

ANNEX A.1: Specification of the service

DRC 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 two options, if available) in order to provide the lowest appropriate fares, which satisfy the DRC travel policies and mission requirements. The DRC travel policies embody the following basic principles which, however, are subject to subsequent revision:

1. Where available, use of the lowest applicable fare (including penalty fares) is the preference;
2. Full economy fares may be used if no appropriate reduced fares are available;
3. Business class travel or equivalent may be applicable only in limited situations;
4. The first class travel is organized only on specific request from authorized DRC staff;
5. The Travel Agent must be knowledgeable of and prepare to offer special fares, restricted fares, discount fares, and bulk fares for use whenever appropriate. Fares which entail restrictive conditions (such as penalties or stay-overs), however, shall only be booked with the express approval of DRC;

SCOPE OF WORK AND EXPECTED OUTCOMES

The travel agencies shall provide full, prompt, accurate and expert international travel products and services to staff of DRC Lebanon. The products and services include, but are not limited to, the following:

1) Reservation and Ticketing:

- Upon request from authorized focal point nominated DRC Staff, travel agency shall immediately make bookings and prepare appropriate itineraries and formal quotation based on the lowest fare and the most direct and convenient routing;
- In the event that required travel arrangement cannot be confirmed, travel agency shall notify DRC Beirut Office of the problem and present alternative routings/quotations for considerations;
- For wait-listed bookings, travel agency shall provide regular daily feedback on status of the flight;
- Travel agency shall promptly issue tickets and detailed itineraries, (in electronic format) showing the accurate status of the airline on all segments of the journey;
- Travel agency shall accurately advise DRC Beirut Office of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings;
- Travel agency shall provide information on airline tickets schedules.

2) Airfares and Airlines Routings / Itineraries

- Upon the request of DRC Beirut Office for a new requirement, the travel agency must provide minimum two itineraries, if applicable;
- Travel agency shall propose fares/airline routings and guarantee that it shall obtain the lowest available airfare for the journey concerned. Such journeys shall be the most direct and economic routing.
- The travel agency shall advise DRC Beirut Office of market practices and trends that could result in further savings for them, including the use of corporate travel booking tools with automated travel policy.

3) Overview of DRC Lebanon Bookings:

DRC Lebanon mainly will be using this agreement with the selected travel agency and the bookings are mainly within the below scope:

FROM/TO:

- AMMAN (DRC Regional Office)
- DRC current Expat countries such as (France, Switzerland, Scotland, Lithuania, Greece and others)

Based on the above, the Travel agent to seek easiest flights (direct or major transit airports such as Istanbul, Frankfurt, and others).

4) Travel Information / Advisories

- Travel agency shall provide travellers with a complete automated itinerary document to include carrier(s), flight and voyage numbers, departure and arrival times (s) for each segment of the trip, tax exempt information, etc.;
- Travel agency shall inform travellers, upon booking confirmation, of flight/ticket restrictions, involuntary stop-overs, hidden stops, and other inconveniences of the itinerary and provide required documentation for travels;
- Upon request of DRC, travel agency shall provide travellers with online and offline relevant information on official destinations, i.e. visa requirements, security procedures, airport transfers/land transportation facilities, local points of interest, currency restrictions/ regulations, health precautions, weather conditions, etc.; and
- Travel agency shall promptly notify DRC Admin Focal Point or traveller/s (if contacts are provided by DRC) of airport closures, delayed or cancelled flights, as well as other changes that might affect or will require preparations from travellers, sufficiently before departure time;

5) Billing and Invoice

- Travel agency shall send an official / Legal invoice to DRC Admin Focal Point at Beirut Office as relevant immediately upon the ticket issuance for all transactions. The invoice should reflect the actual cost as offered by the airlines, substantiated by evidence (Agent Coupon) and added to it the travel service provider/s service fees. DRC shall provide payment to the Travel agency by means of bank Fresh transfers after the approval of transactions on **monthly basis**. The invoice provided in hard copies should be submitted to DRC in addition to the payment request of the Airlines in regards to the specific ticket requested by DRC.

6) Flight Cancellation / Rebooking and Refunds

- Travel agency shall process duly authorized flight changes / cancellations when and as required;
- Travel agency shall immediately process airline refunds for cancelled travel requirements / unutilized pre-paid tickets (if applicable) and credit these DRC Beirut as expeditiously as possible;
- Travel agency shall refund tickets within one (1) month only;
- Travel agency shall limit refund charges at airline rate only, i.e. no additional charges will accrue to the travel agency;
- Travel agency shall absorb cancellation and / or change reservation date charges which are due to no fault of DRC or the traveller;
- Travel agency shall report back to DRC Beirut on the status of ticket refunds.

7) Availability of Other Products and Services as May Be Requested

- Travel Agent(s) shall indicate any special features, programmes, or services that would be beneficial to the DRC LBN and its travellers (e.g. "Meet and Greet", Lost baggage follow-up, insurance, preferred seating arrangements etc.);
- Any additional services or discounts/incentives that the applicant wishes to identify.
- Any special offers / rates for DRC staff in Lebanon such as seasonal offers / trip, visa facilitations, and Travel insurance.

8) **IMPORTANT INFORMATION REGARDING THIS ITB:**

- A Framework agreement is not binding DRC to place any Purchase Orders. DRC will place orders to the awarded supplier based on the agreement as per its requirement.
- DRC may choose to cancel the agreement if deemed necessary.
- DRC may choose to split the contract award to more than one supplier.
- The delivery time of the supply shall be within 3 hours of placing order. DRC may terminate the contract if supplier fails to deliver items within this period.
- No advance payment will be paid to the awarded supplier. The awarded supplier is expected to mobilize its own resources to deliver the agreed service.

9) For the bid to be acceptable, the travel agency must submit the following forms:

- **Supplier Registration Form**
- **Code of Conduct**
- **RFQ BEY_22_21 form**
- **Annex A.1 - Specification of the service**
- **Annex A.2 – financial Bid form**

10) SELECTION AND AWARD CRITERIA

The criteria for awarding contracts resulting from this Tender is based on 'best value for money'. For the purpose of all tenders DRC defines best value for money as:

Best value for money should not be equated with the lowest initial bid option. It requires an integrated assessment of technical, organizational and pricing factors in light of their relative importance (i.e. reliability, quality, experiences, and reputation, past performance, cost/fee realism, delivery time, reasonableness, need for standardization, and other criteria depending on the item to be procured).

a. **Administrative Evaluation**

A bid shall pass the administrative evaluation stage before being considered for technical and financial evaluation. Bids that are deemed administratively non-compliant may be rejected. Documents listed in Table 2 below shall be submitted with your bid

Table 2:

#	Annex #	Document	Instructions
1	A	RFQ Form	Sign, stamp and submit
2	A.1	Bid specifications	Sign, stamp and submit
3	A.2	Bid Form (Financial)	Complete ALL sections in full, sign, stamp and submit
4	B	Supplier Profile and Registration Form	Complete ALL sections in full, sign, stamp and submit
5	C	DRC Supplier Code of Conduct	Sign, stamp and submit

6		Company Profile, which should not exceed ten (10) pages, including printed brochures and product catalogues relevant to the goods/services being procured;	Submit (Supplier's template)
7		Commercial Certificate of Registration and license.	Submit
8		Quality Certificate (e.g., ISO, IATA Affiliation Certificate etc.) and/or other similar certificates, accreditations, awards and citations received by the Bidder, if any	Submit
9		Reference list (corporate client the supplier worked with in the last three years)	Submit (Supplier's template)
10		Number of staff who are working in Booking/ reservation	Submit (Supplier's template)
11		Any other document can be requested by DRC during the evaluation process	

b. Technical Evaluation / financial Evaluation

For all bids deemed technically compliant as per the specification stipulated in Table 3, DRC will give a weighted combined technical and financial score. The weighted score will determine the contract award.

The bid evaluation will be made based on weighted scoring criteria with the following bid evaluation criteria:

The technical criteria for this RFQ and their weighting in the technical evaluation are:

Table 3:

criteria #	Technical / Financial criteria
1	Bidder's experience
1.1	Bidder's experience in the field (3-5) years of relevant services
2	Bidder's capability and expertise
2.2	Number of qualified staff employed / customer service
2.3	Working hours / support hours
3	Bidder quality certificates
3.1	Quality Certificate (e.g., ISO, IATA Affiliation Certificate etc.) and/or other similar certificates, accreditations, awards and citations received by the Bidder, if any
3.2	References
4	Service fees