



International Organization for Migration (IOM)  
The UN Migration Agency

**REQUEST FOR PROPOSAL**  
**Provision of Travel Management Services**  
**ITB - Ref No. 001/MALAYSIA/2020**

**Bid Closing Date & Time: 21 February 2020, 1500 hours**  
**FOR MALYSIAN REGISTERED COMPANIES ONLY**

The International Organization for Migration (IOM) is an intergovernmental humanitarian organization established in 1951 and is committed to the principle that humane and orderly migration benefits both migrants and society.

In the framework of ongoing projects in IOM mission in Malaysia, IOM has a spending of approximately MYR 2,000,000 on flight tickets annually. IOM would like to invite interested eligible travel agencies to submit their BID for the Provision of Travel Management Services for IOM.

A complete set of bidding documents are available to interested bidders at IOM Malaysia for collection from 22 January 2020 until 12 February 2020 at the following address or can be requested through email: [kulprocurement@iom.int](mailto:kulprocurement@iom.int)

Closing date for submission of the bids: 21 February 2020 at 1500 hours (+8GMT Kuala Lumpur)

**International Organization for Migration (IOM) Malaysia**  
**570, Jalan Bukit Petaling, Bukit Petaling**  
**50460 Kuala Lumpur, Malaysia**  
**T. +60 39 235 5408**  
**F. +60 32 145 1094**

IOM reserves the right to accept or reject any bids, and to annul the procurement process and reject all bids at any time, without obligation to inform the affected bidder/s of the ground for IOM's action.



International Organization for Migration (IOM)  
The UN Migration Agency

## REQUEST FOR PROPOSAL (RFP) AND GENERAL INSTRUCTION TO VENDORS (GIV)

Project: Travel Management Service for IOM Malaysia  
Ref. No.: 001/MALAYSIA/2020  
Date: 22 January 2020

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The International Organization for Migration (IOM) is an intergovernmental organization established in 1951 and is committed to the principle that humane and orderly migration benefits both migrants and society.

In the framework of ongoing projects of IOM mission in Malaysia, we hereby request prospective companies to submit proposal for Travel Management Services.

This RFP includes the Instructions to Vendors for which IOM Malaysia envisages establishing a Long-Term Agreement (LTA) for the period of 2020-2023 with one qualified Vendor for the provision of Travel Management Services. The initial period will be one year, with option to extend for two (2) additional one-year extensions (1+1+1), subject to a satisfactory performance evaluation.

IOM reserves the right to accept or reject any proposal, and to cancel the procurement process or reject all proposals at any time prior to award of Contract, without thereby incurring any liability to the affected Vendors/s or any obligation to inform the affected Vendor/s of the ground for IOM's action.

Very truly yours,

A handwritten signature in blue ink, appearing to read 'Cynthia Ramos', is written over a horizontal line.

Cynthia Ramos  
Resource Management Officer – IOM Malaysia

## **GENERAL INSTRUCTION TO VENDORS (GIV)**

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### **1. Scope of Service**

The selected travel agent shall provide full, prompt, accurate and expert services to staff and partner agencies in accordance with the IOM policies, procedure and guidelines as detailed in TOR (Term of Reference).

### **2. Corrupt, Fraudulent, and Coercive Practices**

IOM requires that all IOM Staff, air companies, vendors or travel agents, observe the highest standard of ethics during the procurement and execution of all contracts. IOM shall reject any proposal put forward by Vendors, or where applicable, terminate their contract, if it is determined that they have engaged in corrupt, fraudulent, collusive or coercive practices. In pursuance of this policy, IOM defines for purposes of this paragraph the terms set forth below as follows:

- Corrupt practice means the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence the action of the Procuring/Contracting Entity in the procurement process or in contract execution;
- Fraudulent practice is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, the Procuring/Contracting Entity in the procurement process or the execution of a contract, to obtain a financial gain or other benefit to avoid an obligation;
- Collusive practice is an undisclosed arrangement between two or more bidders designed to artificially alter the results of the tender procedure to obtain a financial gain or other benefit;
- Coercive practice is impairing or harming, or threatening to impair or harm, directly or indirectly, any participant in the tender process to influence improperly its activities in a procurement process, or affect the execution of a contract

### **3. Conflict of Interest**

All Vendors found to have conflicting interests shall be disqualified to participate in the procurement at hand. A Vendor may be considered to have conflicting interest under any of the circumstances set forth below:

- A Vendor has controlling shareholders in common with another Vendor;
- A Vendor receives or has received any direct or indirect subsidy from another Vendor;
- A Vendor has the same representative as that of another Vendor for purposes of this proposal;
- A Vendor has a relationship, directly or through third parties, that puts them in a position to have access to information about or influence on the Proposal of another or influence the decisions of the Mission/Procuring Entity regarding this proposal process;
- A Vendor submits more than one Proposal in this RFP process;

- A Vendor who participated as a consultant in the preparation of the design or technical specifications of the Goods and related services that are subject of this proposal process.

#### **4. Eligible Vendors**

Only Vendors that are determined to be qualified shall be considered for award. The Vendor shall fill up and submit the standard IOM Vendor Information Sheet (VIS) (Annex A) to establish their eligibility together with the Proposal submission.

#### **5. Cost of Preparing the Proposal**

The Vendor shall bear all costs associated with the preparation and submission of his Proposal and IOM will not in any case be responsible and liable for the costs incurred.

#### **6. Errors, omissions, inaccuracies and clarifications**

The documents and forms requested for the purpose of soliciting Proposals shall form part of the Contract; hence care should be taken in completing these documents.

Vendors shall not be entitled to base any claims on errors, omissions, or inaccuracies made in the Proposal Documents.

Vendors requiring any clarifications on the content of this document may notify IOM in writing at the following address.

**RESOURCE MANAGEMENT- PROCUREMENT UNIT**  
**International Organization for Migration (IOM) Malaysia**  
**570, Jalan Bukit Petaling, Bukit Petaling**  
**50460 Kuala Lumpur, Malaysia**  
**T. +60 39 235 5408**  
**F. +60 32 145 1094**  
**E-mail: [kulprocurement@iom.int](mailto:kulprocurement@iom.int)**

IOM will respond to any request for clarification receive on or before **14 February 2020 15.00pm**. Copies of the response including description of the clarification will be given to all Vendors who received this General Instruction, without identifying the source of the inquiry.

#### **7. Confidentiality and Non-Disclosure**

All information given in writing to or verbally shared with the Vendor in connection with this General Instruction is to be treated as strictly confidential. The Vendor shall not share or invoke such information to any third party without the prior written approval of IOM. This obligation shall continue after the procurement process has been completed whether or not the Vendor is successful.

## **8. IOM's Right to Accept any Proposal and to Reject any and all Proposals**

IOM reserves the right to accept or reject any Proposal, and to cancel the procurement process and reject all Proposals, at any time prior to award of contract, without thereby incurring any liability to the affected Vendor/s or any obligation to inform the affected Vendor/s of the ground for IOM's action.

## **9. Requirements**

### **9.1 Documents proposals**

The following shall constitute the Proposal Documents to be submitted by the Vendors:

#### **9.1.1 Envelope No.1 (one)**

1. Vendor Information Sheet and eligibility documents as referred in section 9.4 of the RFP (Annex A).
2. Technical Proposal as referred on the Annex B

#### **9.1.2 Envelope No.2 (two)**

1. Financial proposal as referred on the Annex C

Vendors are required to use the forms provided as Annexes in this document.

### **9.2 Proposal Form**

Vendor proposal shall have two components; the technical proposal (Annex B) and the financial proposal (Annex C) and other required documents shall be duly signed and accomplished and typewritten or written in ink. Any correction made to the prices, rates or to any other information shall be re-typed or re-written in ink and initialed by the person signing the Proposal Form.

The language of the Proposal shall be in English and prices shall be quoted in Malaysian Ringgit exclusive of SST. If any SST applicable, it shall be mentioned separately in the bids.

Prices quoted by the Vendor shall be fixed during Vendor performance of the contract and not subject to price escalation and variation on any account, unless otherwise approved by IOM. A submitted proposal with an adjustable price proposal will be treated as non-responsive and will be rejected.

### **9.3 Validity of Proposal Price**

The Proposal shall remain valid for a minimum period of **90 calendar days**, after the deadline for submission.

In exceptional circumstances, prior to expiry of the period of validity of proposals, IOM may request that the Vendors extend the period of validity for a specified additional

period. The request and the response there to shall be made in writing. A Vendor agreeing to the request will not be required or permitted to modify its proposal.

#### **9.4 Documents Establishing Vendor's Eligibility and Qualification**

The Vendor shall furnish, as part of its Proposal, documents establishing the Vendor's eligibility. For this purpose, vendors are required to fill up and submit the standard IOM **Vendor Information Sheet (VIS) the Annex A** of Proposal, together with the following eligibility documents:

1. Company profile
2. Certificate of Incorporation- SSM
3. Permits, licenses or qualification in travel services under Ministry of Tourism, Arts and Culture Malaysia;
4. Valid IATA accreditation and that it is equipped with online reservation and e-ticketing/ticketing system (domestic and international) and possess appropriate licenses and software required for processing travel reservations and ticket issuance.
5. Audited financial statements (last 3 years).
6. Copies of contracts or agreements with airlines.
7. Company organizational chart for key management and organizational chart specific for ticketing services.
8. List of completed and ongoing contract (with copies of contracts) of similar experience in last three (3) years with a minimum flight booking revenue of MYR two (2) million per year, from at least one client. (Provide documentary evidence)
9. Minimum 5 years of experience in corporate specialization in Travel Management Services and track record in serving international organizations, embassies and medium to large multi-national corporations;

### **10. Mandatory Service Requirements**

#### **10.1 Airline Reservation**

- To perform passengers' airline bookings, records keeping, fare computation, routing.
- To provide booking itinerary within two hours of request.
- To provide regular updates every two days for waiting list bookings.

#### **10.2 Airline Tickets**

- To provide email/printed tickets 3 working days before departure date
- 

#### **10.3 Billing-**

- To generate billing statements, invoices and attachments.
- To provide IOM with clarification/explanation of costs if required.

#### **10.4 Rates/Pricing-**

- To provide reasonable charges for services offered at same or rates lower than market standards.

- Guarantee that one quotation is the lowest obtainable fare.
- Assistance to IOM in dealings with airlines to obtain competitive rates in the market and preferable fare.

#### **10.5 Service Quality-**

- Ability to access or approach travel agency via telephone, email and 24hrs Emergency line if required.
- To provide assistance to IOM travelers and regular coordination meetings with IOM Operations Management Team.

#### **10.6 Problem Solving**

- Ability to process and obtain ticket refunds on a timely basis.
- Ability to resolve complaints.

#### **10.7 Travel Experts**

- One Client Manager responsible for overall travel coordination with IOM.
- At least two highly proficient travel agents with at least 5 years' experience in corporate specialization in Travel Management Services
- 

#### **10.8 Communications-**

- Services and policies are communicated to IOM;
- IOM is well informed about matters concerning travelers;
- Frequency of communications to IOM: Monthly at a minimum

#### **10.9 Hours of Services**

- The Travel Agent(s) should provide travel services from 8.30 am to 17.30 pm during working days. In addition, Travel Agent(s) shall provide for 24 hours a day emergency service, as well as for services during weekends and official holidays where emergency travel service is required.

#### **10.10 IOM Travel Policy-**

- To provide 3 options for each request (if available) which are most direct & economical routes

## 11. Submission of Proposal Documents

Proposal must be submitted in a sealed envelope. The Vendor must seal the documents as stated in item 9.1 (Documents proposals) and shall be addressed to.:

RESOURCE MANAGEMENT- PROCUREMENT UNIT  
International Organization for Migration (IOM) Malaysia  
570, Jalan Bukit Petaling, Bukit Petaling  
50460 Kuala Lumpur, Malaysia  
T. +60 39 235 5408  
F. +60 32 145 1094  
E-mail: [kulprocurement@iom.int](mailto:kulprocurement@iom.int)

Proposal shall be submitted **by hand delivery** to the above address on or before **21 February 2020 at 15.00**. Late Proposals will not be accepted.

## 12. Opening of Proposals.

At the indicated time and place, the opening of Proposals shall be carried out by IOM. IOM reserves the right to conduct opening of Proposals in public or not.

## 13. Acceptance of Proposals.

IOM is not bound to take an immediate decision on the acceptability or unacceptability of Proposals at the time of their opening.

## 14. Rejection of Proposals

Proposal can be rejected at the submission stage or found to be technically non-compliant due to errors in presentation and failure to follow bidding instructions. The request for proposals contains detailed instructions for preparation and submission that need to be followed carefully.

Below are some of the more common examples of the rejected proposal:

- (a) The proposal is sent after the deadline for submission.
- (b) Proposal not submitted to correct e-mail address (if applicable)
- (c) The technical and financial proposal are packed in one envelope.
- (d) The proposal form or any document which is part of the proposal document is not signed.
- (e) Insufficient documents have been provided.
- (f) Documents provided are not in English.
- (d) Vendor is currently under list of blacklisted vendors;
- (e) Vendor offer imposes certain basic conditions unacceptable to IOM

## 15. Evaluation of Proposals

IOM shall evaluate the Proposals on the basis of their responsiveness to the Terms of Reference, compliance to the requirements of the RFP by applying an evaluation criterion, sub criteria and point system.

The minimum technical score required to pass is 60pts for technical proposal which will be the basis for financial evaluation.

The Technical Proposals shall be evaluated based on the following criteria:

Major Criteria	Details and Sub Criteria	Score
Completeness & Responsiveness of the eligibility documents	<ul style="list-style-type: none"> <li>• Completeness &amp; Responsiveness of the eligibility documents (10)</li> <li>• Track Record and Experience (10)</li> <li>• Financial Strength (10)</li> </ul>	30
Methodology	<ul style="list-style-type: none"> <li>• Proposed Methodology aligns to IOM specified needs (25)</li> <li>• Types and frequency of reports to be provided to IOM (15)</li> <li>• Provided methodology on how queries are handled. (10)</li> <li>• Provided examples of the escalation process on queries which align to IOM specified needs (10)</li> </ul>	60
Proposed Personnel	<ul style="list-style-type: none"> <li>• Detailed roles of the proposed personnel (5)</li> <li>• English fluency and communication skills (5)</li> </ul>	10

The Financial Proposals shall be evaluated based on the following criteria:

Major Criteria	Details and Sub Criteria	Score
Service Fee	Booking from Kuala Lumpur to Australia or New Zealand: All-inclusive one service fee per ticket for all transactions (cancellation, rebooking, void and refunds)	70
Service Fee	Booking from Kuala Lumpur to Asia (including domestic flights within Malaysia): All-inclusive one service fee per ticket for all transactions (cancellation, rebooking, void and refunds)	30

## 16. Post Qualification

Prior to award, post-qualification will be carried out by IOM to further determine the selected Vendor's technical and financial capability to perform the contract. IOM shall verify and validate any documents/information submitted and shall conduct ocular inspection of the office, plant and equipment (site visit).

## **17. Award of Contract**

The Vendor that has submitted the lowest evaluated Service Fee, substantially responsive to the requirements of this General Instruction and who has been determined to be qualified to perform the contract shall be selected and awarded the contract.

IOM shall notify the selected Vendor through a Notice of Award. IOM shall also notify in writing, the other Vendors who were not selected without disclosing the reason for rejection.

## **18. Provision of Services and Period of Provision**

The services should be delivered as and when requested by IOM's designated staff member. All correspondence for provision of services between IOM and selected Vendor will be through email, fax or telephone.

Provision of services shall start upon signing of the Contract and duration of one year, with possibility of extension based on satisfactory provision of services in the first year.

## **19. Payment**

Payment shall be within 30 days of IOM receiving invoice describing the services delivered.

There will be no advance payment for provision of services under this agreement.

The assigned vendor should send the invoices together with the e-tickets.

## **20. Warranty**

Applicable as described in the provided service Agreement (Annex D).

## **21. Settlement of Dispute**

The United Nations Commission on International Trade Law (UNCITRAL) arbitration rules will apply for any dispute, controversy or claim that will arise in relation to the procurement process.

## **LIST OF ANNEXES**

### **ANNEX A**

1. Annex A1: Vendor Information Sheet (VIS)
2. Annex A2: Code of Conduct Supplier
3. Documents Establishing Vendor's Eligibility and Qualification:
  - a) Company profile
  - b) Certificate of Incorporation- SSM (Form 9, 13, 49 and whichever is applicable)
  - c) Permits, licenses or qualification in travel services under Ministry of Tourism, Arts and Culture Malaysia;
  - d) Valid IATA accreditation and that it is equipped with online reservation and e-ticketing/ticketing system (domestic and international) and possess appropriate licenses and software required for processing travel reservations and ticket issuance.
  - e) Copies of contracts or agreements with airlines.
  - f) Company organizational chart for key management and organizational chart specific for ticketing services.
  - g) List of completed and ongoing contract (with copies of contracts) of similar experience in last three (3) years with a minimum flight booking revenue of MYR two (2) million per year, from at least one client. (Provide documentary evidence)
  - h) Minimum 5 years of experience in corporate specialization in Travel Management Services and track record in serving international organizations, embassies and medium to large multi-national corporations;
  - i) Audited financial statements (last 3 years).

### **Annex B**

#### **List of Technical Proposal Documents**

1. ANNEX B1- Technical Proposal form (signature page)
2. ANNEX B2- Methodology and Approach
3. ANNEX B3- Team composition and task assignments
4. ANNEX B4- Curriculum vitae (CV) for proposed professional personnel and technical knowledge capability
5. ANNEX B5- Experience of the firm / references
6. ANNEX B6- Terms of Reference- TOR

### **Annex C**

Financial Proposal Form

### **Annex D**

Draft Agreement

### **Annex E**

Performance Evaluation sheet (FOR REFERENCE ONLY)

**TECHNICAL PROPOSAL FORM**

Date: \_\_\_\_\_

To : \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Having examined the General Instruction for the Provision of Travel Management Service, the receipt of which is hereby duly acknowledge, I, representing [name of company] offer to provide the services in conformity with the General Instruction fin accordance with the Technical and Financial Proposal which is herewith attached and form part of this Proposal.

I undertake if my offer is accepted, to deliver the services in accordance with the Annex B.

I agree to abide by this Proposal for the Validity Period specified in the General Instruction which may be accepted at any time before the expiration of that period.

Until a formal contract is prepared and executed, this Proposal Form, together with your Notice of Award shall constitute a binding agreement between us.

I hereby certify that this Proposal complies with the requirements stipulated in the General Instruction.

Dated this\_ \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_.

\_\_\_\_\_  
*[signature over printed name]*

*[in the capacity of]*

Duly authorized to sign Proposal for and on behalf of  
\_\_\_\_\_ *[name of company]*

## METHODOLOGY AND APPROACH

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Please indicate your company's operational standards according to the below. Please elaborate as relevant.

Service Standard Question	Response
<p>1. Airline Reservation: How long will it take to forward on confirmed bookings to IOM?</p> <p>How often will you be able to update IOM for waitlisted bookings?</p> <p>What airline reservation system do you use (e.g. Amadeus, Galileo or similar)?</p>	
<p>2. Airline Tickets: How many days before departure can you issue the ticket to IOM?</p>	
<p>3 Billing: How soon do you require payment after ticket issuance?</p>	
<p>4. Rates/Pricing: Are you able to guarantee the quote you provide IOM is the lowest obtainable fare? If not, please explain.</p> <p>How often to you meet with airlines to obtain competitive rates? Please explain.</p>	
<p>5Service Quality: How many telephone lines do you have? Do you have a website? Are you able to provide 24-hour emergency booking service?</p>	

<p>6. Problem Solving: How soon will you be able to provide refunds to cancelled tickets?</p> <p>How soon will you be able to resolve complaints?</p> <p>What is your escalation process for complaints?</p>	
<p>7. Travel Experts: How many travel experts will be able to provide services to IOM?</p>	
<p>8. Hours of Services: What hours of the day and week are you able to provide services to IOM?</p>	

1. Types and frequency of reports to be provided to IOM

**Quarterly Reports:**

**Please indicate Yes/No. "Yes" means can submit the report. "No" means cannot submit the report. If "No" please provide explanation or indicate your alternative method.**

a. Number of tickets issued grouped by *Proflight\** number with total cost of fares broken down by fare/tax/service fee

Ticket issuance date	Proflight Number	Passenger name	Invoice Number	Total Cost in MYR			Date of Travel	Destination Country	Yes	No	Remarks
				Fare	Tax	Service Fee					

b. Ageing report displaying date refund request received and Status of ticket refunds.

Proflight Number	Invoice Date	Invoice Number	Invoice Amount	Refund Amount	Currency	Refund request Date	Refund date	Diff Invoice less refund received	Age in days	Yes	No	Remarks

*\*Each IOM movement is identified by means of an Alpha-numeric Proflight (PF) number, a unique internal IOM movement identifier or reference number e.g. MYK0001*

*A PF encompasses movement data applicable to individuals travelling on the same date and flights from the same point of departure to the same point of arrival in the destination country.*

## 2. Methodology on how queries are handled

Please provide the procedure followed by your travel agency in handling queries.

*Note: Samples of IOM booking, fare and ticket requests are attached.*



Samples of IOM  
booking, fare and ti

**TEAM COMPOSITION AND TASK ASSIGNMENTS**

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<b>1. Technical/Managerial Staff</b>		
Name	Position	Task

<b>2. Support Staff</b>		
Name	Position	Task

**FORMAT OF CURRICULUM VITAE (CV) FOR PROPOSED PROFESSIONAL STAFF**

Proposed Position: \_\_\_\_\_

Name of Firm: \_\_\_\_\_

Name of Staff: \_\_\_\_\_

Profession: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Years with Firm/Entity: \_\_\_\_\_ Nationality: \_\_\_\_\_

Membership in Professional Societies: \_\_\_\_\_

Detailed Tasks Assigned: \_\_\_\_\_

**Key Qualifications:**

*[Give an outline of staff member's experience and training most pertinent to tasks on assignment. Describe degree of responsibility held by staff member on relevant previous assignments and give dates and locations. Use about half a page.]*

**Education:**

*[Summarize college/university and other specialized education of staff member, giving names of schools, dates attended, and degrees obtained. Use about one quarter of a page.]*

**Employment Record:**

*[Starting with present position, list in reverse order every employment held. List all positions held by staff member since graduation, giving dates, names of employing organizations, titles of positions held, and locations of assignments. For experience in last ten years, also give types of activities performed and client references, where appropriate. Use about two pages.]*

**Languages:**

*[For each language indicate proficiency: excellent, good, fair, or poor in speaking, reading, and writing.]*

**Certification:**

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe me, my qualifications, and my experience. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

Date: \_\_\_\_\_

*[Signature of staff member and authorized representative of the firm]*

Day/Month/Year

Full name of staff member: \_\_\_\_\_

Full name of authorized representative: \_\_\_\_\_



**TERMS OF REFERENCE**

**Travel Management Services for IOM Malaysia**



ANNEX B6- TOR  
Travel Agency review

### Financial Proposal Form

Date : \_\_\_\_\_

To : \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Ladies/Gentlemen:

We, the undersigned, offer to provide the Travel Management Service for IOM Malaysia in accordance with your Request for Proposal (RFP) No. 001/MALAYSIA/2020 dated 22 January 2020 and our Proposal (Technical and Financial Proposals). Our all-inclusive Financial Proposal is detailed below which valid as specified in the General Instruction.

Service Costs	Amount in MYR
Booking from Kuala Lumpur to Australia or New Zealand: All-inclusive one service fee per ticket for all transactions (cancellation, rebooking, void and refunds)	-----
Booking from Kuala Lumpur to Asia (including domestic flights within Malaysia): All-inclusive one service fee per ticket for all transactions (cancellation, rebooking, void and refunds)	-----

We acknowledge and accept the IOM right to inspect and audit all records relating to our Proposal irrespective of whether we enter into a contract with the IOM as a result of this Proposal or not.

We confirm that we have read, understood and accept the contents of the General Instructions to Vendor (GIV), Terms of Reference (TOR), the Draft Contract, the provisions relating to the Eligibility and Qualification document, any and all bulletins issued and other attachments and inclusions included in the RFP sent to us.

We understand you are not bound to accept any Proposal you receive.

We remain,

Dated this\_ day of February 2020.

\_\_\_\_\_  
 [signature over printed name]

[in the capacity of]

Duly authorized to sign Proposal for and on behalf of  
 \_ [name of company]

**DRAFT AGREEMENT**

**Provision of Travel Management Services for IOM on the basis of Long-Term Agreement (LTA)  
2020 –2023**



005 C1 General  
Service Agreement e

=== FOR REFERENCE ONLY ===  
**PERFORMANCE EVALUATION FORM**

1. Proposed Performance Evaluation Form aligning to IOM specified needs

IOM will complete the Service level form by checking Yes/No. "Yes" means did meet standard, "No" means did not meet standard.						
Product / Service	Performance Attribute	Definition	Standard / Service Level Expectations of IOM	Yes	No	Remarks
1. Airline Reservation	Agency Accuracy	Ability to perform task completely and without error	Zero-error in passengers' records/airline bookings, fare computation, routing;			
	Speed and Efficiency	Ability to deliver product or service promptly and with the use of resources	For confirmed bookings provide itinerary within two hours of request;			
			For wait listed bookings provide regular updates every two days;			
2. Airline Tickets	Agent Accuracy	Ability to perform task completely and without error	Zero-error in the printed ticket and zero aborted travel due to incorrect tickets provided			
	Timeliness of delivery	Ability to deliver product or service on or before promised date	3 working days before departure date			
3. Travel Documentation						
	Clarity	Ability to deliver product or service on or before promised date	10 working days before travel date			
4. Billing	Accuracy	Ability to generate billing statements without errors	Zero-Error or no discrepancy between invoices and attachments			
	Clarity	Ability to generate bills that are transparent or easy to understand	Zero>Returns of invoices from IOM to travel agent for clarification/explanation of costs			
5. Rates/Pricing	Fairness	Reasonable charges for services offered	At same or rates lower than market standards			
	Company concern about fares	Ability to quote competitive fare	At levels lower than airline preferred rates. Guarantee that one quotation is the lowest obtainable fare.			
	Good value indicated by price	Competitive fares quoted vs. restrictions or lack/absence thereof	At the same terms or better than quoted by airlines			
	Willingness to assist IOM to negotiate preferred rates and concessions	Voluntary assistance to IOM in dealings with airlines	Semi-annual meetings to obtain competitive rates in the market and preferable fare conditions			

6. Service Quality	Accessibility	Ability to access or approach travel agency	Telephone: 2 lines			
			Emergency: 24 hours			
			Email: available			
			Website: available			
	Responsiveness	Willingness to make extra effort to provide assistance to IOM travelers.	Regular coordination meetings with IOM Operations Management Team			
			Travel Agency Performance Review once a year, conducted by IOM;			
7. Problem Solving	Refunds	Ability to process and obtain ticket refunds on a timely basis	Within one week from date of cancellation			
	Complaint Handling	Ability to resolve complaints	Timeliness: one (1) week			
			Clear line of escalation			
		Manner of resolution: Satisfactory score				
8. Travel Experts	Competence	Knowledge of destinations;	Highly Proficient and at least 5 years' experience in corporate specialization in Travel Management Services			
		Knowledge of airline practices, fare levels and shortest routes and connections;				
		Knowledge of IOM Travel Policies;				
9. Communications	Awareness Level of Travelers regarding Travel Agency Product and Services	Services and policies are communicated to travelers;	Frequency of communications: Monthly at a minimum			
		Travelers are well informed about matters concerning them;				
10. Hours of Services	Readiness to do business	Travel Expert to commence business	§ The Travel Agent(s) should provide travel services from 8.30 am to 17.30 p.m. during working days. In addition, Travel Agent(s) shall provide for 24 hours a day emergency service, as well as for services during weekends and official holidays where emergency travel service is required.			
			Zero complaints that no one was around to answer calls.			
11. IOM Travel Policy	Adherence to IOM	Knowledge of IOM Travel Policy and secure reservations only in compliance with it	Send 3 options for each request (if available) which are most direct & economical routes			