**ANNEX E**

**Provision of flight booking services (Travel) – Scope of Services**

**Danish Refugee Council (DRC Asia Regional Office)**

1. **Background:**

The Danish Refugee Council (DRC) is a humanitarian, non-governmental, non-profit organization founded in 1956 that works in more than 40 countries throughout the world. DRC fulfils its mandate by providing direct assistance to conflict-affected populations, refugees, Internally Displaced Persons (IDPs), and host communities in conflict areas. DRC places primacy on promoting a rights-based approach to humanitarian aid with a commitment to protection at the core of its mission.

DRC’s regional presence in Asia was formally established in 2018, though country operations have been in existence much earlier; currently, the region consists of country programs in Afghanistan, Bangladesh, and Myanmar. Beyond these country operations, DRC hosts two platforms in the region, namely the Mixed Migration Centre – Asia (MMC) and the Asia Displacement Solutions Platform (ADSP).

DRC Asia Regional office currently has 20+ staff, and country programs have 7000+ employees working from different cities worldwide. DRC needs flight booking for official trips, home leave, end of the mission, etc., for their employees. We have 100+ international trips every year on average. DRC Asia is looking for a travel agent who can provide a full range of flight services at timely and competitive pricing, giving value for money to the organization.

1. **Scope**

The successful travel agent shall provide prompt and accurate international and domestic travel products and services to staff of DRC and other travellers authorized/accredited under the DRC, in accordance with the DRC Policies, Procedures, and Guidelines. The products and services required by DRC shall basically include, but not be limited to, the following:

|  |  |
| --- | --- |
| Services | Description |
| Reservation and Ticketing | The successful service provider shall propose full, prompt, accurate, and expert hotel reservation and travel services, preparing appropriate itineraries and formal quotations based on the lowest fare and the most direct and convenient routing for every duly approved Travel Authorization, in accordance with the prescribed policy entitlements.  If reservations made by the service provider are not at the lowest available rate allowed at the time of ticketing, the service provider shall refund the difference to the Organization.  If the required travel arrangement cannot be confirmed, the service provider shall notify the Organization of the problem and present a minimum of three (3) alternative routings (quotations for consideration). |
| Airline Ticketing Services | prepare a complete automated itinerary document to include carrier(s), flight and voyage numbers, departure and arrival times (s) for each segment of the trip, tax-exempt information, baggage allowance, etc  accurately advise of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings  inform travellers on official destinations, i.e., visa requirements, airport transfers/land transportation facilities, local points of interest, currency restrictions/ regulations, health precautions, weather conditions,  etc.  promptly notify travellers of airport closures, delayed or cancelled flights, as well as other changes that might affect or will require preparations from travellers, sufficiently before departure time;  take necessary actions in order to resolve issues related to the interruption of the itinerary by the carrier or due to a force majeure  Remind travellers of the need for required medical and security clearances and possible travel restrictions |
| Billing and Invoice | send an official invoice promptly to DRC after the end of each transaction (booking of an air flight, a hotel, etc.)  reconcile the number of services provider’s invoices and the amount paid via DRC on a monthly basis.  assist with changes, re-routings or cancellations requested by DRC and re-issue tickets in conformity with such requests.  immediately process refunds for cancelled travel, and unutilized pre-paid tickets and credit these to DRC expeditiously as possible.  take care that cancellation fees and change reservation date charges imposed by airlines are avoided and absorb cancellation fees and change reservation date charges which are not due to DRC or the traveller’s fault.  report back to DRC on the status of ticket refunds |
| Management Reporting System | consolidate all travel data into one report which can be downloaded automatically at any time.  produce travel summary analytics reporting on different types of expenditures separately.  put in place a mechanism for autogenerating an expense report for each trip, capturing calculated expenses.  report monthly on |
| Emergency travel assistance | provide 24/7 emergency travel assistance for travellers as needed.  at any time, traveller’s locations, and bookings. |
| Availability of Other Services as May Be Requested | Excess Baggage/Lost Baggage  Emergency Services, e.g., sickness, injury, etc.  Airport Assistance  Information on special discounts and promotional fares for all types of travel transportation and hotels, at least monthly |

1. **Applicable Documents**

The following documents shall be applicable for the work to the extent specified hereinafter:

3.1 Certificate of Registration of the business, including Articles of Incorporation or equivalent document if Bidder is not a corporation

* 1. Local Government permit to locate and operate in the current location of the office and/or other similar certificates, accreditations, awards, and citations received by the Bidder, if any,
  2. Statement of Satisfactory Performance from the Top 3 Clients in terms of Contract Value the past 2 years
  3. Other documents that may be Submitted to Establish Eligibility
     1. Company profile
     2. Tax Compliance
     3. VAT registration/Pin certificate
  4. In the event of a conflict between the documents listed above and the content of this Specification, the content of this Specification shall take precedence to the extent of the conflict.

1. **Definitions, Acronyms, and Abbreviations**

The following definitions, acronyms, and abbreviations shall apply throughout this SOW unless defined otherwise hereinafter:

SOW: Statement of Works

DRC: Danish Refugee Council

VAT: Value-Added Tax

PO: Purchase Order

1. **Performance Standards and Service Level Guarantee**

|  |  |  |  |
| --- | --- | --- | --- |
| Product / Services | Performance Attribute | Definition | Standard / Service Level |
| 1. Airline Reservation | Agency Accuracy | Ability to perform task  Completely and without  error | Zero-error in passenger records/airline bookings, fare  computation and 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’  time 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 | 2 working days before  departure date or earlier depending on needs |
| 3. Travel Bookings | Accuracy | Ability to ascertain requirements for various destinations/nationalities | Zero-incident of complaints due to incomplete travel bookings |
|  | Clarity | Ability to deliver the product  or service on or before  promised date | 10 Working days before departure |
| 4. Rates/Pricing | Fairness | Reasonable charges for  services offered | At the same or rates lower than market standards |
|  | Company concern  about fares | Ability to quote competitive fare | At levels the same or  lower than airline  preferred rates.  Guarantee that one  The 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 |
| 5. Problem Solving | Refunds | Ability to process and obtain ticket refunds on a timely basis | 100% within one month from the date of cancellation |
|  | Complaint Handling | Ability to resolve complaints | Timeliness: one (1) week  Manner of resolution: Satisfactory score |
| 6. Travel Consultant | Competence | Knowledge of destinations  Knowledge of airline practices, fare levels and shortest routes and connections | Proficiency rating of not less than 75% |

1. **Qualification of Successful Service Provider,**

*The successful travel agency that will be contracted to serve the needs of DRC shall have the*

*following minimum qualifications:*

**6.1 Administrative/Technical capacity requirements:**

1) Legally registered in Bangladesh / Thailand.

2) The Travel Agent should have a registered office and all required facilities and equipment in

Bangladesh / Thailand.

3) Valid IATA accreditation and possess appropriate licenses and software required for processing

travel reservations and ticket issuance.

4) Minimum 5 years of experience in corporate specialization in Travel Management Services -

supported with evidence of contractual relationship.

5) Minimum of three (3) ongoing or completed contracts for the same or similar services executed in

The last 5 years.

6)For each contract, the travel agent shall provide details of the client’s name, contract dates, contract

values, contract focal point name, and email, work location. [Note: DRC reserves the right to

conduct reference checks with one or more of the listed clients of the Vendor]

7) Maintains a good track record in serving international organizations, embassies, and medium to

large multinational corporations.

8) Maintains facilities for online booking/airline reservations (i.e. Amadeus), international

Ticketing, and ticket printing facilities.

9) Employs competent and experienced travel consultants, especially in ticketing and fare

computations, as evidenced by their track record in their Curriculum Vitae.

**6.2 Financial capacity requirements:**

1) Audited Financial Statement (Income Statement and Balance Sheet) duly certified by a Public

Accountant for the years 2019, 2020, and 2021.

2) Provide maximum credit amount for ticketing to DRC.

1. **Documents required**

1. Annex A: Technical Bid Form
2. Annex B: Tender and Contract Award Acknowledgement Certificate
3. Annex C: General Conditions of Contract
4. Annex D: Supplier’s Code of conduct
5. Annex E: Supplier Profile and Registration Form
6. Bidder Information: Brief description of the company and contact details.
7. Technical proposal comprising of the following:

a. Company Profile, which should not exceed fifteen (15) pages, including the history of the

the entity, key personnel, and highlights of services provided in the past (minimum 3 years i.e.

2019, 2020, and 2021).

b. Information related to past or present litigation (for or against) involving the Vendor for

the last 5 years period, if any.

c. Copy of Company and staff IATA accreditation certificate or confirmation document

that company is in the process of IATA accreditation.

d. Copy of Registration of Incorporation, as per laws of Bangladesh / Thailand. Should the

response to this solicitation is made by a vendor associated with a partner (i.e. Consortium

or Joint Venture) the documentation shall include the corresponding agreement between

the parties indicating the roles and responsibilities of all the partners.

e. Reference letter on past performance from a minimum of two clients, listed in (g) above.

f. CV of Ticketing Manager, Sales Manager, Reservation Manager, and Admin Focal person highlighting their experience.

g. Reference letter from IATA Member Airlines (minimum from 1 reputed carrier).

h. List of IATA-approved ticketing systems (Global Distribution System – GDS)

used/licensed to the Vendor including documentary evidence.

i. Official Letter of Appointment as a local representative if Bidder is submitting a Bid on

behalf of an entity located outside the country.

j. Latest Financial Statement (Income Statement and Balance Sheet) including for the

past (2019,2020,2021)

k. List of Bank References (Name of Bank, Location, Contact Person and Contact

Details)

l. All information regarding any past and current litigation during the last five (5) years

in which the bidder is involved, indicating the parties concerned, the subject of the

litigation, the amounts involved, and the final resolution if already concluded.

1. **Evaluation Criteria**

The Technical proposals will be evaluated against the following criteria

|  |  |  |  |
| --- | --- | --- | --- |
| ITEMS | TECHNICAL EVALUATION CRITERIA | | MAX POINT |
| 1. **Administrative/Technical Capacity** | | |  |
|  | Legal registration | | 2 |
|  | Have a registered office, and a computerized reservation system (Galileo,  Amadeus etc.) office computers, printer, scanner, photocopier… | | 2 |
|  | Have Valid IATA accreditation and possess appropriate licenses and software required for processing travel reservations and ticket  issuance | | 2 |
|  | Minimum 5 years of experience in corporate specialization in  Travel Management Services. supported with **legal documents.**  **(5 years’ experience – 5 marks; 4 years’ experience 4 marks; 3 years’ experience 3 marks; 2 years’ experience 2 marks. 1-year experience 1 mark.)** | | 5 |
|  | Minimum of three (3) ongoing or completed contracts for the same or similar services executed in the last 5 years. (For each contract, the travel agent shall provide details of the client’s name, contact  dates, contract values, contract focal point name and email, and work location. | | 3 |
|  | - 5 or more ongoing/completed contracts (3 marks)  - 4 ongoing/completed contracts (2 marks)  - 3 ongoing/completed contracts (1 mark) | | 3 |
|  | Maintains a good track record in serving international organizations, embassies and medium to large multi-national  corporations. | | 3 |
| **Sub Total 1** | | | **20** |
| 1. **Financial Capacity Requirements** | | | **20** |
|  | | Audited Financial Statement (Income Statement and Balance Sheet) duly certified by a Public Accountant for the years of 2019,2020 and  2021.  - 3 audited statements – 10 marks.  - 2 audited statements- 6 marks  - 1 Audited statement –2 marks | **10** |
|  | | No of secured corporate deals with airlines  - 1 corporate deal – 1 mark.  - 2 corporate deals- 2 marks.  - 3 corporate deals – 3 marks.  - 4 corporate deals – 4 marks.  - 5 or more corporate deals – 5 marks. | **5** |
|  | | Travel Agency Tie-up  - 1-2 tie-ups: 2 marks  - 3-4 tie-ups: 4 marks.  - 5 tie-ups and above: | **5** |
| **Sub Total 2** | | | **20** |
| 1. **Personnel Capacity Requirements** | | |  |
|  | | Travel Manager. Bachelor’s degree. - minimum of five (5) years of practical experience in the management of travel services, in operating the automated reservation and ticketing systems | **8** |
|  | | Admin Focal Person- 5 years of accounting experience with a  minimum of 3 years in the Travel Industry | **6** |
|  | | Reservation Manager and Ticketing (minimum two persons)- Minimum of three (3) years of corporate travel experience. High school diploma or college | **6** |
| **Sub Total 3** | | | **20** |
| 1. **Methodology** | | |  |
|  | | A rating of how well the service provider is ready to provide services in line with requirements stated in e and f. | **20** |
| **Subtotal 4** | | | **20** |
| 1. **Completeness of Response** | | |  |
|  | | A rating of how well the technical proposal contains all information requested in the Request for Proposal  Completeness of Response – 5 marks max.  Overall concord between RFP requirements and proposal- 5 marks  max. | **10** |
| **Subtotal 5** | | | **10** |
| 1. **Case Study** | | |  |
|  | | Case Study- Please Refer to point 8 for the Case Study. The case study must be completed and included in the technical offer | **10** |
| **Subtotal 6** | | | **10** |
| **GRAND TOTAL** | | | **100** |

1. **Case Study**

This case study is part of the technical evaluation. It must be completed with the title,

“Case Study for DRC International Travel Services, December 2022” and included

in the Technical Offer.

The DRC Regional Director will be proceeding on two conferences in

Dhaka-Afghanistan and Myanmar in January 2023.

– Friday 6th January 2023. The other conference in Kabul,

Afghanistan is from Wednesday 12th

– Saturday, 15th January 2023. Both conference dates exclude

travel.

Please provide flight options for the above travel.

1. **Most Frequent Routes**

The most frequent travel routes for DRC Asia Region currently are:

|  |  |  |
| --- | --- | --- |
| From/to | | Type |
| Dhaka | Copenhagen | International |
| Kabul | USA (NY, WA, CA) | International |
| Bangkok | France | International |
| Bangkok | India | International |
| Bangkok | Myanmar | International |
| Bangkok | Denmark | International |
| Bangkok | Nepal | International |
| Bangkok | Indonesia | International |
| Bangkok | Malaysia | International |
| Bangkok | Geneva | International |
| Bangkok | Italia | International |
| Bangkok | Dubai | International |
| Bangkok | Kenya | International |
| Bangladesh | France | International |
| Bangladesh | India | International |
| Bangladesh | Myanmar | International |
| Bangladesh | Denmark | International |
| Bangladesh | Nepal | International |
| Bangladesh | Indonesia | International |
| Bangladesh | Malaysia | International |
| Bangladesh | Geneva | International |
| Bangladesh | Dubai | International |
| Bangladesh | Kenya | International |
| Bangladesh | Italia | International |