.0 Other Supplementary Services:**

- a. The Agent shall facilitate the processing of all visas and immigration requirements for official travellers at no extra cost.

#### **6.0 Reporting:**

- a. The Travel Agent shall provide monthly "Travel Advisory Information" and any travel advisories from the Airline, Embassies or the Immigration Department as soon as it is released.
- b. The Travel Agent shall provide the travelers with online and/or offline relevant information on destinations, e.g. airport transfers/ land transportation facilities, currency restrictions/ regulations, health advisories, security advisories, weather conditions, etc.
- c. The Travel Agent shall create and update travelers' profiles for frequent travellers and verify the information with the traveler at the time each new booking is initiated.

#### **7.0 Travel Agency Staffing -Qualifications of the Travel Agent:**

- a. The Travel Agent shall have in its current office all the necessary equipment and facilities to handle minimum requirements of the UN Agencies.
- b. The Travel Agent currently maintains a nationwide services coverage as well as global network/ affiliates in major UN destinations.
- c. The Travel Agent shall employ experienced and professionally trained travel experts and staff to handle minimum requirements of UNFPA.
- d. The Travel Agent shall use all appropriate means to anticipate peak booking periods and adjust staff accordingly.
- e. The Travel Agent shall have sufficient partnership arrangements.
- f. The Travel Agent shall be experienced in managing onsite and offsite services, and that it is equipped with online reservation and ticketing system (domestic and international).
- g. The Travel Agent shall assign adequate personnel to provide prompt, courteous and efficient service and to fulfill its obligations under the Contract. In general, the Travel Agent shall assign the relevant personnel according to their technical know-how and reliability.
- h. The Travel Agent shall make sure that their staffs are well trained on UN policies and procedures.

#### **Technical Criteria for Evaluation:**

- Local Business license or TIN registration confirming more than 5 years of operations in Fiji.
- Copy of IATA Accreditation
- Reference from other employers or contact details of 3 Referees.
- Provide CV's of 2 dedicated travel consultants and a Travel Manager confirming more than 5 years of travel experience

#### **Financial Evaluation – Price Schedule**

The below table is a sample of the routes that UNFPA has utilized over the past years. The travel agent is required to provide total airfare cost inclusive of base fare, taxes and relevant service charges for each of the routes at restricted fare level for economy class option.



**Note:**

- The below sample will be used for the purpose of the financial evaluation, the agreement will not only be limited to these routes as this just serves as a sample. The travel services management agreement will include tickets for all domestic and international travel for UNFPA travelers.
- Travel agent may use the current market rates to obtain the fare levels of the below routes noting that the actual ticket cost for these routes at the time of ticketing may have a +/- 10%.
- Partial bidding will not be considered, you are required to provide a quote for each of the routes.

No.	Region	Routes	Restricted Lower fare
1	Pacific	Suva/Nadi/Vila return	
2		Suva/Nadi/Apia return	
3		Suva/Nadi/Tarawa return	
4		Suva/Nadi/Nukualofa return	
5		Suva/Nadi/Honiara return	
6		Suva/Nadi/Sydney return	
7		Suva/Nadi/Auckland return	
8	Asia Pacific	Suva/Nadi/HKK/Bangkok return	
9		Suva/Nadi/Syd/Bangkok return	
10		Suva/Nadi/Singapore/Bangkok return	
11		Suva/Nadi/Singapore/Kuala Lumpur return	
12		Suva/Nadi/Guam/Honolulu/Majuro return	
13		Suva/Nadi/HKK return	
14	Americas	Suva/Nadi/LA return	
15		Suva/Nadi/LA/NY return	
16		Suva/Nadi/LA/Panama return	
17	Europe	Suva/Nadi/LA/Panama/BGI (Barbadoes) return	
18		Suva/Nadi/Brisbane/Dubai/Rome return	
19		Suva/Nadi/LA/Heathrow return	
20		Suva/Nadi/LA/Copenhagen return	



## **8.0 Terms of Payment:**

- a. Statement of account or invoice for all travel requests shall be submitted to UNFPA 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, the date, the invoice number and the name of the concerned travel focal point.
- b. 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.
- c. 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 UNFPA has certified that the services have been satisfactorily performed by the Travel Agent.

## **9.0 Contract:**

- a. The Contract shall not impose a minimum guarantee on volume sales on the part of UNFPA.
- b. The Travel Agents would be contracted for a period of 3 months with a possible extension of another 3 months.
- c. Notwithstanding the proceeding paragraphs, the UNFPA reserve the right to terminate the Contract at any time in accordance with the General Conditions of Contract (Annex).
- d. Unless otherwise specified in the Contract, UNFPA shall have no obligation to procure minimum services from the travel agent, and UNFPA shall have no limitation on its right to obtain goods or services of the same kind, quality and quantity described in the Contract, from any other source at any time.