



## **Annex 1 – “Scope of Services”**

### **Introduction**

The International Rescue Committee helps people whose lives and livelihoods are shattered by conflict and disaster to survive, recover, and gain control of their future. Founded in 1933 at the request of Albert Einstein, the IRC works with people forced to flee from war, conflict and disaster and the host communities that support them, as well as with those who remain within their homes and communities. At work today in over 41 countries and 22 U.S. cities, we restore safety, dignity and hope to millions who are uprooted and struggling to endure.

The IRC is currently soliciting proposals from qualified travel management companies to support IRC country offices across multiple regions primarily for Air, Hotel and Rail bookings.

### **Specifics and context of the ticketing requirement**

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

- Kenya
- Uganda
- Somalia
- Sudan
- South Sudan
- IRC Regional office EA (I-HUB)

#### Other travel cities of interest:

Ex. Addis Abeba, New York, London, Geneva, Berlin, Milan, Brussels, Beirut, Amman, Dakar, Bangkok, Goma, etc.

#### **Flexibility, responsiveness, and proactivity**

Intervening in crisis zones, the selected service provider shall continuously monitor the access status of airports without input from IRC and shall inform IRC 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 IRC's sector of activity to always offer the most appropriate tickets: the fastest and cheapest journey possible.

#### **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 IRC'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 IRC 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 IRC 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.

#### **Desired Outcomes**

As a nonprofit organization our staff travel coach class often on long journeys to high-risk locales. Therefore, it is imperative that the booking process is easy, reliable and recognizes the IRC's unique travel profile.

- 1) Provider with experience managing and booking travel to Africa, Middle East and Asia including high-risk countries.
- 2) Knowledge of Duty of Care requirements
- 3) Access to Humanitarian Fares
- 4) Ability to access and provide third-party and non-GDS content for best value Lowest Logical Fare (LLF)
- 5) Maximize value by driving compliance and adoption to LLF and adherence to IRC Global lodging rates through use of platform functionality and agent intervention.
- 6) Flag user-missed savings opportunities and alternatives.

- 7) Comparison of negotiated deals to GDS and non-GDS content.
- 8) Forecasting technology that allows the user to see the most opportune travel window.

### **General service requirements**

- Travel agencies should offer 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 IRC, 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.
- All travel and accommodation costs are to be invoiced directly on net terms.
- Dedicated team of experienced agents familiar with non-profit or high-risk travel specifically to IRC countries. Including complex travel management, ticketing, and destination arrival requirements.
- 24/7 availability of agent(s) assistance for new and existing bookings.
- Ability to provide and facilitate our negotiated discounts with airlines and hotels.
- 24/7 available emergency service for travelers in transit regardless of location.
- Ability to provide data daily to our duty of care provider (ISOS) for all bookings.
- Provide monthly reports of all travel activity and expenses including carbon offset usage
- Ability to perform travel related crisis management tasks in the event of an IRC emergency and work with 3rd party security providers.
- For wait-listed bookings, the travel agency shall provide regular daily feedback on the status of the flight.
- The travel agency shall accurately advise IRC of ticketing deadlines, the booking confirmation, modification/cancellation modalities, and other relevant information every time reservations are made, to avoid cancellations of bookings.
- Airport "Meet and Greet" or taxi services at the airport.

### **Online & Offline Modalities**

If the desire of the IRC 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:

- 1) Self-booking tool: Implementation of an intelligent web-based travel platform that includes automated pre-trip approval routing and advanced mobile capabilities.
- 2) An offline reservation system: email-based process.

Please specify if your company can meet these requirements. And what would be the capacity building and rolling out modalities listed above.

## **Ticketing Process:**

Current ticketing process. Bidders should highlight where their process differs or improves upon the current process.

- 1) **Ticket inquiry:** the IRC booker will send an enquiry to the service provider via e-mail or by the web-based platform. In either booking procedure, the agent will follow up with the IRC booker within an agreed upon timeframe by email or phone dependent upon the urgency.
- 2) **IRC's expectation** is that simple point to point single leg or round-trip flights can be booked via the Online Booking Tool or via e-mail. The booking can be confirmed only when budget codes and travel costs are approved by the line manager of the staff travelling through a Travel Authorization form (TAF)
- 3) **Fare options:** The service provider shall reply to IRC via e-mail with the ticket option(s), each option shall include o Airlines and flight numbers.
  - Dates and times of departures/arrivals for each segment of the trip
  - Booking class with description of applicable restrictions
  - Period of validity for the booking
  - Refund/Rebooking charges.
  - Code share flights offering the lowest fare regardless of flight number.

## **Service Levels:**

The chosen provider is expected to achieve consistent service levels based on user experience in the following areas:

- 1) Response Times/Issue Resolution:
  - Email Requests / platform-based request- Acknowledgement only
  - Full Detailed Email Response
  - Hold Time (phone) Help Desk
  - Technical Issue Response
- 2) Offline Booking Assistance
- 3) User Adoption Rates
  - 90% online adoption after 6 months for all domestic point to point (non-complex) flights booked through the OBT
- 4) Compliance to IRC Travel Policy
- 5) Exception Tracking
- 6) Adherence to IRC Lodging Per Diem
- 7) Savings Achievements
- 8) Back-Office Operational Metrics
- 9) Environmental metrics

## **Exceptions**

The IRC requires travelers to comply with our Travel Policy. In order to measure compliance and drive the right behavior travel must be tracked and reported on for the following criteria:

### Flights

- Booked at least 21 days in advance – if less than 7 days triggers an exception process, enter exception/code
- Flights chosen in excess of \$200 over (LLF) Lowest Logical Fare - must flag exception process/menu.
- All flights with more than two international legs must be reviewed by an offline ticketing desk prior to booking.

### Hotels

All hotel bookings presented on the platform or by an agent must be within the IRC Per Diem Lodging Rates unless there are no rates available within per diem and it is acknowledged by the booker that they accept a rate above per diem.

- The agent or booking platform must flag any chosen hotel rates that are out of per diem as an exception.
- Traveler will choose the exception reason as to why lodging costs exceed allowable per diem allowance.

## **Savings Reporting**

- 1) Savings Achieved – report savings achieved by agency finding lower cost alternatives for flights chosen.
- 2) Savings Lost – report loss of savings as a result of traveler choosing higher cost fare – must provide exception code/reason.

## **Service quality system & KPI:**

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.

IRC 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 IRC's travels.

**Please provide a detailed description of the Key Performance Indicators (as a separate attachment) that you will use to report on performance and value. Please explain how you would monitor and report on all Key Performance Indicators**

We expect the provider to meet the Service Level Agreement within three months of implementation. Inability to meet the specified KPIs may lead to a re-evaluation of our provider selection.

Please note that the IRC is interested in hearing about the Key Performance Indicators used by other organizations both private and nonprofit. It is not necessary to reveal the client in question, but we would appreciate an overview of industry standard KPIs that we may have not considered.

### **Duty of Care**

In order to ensure our staff and guest safety while traveling on IRC business, the IRC utilizes a Duty of Care provider, International SOS (ISOS). When a booking is made through an IRC-contracted travel agency, the agency sends ISOS a passenger name record (PNR) with all the relevant itinerary for that specific traveler and trip. There is no cost to the agency for this service. However, we do ask the agency to work with ISOS to establish this data feed at the time of implementation. ISOS will provide specific instructions to the agency on how to enable the data flow. Once this connection is established, our Safety and Security team has access to an ISOS dashboard that provides a view to all IRC staff travelers and their whereabouts. In the event of an emergency, ISOS is able to provide a number of medical and emergency services to our staff and guests as needed.

### **Data Protection Security and Transfer**

Given the sensitive nature of personal traveler information, including payment options, the IRC requires that all of our suppliers involved in handling or transferring IRC data electronically are properly vetted for their security protocols and practices. To this end, our network safety and security team may ask our suppliers handling IRC data to complete a Security Assessment Questionnaire. They may also ask for technical SOC compliance documentation or certification of the agency's security protocols. This is a type of certification in which a third-party audit has been completed to demonstrate that certain controls are in place. We realize that not all agencies have the resources to conduct such an audit. In these cases, the security team will work within the parameters of what the agency can provide in order to determine the security level of IRC data passed in the booking process.