



**UNITED NATIONS  
UNIVERSITY**

## **TERMS OF REFERENCE**

### **Provision of Travel Management Services for the United Nations University in Malaysia**

#### **1. Introduction**

- 1.1 The United Nations University (“UNU”) intends to carry out a procurement exercise to solicit proposals from experienced and professional travel agencies in Malaysia for travel management services, offering the best value for money services in the interests of the UNU for its offices in Malaysia, which comprise of:
- a) The UNU Headquarters Administration office located at Wisma UN, Kompleks Pejabat Damansara, Jalan Dungun, Damansara Heights, 50490 Kuala Lumpur which is the administrative service centre for the UNU headquarters in Tokyo; and
  - b) The United Nations University-International Institute for Global Health located at Hospital University Kebangsaan Malaysia, Jalan Yaacob Latiff, Bandar Tun Razak, Cheras, 56000 Kuala Lumpur, which is the UNU regional training centre/programme in Malaysia committed to research and capacity building in global health, specifically efficiency of health care systems, newly emerging and re-emerging diseases, non-communicable diseases and control policy, information technology in health, and climate change and health.

#### **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 personnel (for purpose of official and non –official travels) and consultants, government officials and participants attending meetings or on official business for the UNU. These services extend to UNU’s diverse worldwide operations, for travel of Malaysian-based staff and also for the travel for staff from other parts of the world.
- 2.2 The successful Proposer (“the Travel Agent”) will be required to sign a contract with the UNU to perform travel management services specified under this Terms of Reference and agreeing to clearly identified service levels. The contract will be an initial two 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 Malaysia was in excess of US\$100,000 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 (at least three options, if available) 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.
- 3.3 The Travel Agent shall not favor any particular carrier when making reservations and shall maintain excellent relations with all carriers for the benefit 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 should provide travel services **from 8.30 am to 6.00 p.m.** during working days. In addition the Travel Agent shall provide for 24 hours emergency service, services on weekends and official holidays where required.
- b) The official travel requirements shall be accorded the highest priority and, therefore, the Travel Agent shall ensure that servicing private travel does not delay, impede or frustrate the Travel Agent timely and effective processing of the official travel.
- c) The Travel Agent shall place a premium on efficiency and rapid communication in handling all travel related matters. Furthermore, in carrying out its diverse worldwide operations, the UNU need not only to arrange for travel of its Malaysian-based staff, but also for the travel for staff from other parts of the world.

#### 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 eTickets or deliver manual tickets (where applicable), based upon proper authority from the UN 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 UN 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 UN.
- i) The Travel Agent shall be given copies of the various UNU travel policies and procedures and shall be fully familiar and comply with these policies and procedures for all official travel.
- j) 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.
- k) 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.
- l) 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, including but not limited to the following:

- (a) Carrier(s) and record locator numbers;
- (b) Flight number(s) and seat assignment(s);
- (c) Confirmed upgrade (if applicable);
- (d) Departure and arrival time(s) for each segment of the trip;
- (e) Intermediate stops;
- (f) Airport and other taxes;
- (g) Visa obtained or not obtained; and
- (h) 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 car 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 UN 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;

#### 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

The Travel Agent(s) shall provide the UN 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.

#### 4.8 Refunds

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 polite, responsive and efficient service at all times to fulfill the UNU 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 form more than a few minutes and callback, when necessary, should be made within one hour.

- b) The Travel Agent shall be equipped with a fully automated accounting system interfaced with the computerized reservation system with the UNU's requirements therefor, as set out in the RFP
- c) The qualifications and experience of any employees whom the Travel Agent may assign to perform the Travel Management Services hereunder shall be the same, or better, as those specified in the Travel Agent's Proposal.

#### 4.10 Supplier Relations

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

### **5. PRE QUALIFICATION REQUIREMENTS**

5.1 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.

5.2 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, in addition to the requirement for the UNU.