

# Technical Specifications (ToR)

I.	PRESENTATION OF DRC NEEDS .....	2
A.	DRC Mandate .....	2
B.	Specifics and context of the ticketing requirement.....	2
	Trips characteristics .....	2
	Priority destinations.....	3
	Flexibility, responsiveness, and proactivity .....	3
	Exhaustiveness of offers .....	3
II.	Description of the desired services .....	4
A.	Basic services.....	4
	Information sharing .....	5
B.	Potential tools to submit (if possible) .....	5
	Tools and Technology, Main features (if possible): .....	5
	Online & Offline Modalities .....	5
C.	Technical Evaluation .....	6
	Service quality monitoring systems: .....	6
D.	Financial Evaluation .....	7
i.	Costs & Transaction costs .....	7

# Technical Specifications (ToR)

## I. PRESENTATION OF DRC NEEDS

### A. DRC Mandate

DRC - The Danish Refugee Council assists refugees and internally displaced persons in 40 countries across the globe. DRC was founded in Denmark in 1956 and has since grown to become an international humanitarian organization with 9,000 employees and 7,500 volunteers.

We work in conflict-affected areas, along the displacement routes, and in the countries where refugees settle. The range of our work is everything from relief work to strengthening the opportunity for a brighter future for refugees and internally displaced persons.

### B. Specifics and context of the ticketing requirement

In carrying out its projects, DRC intends to enter into a Framework Agreement (PA) with the most competent agency for the Provision of Flight Ticket Booking and Travel Agent Services. As a result, the DRC requires daily ticketing services to all journeys of DRC representation in the North, West African, and Latin American region, particularly for the following countries of intervention:

Western Africa (WA)	North Africa (NA)	Latin America (LA)
Senegal	Tunisia	Mexico
Cameroon	Libya	Colombia
Burkina Faso	Algeria	Venezuela
Mali	<b>HQ:</b> Copenhagen, Denmark	
Niger		
Nigeria	<b>Other travel cities of interest:</b> Ex. New York, Paris, Geneva, London, Madrid, Rome, Brussels, Istanbul, etc.	
Central African Republic		
Chad		
<b>Secondary WA and NA countries of interest:</b> Cape Verde, Mauritania, Gambia, Guinea-Bissau, Guinea, Sierra Leone, Liberia, Ivory Coast, Ghana, Togo, Benin, Morocco,		<b>LA:</b> Peru, Panama, El Salvador, Guatemala, Honduras, Costa Rica

To guarantee criteria of competitiveness, transparency and neutrality, DRC has issued this request for proposal for a framework agreement to cover the countries mentioned above with an estimated maximum procurement amount of 1,000,000 € per year.

### Trips characteristics

The DRC in the WANALA region has many specific needs in terms of travel. Current air 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 three options, if available) with a preferential tariff for the North and West African region as well as Latin America region to satisfy the DRC travel policies and mission requirements.

# Technical Specifications (ToR)

The trip reasons are as follows:

- **Departure and return** of expatriates from a mission. The average duration of a mission is 6 months.
- **Briefings & Inductions**
- **"R&R" (Rest & Recuperation)**, week(s) of rest, which allows the employees to temporarily leave the country in which they are working.
- **Regional Technical Weeks** where employees from several missions meet in one of the intervention zones for a conference on specific subjects.
- In the same way, **technical weeks are organized at headquarters** where employees from the field temporarily visit headquarter in Copenhagen, Denmark for a week of training/meetings.
- **Evaluation missions** (activity monitoring or security assessments)
- **Opening/Exit of missions**
- **Training** outside headquarters, outside missions.
- **Professional meetings and symposiums** away from headquarters, excluding missions.

*The distinct reasons for displacement are explained to make travel agencies understand the importance and diversity of displacements inherent in the operation of an emergency humanitarian association.*

## Priority destinations

*The travel agency must be able to provide tickets for any non-tourist destination, sometimes isolated and often made difficult to access by multifaceted crises. The ability of travel agencies to meet this requirement will need to be made explicit and detailed. It will be the subject of close attention:*

- It will also be judged on the capacity to propose various flight options for each connection, including the integration of offers from African companies.

The partnerships with the different companies (negotiated rates) and NGO rates will have to be communicated in the offer to judge the capacity of the agency to propose these rates.

## Flexibility, responsiveness, and proactivity

Intervening in crisis zones, the selected service provider shall continuously monitor the access status of airports without input from DRC and shall inform DRC of any changes impacting existing and potential bookings. In general, the contractor will have to be informed of news in the geographical areas served, related to the DRC's sector of activity to always offer the most appropriate tickets: the fastest and cheapest journey possible.

## Exhaustiveness of offers

The DRC, mainly uses the following airlines to move between the countries of the WANALA region:

Air Senegal	Asky	Brussel Airlines
Air Algerie	Tunisair	Air Cote d'Ivoire
Air France	SAS	Air Cairo

# Technical Specifications (ToR)

Air Iberia  
Air Burkina  
Kenyan Airways

TAP  
Ethiopian Airlines  
Royal Air Maroc

Turkish Airlines

Thus, the offers proposed by your company must allow for competition between the tickets offered by these different companies at a minimum, without excluding any other company.

## II. Description of the desired services

The companies invited to apply for this request for proposal are considered operators specialized in business travel for companies and/or NGOs and associations. Travel agencies must have the necessary capacity to meet the DRC's needs (technical, logistical, financial, human, organizational, capacity in terms of tools, etc.), some of which have already been explained.

Tenderers will have to propose, in terms of both pricing and organization, a description of a service for the reservation/purchase of air transport tickets and other services for DRC employees for their business travel needs.

Applicants will produce an explanatory and detailed proposal setting out a proposal to meet the needs set out in this document.

The service provider will have to set up the material and organizational means necessary to support the DRC in the management of its budget:

- By simplifying and reducing administrative tasks,
- By contributing to purchasing performance,
- By optimizing the quality and efficiency of the services offered.

### A. Basic services

Reservation and Ticketing:

- Upon request from the authorized focal point (DRC staff) travel agency shall propose at least two (2) different itineraries with flexible dates option of transport and prepare appropriate itineraries and formal quotation based on the lowest fare and the most direct and convenient routing.
  - If the required travel arrangement cannot be confirmed by DRC, the travel agency shall present alternative routings/quotations for considerations by including all potential inconveniences (ex. Flight/ticket restrictions, involuntary stopovers, hidden stops, etc.) that may arise.
  - For wait-listed bookings, the travel agency shall provide regular daily feedback on the status of the flight.
  - Travel agencies shall promptly issue tickets and detailed itineraries (online and offline) showing the accurate status of the airline on all segments of the journey.
  - The travel agency shall accurately advise DRC of ticketing deadlines, the booking confirmation, modification/cancellation modalities, and other relevant information every time reservations are made, to avoid cancellations of bookings.
- Propose savings thanks to a good knowledge of the market (NGO type tariffs, group / conference pricing, corporate airline promotions, fidelity points, etc.); the applicant must specify whether it has a tariff control tool and describe it if necessary.

# Technical Specifications (ToR)

- Present clearly and concisely the various proposals, highlighting the restrictions of a country entry, and facilitation in visa applications; etc.
- Systematically inform the cancellation policy; Manage modifications, cancellations, waiting lists...
- Airport "Meet and Greet" or taxi services at the airport.
- Hotel reservations when the stop over requires it

## Information sharing

- To inform travelers of all legal and health obligations; visa requirements, security procedures, airport transfers / land transportation facilities, local points of interest, currency restrictions / regulations, upcoming weather or political events that may affect flight schedule, etc.)
- To assist passengers in case of any unfortunate events during a trip- such as lost luggage; missed, canceled, or delayed flights, and various insurance options, tax exemption information, etc. (7 days a week, 24 hours a day) ;

## **B. Potential tools to submit (if possible)**

The objective of this request for the bidders is to consolidate travel expenses towards a single supplier and to harmonize practices, the solution having to operate according to a single process, accessible from all the countries of the West African, North African and Latin American regions. We would like the supplier to be the force of proposal for the management model and for the model to be as simple and economical as possible.

## Tools and Technology, Main features (if possible):

### 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 data analytics reports on flight taken, payment status, and the status of ticket refunds;
- Complaint Analysis.
- Invoicing in PDF with an XLS export available.
- Ability to provide monthly separate invoices for each WANALA country, (Ex ; if possible, One intercompany- account per country, or many Budget Lines according to grants)
- Regular Coordination meetings with DRC (twice a year)
- Full access to information for travelers (travel details, reminders, calendar integration).

*Depending on the destinations and the date requested, the agency sometimes has only one travel option to offer. It will have to extend the search to a closer date (the day before or the day after) when this is more financially advantageous.*

## Online & Offline Modalities

If the desire of the DRC is today to proceed to an evolution of its internal reservation mechanisms, it is obvious that a transition of methods and practices takes time. To this end, two reservation systems will have to co-exist:

# Technical Specifications (ToR)

1. A Self Booking Tool
2. An offline reservation system

Please specify if your company can meet this requirement. And what would be the capacity building and rolling out modalities.

## C. Technical Evaluation

This section will present the general structure of the travel agency, the organigram, considering but not limited to:

- Location (Headquarters of the organization and sub-branches) ;
- Hours of accessibility;
- General organization: number of interlocutors, languages spoken, platform, management, computerization;
- Presentation of the account manager and the module manager;
- Organigram and Level of qualification of travel agents;
- References provided by other companies, including UN bodies and NGOs
- Standards, service commitments, certifications;
- Customer service telephone and email response (deadlines) ;
- Order tracking and Claims follow-up;
- Separate Legal Entity Invoicing and reimbursement.

### Service quality monitoring systems:

This part will allow you to present the quality monitoring that your agency has set up internally (reception, tools, order processing, invoicing, etc.) and the systems for measuring the quality of the services using reports and statistics provided by your agency.

The DRC would like to have access to statistical indicators listed below (if possible) :

- The number of reservations;
- Travelers' destinations;
- The proportion of tickets issued by destination;
- The total monthly cost of transactions without modification;
- The total monthly cost of changes;
- Average ticket costs per destination;
- Number of ticket changes/exchanges (Total); Number of ticket changes/exchanges without fees; Number of ticket changes/exchanges with fees;
- Number of cancellations;
- Number of lost and no-show tickets and financial loss;
- Number and number of holdings;
- Number of tickets issued per requesting country;
- Number of tickets issued per employee;
- Average agency fee cost per case;
- Total agency fee cost;
- Performance reviews and regular progress reports
- Annual Carbon footprint report of DRC's travels;

# Technical Specifications (ToR)

## D. Financial Evaluation

### *i. Costs & Transaction costs*

In this section, the supplier will present, if applicable, the costs associated with the implementation of the tools and services mentioned in these specifications (online booking tool, emergency 24/7 support, specific reporting...). The proposed prices will be fixed over the period of the agreement and clearly elaborated on monthly final invoice.

Please use the response grid in Annex C or your own proforma. The Travel agencies will have to join in with their proposal (price catalog, ... etc.) along with the simulation price rates they can offer.