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Terms of Reference

Invitation to Bid for establishment of a cooperative agreement for the provision of Travel Management Services

Scope of the project: ICMC Greece Branch Office is looking for a Travel Agency in Greece that would be responsible for:

- 1) Obtaining tickets for all commercial modes of transport (i.e., air, rail, bus, boat, car), hotel bookings, for ICMC Experts (estimated 90 Staff) travelling on duty to any destination locally (Greece). These services include making reservations, issuing and delivering tickets for all commercial modes of transportations and providing boat, train, bus and/or hotel reservations and tickets to ICMC as and when needed, and arranging booking of premises for Staff trainings and meetings;
- 2) Negotiating and concluding – on behalf and for the benefit of ICMC– discount agreements with major air carriers and hotels.

The Agency shall not favor any particular carrier nor hotel when making reservations unless otherwise specifically agreed in writing by ICMC. The Agency shall fully adhere to the Travel Policy detailed below:

Travel Policy:

Current air travel policy requires the Agency in all cases to book the most economical and most direct routes and search for alternate itineraries (if available) in order to provide the lowest appropriate fares, which satisfy the travel policies and mission requirements. Our travel policies embody the following basic principles:

- Always the most direct and economic route,
- Use low cost carriers where possible,
- If low cost is not available or suitable, use of the lowest applicable fare (including penalty fares) is the preference,
- Full economy fares may be used only if no appropriate reduced fares are available,
- Business class travel or equivalent may be applicable only in limited situations (when a single leg is 9 hours or more and multi leg journeys if combined travel time is 11 hours or more incl. max. of 2 hours connection time),



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- No first-class travel except for a few specific categories where ICMC will inform the Agency/Contractor.

The Agency must be knowledgeable of and prepare to offer in accordance with the established travel policy: special fares, restricted fares, discount fares, and bulk fares for use whenever appropriate. Fares which entail restrictive conditions (such as penalties or stay over), however, shall only be booked with the express approval of authorized ICMC personnel.

Requested Services

1. Travel Information and Advisory Services

The Agency shall:

- Provide ICMC/travelers with a complete automated itinerary document to include carrier(s), flight and voyage numbers, departure and arrival times for each segment of the trip;
- Inform ICMC/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;
- Provide ICMC/travelers with online and offline relevant information on official destinations (i.e. visa requirements, security procedures, airport transfers/land transportation facilities, currency restrictions/regulations, health precautions, etc.);
- Promptly notify ICMC/travelers of airport closures, delayed or cancelled flights, other changes that might affect or will require preparations from travelers, sufficiently before departure.

2. Reservation and Ticketing Services

The Agency shall:

- make reservations, issue and deliver tickets for all commercial modes of transportations (i.e., air, rail, bus and boat);
- make bids and prepare appropriate itineraries and formal quotation in two (2) working hours based on the **lowest fare and the most direct** and convenient routing in accordance with entitlements prescribed in the above mentioned Travel Policy (low cost, special fares, restricted fares, discount fares, and bulk fares for use whenever appropriate). In the event that required travel arrangement cannot be confirmed, notify the requestor of the problem and present alternative routings/quotations for considerations;



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- accurately advise the requestor of ticketing deadlines and other relevant information every time reservations are made in order to avoid cancellations of bookings;
- for wait-listed bookings, provide regular feedback on status of the flight;
- reconfirm and revalidate airline tickets, re-issue tickets which are returned as a result of changed routing or fare structures and printed itineraries;
- promptly issue and forward the tickets in the electronic format with detailed itineraries showing the accurate status of the airline on all segments of the travel;
- in case the ticket is not electronic, it shall be delivered to the requestor's office free of charge to ICMC premises in Athens;
- provide boat, train, bus and/or hotel reservations and tickets to requestor as and when needed;
- advise market practices and trends that could result in further savings to ICMC, including the use of corporate travel booking tools with automated travel policy compliance and enforcement.

3. Transfer Services

Upon request, the Agency shall provide airport transportation services for ICMC staff members/Experts. The drivers to be assigned for transfer services shall carry a nametag with ICMC logo on it in order to be identified by the travelers. The speed limits and all other traffic laws enforced by the local legislation shall be strictly adhered to by the drivers providing airport transfer services.

4. Car Rental Services

The Agency shall:

- Arrange vehicle rental in Greece upon request and with a professional driver where necessary;
- In case the service is contracted through third parties, provide full details of the company from whom the cars are rented as well as the make/model and year of manufacture;
- Ensure that prices for the rental are negotiated and competitive;
- In case a driver is requested, the Agency shall ensure that the driver has basic English knowledge and full knowledge of the country roads and traffic rules;
- Ensure that the vehicles are fully compliant with safety requirements and insurance obligations enforced by the local laws and regulations.



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5. Hotel Booking Services

The Agency shall:

- Provide lowest hotel rate options;
- Provide hotel itinerary including arrival dates, confirmation number, hotel rate secured, guaranteed reservation information, time limit and cost (if applicable) required for cancellation, penalties for changes, contact addresses/phone numbers;
- Any cost or advance related to hotel booking and invoicing details shall be instructed by ICMC for each booking.

Quality Control

- Have in place internal quality control, corporate standards and workflow related to travels, ticketing, reservations, travel document services, car rental and, hotel arrangements;
- Have in place personnel to perform the Services with the necessary care and diligence, and in accordance with the highest professional standards;
- Designate a quality representative who will act as a focal point of ICMC for all the above mentioned services.

Reporting Requirements

The Agency shall provide monthly management reports to ICMC including the following information:

- Monthly reports reflecting the total charges, volume, number and category of transactions made; - The total volume and number of tickets/reservations issued; and the breakdown of ticketing services into destinations, travellers and mode of transportations.

Special requirements and Conditions

All communication between ICMC and the agent shall be exclusively in English and written.

The Agency must provide **24/7 support and emergency services available** out of office hours, weekends and public holidays.

The travel agent shall provide minimum three offers for all the above requested services, whenever possible, and the provision of offers should be free of charge.



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The Agency shall be an IATA accredited Travel Agency and shall be responsible for obtaining, at its own costs, all licences, permits and authorizations from governmental and other authorities necessary for the performance of the services.

Invoicing and Payment Instructions

Upon confirmation of each booking, the Contractor shall invoice ICMC and send all the original invoices by post to the ICMC Finance Coordinator and a copy of each invoice shall also be shared via email, and a tabulation in excel format as well. Monthly invoices shall be issued in Euro. Each of the Contractor's invoices shall clearly bear reference to the Purchase Order number(s) to which the invoice relates.

ICMC shall, on the fulfillment of the delivery terms, unless otherwise is provided in the Contract or Purchase Order, make payment by bank transfer within 30 days of receipt of the contractor's invoice for the services and copies of any other documentation specified in the Contract.