

Technical Requirement Submission Form for RFQ 010 – Travel Services Management

The Travel Agent shall provide full, prompt, accurate, and expert services to staff of UNFPA in accordance with the UN policies, procedures, and guidelines.

Please place a tick if the travel agency meets the technical requirements mentioned below:

No.	Requirements	Yes	No	Comments (Optional)
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.			
	Additional requirements on documents submission:			
1.	Local Business license or TIN registration confirming more than 5 years of operations in Fiji.			
2.	Copy of IATA Accreditation			
3.	Reference from other employers or contact details of 3 Referees.			
4.	Provide CV's of 2 dedicated travel consultants and a Travel Manager confirming more than 5 years of travel experience			

Name, title and signature	Date and place