

Annex B- TERMS OF REFERENCE FOR SERVICE CONTRACTING

Assignment	Establishment of Long-Term Arrangement for the provision of Travel Management Services
Duration	Initially for 24 months (with possibility of extension for an additional 24 months subject to the contractors satisfactory performance and need for the service).
Est. Start date	May 2022
Est. End date	April 2024
Reporting to	(Admin – Travel & Protocol Unit)

1. BACKGROUND

UNICEF JORDAN has been identified as the Leading Agency to organize and conduct the bidding process on behalf of all UN Agencies in Jordan. To achieve time and cost efficiency while ensuring outstanding quality of service, UNICEF JORDAN, on behalf of the UN Agencies in Jordan, envisages entering into Long Term Agreement with qualified Travel Agents for the provision of Travel Management Services for an initial period of two year with the option to extend for two additional years, subject to a satisfactory performance evaluation and need for the service.

The average annual volume of tickets procured by all UN Agencies operating in Jordan during 2019, 2020 and 2021 amounts to approximately USD 4-6 Million per year. Ticketing volume in the years to come is expected to remain at the comparatively similar levels. However, any agreement resulting from this Request for Proposal carries with it no guarantee of future business levels.

Travel, as referred to in the TOR, shall apply to all journeys of UN Agencies staff by air or other means of travel linked to air travel from one place to another for official business purposes. These official purposes include, but need not be limited to the following:

- Official missions, meetings, and various events.
- Interviews of applicants / candidates for employment.
- Appointment and repatriation of staff and family members
- Visit to project sites, by UN Agencies staff, Government and counterparts, or other entities.
- Any other purposes requested by UN agencies to be as official.

2. OBJECTIVE AND TARGETS

UNICEF Jordan on behalf of all UN Agencies is hereby undertaking a solicitation of proposals from Travel Agents which are interested to provide various Travel Management Services regularly required by the UN Agencies in Jordan. All management and administrative products, current and emerging, which assist in the support of the authorized travel, fall within the scope of the proposal. The successful Proposer/s

shall be contracted for this purpose for an initial period of two (2) year² and renewable for the additional two (2) years, upon satisfactory evaluation of performance.

3. SCOPE OF THE WORK (WORK ASSIGNMENT)

The successful Travel Agent/s shall provide full, prompt, accurate and expert international travel products, and services to UN Agencies from 08:30 am to 18:00 pm during working days. In addition, the Travel Agent shall provide for 24 hours a day emergency service, as well as for services during weekends and official holidays where emergency travel service is required, including requests originated in English language. At Least one of the Travel Agent's employees shall always be reachable by phone and an alternate focal point to be standby to respond to UN requests any time during the 24 hours. Much of the official travel shall be organized on short notice, thereby placing a premium on efficiency and rapid communication in handling all travel related matters. Furthermore, in carrying out its diverse worldwide operations, the UN System in Jordan needs not only to arrange for travel of its Jordan-based staff, but also for the travel of new staff, participants in meetings, and staff/experts from other parts of the world.

A. Reservation and ticketing

- For every travel requirement the Travel Agent shall immediately make at least 3 offers and prepare appropriate itineraries and formal quotation based on the most direct and economical route.
IMPORTANT: The price of the tickets proposed by the Travel Agent shall be no higher than the price offered by the carrier itself. Above that, the Agent shall provide information on the discounts existing inside the usual tariff system and made available to the UN agencies, as well as provide special UN rates. This should include enumerating of special arrangements with carriers and respective discounts, which will be made available to the UN Agencies.
- Participating UN Agencies shall treat all the information provided herein as confidential and shall not release this information to any third party.
- In the event of loss, the Travel Agent shall immediately replace airline tickets, as per conditions enforced by airline carriers.
- If required travel arrangements cannot be confirmed, the Travel Agent shall notify the UN Agency Authorized Staff of the problem and present, where possible, three (3) alternative routings/quotations for consideration.
- For wait-listed bookings, the Travel Agent shall provide daily feedback on status of flight.
- The Travel Agent shall reconfirm and revalidate airline tickets, re-issue tickets which are returned because of changed routing or fare structures and itineraries, as per conditions enforced by airline carriers.
- The Travel Agent shall promptly issue and deliver accurately tickets and detailed itineraries, (electronic format) showing the accurate status of the airline reservations on all segments of the journey; and shall keep abreast of carrier schedule changes, as well as all other alterations and new conditions affecting travel and make appropriate adjustments for any change(s) in flight schedules prior to or during the traveler's official trip. When necessary, tickets and billings shall be modified or issued to reflect these changes.

- The Travel Agent shall accurately advise UN Agency Authorized Staff of ticketing deadlines and other relevant information every time reservations are made, to avoid cancellations of bookings.
- The Travel Agent shall provide information on airline tickets schedules.
- The Travel Agent ensures that all travelling staff has complete travel documents required from the Travel Agent for their journeys sufficiently before departure.
- Air tickets shall be issued only on approved ticket stock of the International Air Transportation Association ("IATA") or tickets stock of recognized and reputable airlines.

- The Travel Agent shall be given complete copies of the various UN travel policies and procedures and shall be fully familiar and comply with these policies and procedures for all official Travel and shall ensure that tickets issued are in accordance with entitlements prescribed in UN Agencies Travel Authorization.
- The Travel Agent shall provide an information service to notify the UN System in Jordan and a traveler of such events as airport closings, cancelled or delayed flights, and strike situations as well as of local political or safety conditions which may affect travel to any destination.
- 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. The Travel Agent is expected to expand these services, as they become available on additional carriers.
- When requested and if possible, the Travel Agent shall issue e-tickets whilst following the same approach to bookings as in the case of printed tickets.

B. Airfares and Airlines Routings/Itineraries

- The Travel Agent 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.
- The Travel Agent shall ensure that tickets issued are in accordance with entitlements prescribed in UN/UNICEF Travel Authorization.
- The Travel Agent shall assist UN Agency Authorized Staff in negotiating with airlines on preferred fare conditions for UN Agencies, such as ticketing deadlines to be as flexible as possible (i.e. until the date of commencement of particular travel);
- The Travel Agent shall advise market practices and trends that could result in further savings for UN Agencies, including the use of corporate travel booking tools with automated travel policy compliance and enforcement, and travel management reporting.
- The Travel Agent shall propose fares/airline routings in accordance with the latest UN Airline Safety List.
- 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. The Travel Agent is expected to expand these services, as they become available on additional carriers.

C. Travel Information/Advisories

- The Travel Agent shall provide quick reference for requested destinations.
- The Travel Agent 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.
- The Travel Agent shall inform travelers, upon booking confirmation, of flight/ticket restrictions, involuntary stopovers, hidden stops, and other inconveniences of the itinerary and provide required documentation for travels.
- The Travel Agent 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 (including inoculations and vaccinations requirements), COVID entry regulations, weather conditions, etc.; and
- The Travel Agent 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, and as soon as it becomes available.

D. Flight Cancellation/Rebooking and Refunds

- The Travel Agent shall process duly authorized flight changes/cancellations when and as required.
- The Travel Agent shall immediately process airline refunds for cancelled travel requirements, unutilized pre- paid tickets, and credit these to the relevant UN Agency as expeditiously as possible.
- The Travel Agent shall refund tickets within one (1) month at the latest (shorter period than 1 month offered will be an advantage).
- The Travel Agent shall not charge at airline rate only, i.e., no additional charges will accrue to the Travel Agent.
- The Travel Agent shall absorb cancellation and/or change reservation date charges which are due to no fault of UN Agencies and/or the traveler.
- The Travel Agent shall report back to the relevant UN Agency Authorized Staff on the status of ticket refunds.

E. Tickets Delivery

- The Travel Agent shall deliver tickets based on proper authority from the relevant UN Agency in Jordan, itineraries, and other travel documents as determined necessary by the relevant UN Agency. Tickets shall be delivered sufficiently in advance of travel to the venue specified by the UN Agency Authorized Staff.
- The Travel Agent shall, as requested provide emergency ticket delivery, or prepaid tickets or otherwise, after hours or at a weekend, or at an appropriate airport or through one of its office or correspondents worldwide.

F. Supplier Relations

- Travel Agent shall not favor any particular carrier when making reservations.
- Travel Agent shall maintain excellent relations with all carriers for the benefit of the UN Agencies in Jordan.

G. Services Quality Control

- The Travel Agent shall establish and operate to monitor on a regular and continuous basis the quality of travel products and services provided to the UN Agencies in Jordan.
- The Travel Agent shall ensure that at least 95% of all tickets issued within the year are maintained as per the below specified service level standards table, whereby this percentage is the performance threshold used the agent's performance.
- These procedures shall include a self-inspection system covering all the services to be performed under the Contract and shall include a method for monitoring, identifying and correcting deficiencies in the quality of service furnished to the UN Agencies in Jordan.
- UN Agencies in Jordan shall be notified of any deficiencies found and corrective action taken.
- The Travel Agent warrants that the personnel assigned to handle the UN Agencies' travel arrangements shall constantly be trained to be kept up to date.

H. Availability of Other Products and Services as May be Requested

- Lost ticket/travel documents.
- Preferred seating arrangements/upgrades.
- Visa arrangements.
- PCR tests, hotel quarantine and related insurances

- Privileged check-in services/use of airline lounge facilities/other airport assistance.
- VIP services/'Meet and Greet' facilities.
- Hotel reservations/accommodation.
- Excess baggage/lost baggage.
- Ground transportation/car rental (airport transportation with Jordan from / to : the City of Amman, Allenby Bridge, Dead Sea indicating the size and car model)
- Travel insurance.
- Emergency services, e.g. sickness, injury, etc.

The travel agent is requested to provide fees for the above services.

4. EXPECTED DELIVERABLES

The Travel Agent shall collaborate with the representatives designated by each UN Agencies in Jordan, who will request quotations for various itineraries, as required. Requests shall be sent in writing to the Travel Experts designated by the contracted Travel Agent and shall contain the following minimum information:

- routing/itinerary of travel.
 - outbound departure date and inbound arrival date.
 - class of booking and conditions of booking, if applicable (i.e. changeable dates, fully refundable etc.);
 - number of tickets required.
 - restrictions regarding airlines and/or air-carriers, if applicable.

Requests for quotation shall be sent between 08:30 am and 18:00 pm during working days. In case of emergency services requested during weekends and official holidays, the request for quotation sent in writing shall be followed by a phone call from the requestor alerting of the emergency.

Within two working hours from receipt of written request by email, the contracted Travel Agent shall provide its quotation as per applicable UN/UNICEF Travel Policy and special fares and conditions offered by air carriers to the UN Agencies in Jordan. The quotation shall consist of minimum three options (if available) for the requested itinerary and shall contain the following information for each option:

- air-carriers and flight numbers;
- dates and times of departures/arrivals for each segment of the trip;
- booking class with description of applicable restrictions and period of validity of booking;
- refund/rebooking charges;
- weight allowance as luggage
- price in USD/JOD, disaggregated by ticket fare, taxes, service fee and other charges if applicable.

The UN Agency Authorized Staff shall select the acceptable offer and within two working hours shall confirm and request the Travel Agent to make the booking. The Travel Agent shall send the booking by email to the UN Agency Authorized Staff. The period of validity of booking shall be in accordance with policies enforced by airline carriers and shall be indicated in the message.

The UN Agency Authorized Staff shall make every effort to obtain all required approvals for the proposed booking and travel within the period of validity of booking. In the event that he/she failed to request issuance of electronic ticket within the period of validity of the initially proposed

booking, the Travel Agent shall make every effort to re-book the initially proposed itinerary at the same fare and conditions or shall inform the UN Agency Authorized Staff of the impossibility of doing so and shall re-book the ticket at the next lowest available fare.

Upon approval of travel, the UN Agency Authorized Staff shall request issuance of electronic ticket as per confirmed booking and price.

5. REALISTIC DELIVERY DATES AND DETAILS ON HOW THE WORK MUST BE DELIVERED

UNICEF Jordan envisages entering into a multiyear Long-term arrangement with one or more qualified Travel Agent for the provision of Travel Management Services. The Travel Agent, selected as a result of the present Request for Proposal, will pass on to the UN Agencies in Jordan the own fares and conditions offered by the air carriers and shall not expect to receive any standard or override commissions from the respective air carrier. For the services listed under Scope of Services, expected deliverables and Performance Standards of the Terms of Reference the selected Travel Agent will charge the UN Agencies in Jordan either fixed service fee per each issued ticket or give discount on ticket prices advertised by Air Carrier (whichever is applicable) regardless of booking class. The level of the service fees or discount on ticket prices advertised by Air Carrier for any booking class shall remain fixed for the whole duration of the contract and shall apply for a whole itinerary per passenger and each independent air ticket issued unless there are changes in pricing introduced by air carrier which should be officially communicated.

6. PAYMENT TERMS

- The Travel Agent shall send an itemized official invoice to the UN Agency Authorized Staff once available for all services provided to the respective UN Agency (regularity to be agreed with relevant UN Agency's Authorized Staff);
- The invoice shall be issued in US Dollars/JOD.
- The invoice price shall be disaggregated by ticket fare, taxes, service fee and other charges (if applicable);
- Within **30** working days the invoiced UN Agency shall affect payment to the Travel Agency upon review and approval of the services included in the invoice. Payment will be affected by bank transfer in the currency of billing.

7. DESIRED QUALIFICATIONS, SPECIALIZED KNOWLEDGE OR EXPERIENCE

The provision of Travel Management Services is shall be provided by a well-established and qualified entity with experience in travel management and provision of related services. The successful Travel Agent which will be contracted to serve the needs of UN Agencies in Jordan shall have the following minimum qualifications:

Company/Agency

- 1) Accredited **IATA** Travel Agent for 5 years at least; valid IATA BSP certificate
- 2) Maintains a good track record in serving international organizations, embassies and medium to large multi-national corporations. Travel company/agency to provide 5 recommendation letters from most important/VIP costumers.
- 3) Has legal registration and trade license
- 4) Employs competent and experienced travel experts, especially in ticketing and fare computations, as evidenced by their track record in their Curriculum Vitae.
- 5) Financially capable of rendering services to UN Agencies in Jordan. The turnover for UN

agencies in Jordan is approximately 2 million US dollar annum.

- 6) Maintains facilities of on-line booking/airline reservations (i.e. Amadeus, or other), international ticketing facilities;
- 7) Capable of deploying motorized courier(s)/messenger(s)/documentation clerk;
- 8) Willing and able to guarantee the delivery of products and services in accordance with performance standards required under Section 6 of this Terms of Reference.
- 9) The company shall have a minimum 5 years' progressive operational experience in travel services.
- 10) Access to the travel agency's GDS system as a display access
- 11) Create a 24/7 hotline accessible to travelers or the UN agency focal point

Team composition

The successful Travel Agent shall be required to devote at least two dedicated personnel (with the following minimum qualifications:

- 1) Travel experts with a minimum three (3) years of practical experience in the management of travel services, in operating the automated reservation and ticketing systems;
- 2) Has adequate authority to make decisions for the timely resolution of problems;
- 3) In the case of emergencies (e.g. evacuations, war, etc.), the travel expert shall maintain operations necessary to support UN Agencies in Jordan; and
- 4) Provides 24 hours a day access to emergency service and necessary delivery of tickets as required by UN Agencies in Jordan to the required destinations.

The nominated travel experts in the proposal must be the employee who will be responsible for the management of travel services to UN Agencies in Jordan the entire period set for this contract. If the travel expert decided to terminate her/his services with the travel agent, the latter must notify UNICEF Jordan Administrative Specialist one month in advance and attach to the letter the Curriculum Vitae of the proposed replacement of the travel expert. UNICEF Jordan has the right to reject the newly nominated travel expert if found to be not competent enough to handle the management of the travel services. And in the event of failing to assign experienced personnel, then UNICEF Jordan shall have the right to terminate the contract.

The Travel Experts proposed by the Proposers shall be interviewed by a committee, prior to opening the financial proposal to finalize the technical proposal evaluation process.

Other expertise needed and facilities required shall be sourced from the existing capacity of the Travel Agent.

The Travel Agent 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.

8. CONTRACT MANAGEMENT

The contract resulting from the present Request for Proposal shall be available for use by all UN Agencies in Jordan, which will designate one representative to deal with the Travel Agent (list of UN Agency representatives will be communicated separately upon contract issuance). However, the overall contract management responsibility shall rest with UNICEF Jordan, whose Administrative Specialist shall serve as focal point for this purpose.

The UNICEF Jordan Administrative Specialist shall serve as the focal point for the following:

- LTA management and administration and overall point of contact for the contracted Travel Agent;
- Issuance, answering questions; coordination and establishment of reports;
- Obtain and review quarterly reports from the Travel Agent;

The UNICEF Jordan Administrative Specialist shall, from time to time, evaluate and verify with other Travel Agencies and other industry indicators the comparability and competitiveness of the rates offered by the contracted Travel Agent. The UNICEF Jordan reserves the right to terminate the LTA with the Travel Agent at any time if the Travel Agency charges UN Agencies in Jordan on higher rates than market standards or does not render minimum services described in this tendering document.

For purposes of accessibility, ease of coordination, efficiency of delivery of services and lowering the overall costs of doing business, the UN Agencies maintain the right, and the Travel Agent contracted through this tendering exercise must comply with the request, **to open an in-plant within the UN House and cover cost of utilities, communication, and internet.**

The Travel Agent shall provide the UNICEF/UN Agencies with management information reports in writing consisting, at a minimum, of the following:

- Quarterly Production Statistics;
- Quarterly Carrier – Route – Fare Analysis and Production/Volume of Business;
- Quarterly Production Statistics and Carrier–Route–Fare Analysis and Production/Volume of Business

Report, containing the following minimum information: name of requesting unit (UN Agency), ticket number, passenger name, travel dates, itinerary, ticket price, service fee applied (as per table below):

#	Ticket number	Airline code	Itinerary	Booking class	Fare	Tax	Discount, %	Service fee	Applicable option	UN agency

- Changes and Update on Airline Rates, promotions, policy changes, etc., immediately upon the receipt of the advice;
- Monthly Complaint Analysis.

9. PERFORMANCE INDICATORS FOR EVALUATION OF RESULTS

The successful Travel Agent/s shall perform its services and deliver its products in accordance with the herein prescribed minimum performance standards set by the UN Agencies:

Product / Service	Performance Attribute	Definition	Standard / Service Level
1. Airline Reservation	Agency Accuracy	Ability to perform task completely and without error	Zero-error in passengers' records/airline bookings, fare computation, 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, if booking is made TA should be able to issue ticket immediately upon receipt of instruction 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 ticket/aborted travel due to incomplete travel documents

	Timeliness of delivery	Ability to deliver product or service on or before promised date	2 working days before departure date
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	5 working days before travel date
4. Billing	Accuracy	Ability to generate billing 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 and 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 lower than airline preferred rates. Guarantee that one quotation is the lowest obtainable fare.
	Good value indicated by price	Competitive fares quoted vs. restrictions or lack/absence thereof	At the same terms or better than quoted by airlines
	Willingness to assist UN Agencies to negotiate preferred rates and concessions	Voluntarily offering to assist/represent UN Agencies 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 agent	Telephone: 3 rings Emergency: 24 hours Email: available
	Responsiveness	Willingness to go out of one's way to help the traveler	Regular coordination meetings with UN Agencies Operations Management Committee; Travel Agency Performance Reviews once a year. No. of ad-hoc service requests satisfied outside of normal working hours;
7. Problem Solving	Refunds	Ability to process and obtain ticket refunds on a timely basis	Within one month from date of cancellation
	Complaint Handling	Ability to resolve complaints	Timeliness: one (1) week Manner of resolution: Satisfactory score
8. Travel Experts	Competence	Knowledge of destinations. Knowledge of airline practices, fare levels and shortest routes and connections. Knowledge of UN Travel Policies;	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 of concern to them	Frequency of communications: Monthly
10. Office premises and Hours of Services	Readiness to do business	Travel Expert and/or back-up persons availability	<ul style="list-style-type: none"> ▪ The Travel Agent(s) should provide travel services from 8.30 am to 18.00 p.m during working days. In addition, Travel Agent(s) shall provide for 24 hours a day emergency service, as well as for services during weekends and official holidays where emergency travel service is required. Zero complaints that no one was around to answer calls
11. UN Travel Policy	Adherence to UN Travel Policy	Knowledge of UN Travel Policy and secure reservations only in compliance with it	Send 3 options for each request (if available) which are most direct & economical routes

10. FREQUENCY OF PERFORMANCE REVIEWS

The UNICEF Jordan Administrative Specialist shall serve as the focal point for the following:

- Conduct Travel Agent Performance Review once per year, based on feedback received from all participating UN Agencies;
- Perform inspection of services, including verification of fares, rates, etc.

11. CALL FOR PROPOSALS

For purposes of generating proposals whose contents are uniformly presented and facilitate their comparative review. The descriptions and information provided under each sub-section therein should prove the Proposer's ability to meet and/or exceed the requirements of the Terms of Reference and should facilitate ease of analysis/evaluation process. Any additional documents provided as part of the Technical Proposal should be referenced in a chronological order and labeled accordingly. A Proposal determined as not substantially responsive will be rejected and may not subsequently be made responsive by the Proposer by correction of the non-conformity.

UNICEF Jordan recognizes the importance of confidentiality of the data provided by Proposers and the proposal information. In order to facilitate the evaluation process, following is the recommended list of documents to be submitted as part of the Technical Proposal, which could be used by Proposers as a guiding checklist for structuring the Proposal. Proposers may attach any additional documents/information as they deem relevant and appropriate.

A two-stage procedure shall be utilized in assessing the proposals, with assessment of the technical proposal being completed prior to any price proposal being compared. Applications shall therefore contain the following required documentation:

A. Technical proposal

Applicants shall prepare a proposal as an overall response to ToR ensuring that the purpose, objectives, and deliverables of the assignments are addressed. All proposals to include (but not limited to):

- Company profile (including the below)
 - Legal name and country of registration and operation,
 - Company experience and vendor base,
 - Latest Credit Rating
 - List of recent contracts and their value
 - Description of the Agent's main
 - Office and branches, number of company's employees. List the airlines that the Agent is selling tickets on behalf
 - Litigation history (disputes, arbitration, claims, etc.), indicating current status and outcomes, if already resolved.
- Provide a detailed description of the methodology for how the service would be provided.
- Provide the CVs for the two Travel Experts who will be nominated to support the implementation

- Provide copies of IATA accreditation certificate for 5 years at least and other certificates of professional membership in travel management associations etc.
- Describe the booking systems used by the Agent and provide copies of relevant certificates.
- Provide At least two references from a previous employer and letters of recommendation from clients and business partners.
- Provide copies of company's registration certificate, licenses issued by global travel management association (if any), and other certificates of professional membership in travel management associations etc.
- Provide information about the annual quantity of air tickets sold in 2019, 2020, 2021.
- Provide information about availability of on-line booking tool.
- Quality assurance mechanism and risk mitigation measures put in place
- A complete copy latest audited financial statements with comparative figures for the two most recent years; preferably signed by Company's accounting firm/certified external auditor.

No financial information should be contained in the Technical Proposal.

B. Financial Offer

A financial proposal using the Pricing schedule provided as Annex C should be submitted separately.

12. Contact parameters:

UNCIEF Jordan envisages entering into a multiyear long-term arrangement with one or more qualified Travel Agents for the provision of Travel Management Services. The Travel Agent, selected as a result of this process, will pass on to the UN Agencies in Jordan the own fares and conditions offered by the air carriers and shall not expect to receive any standard or override commissions from the respective air carrier. For the services listed under this Terms of Reference, the selected Travel Agent will charge the UN Agencies in Jordan either fixed service fee per each issued ticket or give discount on ticket prices advertised by Air Carrier (whichever is applicable) regardless of booking class, as detailed in Financial Proposal template (Pricing schedule) of the present Request for Proposal. The level of the service fees or discount on ticket prices advertised by Air Carrier for any booking class shall remain fixed for the whole duration of the contract and shall apply for a whole itinerary per passenger and each independent air ticket issued unless there are changes in pricing introduced by air carrier which should be officially communicated.

13. UNICEF RECOURSE IN CASE OF UNSATISFACTORY PERFORMANCE

UNICEF reserves the right to withhold payment on each individual and consolidated output until the consultant provide satisfactory quality output as reviewed by the project supervisor. In case of unsatisfactory performance, misconduct, unacceptable quality, the payment will be withheld until quality deliverables are submitted and subsequently, the contract will be terminated, or contractual penalties shall apply in accordance with the General terms and conditions stated in the tender document if the contractor fails to deliver.

14. REQUEST FOR PROPOSAL EVALUATION AND WEIGHTING CRITERIA

(70 technical points, + 30 financial points = 100 total points)

Submitted proposals will be assessed using Cumulative Analysis Method. All request for proposal will be weighed according to the technical (70 points) and financial considerations (30 points). Financial proposals will be opened only for those application that attained 70% (49 out of 70) or above on the technical part. Below are the criteria and points for technical and financial proposals.

A. Technical Proposal

The Technical Section of the proposal should be submitted in English. All other sections should be annexed. All sections (components) of the proposal will be evaluated and weighted. The proposal should be found technically sound. The following criteria shall be considered for the evaluation of the technical proposals:

CATEGORY	TECHNICAL CRITERIA	MAX POINTS
Overall Response	<ul style="list-style-type: none"> General adherence to Terms of Reference and tender requirements and elaborated and articulate understanding of scope, objectives and overall assignment and requirements 	10
Company Profile	<ul style="list-style-type: none"> Valid License to operate as a Travel Agent. Profile of Company and experience on similar projects (Number of customers, size of projects, number of staffs per project). 	10
	<ul style="list-style-type: none"> Accredited IATA Travel Agent at least for 5 years: valid IATA BSP certificate, interfaced with BSP system with ability to invoice with full itinerary details. 	10
	<ul style="list-style-type: none"> Fully automated Back Office System. (organogram, office structure and office systems in place and affiliations with any international networks.) 	5
	<ul style="list-style-type: none"> Updated financial statements for previous 2 years. 	5
Experience and expertise	<ul style="list-style-type: none"> Minimum 5 years of progressive operational experience preferable with United Nations or other International Humanitarian Organization, Embassies and/or leading Commercial Companies preferred. (<i>below 5 years=0 points, 5 years = 8 points, above 5 years=10 points</i>) 	10
	<ul style="list-style-type: none"> Travel experts with a minimum three (3) years of practical experience in the management of travel services, in operating the automated reservation and ticketing systems; 	5
	<ul style="list-style-type: none"> Maintains facilities of on-line booking/airline reservations (i.e. Amadeus, or other), international ticketing facilities 	5
	<ul style="list-style-type: none"> Provision of references from 3 potential clients for whom the bidder has provided similar services, 	5
	<ul style="list-style-type: none"> Quality assurance mechanism and risk mitigation measures put in place 	5
TOTAL SCORE		70

Minimum technical score: 70% of 70 points = 49 points

B. Financial Offer

A separate Financial Offer detailing all requirements should be submitted under this section. The financial offer (this section) should be submitted on a separate file from the Technical Capability and Schedule information. Only those financial proposals will be opened which have been technically

accepted according to the above criteria (scored above 49 points for the technical proposals) . Financial proposal will be weighted based on the clarity and appropriateness.

Total Financial (Max 30 points)

15. CONDITIONS

- The **contractor** will work on its own resources (computer(s), other office resources and materials) in the execution of this assignment. **The contractor's fee shall be inclusive of all office administrative costs**
- Please also see UNICEF's General Terms and Conditions attached with the tender document.

16. Long terms agreements (LTAs)

- a. Long Term Agreement are contractual instruments whereby a supplier agrees to provide defined services that are required by UNICEF on a recurring basis. This process has been designed to avoid repetitive competitive procurement process which would reduce the lead-time for delivery of the required services/works.
- b. Notwithstanding any agreed discounts, prices offered by bidders, shall constitute maximum ceiling prices and shall remain fixed during the validity of the LTA.
- c. The resulted LTA awarded to the winning bidder (s) resulting from this tender shall be valid for an initial period of 24 months and may be extended for an additional 24 months subject to the contractors' satisfactory performance and need for the service.
- d. The LTA shall be non-exclusive and carry no commitment, expressed or implied, of any minimum off-take, and will not accord any exclusivity to the contractor/Services provider.
- e. UNICEF has the right to terminate the LTA or reduce the office coverage in terms of details of the service to be provide or office location.
- f. During the term of an LTA, based on the need and requirements, UNICEF shall issue a job order or Corporate Contracts to the LTA holder (s) and, with reference to the LTA, setting out the requirements and other instructions for the delivery of the services/works. It has to be noted that it is the job order/contract issued under the LTA and not the LTA itself that constitutes a legally binding contractual agreement.
- g. The LTA holder (s) agree to provide the services to UNICEF pursuant to the Job order / Corporate Contracts received during the term of the LTA, which shall conform to the description of the scope of work and the prices specified.

17. ENQUIRIES

Please direct any enquiries to the below dedicated email address indicating the bid reference:

UNICEF Jordan procurement team: JCO-Procurement@unicef.org

18. SUBMISSION

Proposals with all supporting documents should be addressed separately to:

UNICEF Jordan Bids : Jordanbids@unicef.org