



## **Terms of Reference**

### For the selection of Travel Agent(s) for the UNCT in Podgorica

#### **I. Background:**

The UNCT in Podgorica plans to negotiate contract(s) for a two-year period (2008-2010) in case of the successful provision of travel management services (TMS) with qualified Travel Agent(s).

The total annual volume of tickets procured in 2007 year by the UNDP was in excess of EURO 80,000 of both international and local travel. Although there is no expected travel budget, ticketing volume in the years to come is expected to remain at the comparatively similar levels.

#### **II. Objective:**

Contract(s) with qualified Travel Agent(s) would cover the provision of travel management and related services hereafter referred to as "Travel Management Services". Travel Management Services shall include, but not limited to: airline ticketing and airport transfer, hotel reservations, and related services (travel insurance, car rental arrangements) for travel plans and preparation of suitable itineraries (including alternative routings, departures and arrivals) at the lowest cost for Staff Members and/or their dependents (for purpose of official and non -official travels) and consultants, government officials and participants attending meetings or on official business for the UNCT. Scope of other mode of transportation (i.e. train) is very much limited. There is no major destination/route for traveling. All the air travel is to other countries. TMS also include facilitating the arrangement of conferences, meetings, seminars and training workshops.

#### **III. Travel Policy:**

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

1. Where available, use of the lowest applicable fare (including penalty fares) is the preference;
3. Full economy fares may be used if no appropriate reduced fares are available;
4. Business class travel or equivalent may be applicable only in limited situations;
5. Travel regulations prohibit first-class travel except for a few specific categories;
6. The Travel Agent(s) must be knowledgeable of and prepare to offer 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 Agency personnel;
7. The Travel Agent(s) shall, where appropriate, attempt to obtain free business class and first class upgrades for UNCT travelers. Any upgrades should be used for the cost-savings purposes.

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#### **IV. Services to be furnished by the Travel Agent(s):**

The Travel Agent(s) contracted will provide a wide range of TMS (travel management services) and should have the capacity to handle commercial accounts.

##### ***A. General***

1. The Travel Agent(s) should provide travel services from **8.00 am to 5.00 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. One of the Travel Agent(s)'s employees shall always be reachable by phone. The contact phone number will be given on an answering machine;
2. The official travel requirements shall be accorded the highest priority and, therefore, the Travel Agent(s) shall ensure that servicing private travel does not delay, impede or frustrate the Travel Agent(s) timely and effective processing of the UNCT official travel;
3. Much of the official travel must be organized on short notice, thereby placing a premium on efficiency and rapid communication in handling all travel related matters. Furthermore, in carrying out its diverse worldwide operations, the UNCT need not only to arrange for travel of its Podgorica based staff, but also for the travel of new staff, participants in meetings, and staff from other parts of the world;

##### ***B. Reservation and ticketing***

1. For every duly approved UN Travel request, Travel Agent(s) shall immediately make bookings on the two (2) main airlines operating the route and prepare appropriate itineraries and formal quotations based on the lowest fare and the most direct and convenient routing;
2. In the event that required travel arrangements cannot be confirmed, Travel Agent(s) shall notify the requesting party of the problem and present three (3) alternative routings/quotations for consideration;
3. For wait-listed bookings, Travel Agent(s) shall provide regular feedback on status of flight;
4. Travel Agent(s) shall promptly issue and deliver accurately printed tickets and detailed itineraries, (in printed and electronic format) showing the accurate status of the airline and hotel reservations on all segments of the journey; and shall keep abreast of carrier schedule changes, as well as all other alterations and new conditions affecting travel and make appropriate adjustments for any change(s) in flight, train, bus schedules prior to or during the traveler's official trip. When necessary, tickets and billings shall be modified or issued to reflect these changes;
5. Travel Agent(s) shall accurately advise the UNCT of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings.
6. Travel Agent(s) ensure that all traveling staff has complete travel documents required for their journeys, sufficiently before departure;
7. Air tickets shall be issued only on approved ticket stock of the International Air Transportation Association ("IATA") or tickets stock of recognized, reputable airlines as approved by the UNCT;
8. Travel Agent(s) shall only act on travel requests for official travel submitted by the responsible staff of the UNCT;
9. Travel Agent(s) shall be given complete copies of the various UNCT travel policies and procedures and shall be fully familiar and comply with these policies and procedures for all official Travel;
10. Travel Agent(s) shall provide an information service to notify the UNCT and the traveler of such events as airport closings, canceled or delayed flights, trains, buses voyages and strike situations as well as of local political or safety conditions which may affect travel to any particular destination;
11. The Travel Agent(s) shall provide all official travelers with last seat availability, advance seat assignments and advance boarding passes on all airlines for which the Travel Agent(s) can offer these services. The Travel Agent(s) is expected to expand these services, as they become available on additional carriers.

### ***C. Hotel accommodation and facilities for organization of the workshops***

1. The Travel Agent(s) shall make reservations for lodging accommodations when requested. This service shall include initiating and confirming reservations, and confirming the all-inclusive rate at which the reservation is made;
2. The Travel Agent(s) agrees to negotiate to the maximum extent possible, discount rates, including net rates, for hotel accommodations applicable specifically to reservations by the UNCT for official travel and for seminars/workshops and to arrange such services on a worldwide basis when requested to do so;
3. Providing the necessary equipment for the workshop/seminars (projector, screen, printer, lap-top computer)

### ***D. Other Services***

1. Travel Agent(s) shall indicate any special features, programmes, or services that would be beneficial to the UNCT and its travelers (e.g., "Meet and Greet", Lost baggage follow-up, insurance, preferred seating arrangements, ).

### ***E. Traveler's Profiles***

1. The Travel Agent(s) shall maintain computerized profiles of all frequent travelers, as designated or defined from time to time by the UNCT, setting forth the traveler's preferences regarding airlines, hotels, seating and meal requirements, passport and credit card information, and such other information as is useful to facilitate such travelers travel arrangements.

### ***F. Ticket Delivery***

1. The Travel Agent(s) shall deliver tickets, based upon proper authority from the UNCT in case of official travel, as set forth in Section B above, itineraries, boarding passes (where available) and other travel documents as determined necessary by the UNCT. Tickets shall routinely be provided not earlier than one or two days in advance of travel unless required otherwise. The Travel Agent(s) shall deliver tickets to the UN traveler at the Podgorica premises of the respective UNCT during business hours, except for tickets that need to be delivered in other countries to UN travelers on official travel, in which case the Travel Agent(s) shall use other facilities to effect such deliveries. Furthermore, the Travel Agent(s) shall, as requested provide emergency ticket delivery, or prepaid tickets or otherwise, after hours at an appropriate airport or through one of its office or correspondent worldwide.

### ***G. Management Reports***

1. The Travel Agent(s) shall provide the UNCT with management information reports consisting, at a minimum, of the following:
  - a. A concise quarterly narrative (not more than one page) of the Travel Agent(s)'s activities, which shall be submitted to the UNCT within 15 calendar days after the end of the quarter. This report should identify problems, if any, and recommend solutions. Suggestions to enhance service should be included;
  - b. A quarterly summary (including year to date cumulative figures) of sales activity data, which shall be submitted to the UNCT within 15 days of the end of the quarter. This summary shall reflect all official sales activities with each airline based on ticket's value. This report should also show a detailed analysis of the number of trips, most frequent city-pairs, carries used,

savings achieved from the carrier's lowest available "Y" fare. "Ticket refund" status reports are also required.

#### ***H. Refunds***

1. The UNCT shall be fully reimbursed at all times by the Travel Agent(s) for partly or fully unused tickets and PTA, subject to applicable regulations. The Travel Agent(s) shall process for refund all returned airline tickets for official travel within seven days. Travel Agent(s) should avoid using PTA as much as possible, in view of the difficulties in obtaining refunds. If tickets are paid for by credit card, a Credit Card Refund Notice shall be processed by the Travel Agent(s) within a reasonable time period.

#### ***I. Service Standards***

1. The Travel Agent(s) shall provide polite, responsive and efficient service at all times to fulfill the UNCT requirements. As a service objective, telephone calls should be answered promptly. When it is necessary to place calls on hold, they should not be kept on hold for more than a few minutes and call-back, when necessary, should be made within one hour.

#### ***J. Supplier Relations***

1. Travel Agent(s) shall not favor any particular carrier when making reservations.
2. The Travel Agent(s) shall maintain excellent relations with all carriers for the benefit of the UNCT.
3. The Travel Agent(s) shall undertake to provide contacts between the UNCT and, inter alia, airports, airlines, hotels and car rental companies, and shall arrange for regular meetings between the UNCT and such entities for the benefit of the UNCT.

#### ***K. Private Travel***

1. The Travel Agent(s) shall provide the UNCT staff with any information on local and non-local travel, including lodging, resorts and clubs for holidays and other private travel, with all related services. The Travel Agent(s) shall provide vacation arrangements for all well-known tour operators, as well as its own products in the leisure market, including flight, only arrangements at bulk prices. Its personnel shall be trained to handle such private travel arrangements. However, the Travel Agent(s) shall always give priority to handling official travel over any private travel.
2. The Travel Agent(s) notes that the UNCT do not guarantee the Travel Agent(s) any minimum level of private travel, or exclusivity in handling such private travel.

#### ***L. Performance Evaluation and Review***

1. The Travel Agent(s) shall meet periodically with the UNCT to discuss issues of mutual concern, to review the Travel Agent(s)'s performance and to discuss improvements which the Travel Agent(s) or the UNCT should make in order to achieve more effective travel management and greater savings. The Travel Agent(s) shall arrange meetings twice a year to discuss travel updates and other travel matters with the UNCT. The Travel Agent(s) shall make the UNCT aware immediately of major industry changes, which have a broad impact on its travel policy or procedures.

#### ***M. Travel Agent(s)'s Quality Control***

1. The Travel Agent(s) shall establish and operate to monitor on a regular and continual basis the quality of travel services provided to the UNCT. 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 UNCT. The UNCT shall be notified of any deficiencies found and corrective action taken; such actions shall be included in the Travel Agent(s)'s narrative report required under Section " G " above.
2. The UNCT reserve the right to conduct their own quality control surveys among frequent travelers.
3. The Travel Agent(s) warrants that the personnel assigned to handle the UNCT travel arrangements shall have a strong tariff experience and shall constantly be trained to be kept up to date.



#### ***N. Conferences and Meetings***

1. The Travel Agent(s) shall, upon request, facilitate the arrangement of conferences, meetings, seminars and training workshops.
2. The Travel Agent(s) shall identify suitable hotels or other establishments, negotiate rates and other terms and conditions and present the final offer for consideration and approval by the UNCT.
3. The Travel Agent(s) shall, if requested, assist the UNCT in preparing for the meeting, including, but not limited to, ensuring that all the agreed upon conditions are being met by the hotel or the establishment where the meeting is to take place.
4. The Travel Agent(s) will ensure that any other services such as registration of participants, additional equipments, assistants, ancillary staff and transportation of participants will be satisfactorily provided.
5. It is understood that the successful bidder will charge a fee for providing the services listed under the points 1-4 above.

#### ***O. Personnel Requirements***

1. The Travel Agent(s) shall assign adequate personnel to service satisfactorily the volume of work and to fulfill its obligations under the Contract with the UNCT. In general the Travel Agent(s) shall assign the relevant personnel according to their technical know-how and reliability.
2. The Travel Agent(s) shall assign a senior representative experienced in providing corporate travel services to oversee the travel management services provided to the UNCT and to ensure full compliance with all requirements of the Contract with the UNCT.
3. The Travel Agent(s)'s employees shall perform their functions in a highly efficient and professional manner.

#### **V. Duration**

1. The Contract(s) shall commence on **1 June 2008** for a period of 24 months (with the possibility of extension) , **through 31 May 2010** unless terminated earlier.
2. Notwithstanding the proceeding paragraph, the UNCT reserve the right to terminate the contract at any time:
  - a.) On three months notice in the event of change of controlling ownership of the Travel Agency or in the event the Travel Agency fails to maintain the performance and service standards set forth in the contract;  
or
  - b.) Immediately in the event of the Travel Agent(s) entering into liquidation, whether compulsory or voluntary, or enters into receivership or bankruptcy, or defaults on its payments to IATA under the Bank Settlement Plan.

#### **VI. Qualifications of the successful Travel Agent(s)**

1. The Travel Agent(s) shall have in its current office all the necessary equipment and facilities, and shall employ a sufficient number of experienced and professionally trained travel experts and staff to handle minimum requirements of the UNCT System.
2. The successful Travel Agent(s) who will be contracted to serve the needs of the UNCT shall have the following minimum qualifications:
  - a) Accredited BSP/IATA Travel Agent(s)
  - b) Maintains a good track record in serving international organizations, embassies and multinational corporations; list of corporate clients should be provided
  - c) Employs competent and experienced travel consultants, specially in ticketing and fare computations, as evidenced by their track record in their Curriculum Vitae

- d) Financially stable – annual report or audited financial statement to be provided
- e) Maintains facilities of on-line booking/airline reservations, in-plant domestic and international ticketing and ticket printing facilities/satellite ticketing printer, basic office equipment, telecommunications equipment, and online booking tool
- f) Capable of deploying motorized messenger(s)/documentation clerk(s) and drivers.
- g) Willing and able to guarantee the delivery of products and services in accordance with the performance standards required by this TOR.

4. The successful Travel Agent(s) shall also be required to devote at least one (1) personnel providing dedicated services to the travel needs of the UNCT in Podgorica.

5. All such personnel will be required to be well-versed on the travel policies of the UN and each of its agencies, and adopt the same knowledge on the conduct of business and delivery of services to the UNCT. The personnel who will be assigned to serve the UNCT need not necessarily be new, but may also be current employee of the travel agency, to be re-assigned to service the UNCT requirements on a full-time basis.

Other expertise needed and facilities required shall be sourced from the existing capacity of the Travel Agent(s).

