



TERMS OF REFERENCE

Provision of Travel and Related Services for the United Nations University headquarters in Tokyo, Japan

1. Introduction

- 1.1 The United Nations University (UNU) is an international community of scholars engaged in research, postgraduate training and dissemination of knowledge in furtherance of the purposes and principles of the United Nations, its member states and peoples. For more information please visit www.unu.edu.
- 1.2 The UNU intends to carry out a procurement exercise to solicit proposals from experienced and professional travel agencies for the provision of travel and related services. The Travel Agent selected will be required to provide its travel services through a dedicated “Service Station” (Implant) to be set up within the premises of the UNU headquarters premises in Tokyo. The services of the Travel Agent will be accessible by the UNU and other UN entities within and outside the UNU Headquarters building.
- 1.3 The UNU does not guarantee exclusive procurement from the Travel Agent nor any minimum order or quantity of services. The Travel Agent is expected to win over market share through its quality service and competitive prices.

2. Objective

- 2.1 The proposed contract with the Travel Agent will cover airline ticketing, visa services and incidental services such as issuance/delivery, revalidation, re-routing, reissuance, reconfirmation, processing refunds and cancellations, and preparation of suitable itineraries (including alternative routings, departures and arrivals) at most direct and lowest cost for UNU staff members (for purpose of official and non-official/personal travels) and consultants, government officials and participants attending meetings or on official business for the UNU.
- 2.2 The successful Proposer (“the Travel Agent”) will be required to sign a contract with the UNU to perform travel services specified under this Terms of Reference and agreeing to clearly identified service levels. The contract will be an initial three (3) year contract, with the option to extend the contract for a further one year. The collective total annual volume of tickets procured during the year 2008 by the UNU in Japan was in excess of US\$316,000 and is expected to remain at comparatively similar levels in the years to come.

3. UNU Travel Policy

- 3.1 The Travel Agent shall be given copies of the UNU travel policies and procedures and shall be fully familiar and comply with these policies and procedures for all official travel.

- 3.2 The Travel Agent is required to book the most direct routing and least costly fares and to research alternate itineraries in order to provide the lowest appropriate fares. Full economy fares may be used if no appropriate reduced fares are available and business class are applicable in limited situations. The Travel Agent must be knowledgeable of and prepared to offer special fares, restricted fares, discount fares, and bulk fares for use whenever appropriate. Fares, which entail restrictive conditions, shall only be booked with the express approval of the UNU.

4. Scope of Services

The following are the scope of services requirement for the UNU:

4.1 General

- a) The Travel Agent shall set up a dedicated on-site Service Station (Implant) within the premises of the UNU headquarters building at 53-70, Jingumae 5-chome, Shibuya-ku, Tokyo 150-8925, Japan.
- b) The Travel Agent shall provide travel services **from 9.30 am to 6.30 p.m.** during working days. In addition the Travel Agent shall provide a contact number, which shall be manned by an experienced travel consultant, for 24 hours emergency service, services on weekends and official holidays where required.

4.2 Reservation and Ticketing

- a) For every duly approved UNU Travel request, the Travel Agent shall immediately make bookings and prepare appropriate itineraries and quotations based on the lowest fare and the most direct and convenient routing.
- b) In the event that required travel arrangements cannot be confirmed, the Travel Agent shall notify the requesting party of the problem and present alternative routings/quotations for consideration.
- c) For wait-listed bookings, the Travel Agent shall provide regular feedback on status of flight.
- d) The Travel Agent shall issue accurate tickets and detailed itineraries, showing the accurate status of the airline on all segments of the journey; where necessary tickets and billings shall be modified or issued to reflect changes affecting travel and make appropriate adjustments for any change(s).
- e) The Travel Agent shall issue and deliver tickets or e-Tickets, based upon proper authority from the UNU in case of official travel. Tickets shall routinely be provided not earlier than one or two days in advance of travel unless required otherwise.
- f) The Travel Agent shall accurately advise the UNU of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings;
- g) The Travel Agent shall ensure that all traveling staff has complete travel documents required for their journeys, sufficiently before departure.

- h) The Travel Agent shall only act on travel requests for official travel submitted by the responsible staff of the UNU.
- i) The Travel Agent shall provide an information service to notify the UNU 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.
- j) The Travel Agent shall provide all official travelers with last seat availability, advance seat assignments and advance boarding passes on all airlines for which the Travel Agent can offer these services.
- k) The Travel Agent shall provide reconfirmation and revalidation of airline tickets, re-issued tickets which are returned as a result of changed routing or fare structures and printed itineraries showing complete information on status of reservations on all carriers.

4.3 Traveler's Itineraries

The Travel Agency shall provide each traveler a complete, printed itinerary document which includes the following:

- Flight number(s) and seat assignment(s);
- Confirmed upgrade (if applicable);
- Departure and arrival time(s) for each segment of the trip;
- Intermediate stops;
- Airport and other taxes;
- Visa obtained or not obtained; and
- Any other information such as change in international date lines.

4.4 Hotels and Transportation

- (a) The Travel Agent may be requested to make reservations for lodging accommodations and/or transportation rental services when requested. This service shall include initiating and confirming reservations, and confirming the all -inclusive rate at which the reservation is made.
- (b) The Travel Agent agrees to negotiate to the maximum extend possible, discount rates, including net rates, for hotel accommodations applicable specifically to reservations by the UNU for official travel and to arrange such services on a worldwide basis when requested to do so.

4.5 Other Services

- a) The Travel Agent(s) shall assist the UNU in obtaining visas. This assistance shall consist of providing the forms and applications for visa requests, providing visa information to travelers, conducting visa assistance follow-ups, keeping appropriate records thereon, using and making arrangements for issuance of visas.
- b) The Travel Agent shall provide information on health, immigration clearance, foreign exchange control regulation and other government restrictions, and assistance in obtaining travel tax exemption certifications, passports and entry visas to the country.

- c) The Travel Agent shall carry out investigation on any complaints from Travelers and follow up the recovery of lost baggage.
- d) The Travel Agent may, as an ancillary service, provide personal travel services to UNU staff provided that this service does not in any way interfere with the efficient processing of Official Travel requirements. Settlement of personal travel and related expenses shall be made directly between the parties concerned and the Travel Agent without involvement of the UNU. The UNU assumes no financial liability for such services.

4.6 Traveler's Profiles

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

4.7 Management Reports

- a) The Travel Agent(s) shall provide the UNU with management information reports consisting, of sales activity showing detailed analysis of the number of trips, destinations, carriers used, savings achieved from the carrier's lowest available fare.
- b) The Travel Agent shall hold meetings with the UNU Travel Services personnel at intervals to be agreed upon, to address any issues or problems which may arise.

4.8 Refunds

- a) The UNU shall be reimbursed by the Travel Agent for partly or fully unused tickets, subject to applicable regulations.

4.9 Service Standards

- a) The Travel Agent shall provide the necessary personnel to provide prompt, courteous and efficient service at the dedicated office on site in the UNU. The number of assigned or dedicated personnel shall be sufficient to meet all services requirements under this Terms of Reference.
- b) The minimum travel experience for the travel agents assigned to this account will be 2 years. Pre-employment screening may be requested by the UNU to test language proficiency and professional skills and pleasant personality of the assigned personnel. The Travel Agent shall remove any of its employees from the UNU's office upon determination that such employees are found to be unfit for the performance at the UNU's office. The replacement should be filled up immediately to maintain high quality services.
- c) The Travel Agent is responsible for providing replacement personnel in case of absenteeism, vacation, sick days, etc of the regular personnel assigned
- d) The Travel Agent must be equipped with a fully automated accounting system interfaced with the computerized reservation system to cater for the UNU's requirements.

4.10 Supplier Relations

The Travel Agent shall not favour any particular carrier when making reservations. The Travel Agent(s) shall maintain excellent relations with all carriers for the benefit of the UNU.

5. RESPONSIBILITIES FOR PROVISION OF RESOURCE AND MATERIALS

- 5.1 The UNU shall provide floor space, furniture and an internal telephone for making calls to extensions of UNU personnel within the building.
- 5.2 The Travel Agent shall provide dedicated personnel who will be familiar with the UNU's policies and requirements to man the Service Station (Implant). The Travel Agent shall subscribe to external communication (telephone, fax and internet lines), computers/terminals to log to reservation system, ticket printer and office supplies.

6. PRE QUALIFICATION REQUIREMENTS

- 6.1 Travel agencies intending to submit a proposal should have the organizational and technical capacity, experience and professionalism to provide the services requirements outlined in the Terms of Reference. Proposers should be able to show proof of past and/or present experience in similar projects, demonstrate financial soundness and resources available to carry out the services requirements, and have the integrity and proven reliability to ensure good faith performance. Proposers should be able to demonstrate an understanding of the UNU's requirements and come up with an appropriate work plan and overall approach on how to meet these requirements.
- 6.2 The Travel Agent should have the following qualifications:
 - a. Accreditation with the International Air Transportation Association (IATA)
 - 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, especially 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, domestic and international ticketing and basic office equipment, telecommunications equipment, and online booking tool
 - f. Willing and able to guarantee the delivery of products and services in accordance with the performance standards required by this Terms of Reference
 - g. Have in its current office all the necessary equipment and facilities, and sufficient number of experienced and professionally trained travel experts and staff to handle the UNU requirements

The award of the contract will be based on best value for money that being the best outcome for the UNU as a whole considering price, economic, environmental and social benefits (if applicable), in addition to the requirement for the UNU.