

ANNEX B- TERMS OF REFERENCE FOR PROVISION OF TRAVEL MANAGEMENT SERVICES FOR UN AGENCIES IN JORDAN

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	October 2025
Est. End date	October 2027
Reporting to	(Admin – Travel & Protocol Unit)

1. BACKGROUND

Travel and Transportation is one of United Nations (UN) largest controllable expenses, and the organizations gains significant financial benefits through partnering with specialized travel agencies.

To achieve time and cost efficiency while ensuring outstanding quality of service, the UN Agencies in Jordan, led by UNICEF as the managing entity for the bidding process, seek to establish Long-Term Agreements (LTAs) with multiple qualified Travel Agents capable of providing comprehensive Travel Management Services including air travel reservations, ticketing, and related reporting for an initial two-year period, extendable for an additional two years based on performance and operational needs.

The combined annual travel ticket expenditure by UN Agencies in Jordan averaged USD 2 - 3 million between 2022 and 2025, with similar volumes expected going forward. However, this LTA does not guarantee any minimum future business volume.

Travel under this ToR covers official journeys by UN personnel via air or related transport for purposes including, but not limited to official missions, meetings, recruitment interviews, staff appointments and repatriation, project site visits, and other official UN travel requests.

2. OBJECTIVE AND TARGETS

On behalf of all UN Agencies in Jordan, UNICEF Jordan invites qualified Travel Agents to submit proposals for providing a full range of Travel Management Services essential to supporting official travel needs. The scope covers all administrative and management functions related to authorized travel. The selected Travel Agent(s) will be contracted for an initial two-year period, with the option to extend for an additional two years based on performance.

3. SCOPE OF THE WORK (WORK ASSIGNMENT)

The selected Travel Agent(s) will be responsible for providing comprehensive, accurate, and efficient international travel services to UN Agencies during regular working hours from 08:30 am to 6:00 pm. In addition, they must offer 24-hour emergency support, including weekends and public holidays, with services conducted in English. At least one travel specialist shall be available at all times by phone, with a backup contact to ensure continuous assistance. Due to the frequent need for urgent travel arrangements, rapid response and effective communication are essential. The Travel Agent will coordinate travel not only for UN staff based in Jordan but also for incoming personnel, meeting attendees, and experts from other locations worldwide.

3.1. Reservation and ticketing

3.1.1. Itinerary Proposals and Quotations

- a) Upon receipt of a travel request, the Travel Agent shall promptly provide at least three (3) itinerary options based on the most direct and economical routes available. Each proposal must include detailed fare breakdowns, ticket conditions, and any applicable discounts or special UN rates.
- b) Ticket prices quoted by the Travel Agent shall never exceed the published fares offered directly by the airline carriers. The Travel Agent shall transparently disclose all applicable

discounts, including negotiated rates and special arrangements with airlines available to UN Agencies.

- c) All the fare and itinerary information provided is confidential and shall not be disclosed to any third party without prior written consent from the requesting UN Agency.

3.1.2. Ticket Issuance and Delivery

- a) The Travel Agent shall issue airline tickets on the approved International Air Transportation Association (IATA) stock or recognized airline stock only. Electronic ticketing (e-ticket) is preferred and should be implemented where possible.
- b) Tickets and detailed itineraries must be delivered promptly and accurately in electronic format, reflecting the current booking status for all flight segments. Tickets shall be issued within 24 hours of itinerary approval or immediately for urgent travel requests.
- c) The Travel Agent shall advise authorized UN staff of all ticketing deadlines and ensure timely issuance to avoid cancellations.

3.1.3. Booking Management and Amendments

- a) The Travel Agent shall monitor flight schedules continuously and proactively and manage bookings to accommodate airline schedule changes, cancellations, or fare adjustments, issuing revalidations or reissues as required.
- b) In case of any ticket loss, the Travel Agent shall promptly coordinate replacement tickets according to airline carrier policies.
- c) For wait-listed bookings, the Travel Agent shall provide daily status updates to the requested UN Agency until confirmation or cancellation of the booking.

3.1.4. Travel Document Compliance

- a) The Travel Agent shall ensure that all travelers have the necessary and complete travel documents well in advance of departure. This includes visas, transit permissions, and any other entry requirements based on nationality and destination.
- b) Tickets must be issued in compliance with the UN Agencies' travel policies and entitlements, which will be provided to the Travel Agent.

3.1.5. Communication and Notifications

- a) The Travel Agent shall provide timely notification of any disruptions such as flight cancellations, airport closures, delays, strikes, or local safety concerns that may impact travel plans.
- b) The Travel Agent shall maintain continuous communication with authorized UN representatives and travelers, ensuring that any necessary changes or alternatives are swiftly coordinated.

3.1.6. Confidentiality and Data Protection

- a) The Travel Agent shall treat all travel-related information and data with strict confidentiality and adhere to all applicable data protection laws and UN privacy requirements.

3.1.7. Service Availability and Responsiveness

- a) The Travel Agent shall maintain operations from 08:30 to 18:00 on regular working days and provide a 24/7 emergency service for urgent travel requests, including weekends and public holidays. At least one trained travel expert must be reachable at all times by telephone and email.
- b) All services shall be delivered in English, ensuring clear and effective communication with UN Agencies and travelers.

3.1.8. Compliance and Quality Assurance

- a) The Travel Agent shall remain fully familiar with UN travel policies and procedures and ensure all bookings and ticketing adhere to these standards.
- b) The Travel Agent shall provide continuous quality assurance through regular performance monitoring, prompt resolution of issues, and periodic reporting on booking and ticketing activities.

3.2. Airfares and Airlines Routings/Itineraries

- a) The Travel Agent shall consistently propose the most economical fares and airline routes available, ensuring that the lowest possible airfare is secured for each journey. Routings must prioritize the most direct and cost-effective travel options, except when total travel time exceeds nine (9) hours, in which case a maximum layover of four (4) hours between flight segments is permissible.
- b) All ticketing must strictly adhere to the entitlements and conditions specified in the UN/UNICEF Travel Authorization documents, ensuring compliance with official travel policies.
- c) The Travel Agent shall proactively support UN Agency Authorized Staff in negotiating with airlines to secure preferred fare conditions tailored to UN requirements. This includes maximizing ticketing flexibility, such as extended ticketing deadlines up to the date of travel commencement whenever feasible.
- d) The Travel Agent shall keep the UN Agencies informed of current market trends, airline policies, and emerging fare structures that may yield additional cost savings. This includes advising on the implementation of advanced corporate travel booking technologies that enforce travel policy compliance and provide comprehensive travel management reporting.
- e) All proposed fares and routes shall comply with the latest UN Airline Safety List, prioritizing travel with airlines meeting UN safety standards.
- f) The Travel Agent shall provide official travelers with access to last-seat availability, advance seat assignments, and advance boarding passes on all airlines where such services are offered. The Travel Agent is also expected to continuously expand these service offerings as they become available across additional carriers.

3.3. Travel Information/Advisories

- a) The Travel Agent shall provide prompt, accurate, and easily accessible destination information to support effective travel planning and decision-making for all official trips.
- b) The Travel Agent shall issue travelers a detailed, automated itinerary document encompassing all relevant travel details, including carriers, flight and voyage numbers, departure and arrival times, tax exemption status, booking references, and any special travel conditions.
- c) Upon booking confirmation, the Travel Agent shall clearly communicate all applicable ticket and flight restrictions, including involuntary or hidden stopovers, layovers, and any potential itinerary inconveniences, accompanied by all necessary documentation to ensure full traveler awareness and compliance.
- d) The Travel Agent shall maintain up-to-date, comprehensive resources both online and offline covering essential travel-related information such as visa and entry requirements, security protocols, airport transfers and local transportation options, local customs, currency regulations, health advisories (including required inoculations and vaccinations), public health and safety measures, weather conditions, and any other relevant advisories that may impact travel.
- e) The Travel Agent shall proactively monitor and promptly notify travelers and UN Agency Authorized Staff of any changes or disruptions that could affect travel plans, including airport closures, flight delays, cancellations, strikes, natural disasters, or political unrest. Notifications shall be issued as soon as such information becomes available to allow timely adjustments.

- f) The Travel Agent shall provide guidance and support to travelers in navigating emergency situations or unexpected travel interruptions, ensuring traveler's safety and continuity of official duties.
- g) The Travel Agent shall ensure that all travel information complies with UN policies on confidentiality and data protection.

3.4. Flight Cancellation, Rebooking, Refunds, and Disruption Management

The Travel Agent shall provide efficient and transparent handling of flight cancellations, rebooking, refunds, and disruptions in accordance with the UN Agency's requirements, as follows:

3.4.1. Cancellation, Rebooking, and Refund Processing

- a) Process all authorized flight cancellations, changes, and rebooking requests promptly and accurately, strictly following instructions from the designated UN Agency Authorized Staff.
- b) Expedite airline refunds for cancelled flights and unused prepaid tickets, ensuring timely crediting to the respective UN Agency's account.
- c) Complete all refund transactions within one (1) month from the refund request date, with shorter turnaround times considered a value-added service.
- d) Charge only airline-published fees for cancellations or changes, with no additional handling or administrative charges.
- e) Assume responsibility for any cancellation or change fees incurred due to circumstances beyond the UN Agency's or traveler's control.
- f) Maintain proactive communication by providing regular status updates to the UN Agency on all refund and rebooking requests, ensuring accountability and resolution.

3.4.2. Flight Disruption Response & Compensation

In case of flight cancellations, delays, missed connections, or other disruptions, the Travel Agent shall:

- a) Immediately notify the concerned UN Agency Authorized Staff and traveler.
- b) Provide alternative travel options within two (2) working hours of disruption notification.
- c) Coordinate directly with airlines to rebook or reroute affected travelers with minimal disruption.
- d) Communicate fare differences or penalties clearly and obtain UN Agency approval before proceeding.
- e) If additional costs (accommodation, meals, transport) arise due to the Travel Agent's failure to act promptly or accurately, the Travel Agent shall either:
 - o Bear the cost of such expenses, or
 - o Provide equivalent compensatory travel credits/services, subject to UN Agency approval.
- f) Maintain 24/7 real-time flight tracking and support (including public holidays) for immediate assistance.
- g) Ensure rebooking or refund requests due to disruptions are initiated within 24 hours and completed within seven (7) calendar days, unless airline policies dictate otherwise.

3.5. Tickets Delivery

The Travel Agent shall ensure the prompt and secure delivery of tickets, itineraries, and all requisite travel documents, strictly adhering to the authorizations provided by the respective UN Agency in Jordan. Delivery shall occur well in advance of the traveler's departure, to the location specified by the authorized UN personnel.

In urgent or emergency situations, the Travel Agent shall provide after-hours, weekend, and holiday ticket delivery services. This may include hand delivery at airports, direct distribution from the Travel Agent's offices, or via designated global correspondents, ensuring uninterrupted accessibility and support for critical travel requirements.

3.6. Supplier Relations

3.6.1. Impartiality & Client-First Recommendations

- a) The Travel Agent shall maintain impartiality and objectivity by not favoring any particular airline or service provider when making travel arrangements.
- b) All recommendations must prioritize the UN Agencies' interests, emphasizing:
 - Cost-effectiveness
 - Reliability
 - Full compliance with UN travel policies

3.6.2. Strategic Partnerships & Negotiation

- a) The Travel Agent shall proactively nurture and sustain strong professional relationships with airlines, carriers, and service providers.
- b) These partnerships must be leveraged to secure:
 - Advantageous terms
 - Preferential rates
 - Priority services that benefit UN Agencies operating in Jordan.

3.7. Group Travel Coordination

The Travel Agent shall provide specialized services for the planning, coordination, and execution of group travel arrangements, including but not limited to delegations, official missions, workshops, conferences, training sessions, and emergency deployments. These services shall include:

3.7.1. Dedicated Group Travel Desk

The Travel Agent shall designate experienced personnel to manage group bookings and provide direct support to UN Agency focal points throughout the travel planning process.

3.7.2. Negotiation of Group Fares and Benefits

The Travel Agent shall negotiate with airlines and accommodation providers to secure preferential group rates, free name changes (where possible), flexible terms (such as reduced penalties for changes or cancellations), and value-added services (e.g. priority check-in, luggage waivers).

3.7.3. End-to-End Travel Support

The Travel Agent shall coordinate logistics from departure to return, including:

- Group flight bookings with seat blocks.
- Coordination of land transport and airport transfers.
- Hotel reservations and venue-related travel planning.
- Meal and incidentals management where applicable.

3.7.4. Consolidated Itineraries and Billing

The Travel Agent shall issue consolidated travel itineraries for groups and offer batch invoicing options, disaggregated by traveler or department for ease of reconciliation.

3.7.5. Group Communications

The Travel Agent shall facilitate pre-departure briefings or provide written group travel guidelines, ensure uniformity in travel arrangements, and handle last-minute updates or emergencies affecting group movements.

3.7.6. Post-Travel Reporting

Upon request, the Travel Agent shall deliver detailed reports summarizing costs, routes, and travel feedback for group events, aiding in future travel planning and budget forecasting.

3.8. Accessible Travel Services for Persons with Disabilities

The Travel Agent shall ensure full accessibility and inclusivity in all travel arrangements, strictly adhering to the UN's principles of non-discrimination, equal access, and dignity for travelers with disabilities. Services must be tailored to individual needs, with proactive planning and continuous support throughout the journey.

3.8.1. Personalized Accessibility Assessment & Planning

- a) Provide dedicated one-on-one consultation for travelers with disabilities to assess needs (mobility, sensory, medical, etc.).
- b) Develop customized travel plans that address all accessibility requirements before confirming bookings.

3.8.2. Accessible Flight Arrangements

- a) Secure priority seating (aisle/window, near accessible lavatories) and confirm boarding assistance (e.g., wheelchairs, escorts).
- b) Notify airlines in advance of
 - o Special equipment (e.g., wheelchairs, oxygen, assistive devices);
 - o Medical conditions requiring accommodation (e.g., extra legroom, stretcher seats).
- c) Monitor compliance with airline accessibility policies and escalate issues promptly.

3.8.3. Accessible Ground Transportation & Airport Assistance

- a) Verify and book wheelchair-accessible transfers, ensuring vehicles meet international accessibility standards (e.g., ramps, securement systems).
- b) Coordinate with airports for:
 - o Escorted gate-to-gate assistance;
 - o Accessible check-in, security, and boarding procedures.

3.8.4. Accessible Accommodation

- a) Guarantee booked hotels provide fully accessible rooms, including:
 - o Roll-in showers, grab bars, and step-free access;
 - o Visual/auditory alert systems for hearing/vision-impaired guests;
 - o Accessible common areas (restaurants, elevators, emergency exits).
- b) Confirm accessibility features in writing before finalizing reservations.

3.8.5. Emergency & Contingency Support

- a) Provide 24/7 emergency assistance to resolve access barriers (e.g., last-minute flight changes, equipment damage).
- b) Arrange alternative travel solutions at no additional cost if services fail to meet accessibility commitments.

3.8.6. Accessible Documentation & Communication

- a) Record all accessibility needs in the booking system and share with relevant providers.

- b) Supply itineraries and instructions in accessible formats upon request (e.g., Braille, large print, screen-reader-compatible files).
- c) Use plain language and ensure travelers receive pre-departure accessibility briefings.

3.8.7. Staff Training & Compliance

- a) Train all personnel on:
 - o Disability awareness, etiquette, and appropriate language;
 - o UN accessibility standards and legal requirements (e.g., CRPD);
 - o Troubleshooting common access barriers.
- b) Conduct annual refresher courses and maintain records of training completion.

3.9. Services Quality Control

- a) The Travel Agent shall establish and maintain a robust quality assurance framework designed to regularly monitor, evaluate, and enhance the delivery of travel products and services to the UN Agencies in Jordan.
- b) The Travel Agent commits to achieving a minimum service performance level whereby at least 95% of all issued tickets annually meet or exceed the agreed-upon service standards defined in the contractual Service Level Agreement.
- c) The quality assurance framework shall include systematic self-inspections, continuous service monitoring, and mechanisms for promptly identifying, documenting, and rectifying any deficiencies or deviations from agreed standards.
- d) The Travel Agent shall provide timely and transparent notifications to the UN Agencies regarding any identified service issues, including detailed corrective action plans and follow-up reporting to ensure continuous improvement.
- e) The Travel Agent guarantees that all personnel responsible for managing UN travel services will undergo ongoing training and professional development to remain fully knowledgeable of the latest industry standards, UN travel policies, and emerging trends to maintain exceptional service delivery.

3.10. Technology and Integration

- a) The Travel Agent shall utilize advanced travel management systems compatible with UN platforms to facilitate seamless booking, ticketing, and reporting processes.
- b) The booking platform must support electronic ticketing, automated itinerary generation, and real-time updates accessible by UN authorized staff.
- c) The Travel Agent shall ensure secure handling of all travel data with robust cybersecurity measures, including data encryption, secure backups, and compliance with applicable data protection regulations.
- d) Integration capabilities with UN internal travel authorization and expense management systems are preferred to streamline workflow and enhance transparency.
- e) The Travel Agent shall provide technical support and training to UN personnel on using the travel management system effectively.

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

The Travel Agent shall provide, upon request, with a comprehensive suite of supplementary travel-related products and services to meet the diverse and evolving needs of UN Agencies' personnel. These services include, but are not limited to:

- a) Assistance with lost, stolen, or misplaced tickets and travel documents, ensuring rapid resolution.
- b) Arrangements for preferred seating, cabin upgrades, and other special accommodations in

- accordance with traveler entitlements and preferences.
- c) Facilitation and coordination of visa processing, including guidance on entry requirements and documentation.
 - d) Management of health-related travel protocols, including medical testing, quarantine logistics, and related insurance coverage, compliant with current regulations and guidelines.
 - e) Access to expedited airport services such as privileged check-in, airline lounge usage, priority boarding, and other airport assistance to enhance traveler comfort and efficiency.
 - f) Provision of VIP services, including personalized 'Meet and Greet' assistance at airports.
 - g) Coordination of hotel reservations and accommodation arrangements tailored to official mission requirements and traveler preferences.
 - h) Handling of excess baggage, lost baggage claims, and related coordination with carriers.
 - i) Organization of ground transportation and car rental services, including airport transfers to and from key Jordanian locations such as Amman, Allenby Bridge, and the Dead Sea, with specific vehicle type and model as requested.
 - j) Arrangement of comprehensive travel insurance policies suited to official travel needs.
 - k) Emergency services to assist travelers in cases of illness, injury, or unforeseen travel disruptions, ensuring swift and effective response.

The travel agent is requested to provide fees for the above services. The Travel Agent shall deliver these additional services with the utmost professionalism, efficiency, and attention to detail to support seamless and secure travel for all UN Agencies' personnel.

4. EXPECTED DELIVERABLES

The Travel Agent shall collaborate closely with designated representatives of each UN Agency in Jordan, who will submit formal requests for travel quotations as needed. All requests must be submitted in writing and include the following minimum information:

1. Detailed routing/itinerary of travel.
2. Outbound departure date and inbound arrival date.
3. Class of booking and applicable conditions (e.g., refundable, changeable dates).
4. Number of tickets required.
5. Any restrictions related to airlines or air carriers, if applicable.

Requests for quotations shall be received during official working hours from 08:30 to 18:00, Sunday through Thursday. In the case of emergency requests submitted during weekends or official holidays, a written request must be promptly followed by a phone call from the requester to alert the Travel Agent of the urgency.

Upon receipt of a written request, the Travel Agent shall provide a detailed quotation within two (2) working hours. Quotations must comply fully with the applicable UN/UNICEF Travel Policy and include special fares and conditions offered by airline carriers to UN Agencies in Jordan. Each quotation shall include a minimum of three (3) itinerary options, where available, with the following details for each:

1. Air carriers and flight numbers.
2. Dates and times of departures and arrivals for each segment.
3. Booking class, including full description of applicable restrictions and validity periods.
4. Refund and rebooking charges, if any.
5. Luggage allowance, specifying weight and piece limits.
6. Total price in USD and JOD, with a clear breakdown of base fare, taxes, service fees, and any additional charges.

Once the UN Agency Authorized Staff reviews the quotation, they shall confirm the preferred option and request the Travel Agent to proceed with booking within two (2) working hours of receipt. The Travel Agent shall then issue the booking confirmation via email, clearly stating the validity period of the booking according to the airline's policies.

The UN Authorized Staff is responsible for obtaining all necessary internal approvals within the validity period of the booking. Should the ticket issuance request not be received within this timeframe, the Travel Agent shall make every effort to rebook the originally proposed itinerary at the same fare and conditions. If this is not possible, the Travel Agent must immediately inform the UN Authorized Staff and provide alternative options at the next best available fare.

Upon final travel approval, the UN Agency Authorized Staff will instruct the Travel Agent to issue electronic tickets as per the confirmed booking and price. The Travel Agent shall ensure tickets are issued promptly and accurately in accordance with the agreed itinerary and fare conditions.

1. All communications related to travel requests, quotations, and bookings shall be documented and stored securely for audit purposes.
2. The Travel Agent shall maintain a log of response times and booking accuracy as part of ongoing quality assurance.
3. The Travel Agent will provide a dedicated contact point or team of Travel Experts trained and authorized to handle UN travel requests efficiently.
4. In cases of itinerary changes or cancellations initiated by airlines, the Travel Agent shall notify the UN Authorized Staff immediately and assist in rebooking or refunds in line with UN policies.

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

UNICEF Jordan intends to establish a multi-year Long-Term Arrangement (LTA) with several qualified Travel Agents to provide comprehensive Travel Management Services.

The Travel Agent(s) selected through this Request for Proposal (RFP) process will be required to pass on to the UN Agencies in Jordan the actual fares and conditions as offered by the respective air carriers. The Travel Agent shall not expect to receive any standard or override commissions from these air carriers.

For the scope of services, expected deliverables, and performance standards defined in the Terms of Reference, the selected Travel Agent will charge the UN Agencies in Jordan either a fixed service fee per issued ticket or apply a discount on the ticket prices published by the air carriers whichever is applicable regardless of the booking class.

The level of service fees or discounts on the ticket prices for any booking class shall remain fixed and binding for the entire duration of the contract. These fees or discounts will apply to the entire itinerary per passenger and to each independently issued air ticket, except in cases where there are official pricing changes introduced by the air carrier, which must be formally communicated to the UN Agencies.

6. PAYMENT TERMS

The payment schedule must be based on completed deliverables which are accepted by Contract supervisor. Billing process and Payment terms are mentioned in LTA and if there is any issued Contract as per individual UN agencies' policy. 30 days net upon receipt of approved invoice.

1. The Travel Agent shall issue an itemized official invoice to the designated UN Agency Authorized Staff promptly upon availability of services rendered. The frequency of invoicing shall be mutually agreed upon with the respective UN Agency Authorized Staff.
2. All invoices shall be issued in United States Dollars (USD) or Jordanian Dinar (JOD).
3. Each invoice must provide a detailed breakdown of charges, including ticket fare, applicable taxes, service fees, and any other relevant charges.
4. The invoiced UN Agency shall process payment within 30 working days following receipt, review, and approval of the invoice and associated services. Payments will be made via bank transfer in the currency specified on the invoice.

7. DESIRED QUALIFICATIONS, SPECIALIZED KNOWLEDGE OR EXPERIENCE

The provision of Travel Management Services shall be undertaken by well-established and qualified entities with proven experience in travel management and related services. The successful Travel Agent contracted to serve the UN Agencies in Jordan must meet the following minimum qualifications:

7.1. Company/Agency Qualifications:

1. Minimum of five (5) years of continuous business operation in international and domestic ticketing services, with valid IATA accreditation, including a valid IATA BSP certificate.
2. Proven track record in providing travel services to international organizations, embassies, and medium to large multinational corporations. At least five (5) recommendation letters from key or VIP clients must be submitted.
3. Valid legal registration and trade license to operate in Jordan / other countries in the Middle East.
4. Qualified and experienced travel professionals, particularly in ticketing and fare calculations, with supporting Curriculum Vitae (CVs).
5. Demonstrated financial capacity to manage travel requirements of UN Agencies, with an estimated annual turnover of USD 2 million.
6. Availability of online booking and airline reservation systems such as Amadeus, Sabre, or other recognized Global Distribution Systems (GDS), with access rights for enhanced service delivery.
7. Capability to deploy motorized couriers or documentation clerks for timely delivery of travel documents.
8. Commitment to deliver all services and products in full compliance with the performance standards outlined in Section 3 – Scope of the Work (Work Assignment).
9. At least five (5) years of progressive operational experience in travel management services.
10. Ability to provide 24/7 support through a dedicated emergency hotline accessible to travelers and UN agency focal points.

7.2. Team Composition and Personnel Requirements

The Travel Agent shall assign qualified staff to ensure effective contract management and the uninterrupted delivery of travel services to UN Agencies. Designated personnel must demonstrate strong communication skills, with fluency in both English and Arabic (written,

spoken, and comprehension). They must also be physically and mentally fit, and free from any criminal charges or pending legal cases under the laws of the host government.

7.2.1. Account Manager

- One (1) Account Manager with a minimum of five (5) years of experience working with travel service providers, including oversight of travel agents, flight reservations, and related services.
- Responsible for managing the contract, supervising service delivery, and serving as the main liaison with UN representatives.
- Must have strong leadership skills and the ability to coordinate and resolve operational issues promptly.

7.2.2. Travel Experts

- Three (3) to five (5) Travel Experts, each with a minimum of three (3) years of experience in flight reservations and related travel services, either with travel agencies or airlines.
- At least two (2) Travel Experts must be dedicated exclusively to the UN account and must:
- Be proficient in using automated reservation and ticketing systems.
- Hold decision-making authority to resolve issues swiftly and independently.
- Be available 24/7 to provide emergency support and ensure timely ticket delivery.
- Be capable of maintaining essential operations during emergencies (e.g., evacuations, conflict situations) to guarantee continued support for UN Agencies in Jordan.

7.2.3. Personnel Continuity and Replacement:

The nominated travel experts included in the proposal must be the actual personnel responsible for managing the travel services throughout the contract duration. Should a travel expert resign or be unavailable, the Travel Agent is required to notify UNICEF Jordan's Administrative Specialist at least one (1) month in advance and submit the CV of the proposed replacement. UNICEF Jordan reserves the right to reject any proposed replacement deemed insufficiently qualified. Failure to assign competent personnel may result in contract termination by UNICEF Jordan.

7.2.4. Contingency Planning

1. Additional expertise and necessary resources required to fulfill contract obligations shall be sourced from the Travel Agent's existing capacity and partnerships.
2. The Travel Agent must implement a contingency replacement plan to ensure uninterrupted service during personnel absences such as illness or vacations, maintaining full operational capacity at all times.

8. CONTRACT MANAGEMENT

The contract resulting from this Request for Proposal (RFP) shall be accessible for use by all UN Agencies operating in Jordan. Each UN Agency will designate a single representative to liaise directly with the contracted Travel Agent. The comprehensive list of UN Agency representatives will be provided separately upon contract award. However, overall contract management responsibility of the LTA shall reside with UNICEF Jordan, whose Administrative Specialist will act as the primary focal point for all contract-related matters.

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

1. Serve as the primary contact for the Long-Term Agreement (LTA) management and administration, and the official point of contact for the contracted Travel Agent.
2. Coordinate the issuance of directives, respond to inquiries, and oversee the establishment and timely delivery of required reports.
3. Obtain, review, and evaluate quarterly reports submitted by the Travel Agent to ensure compliance with service standards and contractual obligations.
4. Periodically assess the competitiveness and fairness of rates charged by the Travel Agent by benchmarking against other Travel Agencies and relevant industry indicators.

UNICEF Jordan reserves the right to terminate the Long-Term Agreement (LTA) with the Travel Agent at any time should the Travel Agent charge UN Agencies in Jordan rates above prevailing market standards or fail to provide the minimum services as outlined in this tender document.

The Travel Agent shall submit management information reports to UNICEF and the UN Agencies in writing on a quarterly basis. These reports shall include, at a minimum:

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

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

9. PERFORMANCE INDICATORS FOR EVALUATION OF RESULTS

The successful Travel Agent(s) shall deliver services and products in strict compliance with the minimum performance standards established by the UN Agencies in Jordan. The following performance indicators will be used to evaluate service quality and operational effectiveness:

Product / Service	Performance Attribute	Definition	Standard / Service Level
1. Airline Reservation	Accuracy	Completeness and error-free processing of bookings, fare calculations, and routing	Zero errors in passenger records, airline bookings, fare computations, and routing
	Timeliness & Efficiency	Promptness in responding to booking requests and issuing tickets	Confirmed bookings processed and responded to within 2 hours; immediate ticket issuance upon instruction; wait-listed bookings updated every 48 hours

2. Airline Tickets	Accuracy	Issuance of tickets with complete and correct documentation	Zero errors resulting in ticket re-issuance or aborted travel due to incomplete/inaccurate documents
	Delivery Timeliness	Timely delivery of electronic or physical tickets	Tickets delivered at least 2 working days prior to scheduled departure
3. Travel Documentation	Accuracy	Correct identification and compliance with destination-specific travel document requirements	Zero incidents of complaints or aborted travel caused by missing or invalid documentation
	Timeliness	Delivery of required documentation before travel	All travel documents provided no later than 5 working days prior to departure
4. Billing	Accuracy	Generation of accurate and error-free invoices	Zero discrepancies between invoices and supporting documentation
	Transparency & Clarity	Clear and itemized billing details for ease of review	Invoices free of ambiguity, requiring no follow-up clarification
5. Rates and Pricing	Fairness	Provision of competitive and reasonable service fees	Charges at or below prevailing market rates
	Competitiveness of Fares	Ability to secure and quote the best available fares	Fare quotations consistently at or below airline preferred rates, guaranteeing the lowest obtainable fare
	Value for Money	Offering fares that reflect good value relative to restrictions	Fares provided on terms equal to or better than those advertised by airlines
	Proactive Negotiation Support	Assistance in negotiating preferred fares and concessions	Engagement in biannual meetings to discuss market conditions and secure favorable fare and ticketing conditions
6. Service Quality	Accessibility	Ease of reaching the Travel Agent via multiple communication channels	Calls answered within 3 rings; 24/7 emergency hotline available; prompt email responses
	Responsiveness & Flexibility	Willingness to address travelers' needs beyond standard working hours	Regular coordination meetings with UN Agencies; annual performance reviews; responsiveness to ad-hoc requests outside office hours
7. Problem Resolution	Refund Processing	Efficient handling of ticket refunds	Refunds processed and completed within 30 calendar days from cancellation
	Complaint Handling	Timely and satisfactory resolution of service-related complaints	Complaints addressed within 7 calendar days with satisfactory outcomes confirmed

8. Travel Experts	Competency & Knowledge	Expertise in airline rules, fares, routing, and UN travel policies	Minimum proficiency rating of 75% in technical and policy knowledge assessments
9. Communication & Awareness	Traveler Information	Regular dissemination of relevant travel policies, updates, and service information	Monthly communications and updates provided to travelers and UN focal points
10. Operational Readiness	Service Availability	Availability of key personnel and backup resources	Travel services operational from 8:30 am to 6:00 pm on working days; continuous 24/7 emergency support including weekends and holidays; zero service availability complaints
11. UN Travel Policy Compliance	Adherence	Strict observance of UN travel policies and procedures	Provision of at least three travel options per request (if available), prioritizing the most direct, economical, and compliant itineraries

10. FREQUENCY OF PERFORMANCE REVIEWS

- a) Conducting an annual Travel Agent Performance Review, incorporating feedback collected from all participating in UN Agencies to ensure service quality and compliance.
- b) Performing regular inspections and verifications of services provided by the Travel Agent, including thorough audits of fares, rates, and adherence to contractual terms.

11. CALL FOR PROPOSALS AND EVALUATION PROCESS

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.

UNCIEF 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:

11.1. Technical proposal

Prospective bidders must submit a comprehensive Technical Proposal demonstrating a clear understanding of the TOR and outlining a feasible approach to deliver the required services. The proposal should include, but not be limited to, the following components:

11.1.1. Company Profile

a) Legal & Operational Details:

- a) Legal name, country of registration, and operational presence.
- b) Copy of valid company registration certificate.

b) Corporate Overview:

- c) History, core competencies, and organizational structure.
- d) Office locations, number of employees, and branches.

c) Business Capacity:

- e) Vendor base and key partnerships.
- f) Airline representation: List of airlines the company is selling tickets on behalf.

d) Compliance & Stability:

- g) Litigation history: Summary of disputes/arbitration (status/resolution).
- h) Latest Credit rating (if available).
- i) Recent contracts: List of major contracts (last 3 years) with values and scope.

11.1.2. Certifications and Accreditations

- a) Provide IATA accreditation (valid for at least 5 years).
- b) Provide Membership certificates from travel management associations (if any).
- c) Provide Licenses issued by global travel regulatory bodies (if any).

11.1.3. Relevant Experience and References

- a) Past Projects (Last 3 Years): Title, year, duration, scope, outcomes, and reference contacts (name, title, email, phone).
- b) Client Testimonials: Attach reference/recommendation letters from clients or partners.

11.1.4. Methodology and Approach

- a) Detailed methodology aligned with TOR objectives/deliverables.
- b) Innovative tools/techniques to ensure quality and efficiency.
- c) Risk-aware approach with contingency planning.

11.1.5. Team Composition and Expertise

- a) Team Structure: Roles and responsibilities of each member.
- b) CVs of Core Team: Accounts manager and travel experts
 - o Highlight qualifications, experience, and relevance to the assignment.
 - o Identify dedicated Travel Experts (if applicable).

11.1.6. Work Plan and Deliverables

- a) Phased timeline with activities, milestones, and person-days.
- b) List of deliverables (e.g., reports, tools) with submission deadlines.
- c) Alignment with proposed methodology.

11.1.7. Booking Systems and Tools

- a) Description of booking systems/platforms used.
- b) Certifications for systems (if applicable).
- c) Online booking tool availability and features.

11.1.8. Quality Assurance and Risk Management

- a) Quality mechanisms: Processes to maintain service standards.
- b) Risk mitigation: Strategies for potential challenges (e.g., delays, system failures).

11.1.9. Financial Capacity

- a) Audited financial statements (last 2 years) certified by external auditor.
- b) Annual ticket sales volume (2022–2024).

11.1.10. Assumptions and Dependencies

- a) Key assumptions (e.g., data access, client responsiveness).
- b) Dependencies (e.g., third-party approvals, technology integrations).

Important Note: No financial information should be included in the Technical Proposal. Financial proposals must be submitted separately per solicitation guidelines.

11.2. Financial Offer

A financial proposal using the Pricing schedule provided as Annex C should be submitted separately. All costs must be clearly specified in USD or JOD. The proposal should include a list of airlines that offer commissions to the vendor, as well as those that provide special discounted fares to UN agencies. Service charges must be itemized for each category, including domestic and international air ticket issuance, travel insurance, and emergency travel support.

Any additional costs not covered under service charges should be identified and explained, with a breakdown of their nature and basis—such as technology fees, after-hours support, or courier services. Vendors are also encouraged to include any special discounts or reduced rates applicable to this specific assignment.

12. CONTACT PARAMETERS:

UNCIEF Jordan envisages entering into a multiyear long-term arrangement with several 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. UN RECOURSE IN CASE OF UNSATISFACTORY PERFORMANCE

UN 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.

14.1. 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. 	5
	<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. 	2
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, 	3
	<ul style="list-style-type: none"> Quality assurance mechanism and risk mitigation measures put in place 	5
TOTAL - DESK REVIEW		60
Technical – Presentation		10

Bidders scoring at least 42 points in the desk review will be invited—at their own expense—to present their methodology and capacity to UN representatives in Jordan. Proposed Travel Experts may also be interviewed by an evaluation committee as part of the final technical assessment.	
Overall Technical Scores	70
Only proposals which receive a minimum overall technical score of 49 will be considered for financial evaluation.	

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

14.2. 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.

The total amount of points allocated for the price component is as mentioned above. The maximum number of points will be allotted to the lowest price proposal that is opened and compared among those invited firms/institutions which obtain the threshold points in the evaluation of the technical component. All other price proposals will receive points in inverse proportion to the lowest price, e.g.:

$$\text{Score for price proposal X} = \frac{\text{Max. Score for price proposal} * \text{Price of lowest priced proposal}}{\text{Price of proposal X}}$$

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: LAJABER@UNICEF.ORG - JCO-Procurement@unicef.org

18. SUBMISSION

Proposals with all supporting documents should be addressed separately to:
UNICEF Jordan Bids: Jordanbids@unicef.org