



INTERNATIONAL INSTITUTE FOR DEMOCRACY AND ELECTORAL ASSISTANCE

ANNEX B

Tender Reference no. 2023-03-028

Terms of Reference

1. Background:

The International Institute of Democracy IDEA seeks proposals from qualified firms to provide consolidated Travel Management Services to all Region Latin America y Caribbean. These services include booking of flights, accommodation, arranging visas, travel insurance, passports, security alerts, tracking, regular reports on the Institute travel activity and other travel related needs.

2. Objectives of the Assignment:

The main objective for this contract is to cooperate with a qualified Travel Agency or Agencies to cover the provision of travel management and related services hereafter referred to as "Travel Management Services".

Travel Management Services shall include but are not limited to airline ticketing and airport transfer, hotel reservations, and related services (visa services, travel insurance) for travel plans and preparations of suitable itineraries (including alternative routings, departures, and arrivals) best value for money (for purpose of official travels) for Staff Members, consultants, government officials and participants attending meetings or on official business. Other services to be provided may include facilitating the arrangement of conferences, meetings, seminars and training workshops and providing security alerts, where applicable to various travel destinations.

The service to be provided must be of world class standard and must offer value for money to the Institute. The travel agency or agencies or agencies or agencies or Agencies must be able to deliver on sometimes tight deadlines. The Institute intends to enter into a Long-Term non-exclusive Agreement for an initial period of one (1) year, with the possibility of extension annually up to a maximum four (5) years, depending on various factors. Travel Management Services will be provided to the Region Office of International IDEA in Panama and may be provided to other offices in Latin America and Caribbean.

3. Scope of Work:

The following is the scope of services requirement for the Institute:

The travel agency or agencies should provide professional and diligent travel services for International IDEA both for official travel purposes, where requested. (Official travel request will take precedent over private requests when handing International IDEA's requests).

Travel agency or agencies shall be given a copy of the Institute Travel Policy and Procedure and shall be expected to be fully familiar with the contents thereof, and to ensure that travel arrangements made are following the policy and procedure for all official travel. The Travel Agency or agencies should provide travel services from 8:30 am to 17:00 p.m. during working days in Panama and Latin America. In addition, the travel agency or agencies shall provide for 24 hours emergency service, services on weekends and official holidays where required.

Much of the travel may organized at short notice, therefore efficiency and rapid communication in handling all travel related matters is crucial.

Furthermore, in carrying out its diverse Latin America and Caribbean operations, the Institute needs not only to arrange for travel of our staff base on our offices (Panama, Peru, Paraguay, Chile and Uruguay), but also for the travel of new staff, consultants and participants in meetings and staff from other parts of the Region.

Travel arrangements will be made on a competitive basis. The Travel Agency or agencies are expected to offer as many travel alternatives as possible but at least three to the requester.

The Travel Agency or agencies shall accurately advise the Institute of ticketing deadlines and other relevant information every time reservations are made, to avoid cancellations.

The Travel Agency or agencies shall ensure that all travellers have complete travel documents required for their journeys in good time before departure.

The Travel Agency or agencies shall provide traveling staff with requisite security information for their intended destination.

Information on country visa requirements, health immigration clearances, other government restrictions and assistance in obtaining entry visa to the country shall be provided. This assistance shall consist of providing the forms and applications for visa requests, conducting visa assistance follow-ups, keeping appropriate records thereon.

Timely notifications shall be provided to travelers of airport closing, cancellations or delays in flights, and the Travel Agency or agencies shall obtain any reimbursement which may be due on account of cancelled or reissued reservations and/or tickets.

The travel agency or agencies shall handle all necessary ticket changes, including reissuing tickets or obtaining reimbursements.

The travel agency or agencies shall investigate any complaints from travelers and follow up the recovery of lost baggage as well as facilitating any insurance claims.

The travel agency or agencies shall indicate any special features, programmes, or services that would be beneficial to the Institute and its travelers (e.g. visa processing, "Meet and greet", lost baggage follow-up, insurance, preferred seating arrangements.)

The travel agency or agencies shall manage a comprehensive database that will include, but need not be limited to, all relevant and important passenger information such as passport and frequent flyer data.

The travel agency or agencies shall advise the Institute on market practices and trends that could result in further savings for the Institute, including the use of corporate travel booking

tools with automated travel policy compliance and enforcement, and travel management reporting.

The travel agency or agencies are expected to provide reports on travel activity in a timely manner.

The travel agency or agencies shall provide an annual report on the CO₂-emissions from the travel in the first quarter of each year, specifying number of flights, destinations and emissions per flight, and the overall carbon footprint related to International IDEA's travel.

The travel agency or agencies shall, based on the carbon emissions report, offer International IDEA the opportunity to offset its travel emissions.

The travel agency or agencies shall make reservations for lodging accommodations when requested.

4. Timing and Work Plan:

The duration of this agreement is initially 12 months, with the subsequent assessment of the services provided and possible further extension in case of the successful provision of Travel Services, funding, performance and ability to maintain service within the established countries and region for a period of 5 years.

5. Proposal:

A proposal in support of the bid from the travel agency or agencies should cover at least the following, numbered in accordance with the scheme set out below.

Part 1- Travel Agency or agencies Profile

1. Description of the company
2. Statement confirming that the company meets the minimum criteria stipulated in section 7: Management and organization
3. Explanation of the key performance indicators you use to manage similar contracts
4. Audited financial statements for the last fiscal year
5. A listing of your top 5 clients in the last five years (name, turnover, major types of services rendered)
6. A statement on your present technological capabilities as well as your plans in this regard
7. A statement of relevant experiences to the type of contractual arrangement IDEA is seeking
8. Information on your association with any other travel agency, in Europe, Asia and Africa
9. Would you envisage that any portion of this contract would be sub-contracted? What portion and why?

Part 2- Technical Proposal

1. Explanation of how you would provide those services outlined in the Scope of Work (e.g. what standards would you use? What procedures would you follow? Are there online booking facilities available, that via workflow can ensure that travel is approved)
2. Explain the criteria you would use to present a set of alternatives to a traveler
3. Outline the mechanisms you have in place to receive and handle problems. Give the example of 1- a cancelled/re-scheduled flight, 2- lost baggage for a traveler and 3- an en-route passenger suddenly must change routes to attend an unplanned meeting at another location.
4. Outline how you would meet the requirements outlined in section 6: Deliverables and Reporting requirements. Provide examples of some of the reports outlined therein. Provide details of any travel tracker services that you may offer.
5. Outline how you would manage the account, for example would specific agents be allocated to International IDEA and how would issues be escalated should the need arise. Include details on how you would ensure compliance with travel policy, securing approvals for all trips booked and invoicing and payment arrangements.
6. Outline what mechanisms and reports you have in place to ensure that travel plans have the minimum environmental impact
7. Explain how you can advise International IDEA on how to reduce costs on travel bookings, hotel reservations and conferences in Latin America and Caribbean and elsewhere.
8. Do you have physical office and knowledge of Legal and tax regulation in the next countries <ul style="list-style-type: none">• Panama• Peru• Paraguay• Chile• Uruguay• Others

Part 3- Financial proposal

Please provide a complete listing of all your service fees, including the cost of providing the services outlined in the Terms of Reference.

Please also complete the Excel spreadsheet for the indicative basket of funds that will enable us to make a like-for-like comparison of the possible total cost in service fees between tenderers. This spreadsheet is indicative only, as travel over the past 2 years has been limited given the pandemic. The spreadsheet is for a five-year period and thus any expected increase in fees may be applied if relevant.

Please ensure that you provide a basis for the expected increase in fees and how this will be calculated year on year, including the date that any increase will be applied. If needed, to ensure a fair comparison between bids we will adjust the basis.

Please also indicate if the fees reflected will be amended based on any levels of activity – i.e., are the fees based on an expected minimum level of activity.

Financial proposals must be in USD and be inclusive of all applicable taxes.

6. Deliverables and Reporting requirements:

The travel agency or agencies shall provide the Institute with management information reports consisting of sales activity showing detailed analyses of the number of trips, destinations, carriers used, saving achieved from the carrier's lowest available fare.

The travel agency or agencies shall submit travel information per traveler comprising of destination and cost on a regular basis and cumulative for an entire year.

The travel agency or agencies shall submit to the Institute reports/documents monthly, or immediately upon request by the Institute.

Monthly production statistics (and Consolidated format indicating travel volume and value) for the entire Institute with comparative figures if applicable (month to month, year on year)
List of all tickets issued including the passenger's name, itinerary and fare paid.

Changes and updates on Airline rates, promotions, policy changes, etc., immediately upon the travel agency or agencies' receipt of the advice: and complaints/incidents summary and analysis. Summary of other services offered e.g. visa processing, hotel accommodation etc.

Other information as may be requested by International IDEA.

7. Management and Organization:

The Travel Agency or agencies contracted will provide a wide range of Travel Management Services and should have the capacity to handle commercial accounts. The successful travel agency or agencies who will be contracted to serve the needs of International IDEA shall have the following minimum qualifications:

- Accredited Travel Agent licensed and registered to operate in Latin America and Caribbean Countries.
- Experienced and maintains a good track record in serving international organizations, embassies and medium to large multinational corporations with reasonably high travel volumes.
- Employs highly qualified competent and experienced travel consultants.
- Financially stable.
- Currently maintains network/affiliates in Latin America and the Caribbean.
- Willing and able to guarantee the delivery of products and services in accordance with the performance standards required under this TOR.
- The travel agency or agencies shall employ a booking system recognized within the travel industry.

8. Procedural Aspects:

The travel agency or agencies intending to submit a proposal should have the organizational and technical capacity, experience, and professionalism to provide the services requirements outlined in the Terms of Reference. Proposers should be able to show proof of the past and/or

present experience in similar projects, demonstrate financial soundness and resources available to carry out the services requirements and have the integrity and proven reliability to ensure good faith performance. Proposers should be able to demonstrate an understanding of the Institute's requirements and come up with an appropriate work plan and overall approach on how to meet these requirements.

The award of the contract will be based on best value for money that being the best outcome for International IDEA considering price, economic, environmental, and social benefits, in addition to the requirements for the Institute.