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# **TERMS OF REFERENCE(S) (TOR) FOR SELECTION/EVALUATION OF TRAVEL AGENCY**

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## 1 Overview & Background

The United States Educational Foundation in Pakistan (USEFP) was established in 1950 by the governments of Pakistan and the United States. USEFP is a binational commission composed of an equal number of Pakistanis and Americans, with the Chair alternating between a Pakistani and an American. USEFP is one of 49 'Fulbright Commissions' located throughout the world. Since 1951 when the first group of Pakistani grantees travelled to America and in 1952 when the first American grantees visited Pakistan, the USEFP has fostered mutual understanding between the people of Pakistan and the United States through educational and cultural exchange. Nearly 7,000 Pakistanis and more than 800 Americans have participated in USEFP administered exchange programs.

The Foundation receives support and counsel from both the Pakistan and U.S. Governments, but it is not an agency of either. The Foundation supervises a variety of programs that send Pakistani students and scholars to American campuses while bringing American scholars to universities in Pakistan. The goal of all USEFP programs is to help Pakistanis learn more about the U.S. and to help Americans learn more about Pakistan and its people.

## 2 Purpose of this Document

The purpose of this document is to specify the approach that USEFP will use to select the **Travel Agency** interested in providing Travel and Related Services for United States Educational Foundation in Pakistan.

This document also describes the requirements that the contractor has to fulfill in order to be selected.



### 3 Scope of Work

USEFP Principle office is at Islamabad whereas regional offices are located at Lahore and Karachi. USEFP promotes US education and allied scholarships programs for students as well as professionals, across the Pakistan. The volume of international tickets to U.S and back is currently above 500 tickets per year including the international and domestic travel by the staff. To handle the staff and students traveling locally and internationally – particularly to U.S., USEFP is inviting proposals for travel agency services.

The contractor will support USEFP for wide variety of services including consultation, reservations, fare quotations, ticketing, and arrangement of visas, rental cars and hotel accommodations.

The contractor will follow the USEFP Travel guidelines:

#### **TRAVEL GUIDELINES:**

Current air travel guidelines require the Travel Agent(s) in all cases to book the lowest available fares and to research alternate itineraries (at least three options, if available) in order to provide the lowest appropriate fares, which satisfy the USEFP travel guidelines and mission requirements. The USEFP travel guidelines embody the following basic principles which, however, are subject to subsequent revision:

- 1) The contractor has to ensure the compliance with Fly America Act (U.S. Federal Travel Regulation).
- 2) Economy class travel is authorized;
- 3) The Travel Agent(s) must be knowledgeable to offer special fares, restricted fares, discount fares, and bulk fares for use whenever appropriate;
- 4) The Travel Agent(s) shall, where appropriate, attempt to obtain free upgrades for USEFP staff.



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The contractor will provide the following:

- Provide the bulk of its travel services via a “Service Station” (implant) to be set up within the premises of USEFP;
- The Travel Agent(s) should provide travel services 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 whenever emergency travel service is required. One of the Travel Agent(s)’s employees and alternate nominee shall always be accessible;
- The contractor is responsible for providing replacement of personnel assigned in case of absenteeism, vacation, sick days etc.
- Complete all the domestic and international flight arrangements as requested by USEFP.
- As applicable, the travel must be organized on short notice, thereby placing a premium on efficiency and rapid communication in handling all travel related matters;
- Assist in obtaining visas for travel.
- Provide air travel insurance coverage to travelers at competitive price;
- Provide counseling with respect to transportation, routing, hotels, fares and visa requirements for the planning of itinerary;
- Arrange a corporate agreement for international & domestic travel with reputable air line;
- For every duly approved USEFP travel request, Travel Agent(s) shall immediately make bookings on the three (3) main airlines operating the route and prepare appropriate itineraries and formal quotations based on the competitive fare and the most direct and convenient routing;
- If required travel arrangements cannot be confirmed, Travel Agent(s) shall notify the requesting party of the problem and present three (3) alternative routings/quotations for consideration;
- For wait-listed bookings, Travel Agent(s) shall provide regular feedback on status of flight;
- Travel Agent(s) shall promptly issue and deliver accurately printed tickets and detailed itineraries, (in printed and electronic format) showing the accurate status of the airline and hotel reservations on all segments of the journey and shall keep abreast of carrier schedule changes, as well as all other alterations and new conditions affecting travel and make appropriate adjustments for any change(s) in flight, train, bus schedules prior to or during the traveler’s official trip. When necessary, tickets and billings shall be modified or issued to reflect these changes as approved;

- Travel Agent(s) shall accurately advise USEFP of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings;
- Travel Agent(s) will advise that all traveling personnel have complete travel documents required for their journey, sufficiently before departure;
- Air tickets shall be issued only on approved ticket stock of the International Air Transportation Association (“IATA”) or tickets stock of recognized, reputable airlines;
- Travel Agent(s) shall provide an information service to notify USEFP and the traveler of such events as airport closings, canceled or delayed flights, trains, buses voyages and strike situations as well as of local political or safety conditions which may affect travel to any particular destination;
- The Travel Agent(s) shall provide all official travelers with last seat availability, advance seat assignments and advance boarding passes on all airlines for which the Travel Agent(s) can offer these services. The Travel Agent(s) is expected to expand these services, as they become available on additional carriers;
- Arrange lodging for stopovers exceeding eight hours at no cost to USEFP staff;
- Arrange, as requested, surface transportation including car rentals, at reasonable and competitive rates;
- Secure hotel arrangements at negotiated rates at no additional cost to USEFP;
- Process special requests associated with travel arrangements, such as seat assignments, special meals, complimentary stopovers and accommodation during connection stop etc;
- Handle charges, cancellations, wait-listing and follow-up to all service requests;
- Provide the USEFP traveler, through its designated travel officials for 24 hours, with all necessary tickets, miscellaneous change orders, vouchers, and other documentation, and shall revalidate or reissue tickets when reservations are changed;
- Obtain and credit USEFP any refunds which may be due to USEFP in respect of unused, lost tickets, miscellaneous change orders, unused prepaid ticket advances and downgrading (cancellation charges levied by airlines shall be charged as applicable), within one month and provide regular updates on the refund status;
- Assist as required, in the processing of claims under any applicable travel accident and baggage insurance policies and in tracing of the lost baggage;
- Inform, provide and arrange all the incentives provided by the airline e.g mileage allowance / points as and when accrued for an official / staff / organization;
- Confirm the accuracy and completeness of accounts and other supporting documents and sign the invoices to claim the payment thereof substantiating that required services were rendered.

The services will be provided via a contract that may require an extension or termination by the USEFP, depending on the performance of the contractor. USEFP reserves the rights to negotiate separate preferential rates with the third-party travel supplier etc.

#### 4 Selection Criteria

The agency will be selected based on following criteria:

Criteria		Marks
<b>1</b>	<b>Company Information</b>	<b>30</b>
1.1	<b>Legal structure of company (Proprietorship, Private Ltd, Public Ltd)</b>	
1.2	<b>Expertise and experience in the field, year of establishment etc. (more than 10 years)</b>	
1.3	<b>Geographical Coverage – in case of all provinces</b>	
1.4	<b>Financial Capability:</b>	
	A) Consolidated Sales or Revenues of the last five years.	
	B) State net profit / loss for the last five full financial years.	
	C) Please attach bank statement of last six months.	

	<b>Supplementary financial requirements</b>	
	<ul style="list-style-type: none"> <li>• Confirm that details of your company's financial statement can be made available to USEFP upon request.</li> <li>• Provide bank name, contact person, mailing address, e-mail address, direct phone number and fax number, plus permission to contact for financial references.</li> <li>• Provide auditor's contact name and address, plus permission to contact for references</li> <li>• Explain any litigation with a potential value more than Rs. 5,000,000, or equivalent, involving your company, or alliance or consortium Partner Company, or parent or holding company, either as defendant or plaintiff, in progress now, or during the past five years. State names of both plaintiff and defendant, brief description of the subject of the claim, and the claim value.</li> </ul>	
<b>2</b>	<b>Technical Functionality</b>	<b>20</b>
2.1	<b>Prior / present experience of working with national &amp; international organizations</b>	
	A) List past (not exceeding 10 years) clientage with names & period of engagement	
	B) List present clientage with names & date of business engagement	
2..2	<b>Affiliated Services / One Window Services</b>	
	A) Airport pick and drop facility – availability of vehicles (at cost)	
	B) Availability of Visa services	
	C) Arrangement of lodging for stopovers exceeding eight hours at no cost to USEFP.	
	D) Arrangement of surface transportation including car rentals at reasonable and competitive rates.	
	E) Secure hotel arrangements at negotiated rates at no additional cost to USEFP.	
2.3	<b>Global affiliation with international travel agencies</b>	

<b>3</b>	<b>Personnel</b>	<b>20</b>
3.1	Senior Management position & profile (please attach CV)	
3.2	Briefs of general / overall staff of the company	
3.3	Qualification, experience and expertise of the staff to be assigned at Service Station (Implant) within USEFP premises (Attach CV)	
3.4	Details of equipment for travel desk of USEFP premises (implant)	
<b>4</b>	<b>Pricing</b>	<b>30</b>
4.1	Clear structure/proposal of price for both domestic & international travel	
	A) International Travel	
	B) Domestic Travel	
4.2	Frequency of invoicing & credit terms	
4.3	Volume discounts and other incentives to USEFP	
	<b>Grand Total</b>	<b>100</b>



## 5 Other Terms and Conditions

**Registration & Taxes:** The applicant firms must be registered companies having complete postal address, telephone, fax, National Tax Number (attach copy).

**General Conditions:** USEFP reserves the right to reject all or a part of this (TOR) WITHOUT NOTICE. Any changes to the proposal requirements will be made by written addendum. USEFP is under no obligation to select any of bidder(s) submitting the proposal and has right to cancel the assignment without any cause.

**Liability of Costs and Responsibility:** USEFP shall not be liable for any costs incurred in preparing response to this TOR. Respondent hereby indemnifies to hold USEFP harmless from all liability(ies), claim(s) or expense(s) incurred in any manner whatsoever by or on its behalf of that person or organization in connection with or relative to this process.

**Validity:** All responses must be valid for at least 90 days commencing on the Due Date, during which USEFP may request clarification or elaboration of the response for the purpose of evaluation. Such clarifications or elaborations shall not affect the remainder of the response except for the portion so amended or clarified.

**Information Only:** The information provided within this TOR is intended to help prospective respondents in creating a viable proposal. However, it shall be the sole and absolute responsibility of those responding to this TOR to complete their own due diligence

## 6 Undertaking

I/We declare that the information provided in the “Proposal for Travel Agency” is accurate and can be proved whenever required. I/We further declare that if in case the information provided by me/us in this “Expression of Interest” proved to be incorrect at any point, USEFP reserves the right to take any action deemed feasible by the USEFP authorities against me/us. I/We further declare that our company (\*\*\*\*\* Company Name here \*\*\*\*\*) is not black listed by any division, department or organization of Government of Pakistan. The decision of USEFP shall be regarding the acceptance or rejection of the bid shall be final and binding and will not be challenged in the court of law.



Signature and Seal

## 7 Proposal

The Proposal should clearly detail all the required information against the selection criteria mentioned above.

The sealed proposals in marked envelope “**Proposal for Travel Agency**” complete in all respects should reach latest by 4:30 pm on March 15, 2018 to:

**Director Alumni  
United States Educational Foundation in Pakistan  
House # 5, St # 17, F-6/2  
Islamabad.**

An e-mail must be sent to [procurement@usefpakistan.org](mailto:procurement@usefpakistan.org) informing that proposal has been submitted to USEFP.