



INTERNATIONAL INSTITUTE FOR DEMOCRACY AND ELECTORAL ASSISTANCE

ANNEX B

TERMS OF REFERENCE

Tender Reference No: 2024-08-062

1. Background

The International Institute of Democracy IDEA seeks proposals from qualified firms to provide consolidated Travel Management Services in Peru. These services include booking of flights, accommodation, arranging visas, travel insurance, passports, travel status alerts, tracking, regular reports on the Institutes travel activity and other travel related needs.

2. Objectives of the Assignment

The main objective for this contract is to cooperate with qualified Travel Agents to cover the provision of travel management and related services hereafter referred to as “Travel Management Services”.

Travel Management Services shall include but are not limited to:

- a. airline ticketing and preparation of suitable itineraries (including alternative routings, departures, and arrivals) which provide best value for money for purposes of official travels for International IDEA’s staff members, consultants, government officials and participants attending meetings or on official business.
- b. airport transfers
- c. hotel reservations
- d. related services such as visa processing and travel insurance

The service to be provided must be of world class standard and must offer value for money to the Institute. The Travel Agencies must be able to deliver on sometimes tight deadlines.

International IDEA seeks to establish an advantageous agreement with a competent Travel Agent that is a fully accredited member of the International Air Transport Association (IATA) with access to the AMADEUS database, or other relevant travel database, resulting in a successful provision of the Travel Management Services.

The Institute intends to enter into a Long-Term non-exclusive Agreement for an initial period of Two (2) years, with the possibility of extension annually based on satisfactory service and approval by International IDEA.

3. Scope of Work

The Travel Agencies will be expected to provide high quality and cost-effective service in accordance with the scope below:

- a) They should provide professional and diligent travel services for International IDEA both for official and private travel purposes, where requested. (Official travel request will take precedent over private requests when handling International IDEA's requests).
- b) They shall be given a copy of the Institute's Travel Policy and Procedures and shall be expected to be fully familiar with the contents thereof, and to ensure that travel arrangements made are in compliance with the policy and procedure for all official travel.
- c) The Travel Agencies should provide travel services during working days. In addition, the Travel Agencies shall provide for 24 hours emergency service, services on weekends and official holidays where required.
- d) Much of the travel may be organized at short notice, therefore efficiency and rapid communication in handling all travel related matters is crucial.
- e) Provide Reservation and ticket booking through approved channels – advise on costs, optimal travel routes and provide other pertinent information that would provide clients with a smooth travel experience.
- f) Send notifications on travel status, airline information and other related aviation news to clients.
- g) Process claims, refunds and repayments for cancelled flights within 15 working days of flight cancellation. Pending refunds will be netted off future payments after 15 days until refund process is completed. Airline cancelled tickets will be refunded without penalties.
- h) Process and facilitate visas for staff and consultants where applicable.
- i) The travel agency or agencies need to be fluent in comprehension and written English.

4. Timing and Work Plan

The duration of this agreement is initially 24 months, with the subsequent assessment of the services provided and possible further extension in case of the successful provision of Travel Services.

5. Proposal:

A proposal in support of the bid from the travel agency or agencies should cover at least the following, numbered in accordance with the scheme set out below.

Part 1- Travel Agency Profile

1) Description of the company
2) Statement confirming that the company meets the minimum criteria stipulated in section 7: Management and organization of this TOR.
3) Explanation of the key performance indicators you use to manage similar contracts
4) Audited financial statements for the last fiscal year
5) A listing of your top 5 clients in the last five years (name, turnover, major types of services rendered)
6) A statement on your present technological capabilities as well as your plans in this regard
7) A statement of relevant experiences to the type of contractual arrangement IDEA is seeking
8) Information on your association with any other travel agency, in Europe, Asia and Africa
9) Would you envisage that any portion of this contract would be sub-contracted? What portion and why?

Part 2- Technical Proposal

1) Explanation of how you would provide those services outlined in the Scope of Work (e.g., what standards would you use? What procedures would you follow? Are there online booking facilities available, that via workflow can ensure that travel is approved)
2) Explain the criteria you would use to present a set of alternatives to a traveler
3) Outline the mechanisms you have in place to receive and handle problems. Give the example of A cancelled/re-scheduled flight, Reimbursement due to cancelled or re-scheduled flight lost baggage for a traveler and An en-route passenger suddenly must change routes to attend an unplanned meeting at another location.
4) Outline how you would meet the requirements outlined in section 6: Deliverables and Reporting requirements. Provide examples of some of the reports outlined therein. Provide details of any travel tracker services that you may offer.

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| 5) Outline how you would manage the account, for example would specific agents be allocated to International IDEA and how would issues be escalated should the need arise. Include details on how you would ensure compliance with travel policy, securing approvals for all trips booked and invoicing and payment arrangements. |
| 6) Outline what mechanisms and reports you have in place to ensure that travel plans have the minimum environmental impact |

Part 3- Financial proposal

Please provide a complete listing of all your service fees, including the cost of providing the services outlined in the Terms of Reference.

Please also complete the Excel spreadsheet (**price schedule**); which details the type of service required that will enable us to make a like-for-like comparison of the possible total cost in service fees between tenderers.

Please ensure that you provide a basis for the expected increase in fees and how this will be calculated year on year, including the date that any increase will be applied. If needed, to ensure a fair comparison between bids we will adjust the basis.

Financial proposals must be in USD and be inclusive of all applicable taxes.

6. Deliverables and Reporting requirements.

- a) The Travel Agencies shall provide the Institute 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 Agents shall submit to the Institute reports/documents biweekly, or immediately upon request by the Institute.
- c) Monthly production statistics (and Consolidated format indicating travel volume and value) for the entire Institute with comparative figures if applicable; (month to month, year on year). List of all tickets issued including the passenger's name, itinerary and fare paid.
- d) Changes and updates on Airline rates, promotions, policy changes, etc., immediately upon the Travel Agency's receipt of the advice: and complaints/incidents summary and analysis.
- e) Other information as may be requested by International IDEA.

7. Management and Organisation

The Travel Agents contracted will provide a wide range of Travel Management Services and should have the capacity to handle commercial accounts.

The successful Travel Agencies who will be contracted to serve the needs of International IDEA shall have the following minimum qualifications:

- a) Accredited BSP/IATA Travel Agent licensed and registered to operate in Peru. Must have IATA accreditation.

- b) Experienced and maintains a good track record in serving international organizations, embassies and medium to large multinational corporations with reasonably high travel volumes.
- c) Employs highly qualified competent and experienced travel consultants.
- d) Financially stable.
- e) Currently maintains global network/affiliates in major destinations.
- f) Willing and able to guarantee the delivery of products and services in accordance with the performance standards required under this TOR.
- g) The Travel Agencies shall employ a booking system recognized within the travel industry.

8. Procedural Aspects

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 the 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 Institute's requirements and come up with an appropriate work plan and overall approach on how to meet these requirements.

The award of the contract will be based on best value for money that being the best outcome for International IDEA considering price, economic, environmental and social benefits, in addition to the requirements for the Institute.

9. Invoicing

International IDEA will pay 30 days after receipt of invoice. International IDEA's terms of payment are within 30 days after receipt and approval of deliverable(s) and corresponding valid invoice.