

Terms of Reference (TOR) for Provision of Travel Management Services

A. Background

World Vision South Sudan is an independent and private Christian organization working to make significant and sustainable impact on poverty and its causes, with a special concern for children. Over the years, WV South Sudan has continued to help communities and families in the Republic of South Sudan to become less impoverished and more self-reliant.

In order to achieve further time and cost efficiency from economies of scale while ensuring outstanding quality of service, World Vision International, South Sudan wish to enter into a Service Level Agreement with at least 2 (two) of the most competent Travel Agencies to serve all its travel management services.

Travel, as referred to in the TOR, shall apply to all journeys of World Vision International staff from one place to another for official business purposes. These official purposes include, but need not be limited to, to the following:

- Official missions, meetings and various events;
- Interviews of applicants / candidates for employment;
- Appointment and repatriation of staff and family members;
- Home leaves, emergency travels, and educational leaves; and
- Visit to project sites, by World Vision International staff, Government and counterparts, or other entities.

B. Objective

World Vision International South Sudan is undertaking a solicitation of bid proposal from Travel Agencies who are interested to provide various Travel Management Services regularly required by World Vision International South Sudan. The objective of this bidding process is to conclude two service Level Agreement(s) (SLAs) for the period of one (1) year renewable based on performance and funding for Travel Management with two most qualified and competent Travel Agents.

World Vision International South Sudan will be referred to by the acronym "WVSS". The Travel Management Service Providers will be hereinafter referred to as "Travel Agent/s".

Neither this TOR nor the SLA that will be signed shall set a minimum guarantee on volume sales on the part of WVSS. The Travel Agent shall neither be allowed to impose such a guarantee of volume from WVSS at any time before or during the life of the contract.

C. 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 WVSS travel policies and mission requirements. WVSS 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;
2. Full economy fares may be used if no appropriate reduced fares are available;

3. Business class travel or equivalent may be applicable only in limited situations (medical evacuation);
4. Travel regulations prohibit Business class travel except for the above;
5. 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 and WVSS personnel;
6. The Travel Agent(s) shall, where appropriate, attempt to obtain free business class and first class upgrades for WVSS travelers. Any upgrades should be used for the cost-savings purposes.

D. **Contract Parameters**

- WVSS plan to negotiate a one-year contract with one or more Travel Agents for the performance of travel management services.
- WVSS recognize the importance of confidentiality of the data provided: the proposal information and the travel itineraries and reservations of its travelers. Accordingly, the selected agency must keep confidential all dealings with WVSS.
- This Request for Proposal is not to be construed in any way as an offer to contract with the Agency.
- Please note that WVSS is not committed to selecting any of the agencies submitting proposals.
- WVSS will sign Service Level Agreements on behalf of its partners.

E. **WVSS Roles and Responsibilities**

WVSS Administration shall serve as the focal point for the following:

- Send request for quotation
- Issuance, answering questions, coordination of the applications, establish and review reports;
- Conduct performance surveys;
- Obtain monthly progress reports;
- Perform inspection of services, including verification of fares, rates, etc.
- Receive travel invoices and ensure its payment

F. **Scope of Services and Expected Outcomes**

The travel agency shall provide full, prompt, accurate and expert international travel products and services to staff of WVSS. The products and services include, but not limited to, the following:

I. **Reservation and Ticketing**

- For every duly approved WVSS Travel Authorization, travel agency shall immediately make offers and prepare appropriate itineraries and formal quotation based on the lowest fare and the most direct and convenient routing; if reservations made by the travel agency are not at the lowest available rate allowed, at the time of ticketing, the Travel Agency shall refund the difference to WVSS.
- In the event of loss, travel agency shall immediately replace airline tickets;
- In the event that required travel arrangement cannot be confirmed, travel agency shall notify WVSS of the problem and present minimum three (3) alternative routings/quotations for considerations;
- For wait-listed bookings, travel agency shall provide regular daily feedback on status of the flight;
- Travel agency shall reconfirm and revalidate airline tickets, re-issue tickets which are returned as a result of changed routing or fare structures and printed itineraries;



- Travel agency shall promptly issue and deliver accurately printed tickets and detailed itineraries, (in printed and electronic format) showing the accurate status of the airline on all segments of the journey;
- Travel agency shall accurately advise WVSS of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings;
- Travel agency shall provide information on airline tickets schedules;
- Travel Agency shall provide restricted Premium Class Service.
- The tickets reservation should exclude flights/airlines as per the latest UN Airline Safety List. Such restricted flights/airlines must be automatically taken out.
- Travel Agent shall not favor any particular carrier when making reservations and shall maintain excellent relations with all air carriers for the benefit of WVSS.
- For wait-listed bookings, the Travel Agent shall provide regular feedback every six (6) hours on the status.

2. Airfares and Airlines Routings/Itineraries

- Travel agency shall propose fares/airline routings and guarantee that it shall obtain the lowest available airfare for the journey concerned. Such journeys shall be the most direct and economic routing, unless travel time exceeds nine (9) hours in duration with a maximum four (4) hours break between flight segments;
- Travel agency shall ensure that tickets issued are in accordance with entitlements prescribed in WVSS Travel Authorization;
- Travel agency shall assist in negotiating with airlines on preferred fare conditions for WVSS, such as ticketing deadlines to be as flexible as possible (i.e. until the date of commencement of particular travel); and
- Travel agency shall advise market practices and trends that could result in further savings for WVSS, including the use of corporate travel booking tools with automated travel policy compliance and enforcement, and travel management reporting.

3. Travel Information / Advisories

- Travel agency shall provide quick reference for requested destinations;
- Travel agency shall provide travelers with 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, etc.;
- Travel agency shall 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;
- Travel agency shall provide travelers with online and offline relevant information on official destinations, i.e. visa requirements, security procedures, airport transfers/land transportation facilities, local points of interest, currency restrictions/ regulations, health precautions, weather conditions, etc.; and
- Travel agency shall promptly notify travelers of airport closures, delayed or cancelled flights, as well as other changes that might affect or will require preparations from travelers, sufficiently before departure time;

4. Billing and Invoice

- Invoice for all travel requests shall be submitted to WVSS on a bi-weekly basis by attaching copies of the Travel Authorization and tickets/agent coupon. The statement of account shall show for



each transaction, the country and currency in which all costs were incurred by WVSS, the date, the invoice number and the name of WVSS Traveler.

- 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 WVSS has certified that the services have been satisfactorily performed by the Travel Agent. The Travel Agency shall send an itemized official invoice to the designated representative of WVSS at the end of each month for all services provided to WVSS; The invoice price shall be disaggregated by ticket fare, different type of taxes, service fee and other charges (if applicable).
- Invoices for each transaction shall be retained during the agreement period. The Travel Agent shall provide WVSS access to these documents. If the Travel Agent does not deliver an invoice to WVSS for goods and or services within 12 months of the performance of the services or the delivery of the goods, then WVSS shall bear no responsibility to pay the said invoice.

5. Flight Cancellation / Rebooking and Refunds

- Travel agency shall process duly authorized flight changes /cancellations when and as required;
- Travel agency shall immediately process airline refunds for cancelled travel requirements unutilized pre-paid tickets and credit these to WVSS as expeditiously as possible;
- Travel agency shall refund tickets within one (1) month only (shorter period than 1 month offered will be an advantage);
- Travel agency shall limit refund charges at airline rate only, i.e. no additional charges will accrue to the travel agency;
- Travel agency shall absorb cancellation and/or change reservation date charges which are due to no fault of WVSS of the traveler;
- Travel agency shall report back to WVSS on the status of ticket refunds.

6. Management Reporting System

Travel agency shall submit the following reports on a monthly regular basis to WVSS Administration Manager and Administration Coordinator:

- Quarterly Production Statistics (consolidated format);
- Quarterly Carrier – Route – Fare Analysis and Production/Volume of Business;
- Monthly reports on the status of ticket refunds.
- Changes and Update on Airline Rates, promotions, policy changes, etc., immediately upon the receipt of the advice;
- Complaint Analysis;
- The Travel Agent will provide the UN with a report showing all unused non-refundable tickets. The Travel Agent will put information in traveler profiles regarding the value of unused non-refundable tickets, and will adopt procedures to assist travelers in using the value of such tickets.

7. Availability of Other Products and Services as May Be Requested

- a. Lost Ticket/Travel Documents
- b. Package Tours and Promotions for Personal Travel
- c. Preferred Seating Arrangements/Upgrades
- d. Privileged Check-In Services/Use of Airline Lounge Facilities
- e. VIP Services
- f. Hotel Reservations/Accommodations
- g. Excess Baggage/Lost Baggage



- h. Ground Transportation/Car Rental
- i. Travel Insurance
- j. Emergency Services, e.g., sickness, injury, etc.
- k. Meet and Greet Facilities
- l. Airport Assistance
- m. Management Reporting System
 - Daily/Weekly/Monthly production statistics
 - Monthly Carrier-Route-Fare Analysis
 - Complaint Analysis

8. Audit requirements:

Regarding the audit of books and records, we require the following audit parameters:

- Travel Agent agrees to maintain adequate records that accurately reflect the work performed by Travel Agent on behalf of WVSS, as well as all transaction in connection therewith.
- Travel Agent/s agrees to keep all data and other related travel documents for a period of two (2) years.

9. Personal Travel:

Upon request by a staff member, the Travel Agent may assist the WVSS's personnel and their dependents in arranging personal travel at the lowest applicable fares and rates or as otherwise requested, consistent with each traveler's requirements. WVSS is not to be involved in any way in personal travel arrangements. Collection of amounts due and any refunds for these personal travel legs are to be arranged directly between Travel Agent and the WVSS's personnel and collected prior to releasing the ticket. In the event personal travel is undertaken in conjunction with official travel, the Travel Agent will clearly document the cost and routings of personal portions of combined trips on all itinerary/invoices, and provide Management Information Systems (MIS) reports on such trips as requested by WVSS. The Travel Agent will ensure that arranging personal travel does not interfere with arranging official travel.

10. Payment for Personal Travel Portions:

All charges associated with personal travel portions of official trips shall be billed directly to travelers and excluded from invoices presented to WVSS. WVSS will not be liable for expenses related to personal travel portions, and reserves the right to audit all travel records to verify the accuracy of allocated costs between official and personal charges.

11. Advice on necessary health requirements

The Travel Agent (s) shall provide travelers with advice on necessary health requirements, including types of inoculations and vaccinations either required or suggested for travel to certain countries or areas;

12. Messenger services

The Travel Agent shall deliver tickets or email e-tickets to WVSS. Based upon proper authority from WVSS in case of official travel, the Travel Agent shall deliver tickets, itineraries, boarding passes (where available) and other travel documents as determined necessary by WVSS. Except



in emergencies, travel authorization should reach the Travel Agent within a reasonable time period. Tickets shall routinely be provided at least two days in advance of travel unless required otherwise.

13. Telephone service

Travel agent will provide 24-hour hot-line telephone service 7 days a week to all travelers. The Travel Agent also will provide hot-line international telephone service or accept collect calls from travelers anywhere in the world. All applicable telephone numbers will be included on travelers' itineraries.

14. Performance Standards and Service Level Guarantee

The contracted Travel Agent/s shall perform its services and deliver its products in accordance with the herein prescribes minimum performance standards:

Product / Service	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	3 working days before departure date or earlier depending on needs.
3. Travel Documentation	Accuracy	Ability to ascertain requirements for various destinations/nationalities	Zero-incident of complaint/aborted travel due to incomplete travel documents
	Clarity	Ability to deliver product or service on or before promised date	10 Working days before departure
4. Billing	Accuracy	Ability to generate billing statements without errors	Zero-Error or no discrepancy between invoices and attachments



	Clarity	Ability to generate bills that are transparent or easy to understand	Zero>Returns for clarification/explanation
5. Rates/Pricing	Fairness	Reasonable charges for services offered	At same or rates lower than market standards
	Company concern about fares	Ability to quote competitive fare	At levels same or lower than airline preferred rates. Guarantee that one quotation is the lowest obtainable fare
	Good value indicated by price	Competitive of fares quoted vs. restrictions or lack/absence thereof Competitive of fares quoted vs. restrictions or lack/absence thereof Competitive of fares quoted vs. restrictions or lack/absence thereof	At the same terms or better than quoted by airlines
	Willingness to assist WVSS negotiate with airlines regarding preferred rates and concessions	Voluntarily offering to assist/represent WVSS in dealings with airlines	Semiannual meetings to obtain competitive rates in the market and preferable fare conditions (i.e. ticketing, deadlines, etc.)
6. Service Quality	Accessibility	Ability to access or approach travel agency	<ul style="list-style-type: none"> - Telephone: 3 rings - Emergency: 24 hours - Email: available - Website: available
	Responsiveness	Willingness to go out of one's way to help the traveler	Regular coordination meetings with WVSS Travel Oversight Committee. Travel Agency Performance Reviews twice a year.
		Willingness to go out of one's way to help the traveler	No. of personal travels booked with travel agents



7. Problem Solving	Refunds	Ability to process and obtain ticket refunds on a timely basis	100% within one month from date of cancellation
	Complaint Handling	Ability to resolve complaints	Timeliness: one (1) week Manner of resolution: Satisfactory score
8. Travel Consultants	Competence	Knowledge of destinations Knowledge of airline practices, fare levels and shortest routes and connections	Proficiency rating of not less than 75%
9. Communications	Awareness Level of Travelers regarding Travel Agency Product and Services	Services and policies are communicated to travelers. Travelers are well informed about matters that concern them	Frequency of communications: Regularly
10. Office premises and Hours of Services	Readiness to do business	Senior Travel Expert to commence business at the start of office hours; provision of skeletal workforce to answer calls during breaks.	Same hours/days of work as International NGO System Monday – Friday and Saturdays; accommodation of calls during off-hours Zero complaints that no one was around to answer calls

The answers to the questions **must** be provided on separate sheets of paper, yet, with strict adherence to the chronological order. We would highly appreciate it if your answers to attached questions are as clear and explicit as possible to facilitate ease of analysis/selection process, and to determine whether the documents are complete, properly signed, and whether the Proposals are generally in order. A Proposal determined as not substantially responsive will be rejected and may not subsequently be made responsive by the Offeror by correction of the non-conformity.

15. Compensation Scheme

Travel agency shall generate its income on a per-ticket/transaction basis.

WVSS Administration Manager, however, shall, from time to time, evaluate and verify with other travel agencies and other industry indicators the comparability and competitiveness of the rates



being given to WVSS. WVSS remains the right to terminate contract with the perspective selected Travel Agency at any time if the Travel Agency charges WVSS on higher rates than market standards, or does not render minimum services described in this tendering document.

16. Qualification of the Successful Travel Agent

The successful travel agency who will be contracted to serve the needs of WVSS shall have the following minimum qualifications:

i. Administrative/Technical capacity requirements:

1. Legal registration in South Sudan;
2. Travel Agent should have registered office and all required facilities and equipment in South Sudan Capital;
3. Valid **IATA accreditation** and possess appropriate licenses and software required for processing travel reservations and ticket issuance;
4. The Travel Agent should have a minimum average annual turnover of minimum **USD 200,000** during the **past 3 years (2016, 2017 and 2018)**;
5. Minimum **5 years of experience in corporate specialization in Travel Management Services**, supported with legal document
6. Minimum three (3) ongoing or completed contracts for same or similar services executed in last 5 years having:
7. For each contract, provide details of: client name, contract dates, contract values, contract focal point name and email, work location.
8. Note: WVSS reserves the right to conduct reference checks with one or more of the listed clients of the Vendor
9. Maintains a good track record in serving international organizations, embassies and medium to large multi-national corporations;
10. Employs competent and experienced travel consultants, especially in ticketing and fare computations, as evidenced by their track record in their Curriculum Vitae;

ii. Financial capacity requirements:

1. Audited Financial Statement (Income Statement and Balance Sheet) for years of 2016,2017 and 2018;
2. Provide maximum credit amount for ticketing to WVSS;
3. Provide a letter from the bank about of good financial standing and indication of available cash on the company's operating account/s. Minimum requirement for the cash balance on one or several operating accounts is USD 20,000.
4. Willing and able to guarantee the delivery of products and services in accordance with performance standards required under **Section 14** of this TOR.

17. Personnel capacity requirements:

- Capable of deploying motorized messenger (s)/documentation clerk;
- The successful travel agency shall be required to devote at least three (3) personnel with a minimum qualification of Bachelor's degree, Diploma and a high school certificate.
- The travel agency shall have a contingency replacement plan to be enforced during periods of illness and vacations of its personnel in order to maintain full service at all times under the contract.



18. Documents required

1. Signed Proposal Submission Form
2. Bidder Information Form
3. Technical proposal comprising of the following:
 - Company Profile, which should not exceed fifteen (15) pages, including), including history of the entity, key personnel, and highlights of services provided in the past (minimum 3 years i.e. 2016, 2017 and 2018);
 - Information related to past or present litigation (for or against) involving the Vendor for the last 5 years period, if any;
 - Copy of Company and staff IATA accreditation certificate or confirmation document that company is in the process of IATA accreditation;
 - Copy of Registration, as per laws of South Sudan
 - List of major clients with contact information, indicating annual flight booking amounts, other services amounts, by year for 2016, 2017, and 2018.
 - Reference letter on past performance from minimum two clients.
 - CV of all personnel, as required under Minimum Required Personnel, highlighting their experience, as relevant to the TOR requirements.
 - Local Government permit to locate and operate in the current location of office in Juba, South Sudan
 - Official Letter of Appointment as local representative, if Bidder is submitting a Bid in behalf of an entity located outside the country
 - Latest Audited Financial Statement (Income Statement and Balance Sheet) including Auditor's Report for the past [2016,2017,2018)
 - Statement of Satisfactory Performance from the Top 3 three Clients for the past 5 years.

19. Volume and value of air tickets procured by WVSS in 2016-2017-2019

WVSS	Ticket sales	2016		2017		2018	
		Number of ticket	Amount in USD	Number of ticket	Amount in USD	Number of ticket	Amount in USD
	International	376	39,381	203	67,701	403	12,046
	Domestic	N/A	N/A	N/A	N/A	N/A	N/A

Kindly submit your bids electronically indicating "**Travel Management Service**" in all your Correspondences and send to the email address **SDNO_SCMQuotations@wvi.org** or deliver hard Copy to the tender box located at our office next to MTN Hai Cinema.

Deadline 23rd September 2019 @ 4:00 PM (East African Time)

