

Section 3: Terms of Reference (TOR)

PROVISION OF TRAVEL MANAGEMENT AND EVENT-RELATED SERVICES TO THE INTERNATIONAL RENEWABLE ENERGY AGENCY

I. Background

IRENA (headquartered in Abu Dhabi) plans to enter into a Long Term Agreement (LTA) with an IATA Accredited Travel Management company for the provision of travel management and event-related services (hereinafter "TMS") initially for two years, extendable for up to a total cumulative duration of four years subject to satisfactory performance as confirmed by an annual evaluation.

In 2017, IRENA procured almost 1,000 tickets and other travel-related services (including 45 workshops and other events globally) for an amount of over US\$2.6 million. It is expected that the volume of these services will remain at least at a comparable level during the term of the LTA. However, IRENA does not guarantee any actual or estimated TMS volume and will not provide any such guarantee in the LTA.

II. Objective:

The contract with the successful company shall cover the provision of TMS, including:

- a) Travel management services including but not limited to travel reservation and ticketing, transfers, hotel reservations and all related formalities for IRENA staff members and/or their dependents for official and non-official travel as well as for consultants, government officials and other persons attending IRENA meetings or on official business for IRENA (hereinafter "travellers"), and;
- b) Event-related services for conferences, meetings, seminars, workshops and other events (hereinafter "event" or "events").

The TMS to be provided are described in detail in Section IV below.

III. Travel Policy:

The successful company will be required to provide the TMS in accordance with IRENA's Travel Policy, as may be amended from time to time

IV. Services to be provided by the TMS company:

The TMS company will provide a wide range of travel management services and must have the capacity to handle commercial accounts.

A. General

The TMS company shall provide comprehensive, prompt, accurate and expert TMS as defined herein and all personnel, equipment, materials, supplies and other items and services necessary for this purpose.

1. The TMS company shall provide travel services as per IRENA official working days in its headquarters in Abu Dhabi, which are Sunday to Thursday, and during any other working days as established by IRENA. There must be provision for a 24-hour emergency service facility to include support on weekends and during official holidays when emergency travel service may be required. At least one employee of the TMS company must always be reachable by phone;
2. The TMS company shall maintain, during the entire term of the LTA, a dedicated Service Desk at IRENA's Headquarters in Abu Dhabi staffed by two qualified and competent employees of the TMS company, to facilitate the prompt and effective provision of the TMS. The TMS company shall assume the entire cost of this service, including salary for the two employees, laptops, printers, and transportation to and from IRENA.
3. The TMS company shall assign the highest priority to IRENA's official travel requirements and shall ensure that the servicing of non-official travel requests does not delay or impede the timely and effective processing of IRENA's official travel requests;
4. As IRENA's official travel requirements are often organised at short notice to or from various parts of the world, efficiency, effective and rapid communication by the TMS company are of critical importance.

B. Travel

1. For every duly approved Travel Request Form, the TMS company shall, within 24 hours of submission of an approved Travel Request Form, make bookings on three (3) airlines operating the specified route then prepare appropriate itineraries and formal quotations based on both the lowest fare and the most direct and convenient routing consistent with the traveller's entitlement under IRENA's Travel Policy. In the event of an emergency situation or in the event that an approved Travel Request Form could not be timely submitted, the TMS company is authorised to process a travel request and other related services on the basis of instructions by email from the IRENA Travel Unit;
2. In the event that required travel arrangements cannot be confirmed, the TMS company shall notify the requesting party of the problem and present three (3) alternative routings/quotations for consideration;
3. For wait-listed bookings, the TMS company shall provide regular feedback to the Travel Unit at least 24 hours prior to travel;

4. The TMS company shall verify the itinerary, class and fare with the Travel Unit prior to releasing travel documents;
5. The TMS company shall promptly issue and deliver accurate electronic tickets and detailed itineraries in electronic format, showing flight and airline details, as well as hotel and/or other reservations on all segments of the journey;
6. The TMS company shall ensure that tickets and other travel documents are available immediately following itinerary(ies) approval(s) by the IRENA Travel Unit. Other documents, such as boarding passes (where available) and other travel documents shall be provided by the TMS company not less than 24 or 48 hours prior to travel, depending on the airline;
7. In the case of official travel, the TMS company shall monitor and inform the traveller and the Travel Unit of any changes to flight, train, bus or ship schedules, or any other amendments or new conditions which could affect travel, and shall make appropriate adjustments for any change in flight, train, bus or ship schedules prior to or during the journey. When necessary, tickets and billings shall be modified or re-issued to reflect these changes;
8. The TMS company shall accurately advise the Travel Unit of ticketing deadlines and other pertinent information every time a reservation is made, in order to avoid booking cancellations;
9. The TMS company shall negotiate with airlines to secure preferred fare conditions for IRENA's travel requirements, including ensuring tickets purchased have maximum flexibility where possible;
10. The TMS company shall advise on market practices and trends that could result in further monetary savings for IRENA;
11. The TMS company shall ensure that all travellers have the required travel documents at the time of making the bookings for IRENA as detailed in section B.1 above, including transit information and visa requirements. Any costs occurred by IRENA arising from a failure to provide this information will be borne by the TMS company.
12. Airline tickets shall be issued only by approved International Air Transportation Association (IATA) members, or from alternative reputable airlines as approved by IRENA;
13. The TMS company shall only act on travel requests for official travel submitted by the Chief of General Services or another IRENA staff member with delegated authority to do so in the Travel Unit;
14. The TMS company shall ensure that all confirmed travellers are informed of any flight/ticket restrictions, involuntary stop-overs or any other irregularities in the itinerary and shall provide required documentation for all such cases;

15. The TMS company will be issued with copies of IRENA's travel policies and procedures as they may be amended from time to time and should familiarise itself fully with such documents in order to wholly comply with them.
16. The TMS company shall notify the IRENA Travel Unit of any unusual events which may affect travel to a particular destination including but not limited to airport closures, cancelled or delayed flights or other transport issues, strike situations and any local political or safety conditions. Any costs incurred by the traveller or IRENA that result from a failure to provide this information will be borne by the TMS company;
17. The TMS company shall provide all travellers with last seat availability, advance seat assignments and advance boarding passes on all airlines for which the TMS company can reasonably do so. The TMS company shall expand these services to bookings secured with other carriers as and when such services become available.

C. Conferences, Meetings and other Events

1. The TMS company shall, upon request and to the extent required by IRENA's Missions and Events Unit, provide event-related services, including:

Individual services to facilitate arrangements for events in the UAE and worldwide, including but not limited to: venue options, venue booking (including meeting rooms set up); travel arrangements for event participants; meal and accommodation for event participants; registration services and logistics coordination with the establishment hosting the event; audio-visual equipment rental; interpretation services; ground transportation services and support personnel, etc.;

2. The TMS company shall, within five (5) days of submission of a request, identify suitable hotels or other establishments, request proposals and quotations and negotiate rates and other terms and conditions with third parties before presenting a final offer for consideration and approval by IRENA. This final offer must contain a minimum of three (3) options and specify the standard/class of travel and room;
3. The TMS company shall, if requested, assist IRENA in preparing for the event, including, but not limited to, ensuring that all the agreed upon conditions are met by the hotel or other establishment where the event is to take place;
4. When requested to arrange the rental of equipment or vehicles, the TMS company shall, within two (2) days from time of request, seek and obtain at least three (3) formal quotations from qualified vendors for approval by IRENA, with such vendors being established companies.

D. Hotels

1. The TMS company shall make reservations for accommodation when requested within 24 hours of submission of the request. This service shall include initiating and confirming reservations, and confirming the all-inclusive rate at which the reservation is made;

2. The TMS company agrees to negotiate to the maximum extent possible discounted rates for hotel accommodation on reservations requested by IRENA for official travel worldwide;

3. The TMS company shall promptly issue and deliver to travellers accurate, hotel confirmations/vouchers and detailed itineraries showing the accurate status of hotel reservations on all segments of the journey. Prior to issuing vouchers, the TMS company shall verify with IRENA that the proposed itinerary and hotel rates are acceptable based on the details of the request and compliance with applicable rules and regulations. Hotel confirmations/vouchers shall be available no less than 48 hours prior to check-in, unless the request for hotel reservation was made less than 72 hours before check-in, in which case hotel confirmations/vouchers shall be made available as expeditiously as possible.

E. Other Services

1. The TMS company shall provide travellers with advice on the necessary health requirements related to a destination, including types of inoculations and vaccinations either required or recommended for travel to certain countries or areas, and on applicable excess/lost baggage rules;

2. The TMS company shall indicate any special features, programmes, or services that would be beneficial to IRENA and travellers (e.g. visa processing, meet and greet, lost luggage follow-up, insurance, preferred seating arrangements);

3. When requested by the IRENA Travel Unit, the TMS company shall provide transportation services for travellers and other event participants. In addition, the TMS company must provide the IRENA Travel unit with full details on the transportation services partner utilised including information on the type of vehicles expected;

4. The TMS company shall provide travellers with any other relevant online and offline information related to destinations, including but not limited to, security procedures, currency restrictions/regulations, health precautions, weather conditions etc.;

5. The TMS company shall conduct Passenger Name Record (PNR) searches and travellers' notification as directed by IRENA in case of plane crash, other air travel-related accidents/incidents, hijackings, coups, bombings, natural disasters, and other security-related incidents. The TMS company shall render other specialised assistance as required by IRENA in such emergency situations and provide after-hours contacts for key management personnel as mutually agreed;

6. The TMS company shall provide a written acknowledgement of each written complaint within 24 hours of receipt of the complaint, and shall provide a written response within 72 hours of receipt of the complaint explaining the cause of the problem and, if applicable, detailing specific steps taken or that will be taken to prevent recurrence. The TMS company shall provide copies of all complaints and of the corresponding responses to IRENA's Travel Unit upon the latter's request, for review for the purpose of the annual evaluation.

7. Payments made by IRENA to the TMS Company shall be subject to post-payment inspections by authorised IRENA agents at any time during the term of the Contract and for a period of two (2) years following its expiration or prior termination. The TMS Company shall upon IRENA's request provide its full and timely cooperation with such post-payment inspections or audits and make available its relevant personnel and documentation at reasonable times and on reasonable conditions for this purpose. IRENA shall be entitled to the refund of any amounts shown by such inspections or audits to have been paid to the TMS Company other than in accordance with the terms and conditions of the Contract.

F. Traveller's Profiles

1. The TMS company shall maintain computerised profiles for all frequent travellers, as designated or defined from time to time by IRENA, specifying each traveller's preferences regarding airlines, hotels, seating and dietary requirements, passport and credit card information, and other information required to easily facilitate appropriate travel arrangements.

G. Management Reports

1. The TMS company shall provide IRENA with management information reports consisting of the following minimum requirements, with the reports to be submitted to IRENA not more than fifteen (15) calendar days after the end of each quarter:

a) A report consisting of a concise quarterly narrative (of not more than one page) of the TMS company's activities, identification of any problems, recommended solutions to such problems and suggestions to enhance the TMS;

b) A report consisting of a quarterly summary (including year-to-date cumulative figures) of sales data, information on all official sales activities with each airline based on ticket value, a detailed analysis of the number of trips, information on the most frequent round-trips booked by destination, carriers used and savings achieved, and the status of ticket refunds; and

c) The following quarterly reports:

- Executive summary detailing expenses related to travel each month
- Report of change requests and cost associated
- Carrier utilisation summary
- Class of travel analysis
- Top ten city destinations booked in previous quarter
- Any unused tickets
- Details of any personal tickets
- Any other reports as requested by IRENA

H. Refunds

1. IRENA shall be fully reimbursed by the TMS company for any partly or fully unused tickets, subject to applicable regulations. The TMS company shall process all documents required for a refund within one (1) month of the date of travel specified on the ticket. Tickets paid for by credit card will be assigned a Credit Card Refund Notice and subsequently processed in a timely manner by the TMS company;
2. The TMS company is responsible for absorbing any cancellation, changed reservation or date-change fees which arise from no fault of IRENA or the traveller.

I. Service Standards

1. The TMS company shall provide polite, responsive and efficient services at all times. As a service objective, telephone calls and email correspondence should be answered promptly. When it is necessary to place calls on hold, staff should not be kept on hold for no more than a few minutes and a call-back, when necessary, should be made within one hour.

J. Supplier Relations

1. The TMS company shall not favour any particular carrier when making reservations;
2. The TMS company shall maintain excellent relations with all carriers for the benefit of IRENA;
3. The TMS company shall provide IRENA with contacts of representatives at international airports, airlines, hotels and car rental companies.

K. Private Travel

1. The TMS company shall provide IRENA staff and their dependents, upon request, with information on local and non-local travel, including lodging, resorts and clubs for holidays and other private travel, with all related services, and assist them in arranging their personal travel at the lowest obtainable fares and rates or as otherwise requested;
2. The TMS company shall upon request provide vacation arrangements with reputable tour operators or its own products in the leisure market, including flight-only arrangements at bulk prices. The TMS company's personnel shall be trained to handle such private travel arrangements yet the TMS company shall always assign priority to handling official travel over any private travel;
3. IRENA is not to be involved in any way in personal travel arrangements. Collection of amounts due and any refunds for personal travel are to be arranged directly between the TMS company and the traveller and collected prior to releasing the ticket. In the event personal travel is undertaken in conjunction with official travel, the TMS company will clearly document the

cost and routings of personal portions of combined trips on all itinerary/invoices, and provide reports on such trips as requested by IRENA;

4. The TMS company notes that IRENA does not guarantee any minimum level of private travel, or exclusivity in handling the same.

L. Performance Evaluation and Review

1. The TMS company shall meet periodically with IRENA to discuss issues of mutual concern, to review the TMS company’s performance and to discuss improvements which the TMS company or IRENA should make in order to achieve more effective travel management and further savings;

2. The TMS company shall arrange quarterly meetings to discuss travel updates and other travel matters with IRENA;

3. The TMS company shall inform IRENA immediately of any industry changes, which may have an impact on travel policy or procedures;

4. IRENA shall, from time to time, evaluate the competitiveness of the prices under the contract through examining the rates charged by other TMS companies as well as industry indicators. Any issues observed in relation thereto shall be discussed with the TMS company pursuant to Section L.1 above. In the event that such issues are not able to be resolved to its satisfaction, IRENA reserves the right to terminate the contract on thirty (30) days’ notice.

5. The TMS company shall perform all services and deliver all products in accordance with the prescribed minimum performance standards specified in the following table:

Product/Service	Performance attribute	Definition	Standard/Service level
1. (a) Airline reservation (options) (b) Conferences meetings and other events (options) (c) Hotels	Agency accuracy	Ability to perform task wholly and without error	Zero error rate in passenger records/airline bookings, fare computation and routing
	Speed and efficiency	Ability to deliver products and services promptly and with the use of required resources	(a) For confirmed bookings, itinerary provided within 24 hours of receiving travel request For wait-listed bookings via regular updates (b) Provided proposals within five (5) days; rental of equipment and vehicles within two (2) days (c) Reservation options within 24 hours
2.	Agent accuracy	Ability to perform task	Zero errors in printed tickets

(a) Airline tickets (b) Conferences Meetings and other Events (c) Hotel Vouchers		wholly and without error	and no aborted travel because of incomplete travel documents
	Timelines of delivery	Ability to deliver product or service on or before the specified date	(a) Immediately post itinerary approval (b) Confirmation on services
			(c) Hotel vouchers provided no less than 48 hours prior to check in
3. Travel documentation	Accuracy	Ability to ascertain requirements for various destinations/nationalities	Zero incidents or complaints arising from aborted travel due to incomplete travel documents such as but not limited to boarding passes
	Clarity	Ability to deliver product or service on or before specified date	Ten working days before departure date
4. Billing	Accuracy	Ability to generate error-free billing statements	Error-free and no discrepancies between invoices and attached documents/tickets
	Clarity	Ability to produce legible, easy to understand bills	Zero returns for clarification purposes
	Fairness	Reasonable charges for services offered	At same or lower than market, standard rates
	Company concerns regarding fares	Ability to quote highly competitive fares	At same of lower than market standard rates including preferred airline rates. Guarantee that one fare in each proposed quotation is the lowest obtainable fare.
5. Rates/Pricing	Value for money	Competitive fares quoted with limited restrictions	At the same or better terms than attainable direct from airlines
	Willing to assist IRENA in negotiating with airlines regarding preferred rates and concessions	Voluntarily offering to assist or representing IRENA in dealings with airlines	Regular meetings to obtain competitive rates in the market coupled with preferable fare conditions
6. 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	Within one (1) week with a satisfactory outcome
7. Travel consultants	Competence	Knowledge of destinations, airline practices, fare levels and shortest routes and connections combined with knowledge of IRENA policies	Proficiency rating of not less than 75%
8. Communications	Awareness level of travellers regarding TMS company product and services	Services and policies are communicated to travellers Travelers are well informed about any matters concerning	Frequency of communications: monthly

		them or upcoming travel	
9. Office premises and hours of service	Availability to conduct business	Senior travel expert available for all IRENA travel-related concerns	Travel services provided as per IRENA working hours. Round-the-clock emergency service plus contact available during evenings/weekends & official holidays if emergency travel services are required Zero complaints related to travel service availability at any time

M. TMS company Quality Control

1. The TMS company shall establish and operate regular and continuous monitoring of the quality of all travel services provided to IRENA. These procedures shall include a self-inspection system covering all services to be performed under the contract and shall include a method for monitoring, identifying and correcting deficiencies in the quality of service provided to IRENA. IRENA shall be notified of any deficiencies found and the corrective action taken; such actions shall be included in the TMS company’s narrative report required under Section “G “above;
2. IRENA reserves the right to conduct its own quality control surveys among travellers;
3. The TMS company warrants that the personnel assigned to handle IRENA travel arrangements have the required qualifications and experience and shall receive regular training keeping them informed of any industry developments in order for them to provide IRENA with the best possible services.

N. Personnel Requirements

1. The TMS company shall assign adequate personnel to satisfactorily handle the volume of work and to fulfil its obligations under the contract with IRENA. The TMS company shall assign the relevant personnel according to their technical know-how, reliability and experience of booking complex international travel itineraries;
2. The TMS company shall assign a senior travel expert with a minimum of seven (7) years of practical experience in travel services and ticketing systems to oversee travel management services provided to IRENA, ensuring full compliance with all specified requirements;
3. In case of emergencies (such as evacuations, war, natural disasters etc.) the travel expert shall maintain operations necessary to support IRENA. The TMS company’ employees shall perform their functions in a highly efficient and professional manner.

O. Duration

1. The contract shall be a Long-Term Agreement (LTA) for two (2) years, extendable for a total cumulative duration of up to four (4) years subject to satisfactory performance as confirmed by

an evaluation and unless terminated earlier subject to the General Terms and Conditions for Professional Services of IRENA.

P. Qualifications of the successful TMS company

1. The TMS company shall have all the necessary equipment and facilities, and shall employ a sufficient number of experienced and professionally trained travel experts and staff to effectively utilise the IRENA system;

2. The successful TMS company shall have the following minimum qualifications:

- a. TMS Agent shall be Accredited by BSP/IATA Travel Agent(s) Please provide proof / certification
- b. The Travel Management Services (TMS) Agent shall have an international presence/affiliation, (in particular in MENA, North America, Europe, Asia, Africa and Latin America). The TMS Agent should provide the list of network suppliers for hotels, conference venues, ground transportation companies and relevant vendors in the UAE and worldwide
- c. Employs competent and experienced travel consultants, especially in ticketing and fare – computations, as evidenced by submission of their resumes; The TMS to provide 2 onsite travel services personnel to IRENA as per IRENA official working hours.
- d. Maintain the prices/fees and enter into a Long-Term Agreement (LTA) with IRENA for a minimum of two years with possible extension up to four years.
- e. Maintains a good track record in serving international organisations, embassies and multinational corporations; a list of corporate clients shall be provided;
- f. Accept IRENA’s General Terms and Conditions for Professional Services attached to the RFP as Section 4.
- g. TMS should be financially stable; TMS Agent shall have a minimum of AED 50 Million credit capability-turnover Provide the last three years annual report or audited financial statement.
- h. Maintains facilities of on-line booking/airline reservations, in-house domestic and international ticketing and ticket printing facilities/satellite ticketing printer, basic office equipment, telecommunications equipment, and an online booking tool;
- i. Willing and able to guarantee the delivery of services in accordance with this TOR.

3. The successful TMS company shall also be required to assign two personnel dedicated to providing travel services to IRENA;

4. All such personnel will be required to be well-versed on the travel policies of IRENA and utilise this knowledge when conducting business and delivery of services to IRENA. The personnel assigned to IRENA need not necessarily be new staff but can be current employees who are re-assigned to fulfil IRENA requirements on a full-time basis. Other expertise needed, and facilities required shall be sourced from the existing capacity of the TMS company.