

Travel Agency SoW and requirements

Company Profile

Required documents

- Company Profile, which should not exceed ten (10) pages, including printed brochures and product catalogues relevant to the goods/services being procured;
- Tax Registration issued by the Local Authority evidencing that the Bidder is updated with its tax payment obligations;
- Certificate of Registration of the business, and valid license to provide travel management services.
- Official Letter of Appointment as local representative, if Bidder is submitting a Bid in behalf of an entity located outside the country;
- Quality Certificate (e.g., ISO, etc.) and/or other similar certificates, accreditations, awards and citations received by the Bidder, if any;
- Latest Audited Financial Statement (Income Statement and Balance Sheet) including Auditor's Report for the past year;
- Statement of Satisfactory Performance from the Top 3 Clients in terms of Contract Value the past 2 years
- Volume of sales for the last 2 years as follows:
 - Annual number of tickets issued;
 - Annual amount (monetary value) of air tickets sold in 2017-2018.
- List of name(s) and address(s) of main and branch office (s) (if any) worldwide;
- Duly signed Technical and financial proposals as per Forms. Financial proposal must be in a separate file.
- CVs of responsible staff highlighting experiences in servicing similar contracts, including relevant certificates, accreditations and awards received;
- List of corporate clients highlighting similar contracts for clients of comparable business nature and/or size as DRC;
- List of airlines your agency sells air tickets on behalf of, if any.

Preliminary Examination Criteria

Submitted offers will be reviewed on "Pass" or "Fail" basis to determine compliance with the below formal criteria/ requirements:

Offers must be submitted within the stipulated deadline

Offers must meet required Offer Validity

Offers have been signed by the proper authority

Offers include requested company documentation, including documentation regarding the company's legal status and registration

Offers must comply with general administrative requirements:

- a) Properly registered and licensed company
- b) At least 2 years of experience in the required area
- c) Minimum air ticketing turnovers of 1000 tickets and 200,000.00 USD annually for the past 2 years.

For the information, please contact clarifications.tenders@drciraq.dk.

Minimum Eligibility and Qualification Criteria

Eligibility and Qualification will be evaluated on Pass/Fail basis.

If the Proposal is submitted as a Joint Venture/Consortium/Association, each member should meet minimum criteria, unless otherwise specified in the criterion.

Subject	Criteria	Document Submission requirement
ELIGIBILITY		
Legal Status	Vendor is a legally registered entity.	Form_: Supplier Registration Form
Eligibility	Vendor is not suspended, nor debarred, nor otherwise identified as ineligible by any UN / EU Organization or the World Bank Group or any other international Organization in accordance with RFP invitation letter clause XIV.	Form_: RFP invitation letter
Bankruptcy	Not declared bankruptcy, not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future.	Form_: Supplier Profile Form
QUALIFICATION		
History of Non-Performing Contracts	Non-performance of a contract did not occur as a result of contractor default for the last 2 years.	Form_: RFP invitation letter
Litigation History	No consistent history of court/arbitral award decisions against the Bidder for the last 2 years.	Form_: RFP invitation letter
Previous Experience	Minimum 3 years of relevant experience.	Form_: Supplier Profile Form
	Minimum average annual turnover of USD 200,000.00 for the last 2 years. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Form_: Supplier Profile Form
Financial Standing	Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Form_: Supplier Profile Form

IMPORTANT: Travel service provider/s are therefore requested to provide a 24/7 contact support person for the purposes of DRC staff travel support. The DRC-dedicated Travel Consultant must have 24/7 access to the booking system and have the possibility to provide support as may be requested in the emergency situations.

DRC travel policy requires the Travel Agent(s) in all cases to book the lowest available fares/the most direct and economical options and to research alternate itineraries (at least two options, if available) in order to provide the lowest appropriate fares, which satisfy the DRC travel policies and mission requirements. The DRC travel policies embody the following basic principles which, however, are subject to subsequent revision:

1. Where available, use of the lowest applicable fare (including penalty fares) is the preference;
2. Full economy fares may be used if no appropriate reduced fares are available;
3. Business class travel or equivalent may be applicable only in limited situations;
4. The first class travel is organized only on specific request from authorised DRC staff;
5. The Travel Agent must be knowledgeable of and prepare to offer special fares, restricted fares, discount fares, and bulk fares for use whenever appropriate. Fares which entail restrictive conditions (such as penalties or stay-overs), however, shall only be booked with the express approval of DRC;
6. The Travel Agent shall, where appropriate, attempt to obtain free business class and first class upgrades for DRC travellers. Any upgrades should be used for the cost-savings purposes.

SCOPE OF WORK AND EXPECTED OUTCOMES

The travel agencies shall provide full, prompt, accurate and expert international travel products and services to staff of DRC Erbil Office. The products and services include, but are not limited to, the following:

1) Reservation and Ticketing:

- Upon request from authorized focal point nominated DRC Staff, travel agency shall immediately make bookings and prepare appropriate itineraries and formal quotation based on the lowest fare and the most direct and convenient routing;
- In the event that required travel arrangement cannot be confirmed, travel agency shall notify DRC of the problem and present alternative routings/quotations for considerations;
- For wait-listed bookings, travel agency shall provide regular daily feedback on status of the flight;
- Travel agency shall promptly issue tickets and detailed itineraries, (in electronic format) showing the accurate status of the airline on all segments of the journey;
- Travel agency shall accurately advise DRC of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings;

- Travel agency shall provide information on airline tickets schedules.

2) **Airfares and Airlines Routings / Itineraries**

- Upon the request of DRC for a new requirement, the travel agency must provide minimum two itineraries, if applicable;
- Travel agency 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.
- The travel agency shall advise DRC of market practices and trends that could result in further savings for them, including the use of corporate travel booking tools with automated travel policy.

3) **Travel Information / Advisories**

- Travel agency shall provide travellers 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.;
- Travel agency shall inform travellers, upon booking confirmation, of flight/ticket restrictions, involuntary stop-overs, hidden stops, and other inconveniences of the itinerary and provide required documentation for travels;
- Upon request of DRC, travel agency shall provide travellers 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, weather conditions, etc.; and
- Travel agency shall promptly notify DRC Admin FP or traveller/s (if contacts are provided by DRC) of airport closures, delayed or cancelled flights, as well as other changes that might affect or will require preparations from travellers, sufficiently before departure time;

4) **Billing and Invoice**

- Travel agency shall send an itemized official invoice to DRC Admin FP as relevant immediately upon the ticket issuance for all transactions. The invoice should reflect the actual cost as offered by the airlines, substantiated by evidence (Agent Coupon) and added to it the travel service provider/s service fees. DRC shall provide payment to the Travel agency by means of bank transfer after the approval of transactions. The invoice provided in hard copies should be submitted to DRC in addition to the payment request of the Airlines in regards to the specific ticket requested by DRC.

5) Flight Cancellation / Rebooking and Refunds

- Travel agency shall process duly authorized flight/train changes / cancellations when and as required;
- Travel agency shall immediately process airline refunds for cancelled travel requirements / unutilized pre-paid tickets (if applicable) and credit these DRC as expeditiously as possible;
- Travel agency shall refund tickets within three (2) months only (shorter period than 2 months offered will be an advantage);
- Travel agency shall limit refund charges at airline rate only, i.e. no additional charges will accrue to the travel agency;
- Travel agency shall absorb cancellation and / or change reservation date charges which are due to no fault of DRC or the traveller;
- Travel agency shall report back to DRC on the status of ticket refunds.

6) Management Reporting System

Travel agency shall submit the following reports on a regular basis:

- Quarterly Production Statistics in consolidated format;
- Yearly Carrier – Route – Fare Analysis and Production / Volume of Business;
- Monthly reports on the status of ticket refunds;
- Changes and Update on Airline Rates, promotions, policy changes, etc, immediately upon the receipt of the advice;
- Complaint Analysis.

7) Availability of Other Products and Services as May Be Requested

- Travel Agent(s) shall indicate any special features, programmes, or services that would be beneficial to the DRC and its travellers (e.g. "Meet and Greet", Lost baggage follow-up, insurance, preferred seating arrangements etc.);
- Provision of additional logistical arrangements, the Travel Agent(s) shall at the request of DRC provide other services including, but not limited to, accommodation arrangement, arrangement of conferences, meetings, seminars and training workshops, transportation, additional equipment and related services as required. The Travel Agent shall identify suitable hotels or other venues, request for quotations, negotiate rates and other conditions and present the final offer for consideration and approval by the DRC. Such services are not the primary scope of this FA but may be requested from time to time;
- Any additional services or discounts/incentives that the applicant wishes to identify.