

Terms of Reference for Engaging Agency for Travel Management Services in INTOSAI Development Initiative (IDI), Oslo

Information in brief	
Document	Terms of Reference
Assignment	Engaging Agency for Travel Management Services
Principal	INTOSAI Development Initiative Stenersgata 2 0184 Oslo, Norway
Contact Person	Name: Shourjo Chatterjee Email: shourjo.chatterjee@idi.no Phone: +919868205475
Date of calling of bids	21 December 2022
Last date for submission of bids	10 February 2023
Period of validity of bids	90 days

Acronyms:

EEA: European Economic Area

IDI: INTOSAI Development Initiative

SAI: Supreme Audit Institutions

1. Introduction:

INTOSAI Development Initiative (IDI) is a not-for-profit foundation (Stiftelse) operating from Oslo, Norway. It is involved in supporting Supreme Audit Institutions (SAIs) in developing countries to sustainably enhance their performance and capacity. Accordingly, IDI and its staff operate in close coordination with the staff of SAIs in different countries around the world.

IDI is operating in Norway since 2001 as per the decision of the Norwegian Parliament (Stortinget). IDI has a staff complement of around 40 based in Norway. Around 10 staff are working out of other countries. In addition to extensive travels being undertaken by the IDI staff, during 2018 (pre COVID), travel by around 1500 SAI staff and 250 resource persons was organized by IDI through its travel agent. The travel turnover for IDI during 2018 (before COVID) was NOK 16 million and in 2019 was NOK 14.5 million. The indicative figures for 2022 are around NOK 13 million including airfare and accommodation.

For further information, please visit <https://www.idi.no/>

2. Purpose of the Terms of Reference:

These Terms of Reference (ToRs) are being issued to invite agencies to make a firm offer for providing travel management services and enter into **exclusive agreement** with IDI for:

- a. obtaining tickets for all commercial modes of transport (i.e., air, rail, bus and ship) for IDI staff business travel to any destination worldwide
- b. obtaining tickets for all commercial modes of transport (i.e., air, rail, bus and ship) for SAI staff and/or resource persons engaged in IDI initiatives to any destination worldwide
- c. negotiating and concluding – on behalf and for the benefit of IDI – discount agreements with major air carriers

3. Eligibility of Agencies

- a. The Terms of Reference are open for application to companies/ firms/ partnerships (hereinafter referred to as agency) established/ incorporated for providing services for travel management.
- b. The agency must be an accredited IATA Travel Agency
- c. The agency needs to be duly licensed as per their national laws (in the country of their incorporation/ registration) for providing such services
- d. The agency should have the necessary software required for processing travel reservations and ticket issuance
- e. The Travel Agent should have a minimum average annual turnover of minimum USD 1,000,000 during the 3 pre covid years (2016,2017 and 2018)
- f. Minimum 10 years of experience in corporate specialization in Travel Management Services supported with details like client name, contract dates, contract values, contract focal point name and email, work location
- g. Minimum five (5) ongoing or completed contracts for same or similar services executed in last 5 years
- h. Minimum one completed or ongoing contract for same or similar services with an organization based in Norway with details of client name, contract dates, contract values, contract focal point name and email, work location
- i. Maintains a good track record in serving international organizations, embassies and medium to large multi-national corporations
- j. Maintains facilities of on-line booking / airline reservations (i.e. Amadeus, or World Span), international ticketing and ticket printing facilities;
- k. Employs competent and experienced travel consultants, especially in ticketing and fare computations, as evidenced by their track record in their Curriculum Vitae;

4. Services required from the agency

The following basic services are required from the agency (These are indicative and not exhaustive):

- a. Make reservations, issue and deliver tickets for all commercial modes of transportation (i.e., air, rail, bus) as per requirements placed by IDI staff for their travel/ their family's travel, travel by SAI staff on behalf of IDI / travel by resource persons on behalf of IDI.
- b. Make bids and prepare appropriate itineraries and formal quotes within a reasonable timeframe based on the lowest fare and the most direct and convenient routing in accordance with entitlements of the respective travelers as specified by the IDI staff requesting the booking.
- c. If required travel arrangement cannot be confirmed, notify the IDI staff of the problem and present alternative routings/quotations for consideration.
- d. Provide at least three options for destinations. These offers should be free of charge.
- e. Pre-book the suggested seats mentioned in the formal quotation for a specified duration. This will allow passengers to review the offer, and ensure the seat is still available upon confirmation of the preferred route.

- f. Accurately advise the requestor of ticketing deadlines and other relevant information every time reservations are made, to avoid cancellations of bookings.
- g. Promptly issue and forward all tickets in electronic format with detailed itineraries including
- h. carrier(s), flight numbers, departure and arrival times for each segment of the trip.
- i. Inform travelers, upon booking confirmation, of flight/ticket restrictions, involuntary stop-over, hidden stops, and other inconveniences of the itinerary and provide required documentation for travels.
- j. Arrange accommodation if stopover is part of confirmed itinerary
- k. Handle complaints in a timely manner on behalf of IDI/IDI staff on flight problems, cancellations, delays etc.
- l. In case of help not provided by the carrier, reconfirm and revalidate airline tickets, re-issue tickets which are returned because of changed routing or fare structures and printed itineraries.
- m. Process duly authorized travel (flight, train etc.) changes or cancellations as required.
- n. Process immediately and report on refunds for unused tickets for fares, and credit them to IDI.
- o. Promptly notify travellers of airport closures, strikes, delayed or cancelled flights/trains, or any other changes that might affect the travellers.
- p. Maintain a file on all IDI travellers containing their full names, passport numbers, preferred seating etc. to facilitate bookings.
- q. Undertake the recovery procedure on behalf of IDI for circumstances outside of IDI's control (cancellations, strikes etc) and refund the unused/cancelled tickets as soon as possible to IDI
- r. Provide daily updates on waitlisted tickets
- s. Operate a 24 hour, seven days a week emergency helpline for IDI staff/ IDI travellers for seeking help including reservation and ticketing services with dedicated and reachable contact telephone number(s).
- t. The IDI shall have the right to make direct online bookings or through regional partners when deemed suitable

5. Mandatory requirements from the agency

- a. Provide regular travel services on each working day from 09:00am to 17:00pm Oslo time.
- b. Use low cost, special fares, restricted fares, discount fares, and bulk fares whenever possible.
- c. Do not show any favour/ preference for any carrier.
- d. Ensure the confidentiality of information and documents concerning IDI and its staff and other travellers.
- e. Engage properly qualified and experienced staff for attending to requisitions from IDI.
- f. Agency staff designated to work with IDI including those on the 24-hour helpline should be fluent in written and spoken English.
- g. All tickets shall be issued in electronic format.
- h. All air tickets on all routes, international or domestic should be issued in English.

6. Other services that may be required from the agency

- a. Help for Lost Ticket/Travel Documents
- b. Preferred Seating Arrangements/Upgrades
- c. Privileged Check-In Services/Use of Airline Lounge Facilities
- d. Hotel Reservations/Accommodations

- e. Excess Baggage/Lost Baggage
- f. Ground Transportation/Car Rental
- g. Travel Insurance
- h. Meet and Greet Facilities
- i. Airport Assistance

7. Management Reports

The agency shall provide IDI with management information reports on a half yearly basis before 1 August (for the period 1 January to 30 June) and 1 February (for the period 1 July to 31 December) respectively. The report will have a simple narrative about the agency's activities. Problems and suggested solutions and other suggestions to improve service need to be included. The reports should also show a detailed analysis of the number of trips, most frequent city-pairs, carriers used, savings achieved by using the carrier's lowest available "Y" fare. The status of ticket refunds should also be included.

8. Duration of the agreement

- a. The agreement will be valid for a period of three years.
- b. Performance of the agency will be monitored annually and IDI reserves the right to terminate the agreement with three months' notice in case of service deficiency or non-fulfilment of any of the agreement's clauses/ requirements by the agency.
- c. The agency can terminate the agreement with three months' notice period in case of non-fulfilment of any of the agreement's clauses/ requirements by IDI.

9. Billing and Invoice

- a. The agency shall send an official invoice to IDI for the purchase of each ticket. The invoice will include the name of the passenger, dates of travel and destination, name of travel agent booking the ticket and the project number communicated by the IDI staff responsible.
- b. Similar details, including the project number have to be mentioned on the invoice for any other service provided by the agency.
- c. The agency shall not book a ticket without a project number.
- d. One invoice for each confirmed ticket is directly charged to the IDI credit card account and sent immediately to IDI.
- e. An overview of all purchased tickets is to be sent MONTHLY to the IDI in excel file for reconciliation purpose. This overview shall include details of paid/unpaid invoices for reconciliation and monitoring purposes.
- f. The travel agency is required to send original invoices to IDI within 24 hours after services have been rendered.
- g. The travel agency must ensure that the tickets issued and the bills are in accordance with the request and agreed on by the IDI staff responsible.

10. Responsibilities of IDI

- a. All IDI staff shall submit a completed self-profile form to the agency and ensure that any updates to the information are communicated to the agency at the earliest.
- b. All requests to the agency shall be made by an IDI staff
- c. The IDI staff will clearly mention details like project number, dates of travel (arriving at and departure from destination), destination, mode of travel, class of travel etc.
- d. IDI, in accordance with the standard terms of payment, undertakes to pay the agency any authorized charge within thirty days of receipt of original invoices.

- e. It is understood that IDI will decline its responsibilities in the event of a trip undertaken without authorization, with tickets issued without a requisition from an IDI staff.

11. Bidding process

- a. The bidding process is being carried out in terms of the IDI Procurement Policy.
- b. Bids are being invited through open advertisement as well as by contacting different agencies
- c. All bidders should submit their bids including technical details along with corresponding financial details.
- d. Technical details imply the nature of services being offered. These may be based on the lists in point nos. 4 and 6 above.
- e. Technical details should also include information in support of the bidding agency’s eligibility conditions as listed in point no. 3 above. All the sub points (a) to (k) under point 3 have to be specifically covered.
- f. Financial details should include rates on a case basis/ lump sum basis for the different items listed in point 4 above.
- g. An online open house will be conducted on 20 January 2023 to discuss any issue with the potential bidders
- h. Bids should reach IDI electronically by the 1700 hours (Oslo time) on 10 February 2023. Bids should be addressed to Shourjo Chatterjee at Shourjo.chatterjee@idi.no. The emails should be copied to Brynjar Wiersholm at email brynjar.wiersholm@idi.no .
- i. Bids received after the above deadline will not be considered under any circumstances.
- j. The bids shall be submitted to IDI indicating a 90 day validity period.

Important dates

Sl. No.	Event	Date
1.	Notice inviting bids	21 December 2022
2.	Open house for potential bidders	20 January 2023
3.	Submission of bids	10 February 2023

12. Evaluation of bids

Bids will be evaluated by IDI as per the following matrix:

Sl.No	Criteria	Scoring (Out of 100)
1.	Level of fulfilling/ exceeding eligibility criteria	70
2.	Pricing for different services	30