

RFP/GRC/2019-031

Annex A

Terms of Reference for Travel Management Services for UNHCR Greece -Programme Unit activities-

Scope: UNHCR Greece is interested to Establish Frame Agreement(s) with initial duration of 2 (two) years, potentially extendable for a further period of 1 (one) year with a travel Agency that would be responsible for:

- 1) Obtaining tickets for all commercial modes of transport (i.e., air, rail, bus, boat, car), hotel bookings, for Persons of Concern to UNHCR to any destination locally or worldwide;
- 2) Negotiating and concluding – on behalf and for the benefit of UNHCR– discount agreements with major air carriers and hotels.

The services primarily include those associated with the persons of concern to UNHCR, but may also include official missions of Government and counterparts or other entities

The Agency shall not favor any particular carrier nor hotel when making reservations unless otherwise specifically agreed in writing by UNHCR. The Agency shall fully adhere to the current **Travel Policy detailed below:**

Current air travel policy requires the Agency in all cases to book the most economical and most direct routes and search for alternate itineraries (if available) in order to provide the lowest appropriate fares, which satisfy the travel policies and mission requirements. Our travel policies embody the following basic principles:

- Always the most direct and economic route,
- Use low cost carriers where possible,
- If low cost is not available or suitable, use of the lowest applicable fare (including penalty fares) is the preference,
- Full economy fares may be used only if no appropriate reduced fares are available,

The Agency must be knowledgeable of and prepare to offer in accordance with the established travel policy: special fares, restricted fares, discount fares, and bulk fares for use whenever appropriate. Fares which entail restrictive conditions (such as penalties or stay over), however, shall only be booked with the express approval of authorized UNHCR personnel or the agency duly authorized by UNHCR to perform such services on its behalf.

Requested Services

1. Travel Information and Advisory Services

The 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;
- 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;
- Provide travelers with online and offline relevant information on official destinations (i.e. visa requirements, security procedures, airport transfers/land transportation facilities, currency restrictions/regulations, health precautions, etc.);
- Promptly notify travelers of airport closures, delayed or cancelled flights, other changes that might affect or will require preparations from travelers, sufficiently before departure.

2. Reservation and Ticketing Services

The Agency shall:

- make reservations, issue and deliver tickets for all commercial modes of transportations (i.e., air, rail, bus and boat),
- make bids and prepare appropriate itineraries and formal quotation in two (2) working hours based on the **lowest fare and the most direct** and convenient routing in accordance with entitlements prescribed in the above mentioned Travel Policy (low cost, special fares, restricted fares, discount fares, and bulk fares for use whenever appropriate). In the event that required travel arrangement cannot be confirmed, notify the requestor of the problem and present alternative routings/quotations for considerations,
- accurately advise the requestor of ticketing deadlines and other relevant information every time reservations are made in order to avoid cancellations of bookings,
- for wait-listed bookings, provide regular feedback on status of the flight,
- reconfirm and revalidate airline tickets, re-issue tickets which are returned as a result of changed routing or fare structures and printed itineraries,
- promptly issue and forward the tickets in the electronic format with detailed itineraries showing the accurate status of the airline on all segments of the travel,
- in case the ticket is not electronic, it shall be delivered to the requestor's office free of charge to UNHCR premises,
- provide boat, train, bus and/or hotel reservations and tickets to requestor as and when needed,
- Advise market practices and trends that could result in further savings to UNHCR, including the use of corporate travel booking tools with automated travel policy compliance and enforcement.

*The estimated annual requirement of UNHCR for ferry tickets an estimation of 10,000 to 30,000 tickets annually that may increase or decrease depending on the number of arrivals to Greece.

3. Transfer Services

Upon request, the Agency shall provide transportation services primarily for people of concern, but also to Government and counterparts, official visitors or other entities staff members, their dependents. The drivers to be assigned for transfer services shall carry a nametag with UNCHR logo on it in order to be identified by the travelers. The speed limits and all other traffic laws enforced by the local legislation shall be strictly adhered to by the drivers providing airport transfer services.

4. Car Rental and Taxi Services

The Agency shall:

- Arrange vehicle rental in Greece upon request and with a professional driver where necessary.
- In case the service is contracted through third parties, provide full details of the company from whom the cars are rented as well as the make/model and year of manufacture,
- Ensure that prices for the rental are negotiated and competitive,
- In case a driver is requested, the Agency shall ensure that the driver has basic English knowledge and full knowledge of the country roads and traffic rules,
- Ensure that the vehicles are fully compliant with safety requirements and insurance obligations enforced by the local laws and regulations.
- If and where necessary the company might be requested to organize a taxi service for vulnerable persons of concern. Such services be organized based on the prevailing market conditions, using commercial taxi services. The offer must include the taxi cost per kilometer or route.

*For Car rentals services the estimated annual requirement will an estimated annual average of 600 to 1,000 bookings

5. Hotel Booking Services

The Agency shall:

- Provide lowest hotel rate options using the negotiated hotel rates of UN, Agency or lowest market available,
- Offer negotiated hotel rates in Greece and worldwide based on UNHCR communication,
- Provide hotel itinerary including arrival dates, confirmation number, hotel rate secured, guaranteed reservation information, time limit and cost (if applicable) required for cancellation, penalties for changes, contact addresses/phone numbers,
- Any cost or advance related to hotel booking and invoicing details shall be instructed by UNHCR for each booking.

6. Accommodation for People of Concern

The Agency shall:

- Provide low cost hotel rates with breakfast, half or full board options and offer negotiated hotel rates in Greece,
- Provide hotel itinerary including arrival dates, confirmation number, hotel rate secured, guaranteed reservation information, time limit and cost (if applicable) required for cancellation, penalties for changes, contact addresses/phone numbers,
- Any cost or advance related to hotel booking and invoicing details shall be instructed by UNHCR for each booking,
- **Some** of the locations for this service are: Lesbos, Kos, Samos, Chios, Leros, Kalymnos and Rhodes are subject to be changed during the course of the Contract. These locations are stated in order to enable bidders to have an indication. These may also include locations on the mainland Greece.

*The estimated annual requirement is estimated be between 4,000 to 12,000 bookings depending on the number of POCs to be relocated in urban areas within the country and may vary depending on new potential influxes

Quality Control

- Have in place internal quality control, corporate standards and workflow related to travels, ticketing, reservations, travel document services, car rental and, hotel arrangements,
- Designate a quality representative who will act as a focal point of UNHCR for all the above mentioned services,
- The Agency is required to create a corporate email address for UNHCR such as: unhcr@travelagency.com where UNHCR should submit to the Contractor.
- Have bi-weekly verification of charges for the invoices done locally together with the respective UNHCR officers on the ground.
- The invoices must include the name of the authorized UNHCR official who requested the service.

Reporting Requirements

The Agency shall provide quarterly management reports to UNHCR including the following information:

- Monthly and quarterly reports reflecting the total charges, volume, number and category of the transactions made; Monthly reports will be based on the invoices verified jointly on a bi-weekly basis in the field (please refer to quality control)
- The total volume and number of tickets/reservations issued by the type of service (e.g. separately for ferry tickets, bus service, car/taxi rental) and accommodation;
- Breakdown of ticketing services into destinations
- Names of the travelers
- Names of the beneficiaries of accommodation including the cumulative duration of stay.

Special Requirements and Conditions

All communication between UNHCR and the agent shall be exclusively in English and in writing. UNHCR reserves the right not to proceed with the agent's offer, if better fares than those quoted are found by UNHCR in the respective offer.

The travel agent shall provide the above mentioned services both for official missions and for private requests of staff members. The private request will have to be invoiced to the staff members. If the cost of a ticket is to be shared by the office and the staff member, the agent is required to issue two separate invoices.

The Agency must provide **24/7 support and emergency services available** out of office hours, weekends and public holidays.

The travel agent shall provide minimum three offers for all the above requested services, whenever possible, and the provision of offers should be free of charge.

If the bidder is not IATA accredited, they cannot proceed further to the Technical evaluation.

Invoicing and Payment Instructions

Upon confirmation of each booking, except personal bookings of Staff Members, the Contractor shall invoice UNHCR and send all the original invoices to UNHCR usually by post to the Finance Department of UNHCR and a copy of each invoice shall also be shared via email, and a tabulation in excel format as well, if not otherwise stated in the Purchase order issued.

UNHCR shall, on the fulfillment of the delivery terms, unless otherwise is provided in the Contract or Purchase Order, make payment by bank transfer within 30 days of receipt of the contractor's invoice for the services and copies of any other documentation specified in the Contract and agreed in the Purchase order.

*Figures stated are **an indication** of the projected requirements and do not represent a commitment for UNHCR to purchase a minimum quantity of services. Quantities may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders against the Frame Agreement

Performance Evaluation/Key Performance Indicators

UNHCR expects to monitor the performance of the selected supplier via Key Performance indicators:

Compliance with response time: All the requested offers/responses are received within the timeframe of maximum 1 ½ hours. (The start time for evaluation is when the email is sent to the travel agent.)

Timely and accurate Responsiveness to UNHCR requirements of requested services as per UNHCR Policy and specific requests

Capacity to successfully handle at least 25 requests per day

Compliance with reporting requirements: Requested and scheduled reports are received on time and without errors.

Phone calls are attended. No complaints received from travel focal points.

Ability to provide sufficient 24/7 services: Emergency service is available and accessible in the time of need.

Satisfactory provision of services: Number of complaints received from travel focal points (arrangers) and travelers in the Agencies for low quality services (low number means good performance)

Ability to cross-check and reconcile payments received by UNHCR in an accurate and timely manner