



Restoring Dignity,
Inspiring Change.

Annex A ToR

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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 is looking for a Travel Agency in Switzerland that would be responsible for:

- 1) Obtaining flight tickets for ICMC Experts (estimated 90 Staff) travelling on duty to any destination around the world. These services include making reservations, issuing and delivering tickets
- 2) The Agency shall not favor any particular carrier. 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, wherever the travelers could avoid transit visa requirements.
- Use of the lowest applicable fare (including penalty fares) is the preference,

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



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The Agency shall:

- Provide ICMC 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 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 with online and offline relevant information on official destinations & transits (i.e. visa requirements, security procedures, airport transfers/land transportation facilities, currency restrictions/regulations, health precautions, etc.);
- Promptly notify ICMC of airport closures, delayed or cancelled flights, other changes that might affect or will require preparations from travelers, sufficiently before departure.
- Provide with ICMC emergency numbers where travelers can contact off hours, weekends and holidays.

2. Reservation and Ticketing Services

The Agency shall:

- Prepare appropriate itineraries and quotation 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 ICMC the problem and present alternative routings/quotations for considerations;
- accurately advise ICMC 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;
- 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.



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Special requirements and Conditions

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

The travel agent shall provide minimum two offers for all special requirements whenever possible, and the provision of offers should be free of charge.

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

At the end of each month, the Contractor shall invoice ICMC and send all the soft copies of the invoices via mail to finance@icmc.net along with a tabulation in excel format. Monthly invoices shall be ideally issued in USD but can be issued in CHF also.

ICMC shall, on the fulfillment of the delivery terms make payment by bank transfer within 30 days of receipt of the contractor's invoice.