

Terms of Reference (ToRs) for a Framework Agreement for Travel Management Services

Contract (Ex: Number)

Framework Agreement: Provision of Travel Management Services: for PPD Secretariat

1. DESCRIPTION

1.1 Introduction and Background

Partners in Population and Development (PPD) is an Inter-Governmental Organization (IGO) comprising 28 developing countries from Asia, Africa, Latin America and the Caribbean, and the Middle East. These member countries collectively represent nearly 60% of the world's population. PPD was founded at the International Conference on Population and Development (ICPD) in Cairo, Egypt, in September 1994, with a mandate to consolidate, institutionalize, strengthen and promote South-South Cooperation (SSC) in the field of Reproductive Health, Population and Development. PPD has its Permanent Secretariat based in Dhaka, Bangladesh, having a Diplomatic Status in Bangladesh. PPD is governed by a Board comprising Ministers designated by the member states.

The PPD Secretariat intends to establish an exclusive framework agreement with two (2) travel agencies to provide-

- i. Airline Travel Management Services(domestic, regional and international),
- ii. Visa Services,
- iii. Hotel and Car Rental Services if Required,
- iv. Meet and Greet Service,
- v. Worldwide Customer Care,

for its operations in PPD Secretariat, Dhaka. The tender is open to local market and no other. Dhaka based companies are invited to participate in this open tender.

The successful Proposer ("the Travel Agent") will be required to sign a contract with PPD to provide travel services specified in these Terms of Reference and to agree to clearly defined

service levels. The contract will initially be for three (3) years with the option to extend for an additional two years. It is estimated that up to 1.000 airline tickets will be issued annually in the region and to international destinations, along with additional service requests such as hotel bookings, car rentals, and travel insurance as needed.

1.2 Objective of Assignment

The Travel Agencies will be responsible for the procurement of airline tickets for the PPD Office and its joint programs. The services will include booking, issuing and billing of tickets as per PPD guidelines and the travel regulations.

1.3 Principle Objective

The proposed contracts with the Travel Agency will cover airline ticketing and incidental services such as insurance, delivery, processing refunds and cancellations, and preparation of suitable itineraries (including alternative routings, departures and arrivals) for PPD staff members and consultants, government officials and participants attending meetings on official missions for PPD.

GIZ Travel Policy

The Travel Agents shall be given copies of PPD's travel policies and procedures and shall be fully familiar and comply with these policies and procedures for all official travel. The Travel Agency must apply the current valid version of PPD's travel guidelines as they might change throughout the contract period.

The Travel Agencies are required on request by PPD to book the most direct routing, least costly fares and to research alternate itineraries to provide the lowest appropriate fares on different routings. Full economy fares may be used as standard, that can be rebooked by paying penalty fees if no appropriate reduced fares are available (please advise PPD before booking if no cancellation or re-booking is permitted) and business class are applicable in limited situations.

The Travel Agencies 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 PPD.

2. Travel management

2.1 Scope of Services

The following are the scope of services requirements for the PPD.

2.2. General

The Travel Agencies shall provide travel services during working days. In addition, the Travel Agency shall provide for 24 hours a day emergency service, as well as for services during weekends and other official holidays whenever emergency travel services are required. One of the Travel Agency employee and the alternate nominee shall always be accessible.

2.3. Reservation and Ticketing

The Travel Agents will provide PPD with an email template which all authorized PPD staff are obliged to use when requesting flight details from the Travel Agent. This template will indicate the sequence of information which best suits the Travel Agent's operation within its systems.

The template should at least contain the following information: name of traveler, departure and arrival dates and times, booking class, PPD Mission Details (mandatory field) and preferred route.

As per PPD's Travel Guidelines, combining private trips with business trips is permitted only if the trip is primarily undertaken on PPD Mission. In cases where PPD staff would like to extend their trip for private reasons, the Travel Agency must indicate in their offer whether additional costs will be incurred by the extension or if the price remains the same. The template form must include a field where staff can indicate whether such price comparisons should be obtained.

As part of the tender procedure, the Travel Agent is requested to submit an example of a template form.

PPD authorizes the Travel Agent to return requests which do not adhere to the agreed standards.

The travel management company/Agency upon receipt of the travel request, will provide PPD Authorized staff member with 3 (three) flight options and indicate/recommend the most economic flight option available at the time, must be submitted first before any approval of such request.

For every duly approved PPD Travel request, the Travel Agency shall immediately make bookings and prepare appropriate itineraries and quotations based on the lowest fare and the most direct and convenient routing.

If required travel arrangements cannot be confirmed, the Travel Agency shall notify the requesting party of the problem and present alternative routings/quotations for consideration.

For wait-listed bookings, the Travel Agency shall provide regular feedback on status of flight.

The Travel Agency 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).

The Travel Agencies shall issue e-Tickets, based upon proper authority from the PPD in case of official mission.

The Travel Agencies shall accurately advise the PPD of ticketing deadlines and other relevant information every time reservations are made, to avoid cancellations of bookings.

The Travel Agencies shall notify PPD and the traveler of events such as airport closures, cancelled or delayed flights, trains, buses voyages and strike situations as well as of local political or safety conditions, which may affect travel to any destination.

The Travel Agencies shall provide reconfirmation and revalidation of airline ticket, re-issued tickets which are returned because of changed routing or fare structures and printed itineraries showing complete information on status of reservations on all carries.

2.4. Fees

PPD and the Travel Agents shall agree on a fixed fee (excluding VAT) for each domestic and international booking, change or cancellation made through the Travel Agent. This fee is to be indicated on the budget template provided as part of quote (in a financial attachment) and Tax invoice to PPD once contract has been awarded. Fees will be reviewed on an annual basis.

2.5 Private bookings

PPD staff is not permitted to process their private bookings via the account which the PPD has with the Travel Agent. The Travel Agent is not permitted to invoice PPD or make PPD held responsible for private bookings made through the Travel Agent. Exceptions may arise (i.e., unforeseen circumstances where immediate action is required).

2.6. Traveler's Itineraries

The Travel Agencies shall provide each traveler a complete itinerary document which includes the following:

- Flight number(s);
- Departure and arrival time(s) for each segment of the trip;
- Intermediate stops;
- Airport and other taxes;
- Any other information such as change in international date lines
- Personal name record (PNR)

The Travel Agencies shall send monthly overview of the PPD account to the Head of Admin/ Procurement and Finance Manager, indicating the number of tickets booked (total number), the value in BDT and USD, distribution between domestic and international as well as the booking class (economy or business).

2.7 Refunds

Should the situation arise where the PPD travelers anticipate that he will not be able to take up the flight he should immediately contact the Travel Agent and convey this information. Only then is the Travel Agent in a position to endeavour to cancel the flight. This will reduce the costs of 'No show' tickets which are costly and should be avoided.

By using the Travel Agent's emergency/after-hours assistance the traveler must indicate whether he will re-use the ticket or require a refund. Re-used tickets must be taken up within 6 months for domestic flights and within 12 months for international flights.

For each booking, the Travel Agent will provide the traveler with the emergency/after-hours assistance together with the e-mail of confirmation of the flight booking.

PPD shall be reimbursed by the Travel Agent for partly or fully unused tickets and cancelled tickets subject to applicable regulations. The Travel Agency shall process these refunds on all returned airline tickets within 30 days through credit note and payment.

2.8 Service Standards

The Travel Agencies shall provide the necessary personnel to provide prompt, courteous and efficient service to PPD. The number of assigned personnel shall be adequate to meet all service requirements under this Terms of Reference.

The Travel Agencies are responsible for providing replacement personnel in case of absenteeism of the dedicated personnel assigned.

2.9 Billing/Refund Mode

The Travel Agencies must be equipped with a fully automated accounting system interfaced with the computerized reservation system to cater for PPD requirements.

The regular payment period is within 30 days from the date of submission. The Travel Agencies must issue a separate invoice for each purchase order. All payments will be made in accordance with completed and approved deliverables such as invoices sorted as per PPD Missions indicating Mission Name. In addition, the Travel Agent must provide statements (Refund Note) to PPD on a regular basis as invoices occurs.

For refund adjustment, Account payee cheque will be issued against the refundable amount.

Basic information

1. Invoice number and date
2. Travel Agent's name, address, office of issue and consultant's name.
3. Travel Order/Authorization number as reference
4. Total invoice value. VAT must be stated separately
5. Copy of the order/ after-hour Authorizer name.
6. Proof of travel

Air Travel Information

7. Date of travel
8. Air ticket number
9. Airlines company name
10. Class
11. Routing
12. Passenger's name
13. Copy of the order/after-hour authorization name

The below stated deadlines apply for regular tasks as outlined in these Terms of References:

Tasks	Deadline
Ticketing	3 Offers within 1 working day (24 hours)
Refunds	within 30 days of returned airline ticket
Invoices	within 30 days of the following month

2.10 Contract Period

The framework agreement will be concluded for an initial three (3) years, with the option to extend the contract for a further two (2) years. The request for extension will be expressed in writing by PPD to the Travel Agency when needed. Language requirements of the contract is English. The applicable law is Local law as per the Terms and conditions 2025.

The option is exercised in the form of an extension to the contract.

2.11 Termination

PPD reserves the right to withhold, reduce or refuse payments if

- the Travel Agent's performance is not in line with the above-mentioned requirements,
- the Travel Agent repeatedly misses deadlines for bookings, refunds, reports, or other tasks,
- the Travel Agency violated Data Protection Guidelines, Supplier Relations Requirements or overcharged PPD

Depending on the severity of the above-mentioned infringements, PPD reserves the right to terminate the agreement with 30 calendar days' notice.

In case of any delay, wrong reservation or request for ticket issuance from unauthorized personnel, the Travel Agent shall be liable for paying the ticket or replace it with another ticket.

3. Technical Proposal Requirements

Travel agencies intending to submit a proposal should have the organizational and technical capacity, experience and professionalism to provide the Service requirements outlined in the Terms of Reference. Travel Agencies 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. Track record with UN agencies and International organizations will get priority.

The Travel Agent must be registered in Bangladesh Travel Agencies (Registration and Control) Ordinance 2013. It should be comply with Bangladesh Tourism Board (BTB) manual.

The Travel Agent is expected to be familiar with the local and regional market, with the available airlines and other service providers operating in the member states of PPD.

However, profound knowledge of the international market for travelling across continents and to worldwide destinations will be an additional requirement as these routings will happen occasionally, depending on PPD Mission requirements.

Bidders solely registered or operating outside Bangladesh cannot participate in the tender.

Service providers should be able to demonstrate an understanding of PPD requirements and come up with an appropriate work plan (service concept) and overall approach on how to meet these requirements

In the bid, the bidder is required to show how the objectives defined in Chapter 2 are to be achieved. In addition, the bidder must describe the management system for service provision. The following key points **must be addressed** in the technical proposal:

Technical-methodological concept

Strategy: The bidder is required to consider the tasks to be performed with reference to the objectives of the services put out to tender (see Chapter 1). Following this, the bidder presents and justifies the strategy with which it intends to provide the services for which it is responsible (see Chapter 2).

Processes: The bidder will create a schedule that describes how the services according to Chapter 2 are to be provided.

Project management of the contractor

The bidder is required to draw up a **personnel assignment plan** with explanatory notes that lists all the experts proposed in the bid, their background and their respective tasks.

The bidder is required to describe its backstopping concept. The following services are part of the standard backstopping package:

- Service-delivery control
- Managing adaptations to changing conditions
- Ensuring the flow of information between PPD and Travel Agency

Ensuring compliance with reporting requirements.

4. Personnel concept

The Travel Agency is required to provide personnel who are suited to filling the positions described, based on their CVs (see Chapter 6), the range of tasks involved and the required qualifications.

The below specified qualifications represent the requirements.

Focal Point

Tasks of the Focal Point

- Overall responsibility for the service provision (quality and deadlines)
- Coordinating and ensuring communication with PPD Secretariat, PPD Staff and the PPD Management Team

- Personnel management of the assigned staff

Qualifications of the Focal Point

- Language: Fluent business language skills in English
- General professional experience: 10 years of professional experience in the Tourism and Hospitality sector
- Specific professional experience: 7 years of experience in retail, customer service, travel management or similar
- Leadership/management experience: 5 years of management/leadership experience as project team leader or manager in a company.

5. Financials

As elaborated in chapter 2, PPD shall not be charged any additional commission fees by the Travel Agent. All fees, taxes and profit shall be included in the price that is communicated to the PPD Staff. Additionally, the Travel Agency must clearly indicate how the price was calculated (i.e., table with base fare, airline commission, profit, other costs). Any ticket that is issued without these requirements will not be reimbursed by PPD.

6. Eligibility Requirements

To be considered for the technical and financial evaluation of the tender, bidders are required to fulfil the following eligibility requirements:

The Travel Agent must have provided travel related services for a minimum of three (10) years to exclusive clientele, and must have capacity to provide the whole range of services requested in the TOR with the following qualification:

The Travel Agency should have the following qualifications:

- a) Copy of Accreditation with the International Air Transportation Association (IATA) certificate
- b)
- c) The company must have minimum 10 years of experience in travel management services: Maintains a good track record in serving UN Organizations, International Organizations, Embassies; Recent reference of minimum 2 corporate clients should be provided.
- d) Financial stability – last 2 years annual report or audited financial statement to be provided.
- e) Maintains facilities of on-line booking/airline reservation 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 enough experienced and professionally trained travel experts and staff to handle the PPD requirements
- h) Copy Company Registration Certificate
- i) Copy of Tax Clearance Certificate

8. Requirements on the format of the bid

The structure of the bid must correspond to the structure of the ToRs. In particular, the detailed structure of the concept (Chapter 3) is to be organised. It must be legible (font size 11 or larger) and clearly formulated. The bid is drawn up in English (language).

The complete bid shall not exceed 12 pages (excluding CVs).

The CVs of the personnel proposed in accordance with Chapter 4 of the ToRs must be submitted using the format specified in the terms and conditions for application. The CVs shall not exceed 3 pages. The CVs must clearly show the position and job the proposed person held in the reference project and for how long.

The evaluation and selection will solely be made based on the technical proposal. A financial bid is not necessary neither will it be considered.

***To summarize, the following documents must be submitted:

- **Technical Proposal:**
 - Technical Approach and Methodology,
 - Work Plan,
 - Contractor's Experience + CVs not exceeding 3 pages
- Eligibility documents (see chapter 6)

Failure to submit the required documents can lead to an exclusion of the entire bid.