
**INTERNATIONAL DEVELOPMENT LAW ORGANIZATION
INVITATION TO BID**

Amendment 1

Reference: **ITB No. 54_HQ_2021**

Date: **December 17, 2021**

Dear Sir/Madam,

The International Development Law Organization (IDLO) kindly invites your Company/Organization to submit a Bid for **Travel Management Services**. The full requirement is described in Annex C.

We also request that your Bid is submitted using the format specifically detailed in Annex D, E and F.

Bids submitted by email must be limited to a maximum of **10MB**, virus-free and no more than two email transmissions. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.

Bids shall be evaluated based on the criteria set in Annex B.

IDLO is not bound to accept any Bid, nor award a Contract, nor be responsible for any costs associated with a Bidder's preparation and submission of a Bid, regardless of the outcome or the manner of conducting the selection process.

IDLO encourages every prospective Supplier to avoid and prevent conflicts of interest, by disclosing to IDLO if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this Invitation to Bid (ITB).

By submitting a Bid in response to this information, Bidders are confirming acceptance of IDLO General Terms and Conditions for the Procurement of Goods or Services and IDLO Supplier Code of Conduct in full and Payment Policy where payment is made within 30 days after delivery of service on presentation of complete and correct invoice.

This ITB consists of the following Annexes. Please be guided by these in preparing your Bid:

a.	Instructions to Bidders	Annex A
b.	Preliminary Screening Criteria	Annex B
c.	Terms of Reference (TOR)	Annex C
d.	Bid Submission Form	Annex D
e.	Bidder Information Form	Annex E
f.	Price Schedule	Annex F
g.	IDLO Special Conditions of Contract	Annex G
h.	IDLO General Terms and Conditions for the Procurement of Goods or Services and IDLO Supplier Code of Conduct	Annex H

For any questions/clarifications related to this ITB before Deadline for Submissions of Bid, please contact IDLO on tenders@idlo.int and mention **Clarification ITB NO. 54_HQ_2021** in the subject section of your email.

Deadline for Submission of Proposals:
On or before **Date: January 15, 2022**
Time: 15:00 hours Rome, Italy local time.

Thank you and we look forward to receiving your Bid.

Sincerely yours,
International Development Law Organization | IDLO
IDLO Headquarters, Rome, Italy

ANNEX A
INSTRUCTIONS TO BIDDERS

1. General Considerations	<p>In preparing the Bid, the Bidder is expected to examine the ITB in detail. Material deficiencies in providing the information requested in the ITB may result in rejection of the Bid.</p> <p>The Bidder will not be permitted to take advantage of any errors or omissions in the ITB. Should such errors or omissions be discovered, the Bidder must notify IDLO.</p>
2. Cost of the Bid	<p>The Bidder shall bear all costs associated with the preparation and submission of the Bid.</p> <p>IDLO will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the solicitation.</p>
3. Currency of Bid	<p>Bids shall be nominated exclusively in EURO.</p> <p><i>Note: Local Suppliers must comply with any applicable laws regarding doing business in other currencies</i></p>
4. Language of the Bid	<p>The Bid and all correspondences and documents relating to the Bid exchanged by the Bidder and IDLO shall be written in the English language.</p>
5. Deadline for Submissions of Bid	<p>The Bid shall be addressed to IDLO on or before</p> <p>On or before Date: January 15, 2022 Time: 15:00 hours Rome, Italy local time.</p> <p><i>Note: Proposals submitted by email must be limited to a maximum of 10MB, virus-free and no more than two email transmissions. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.</i></p>
6. Delivery Term and Place	<p>IDLO, Viale Vaticano 106, Rome Italy and other IDLO office outside of Italy as applicable</p>
7. Customs clearance, if needed, shall be done by:	<p><input type="checkbox"/> IDLO <input type="checkbox"/> Supplier <input checked="" type="checkbox"/> N/A</p>
8. Special Packing Requirement or Temperature Control	<p><input checked="" type="checkbox"/> N/A <input type="checkbox"/> Yes, [<i>specify</i>]</p>
9. Documents comprising the Bid	<p>The Bid shall comprise the following components:</p> <ol style="list-style-type: none"> 1. Bid Submission Form (see Annex D) 2. Bidder Information Form (see Annex E) 3. Price Schedule (Annex F)

10. Contents of solicitation documents	The Bidder is expected to examine all corresponding instructions, forms, terms and specifications contained in the Solicitation Documents. Failure to comply with these documents will be at the Bidder's risk and will affect the evaluation of the Bid.
11. Clarification of solicitation documents	<p>A prospective Bidder requiring any clarification on this ITB may contact IDLO by email on tenders@idlo.int no later than 72 hours prior to the deadline for submission of Bids.</p> <p>Please mention Clarification ITB 54_HQ_2021 in the subject section of your email.</p> <p>Written copies of the organization's response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective Bidders that have received the Solicitation Documents or posted on IDLO website.</p> <p>Any delay in IDLO's response shall not be used as a reason for extending the deadline for submission, unless IDLO determines that such an extension is necessary and communicates a new deadline to all the Bidders.</p>
12. Amendments of solicitation documents	<p>At any time prior to the deadline for submission of Bids IDLO may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Solicitation Documents by amendment.</p> <p>All prospective Bidders that have received the Solicitation Documents will be notified in writing of all amendments to the Solicitation Documents.</p> <p>In order to afford prospective Bidders reasonable time for taking the amendments into account and preparing their offers, the procuring IDLO entity may, at its discretion, extend the deadline for the submission of Bids.</p>
13. Format, signing, sealing, marking and submission of Bids	<p>The Bid shall be signed by the Bidder, or a person or persons duly authorized to bind the Bidder to the contract. The latter authorization shall be indicated by written power-of-attorney accompanying the Bid.</p> <p>The Bid must be submitted using the format specifically detailed in Annex D, E and F.</p> <p>A Bid shall contain no interlineations, erasures, or overwriting except, as necessary to correct errors made by the Bidder, in which case such corrections shall be initialled by the person or persons signing the Bid.</p> <p>Before the stipulated deadline, the Bidder shall send one email to the following e-mail address: tenders@idlo.int with the Subject: Submission for ITB No. 54_HQ_2021</p>

<p>14. Joint Venture, Consortium, or Association</p>	<p>If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Bid, they shall confirm in their Bid that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Bid; and (ii) if they are awarded the contract, the contract shall be entered into, by and between IDLO and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture.</p> <p>After the Deadline for Submission of Bid, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of IDLO.</p> <p>The lead entity and the member entities of the JV, Consortium or Association shall abide by the requirement outlined in the following section in respect of submitting only one bid.</p> <p>The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Bid and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by IDLO.</p> <p>A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:</p> <ol style="list-style-type: none"> a) Those that were undertaken together by the JV, Consortium or Association; and b) Those that were undertaken by the individual entities of the JV, Consortium or Association. <p>Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.</p> <p>JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm.</p> <p>The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Bid and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by IDLO.</p>
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15. Only One Bid	<p>The Bidder (including the individual members of any Joint Venture) shall submit only one Bid, either in its own name or as part of a Joint Venture.</p> <p>Bids submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <ul style="list-style-type: none"> a) they have at least one controlling partner, director or shareholder in common; or b) any one of them receive or have received any direct or indirect subsidy from the other/s; or c) they have the same legal representative for purposes of this ITB; or d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Bid of, another Bidder regarding this ITB process; e) they are subcontractors to each other's Bid, or a subcontractor to one Bid also submits another Bid under its name as lead Bidder; f) or some key personnel proposed to be in the team of one Bidder participates in more than one Bid received for this ITB process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Bid.
16. Late Bids	<p>Any Bid received by IDLO after the deadline for submission of Bids, pursuant to clause <i>Deadline for the submission of Bid</i>, will be rejected and sent back unopened or destroyed unopened if the return cannot be secured unless the Bid was sent by email but was not properly received due to issues in IDLO mailing system.</p>
17. Validity Period of Bids	<p>All Bids will be valid for 90 days from the deadline for submission of Bids. In exceptional circumstances IDLO may request the Bidders to extend the validity of the Bid beyond what has been initially indicated in this ITB. The Bidders shall be invited to confirm the extension in writing, without any modification whatsoever on the Bid. The Bidders may choose not to extend the validity period of the Bid upon request of IDLO.</p>
18. Modification and withdrawal of Bids	<p>The Bidder may modify/withdraw its Bid after the Bid's submission, provided that written notice of the withdrawal is received by IDLO prior to the deadline prescribed for submission of Bids.</p> <p>The Bidder's modification/withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of clause <i>Deadline for Submission of Bids</i>.</p> <p>No Bid may be modified nor withdrawn after the deadline for submission of Bids.</p>

	No Bid may be modified/withdrawn in the Interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified by the Bidder in the Bid Submission Form.
19. Amendment of the Bid	<p>At any time prior to the deadline of Bid submission, IDLO may for any reason, such as in response to a clarification requested by a Bidder, modify the ITB in the form of an amendment to the ITB. Amendments will be made available to all prospective bidders.</p> <p>If the amendment is substantial, IDLO may extend the Deadline for submission of bid to give the Bidders reasonable time to incorporate the amendment into their Bids.</p>
20. Bidders' conference	<input checked="" type="checkbox"/> N/A
21. Right to accept, reject, or render non-responsive any or all Bids	IDLO reserves the right to accept or reject any Bid, to render any or all of the Bids as non-responsive, and to annul the solicitation process and to reject all Bids at any time prior to award of contract, without incurring any liability, or obligation to inform the affected Bidder(s) of the grounds for IDLO's action. Furthermore, IDLO shall not be obliged to award the contract to the lowest priced offer.
22. Clarification of Bids	To assist in the examination, evaluation and comparison of Bids, IDLO may at its discretion ask the Bidder for clarification of its Bid. The request for clarification and the response shall be in writing and no change in price or substance of the Bid shall be sought, offered or permitted.
23. Evaluation of Eligibility and Qualification	<p>In general terms, Bidders that meet the following criteria may be considered qualified:</p> <ul style="list-style-type: none"> a) They are not included in IDLO Sanctions lists (EU, US, UN); b) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments; c) They have the necessary similar experience, technical expertise, production capacity where applicable, quality certifications, quality assurance procedures and other resources applicable to the provision of the services required; d) They are able to comply fully with IDLO General Terms and Conditions of Contract and IDLO Supplier Code of Conduct; e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and f) They have a record of timely and satisfactory performance with their clients.
24. Price variation	Bidders shall not vary their prices for any reason after the deadline of the tender and while the Bid is still valid.

25. Preliminary Screening	IDLO will screen the Bids' Annex D and E to determine whether they are complete, whether the documents have been properly signed, and whether the Bid is generally in order.
26. Correction of errors	In the event of a discrepancy between the unit price and the total price, the unit price shall prevail, and the total price shall be corrected by IDLO. If the Bidder does not accept the final price based on IDLO's correction of errors, its Bid will be rejected.
27. Due Diligence	<p>IDLO reserves the right to undertake a due diligence exercise aimed at determining to its satisfaction, the validity of the information provided by the Bidder. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the following:</p> <ul style="list-style-type: none"> a) Verification of accuracy, correctness and authenticity of information provided by the Bidder; b) Validation of extent of compliance to the ITB requirements and evaluation criteria based on what has so far been found by the evaluation team; c) Inquiry and reference checking with Government entities with jurisdiction on the Bidder, or with previous clients, or any other entity that may have done business with the Bidder; d) Inquiry and reference checking with previous clients on the performance on on-going or contracts completed, including physical inspections of previous works, as necessary; e) Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder; f) Other means that IDLO may deem appropriate, at any stage within the selection process, prior to awarding the contract.
28. Responsiveness of Bid	<p>IDLO will determine the substantial responsiveness of each Bid to the ITB. For purposes of this Clause, a substantially responsive Bid is the one which materially conforms to the requirement of the tender and any mandatory terms contained in the Solicitation Documents.</p> <p>IDLO's determination of a Bid's responsiveness is based on the contents of the Bid itself without recourse to extrinsic evidence.</p>
29. Evaluation of Bid	All eligible Bids are assessed whether they are compliant, i.e., meet or exceed the specifications of the ITB
30. Right to Vary Requirements at the time of the Award	<input checked="" type="checkbox"/> N/A for Framework Agreement

31. Contract Award	<p>Contract Award shall be granted according to:</p> <ul style="list-style-type: none"> a) Full submission of relevant documentation as per Preliminary Screening Criteria (Annex B); b) Full submission of Bid Submission Form (Annex D) signed and stamped; c) Full submission of Bidder Information Form (Annex E); d) Full submission of Price Schedule (Annex F) signed and stamped; e) Lowest priced, most technically acceptable/compliant offer;
32. Contract Signature	<p>Within ten (10) calendar days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to IDLO. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Bid Security, if any, and on which event, IDLO may award the Contract to the Second Ranked Bidder or call for new Bids.</p>
33. Debriefing	<p>In the event that a Bidder is unsuccessful, the Bidder may request a debriefing from IDLO. The purpose of the debriefing is to discuss the strengths and weaknesses of the Bidder's submission, in order to assist the Bidder in improving its future bids for IDLO procurement opportunities. The content of other bids and how they compare to the Bidder's submission will not be discussed.</p>
34. Payment Terms	<p>For Air tickets purchase, IDLO will use a centralized payment solution (Lodge Card or equivalent option) and will make payment within 30 days after satisfactory receipt of the services and upon submission of the invoice by the Lodge Card Issuer and a corresponding statement by the Travel Management Company.</p> <p>For the other services provided by the Travel Management Company, IDLO will make payment within 30 days after satisfactory receipt of the services and upon submission of an invoice by the Travel Management Company.</p>
35. General Terms and Conditions and Supplier Code of Conduct	<p>Any Contract or Agreement that will be signed as a result of this ITB shall be subject to the IDLO's General Terms and Conditions and Supplier Code of Conduct attached as Annex H.</p> <p>The mere act of submission of a Bid implies that the Bidder accepts both Annexes in full.</p>
36. Liquidated Damages	<p><input type="checkbox"/> N/A</p> <p><input checked="" type="checkbox"/> Yes - For late delivery of <u>Services</u>, IDLO shall be entitled to claim liquidated damages from the Contractor in accordance with Article 18 of the General Terms and Conditions.</p> <p>If the Contractor fails to perform the requested Services within the time period specified and as stipulated in the terms and conditions of the Contract, IDLO may, without</p>

	formal notice and without prejudice to its other remedies under the Contract, be entitled to liquidated damages for everyday delay in the provision and completion of the Services.
37. Partial Bid	<input checked="" type="checkbox"/> Not permitted (All or Nothing)

**ANNEX B
PRELIMINARY SCREENING CRITERIA**

A. MINIMUM ELIGIBILITY CRITERIA

Subject	Criteria	Document Submission Requirement
ELIGIBILITY		
Legal Status	Vendor is a legally registered entity.	Certificate of Incorporation/Registration
Tax Revenue	Vendor is registered with pertinent country's revenue authority.	Valid Tax Registration Certificate
Eligibility	Vendor is not suspended, nor debarred, nor otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization in accordance with ITB Annex A Clause 22.	Self-Attestation Letter
Litigation History	No consistent history of court/arbitral award decisions against the Bidder for the last 3 years.	Self-Attestation Letter
Bankruptcy	Has not declared bankruptcy, is not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future.	Self-Attestation Letter
Certificates and Licenses	<ul style="list-style-type: none"> • Minimum of 5-year IATA accreditation • Appropriate license and software for processing travel reservation and ticket issuance (Amadeus, Galileo, etc.) • Other Travel Agent certifications, memberships and partnerships 	Provide evidence

B. QUALIFICATION CRITERIA

QUALIFICATION		
Previous Experience	Minimum 5 years of relevant experience with good track record in serving international organizations, embassies and/or multi-national corporations;	Provide evidence and at least 2 recommendation letters
	Minimum 5 contracts of ongoing or completed similar value, nature and complexity implemented over the last 5 years. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	For each contract, provide details of client name, contract dates, contract values, contract focal point name and email, work location. IDLO reserves the right to conduct reference checks with one or more of the listed clients
Financial Standing	Minimum average annual turnover of EUR 300,000 for the last 5 years. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i> Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability by submitting an audited financial statement (balance sheets, including all related notes, and income statements) for the last 3 years <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Audited financial statements for the last 3 years Provide a letter from the bank about of good financial standing and indication of available cash on the company's operating account/s
Personnel	Employs competent and experienced travel consultants, especially in ticketing and fare computations, as evidenced by their track record in their Curriculum Vitae	CV of travel experts

ANNEX C
TERMS OF REFERENCE (TOR)
TRAVEL MANAGEMENT SERVICES

The International Development Law Organization (IDLO) is an intergovernmental organization exclusively devoted to promoting the rule of law. Established in 1983, IDLO works to enable governments and empower people to reform laws and strengthen institutions to promote peace, justice, sustainable development and economic opportunity. Its programs, research and policy advocacy cover the spectrum of rule of law from peace and institution building to social development and economic recovery in countries emerging from conflict and striving towards democracy.

The Assembly of Parties is IDLO's highest decision-making body. It is composed of Representatives of all Member Parties, which have joined the Establishment Agreement of IDLO. IDLO currently has 37 Member Parties.

IDLO has its Headquarters in Rome, a Branch Office in The Hague, Liaison Offices for the United Nations in New York and Geneva, and Country Offices in Afghanistan, Armenia, the Bahamas, Burkina Faso, Honduras, Indonesia, Kenya, Kyrgyzstan, Jordan, Liberia, Mali, Mexico, Moldova, Mongolia, Myanmar, Niger, the Philippines, Somalia, Tunisia, Uganda and Ukraine.

The work of IDLO is sustained by a dynamic, diverse, multinational and multicultural workforce, comprised of over 400 employees plus additional personnel in the non-employee category such as consultants and interns. About one fourth of the IDLO workforce is based in its Headquarters in Rome, while the rest are spread across the globe in our Branch and Country offices.

Contractual instrument IDLO is looking to establish one Framework Agreement with an able and qualified Supplier. A Framework Agreement is a type of agreement with its terms and conditions under which procurement of goods or services can be affected over a specified period, but which places no obligation on IDLO to order any minimum or maximum quantity.

The Framework Agreement will have its specified list of services, indicating the upper ceiling price agreed at the ITB stage. The upper ceiling price list (as well as discounted rates, if applicable) are provisional and are intended solely for the purposes of evaluation and comparison of Bids and to determine the upper ceiling limit in the Framework Agreement. The Service Providers cannot go beyond the upper ceiling price.

After entering into a Framework Agreement, IDLO shall place Work Orders for a defined period of time on a "need to use basis". The Work Order is IDLO's commitment against Framework Agreements. Day to day travel requests shall be managed in accordance with the TERMS OF REFERENCE Section 1.3.

TERMS OF REFERENCE

In case of conflict between this Annex and the other parts of the ITB, the statements in the other parts of the ITB will prevail.

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1. INTRODUCTION

- 1.1 IDLO desires to enter into a Framework Agreement with a provider of **Travel Management Services**, hereinafter referred to as the Company, the Travel Agency or the Bidder(s) with worldwide capabilities to provide business travel services to its Headquarters offices (HQ) in Rome and, as applicable, to its offices abroad.

The selected company will be required to implement a program responding to IDLO requirements in terms of customer service, costs savings and policy compliance. The company shall provide the personnel, equipment, systems, technology, and integration with IDLO's systems, materials, supervision, account management, as well as all other items and services necessary to perform business travel services as defined herein.

The related contract for services is expected to be in place by March 31, 2022, with start of services at the latest by July 1, 2022. It is anticipated that any resulting contract would be for an initial period of three (3) years. The contract may be extended, on the same Terms and Conditions for a period of one x two years period or two x one year period at the sole discretion of IDLO.

- 1.2 The average volume of annual cost spent for air tickets procured by IDLO HQ for the last 4 years is of approximately 2,164,000, in which all expenses incurred for both international and domestic air travel are accounted as per below breakdown:

	Number of transactions		Total	Spent
	Domestic	International		
Jan-Dec 2017	0	813	813	€ 529,543
Jan-Dec 2018	1	964	964	€ 723,000
Jan-Dec 2019	5	1,057	1,062	€ 750,599
Jan-Dec 2020	2	272	274	€ 161,109

These figures shall serve as indication of expected future business level, however these neither represent nor warrant that the selected Travel Agency will provide a guaranteed level of Travel Management Services hereunder, and IDLO does not guarantee any minimum quantity of Travel Management Services.

The annual spent for hotel booking, train booking or car booking services is marginal.

- 1.3 Air Travel Agent Services are mainly delivered either by two IDLO employees (Travel Coordinators) whom have access to a Computer Reservation System (CRS) and interact with the Travel Agent or directly by the Travel Agent. The Travel Agent role in the process is to issue the air tickets upon the input of the Travel Coordinators or directly as requested by IDLO. The Travel Coordinators oversee the international ticketing for all IDLO offices and as required for domestic ticketing for those offices abroad where local ticketing is not ensured through a local travel agent. In the future the same approach will be retained.

- 1.5 The selected Company will be expected to enter into a Framework Agreement with IDLO covering all the areas of all or some of the services mentioned in this ITB, as well as any additional services that will be requested by IDLO.

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- 1.6 The Travel Agent shall generate its income on a per-ticket/transaction basis. IDLO shall, from time to time, evaluate and verify with other travel agencies and other industry indicators the comparability and competitiveness of the rates being given. IDLO retains the right to terminate contract with the perspective selected Travel Agency at any time if the Travel Agency charges IDLO higher rates than market standards or does not render minimum services described in this tendering document.

2. Structure of the present Terms of Reference

The present Terms of Reference contains IDLO's requirements in terms of core services and additional services. Bidders' proposals shall be structured in the same manner, clearly differentiating between core and additional services.

3. CORE SERVICES

3.1 Framework

Travels originating from Rome or abroad will be serviced by the IDLO Travel Coordinators or the Travel Agent as applicable.

The IDLO Travel Coordinators or the Travel Agent will have full capabilities to make worldwide travel arrangements and will have access to the best available airfares, including local market fares and IDLO negotiated fares. When applicable, the Company will integrate its systems with IDLO's travel module(s) at no cost to IDLO.

The selected company will be required to provide services in accordance with the following requirements and service standards:

Client Service:

- Deliver travel services through highly professional travel staff with a high level of client orientation.
- Achieve cost efficiency and savings by ensuring strict compliance with IDLO's travel policy and extensive use of preferred air fares.
- Determine the most economical routes in compliance with IDLO's travel policy using experienced air fare experts.
- Provide highly competitive Company's negotiated fares to complement IDLO negotiated fares.
- Provide comprehensive management data. Set-up user-friendly, fully reliable reports.

3.2 Booking, ticketing and traveller support services

3.2.1 Booking Services provided by IDLO employees

- Provide access to a CRS system or equivalent for at least two IDLO employees and travel agency support in line with IDLO's requirements and other conditions set forth in this Terms of Reference.

3.2.2 Booking and Ticketing Services provided by the Travel Agent

- Render highly professional advice to IDLO and IDLO travellers. Provide quotes on itineraries in accordance with IDLO's travel policy and alternative quotes whenever requested by IDLO. When practicable, the Company will be required to integrate its reservation systems with IDLO's tool at no cost to IDLO.
- Provide telephone and e-mail service during normal and outside office hours for all travel requests originating from IDLO.

- Book, issue and deliver tickets for travels originating from Rome and from abroad.
- Provide 100% of booking at lowest available fare in accordance with IDLO's travel policy. IDLO reserves the right to require the use of specific airlines offering negotiated discounts to IDLO.
- Offer the necessary technical capabilities to access most attractive local air fares worldwide.
- Provide solutions for the purchase and issuance of low-cost carriers' tickets.
- Ensure access to all types of air fares on the same display.
- Process changes, re-routings or cancellations requested by IDLO and re-issue air tickets in conformity with such requests. Calculate differences in fares, obtain any reimbursement which may be due to IDLO and ensure endorsement to other carriers if required
- Provide adequate information to IDLO travellers on fare conditions and ticketing deadlines.
- In line with fare rules, guarantee booking and fare validity for the applicable number of hours and indicate any additional cost for longer validity where possible. This provision excludes tickets on instant purchase, i.e., tickets on low-cost carriers.
- Upon IDLO request, arrange official travel by using Frequent Flyer Miles accrued by IDLO or its travellers.
- Observe guidelines according to IDLO air carrier risk management and inform IDLO and travellers about any significant changes in airline safety rating. (The Company is made aware that all IDLO travellers must obtain a travel security clearance for all official travel prior to undertaking any official travel).

3.2.3 Provision of Negotiated Air Fares and Implementation of IDLO Corporate Air Fare Agreements

- Provide assistance for loading and updating of IDLO negotiated fares to allow issuance of tickets through the CRS. Ensure proper implementation of IDLO negotiated air fares. Offer Company negotiated air fares which can effectively contribute to increase the level of cost efficiency achieved by IDLO.
- Regularly update the IDLO and Company negotiated fares and ensure that these are accessible to IDLO through the GDS and if implemented, an Online Booking Tool.

3.2.4 Working Hours /Outside Working Hours and Crisis Support

- Travel Agent office opening hours should normally be between 9:00 am and 07:00 pm, Monday to Friday (Rome Time).
- "Outside Working Hours" support to IDLO travellers will include:
 - Access to a "24/7 service platform" with adequately trained personnel at no additional charge for issues arising while the Travel Agent's offices are closed.
 - all essential services with regard to travellers' booking and ticket issuance.
 - ensure that the outside working hours staff is knowledgeable about standard IDLO's procedures.

Note: IDLO will identify representatives authorized to order tickets while the

Travel Agent's offices are closed.

- In case of a major crisis, set-up dedicated support to provide IDLO with all essential services with regard to travellers' information, booking and ticket issuance. The dedicated emergency team should preferably be staffed with selected implant travel counsellors and be available until the end of the crisis.

3.3 Other Travel-related Services

3.3.1 Special Assistance for Travellers

As applicable, provide assistance to IDLO travellers in case of accident, sickness, injury or death, loss or damage to baggage.

3.3.2 Meeting Arrangements & Cost Estimates

- Assist in the organization of travel plans for conferences and meetings.
- Provide comprehensive cost estimates within one week to assist IDLO in developing travel expense budgets for any travel, meeting or conference worldwide.
- Offer solutions to optimize meeting and conferences locations based on various criteria such as cost of travel or environmental consideration.
- Designate a dedicated focal point for major meetings and conferences, in order to ensure proper coordination with IDLO respective offices.

3.3.3 Baggage Allowance & Excess Baggage

- Inform IDLO travellers about accompanied baggage allowance, excess baggage charges and rules.
- Inform IDLO travellers about baggage insurance if requested.

3.3.4 Travel Documentation & Information Delivery

- e-Tickets Delivery: Ensure that 100% of all e-ticketed documents are delivered at maximum 24 hours following notification of approved travel authorization, unless otherwise instructed by IDLO or unless travel occurs within that timeframe.
- Schedule Changes: Promptly notify travellers and IDLO of any schedule changes and/or delays which may interfere with the travel arrangements (airport closings or strikes, cancelled flights or trains or others). Inform the IDLO Head of Office Services in case of major disruption.
- Lost or Stolen Tickets: Act as liaison agency between the transporter and the traveller to resolve issues of lost or stolen air, train, bus, boat tickets and replace the documents in agreement with IDLO.
- Provide IDLO travellers with
 - Electronic itineraries, showing in one single and clear document with comprehensive reservation details.
 - Status of reservations on all carriers' segments.
 - Travel dates, departure and arrival times at destination and transfer points.
 - Conditions such as ticketing deadline (TDC), fare guarantee, assigned seats.
 - Baggage allowance.

3.3.5 Quality Control

Quality Representative

- Designate a quality representative who will act as a focal point of IDLO for service quality/complaint related subjects.

3.3.6 Complaints from IDLO Travellers

- Ensure written acknowledgment and record in the CRS within 4 hours.
- Promptly investigate and resolve any complaints from IDLO travellers. Ensure final resolution and response to IDLO traveller within 10 days after written acknowledgement.
- Final response to travellers will explain the causes of the problem, and detail specific steps that have been taken or will be undertaken to prevent recurrence of the problem. The copies of all complaints received, and the Company's written responses should be provided to the IDLO Travel Unit. Complaints reports must distinguish between company's errors and other types of incidents.
- Provide regular summary reports of complaints received, actions taken, and solutions provided by quality representative.

3.3.7 Computer Reservation System (CRS)

- Provide and maintain the most recent global release of CRS widely used in the Italian market and granting access to full airfare content (Amadeus or Galileo).
- Ensure capacity to access all types of fares (published IATA, IDLO negotiated corporate, low-cost carrier fares etc.) on the same display / booking system.
- Ensure that CRS type will not be changed without IDLO's approval.
- Provide a CRS technical support team.
- Local Issuance Restrictions - Describe in the offer, limitations (sanctions, embargos or other reasons) that hinder the Company to make arrangements in certain markets (countries) or on specific carrier and provide alternative options.

3.3.8 Amenities

Advise IDLO travellers of any carrier-provided amenities such as limousine transfers or complimentary STPC (stopover paid by carrier) hotels.

3.3.9 Destination Information

Advise, if requested, on country of destination (e.g., visa requirements, time zone, local Company locations etc.).

3.3.10 Refund & Cancellations

- Process refunds requests of all fully/partially unused tickets within 48 hours following reception of request or notification.
- If refund cannot be obtained directly by the Company, advise in writing within 48 hours that the refund application will be processed by a third party (Company's local partner).
- Verify residual value of partially used tickets refunded by carriers. Any difference between IDLO's calculation and the actual refund shall be justified by the Company's calculation and reflected in the billing under the heading refunds. Obtain justification from airlines for rejected refunds.
- Advise IDLO within 5 working days about possible penalty charges of

- cancelled travel requests.
- Issue credits notes for outstanding refunds within 30 days upon notification by IDLO.
- Absorb all cancellation charges or penalties for which the Company is responsible.
- Void and/or reissue tickets whenever possible instead of refunding.
- Maintain a log of all pending refund requests and ensure the follow-up on a monthly basis or as otherwise agreed with IDLO.
- Inform IDLO on a monthly basis of unused flight segments of outstanding refunds identified through an automated ticket tracking system.
- Provide monthly and annual reports showing the status of settled and pending refund requests, including the total amount of penalties & amounts not refunded.

3.3.11. Personal Deviations within Official Travel

- Personal deviations as part of official travel shall be billed separately to travellers and excluded from invoices to IDLO.
- The Company is expected to clarify which segments booked are for personal deviations. The Company will clearly document the cost and routings of personal portions and will calculate the additional cost incurred.
- IDLO will not be liable for expenses related to personal portions and reserves the right to audit all travel records to verify the accuracy of allocated costs between official and personal charges.

3.3.12 Accounting, Invoicing & Payment

- Offer direct invoicing and a Lodge Card facility or any equivalent option.
- Offer fully automated and highly efficient ticket invoicing and refund tracking systems.
- Submit detailed electronic invoices for each transaction covering the following information:
 - reference of the Reservation Request/Travel Authorization number;
 - name of the traveller(s);
 - date of travel;
 - travel itinerary;
 - currency and the amount of the ticket cost;
 - airport and security taxes;
 - the transaction fee billed, in accordance with the agreed pricing model;
 - any other relevant information requested by IDLO.
- Regularly provide Statement of Account (SOA) consolidating all invoices.
- In case the invoice included in the statement of account do not conform to the instruction given in the IDLO Travel entitlement, IDLO shall only pay the amount authorized.
- Whenever the Company has incurred or paid the expenditure involved in a currency other than in Euro, neither Party to the contract should gain on exchange rate fluctuations at the expense of the other Party.
- All invoices submitted for payment by the Company or the BTA or equivalent options service provider will be approved and settled by IDLO within 30 calendar days after receipt of the statement of account by the payments section of IDLO. Any invoices questioned by IDLO should be

resubmitted within one month together with such explanations and/or clarification as may be required.

- Billing will be in Euro.
- Collaborate with the implementation of B2B interfaces of corporate invoicing and payment systems.

3.3.13 Hotel Booking & Special Rates

- IDLO or travellers may request the Company to book hotels in connection with any travel arrangements. In such cases, the Company shall apply lowest available rate.
- Provide hotel itinerary including arrival dates, confirmation number, rate secured, guaranteed reservation information, time limit required for cancellation, contact addresses/phone numbers.

3.3.14 Car Rental

- Provide bookings - lowest available rate at a separate cost.
- Provide an offer of preferential rates in Rome and worldwide.
- Provide car rental documents including pick-up and drop-down location, rate booked, class of vehicle, confirmation number.

4. ADDITIONAL SERVICES

The services in this chapter may be proposed by the Company as an optional service. IDLO reserves the right to determine at its sole discretion and subject to availability of funds if any or all of these services will become part of the final contractual agreement between IDLO and the Company.

4.1 Leisure Travel for employees

Provide separately cost-effective leisure travel services to IDLO personnel. Costs relating to the necessary staff, tools and systems to handle leisure travel services should not, in any case, be borne by IDLO and should be billed directly to the traveller.

The Company can decide whether it is willing to offer this type of services and which arrangements should be put in place in case it decides to do so (Leisure Travel for Staff is not a mandatory requirement for the Company).

The Company should quote the transaction fee for Leisure Travel for Staff separately under "Optional Services".

4.2 Travel portal and reporting tool

Propose access to a Travel portal and reporting tool (see appendix 1 for further details).

5. Operational Arrangements: Human Resources

5.1 Human Resources

All staff must be fully proficient in Italian and English. Any additional language skills will be advantageous. In addition to the above, the following basics are required:

- Certificate of Travel Agency competence.

- Completion of IATA certificate (Travel and Tourism Professional - TTP) or equivalent experience.
- Completed trainings for the use of the latest versions of Amadeus and/or Galileo.
- The Company's Operation Manager and Key Account Manager assigned to IDLO shall have at least 10 years of business travel experience at similar positions with large international corporate clients.
- The Travel team leader shall have at least 5 years of predominantly complex international corporate travel experience, after completion of travel agency apprenticeship or equivalent training, proficiency on CRS equipment.
- The International Fares Specialist shall have a minimum of 5 years of specialized experience in international fares construction including complex international routings.

The successful Travel Agency shall be required to devote at least one primary personnel, and one back-stopping personnel with adequate authority to make decisions for the timely resolution of problems.

6. Performance Monitoring and Contract Management

(Service Level Agreement and Key Performance Indicators)

The selected Company shall comply with the following reporting and monitoring requirements and service standards:

6.1. Management Support

6.1.1. Management Reporting

6.1.2.1 Statistical & Management Reporting

- Deliver and send by e-mail, regular reports as agreed with IDLO. The list of main statistical reports that are currently being used is presented for your reference in Appendix 1.
- Provide a comprehensive annual CO2 emission reporting as per ICAO standards.
- Inform the IDLO Travel Unit when a total of 6 travellers are booked on the same flight.

6.1.2.2 SLA Performance Reporting

- Provide comprehensive data and performance reports against agreed service metrics of the SLA, including but not limited to:
- Number of booking requests by telephone and e-mail indicating the percentage of calls/e-mails answered in accordance with the SLA requirements.

6.1.2 Meetings and Performance Review

- Organize regular management meetings with the IDLO Travel Unit in order to review service performance and compliance.
- In line with IDLO's practice on contracts performance review, provide on yearly basis a Business Review to monitor and analyse service trends, compliance with SLA and performance indicators.

6.2 Key Performance Indicators & Penalties

Any resulting contract will include Key Performance Indicators (KPIs) and related targets

listed below. IDLO may establish a penalty provision for poor and/or non-performance of KPIs.

6.2.1 Key Performance Indicators and Related Targets

- Provide 100% of bookings at the lowest available fare in compliance with IDLO's travel policy.
- Provide booking options or alternative booking options (through IDLO integrated booking system) as follows: 70% within 4 hours and 20% within 8 working hours from receipt of booking request.
- Ensure 100% of all bookings are confirmed within 24 hours after booking confirmation (through the IDLO integrated booking system) unless otherwise instructed or unless travelling occurs within that time frame.
- Ensure 100% of all e-ticketed documents delivered 24 hours after booking confirmed unless otherwise instructed or unless travelling occurs within that time frame.

6.2.2 Non-performance

IDLO will consider the contractor as underperforming if it does not comply with the Key Performance Indicators:

6.2.2.1 Failure to respond to:

- Booking options or alternative booking options (through IDLO integrated booking system) as follows: 70% within 4 hours and 20% within 8 working hours from receipt of booking request.

6.2.3 General Air Fares Compliance

The Company agrees to cooperate with verifications of air fares offered and accept any IDLO and/or independent air fare audit. The Company will reimburse IDLO for any significant amount by which fares offered to travellers has exceeded the lowest applicable fare within the context of the IDLO travel policy, and unless otherwise instructed by IDLO.

6.3 Contract Implementation Plan

The Company shall provide a detailed contract implementation plan for the proposed services and related SLA.

The implementation plan shall, among others, provide the following information:

- Clear milestones with regard to each stage of the contract implementation phase, including "end-to-end" process testing.
- The coordination/project management process the Company will set-up during the contract implementation phase. The plan shall also describe the type and level of support provided by the Company's management during the implementation phase.
- The type and quantity of resources allocated by the Company for the implementation phase. The description of the roles & responsibilities of assigned individuals.

7. Other Terms

7.1. Booking Requests and Travel Authorizations

IDLO shall issue official requests for services through a CRS or email, accompanied by an approved Travel Authorization reference. Under special circumstances, IDLO may issue travel requests in other forms, as may be necessary. Any request for travel services shall indicate the amount authorized to be spent for such travel. The Company shall render the

services requested only when any such service is requested with a Travel Authorization reference. IDLO shall not be liable to reimburse the Company for services provided by the Company without an officially accepted booking and Travel Authorization reference.

7.2. Travel Authorizations-Emergencies

7.2.1. In case of emergency during the agreed working hours, verbal requests may exceptionally be made by an authorized representative other than the travel units' designated staff, followed by an official written confirmation and Travel Authorization reference. IDLO shall, from time to time, notify in writing the Company of the names, titles and functions of the officials authorized to request travel services.

7.2.2. In case of emergency outside the agreed working hours, designated officials of IDLO will be authorized to order tickets through the outside normal Working Hours service centre. These orders will be subsequently covered by an official Travel Authorization reference. IDLO shall, from time to time, notify in writing the Company of the names, titles and functions, and relevant information of the officials authorized to request travel services. The Company shall promptly register the designated officials with the Out Of Normal Working Hours service centre and provide them with the access code to allow them to order tickets.

7.3. Compensation for Services and Payments to the Company

As full compensation for the services rendered under the contract, IDLO shall reimburse the Company for the cost of:

- All transportation tickets and other services provided by the Company under the provisions of the contract.
- Cancellation charges imposed or assessed by airlines, railroads, hotels or others by reasons of cancellations of any reservations procured under the provisions of the contract at the specific request of IDLO. However, the Company shall be required to take the necessary steps, and make its best efforts, to assist IDLO and the IDLO travellers, as the case may be, to avoid such cancellation charges.
- Any other reasonable expenses incurred by the Company relating to services covered by the contract and agreed upon specifically from time to time between the Company and IDLO. The Company agrees that costs under this paragraph shall not exceed commercial rates, where such exist, or otherwise the cost shall not exceed the cost charged to its most favoured clients for equal or similar services.

7.4 Discrimination

The Company shall provide full travel services to IDLO and to its travellers, without discrimination on the basis of nationality or on any other grounds, both at Rome headquarters and on a worldwide basis.

7.5 Changes within IDLO

As a result of potential administrative changes within IDLO, the list of authorized representatives and internal work procedures and policies are subject to change.

7.6 Records & Books of Account

- The Company shall keep systematic and accurate records and books of account, which shall at all times, be subject to audit by IDLO. When it is so requested by IDLO, the Company shall forward all relevant documents related to the performance of the contract for approval by IDLO's Procurement Section. In this respect, the Company shall forward any additional information requested by IDLO, in connection with the approval of the aforementioned documents.

- The Company shall keep all documents prepared in connection with the performance of the contract, for five (5) years following the end of the contract, for the purpose of inspection and verification by the IDLO auditors. In this respect, the Company shall provide any necessary support and assistance to IDLO's auditors, in particular by granting them unrestricted access to its premises.
- The Company is required to retain all financial documents related to the cost and revenues of its IDLO account for a period of at least 5 calendar years following the termination of the agreement with the Company. IDLO will have the right to audit financial records or documents at any time upon 30 days written notice during the Company contract and for 5 years beyond its expiration. IDLO agrees that the designated auditors, personnel, or regulator shall treat and preserve any information they may have access to during such review as confidential.

7.7 Exit Conditions

In the event the service Contract established between the Parties is terminated for any reason or expires by its own terms and a successor Business Travel Company is contracted by IDLO, the following provisions shall apply:

- 7.7.1** The Company will use all efforts to cooperate fully in assuring IDLO and its travellers with a continued and uninterrupted service until the contract expiry or termination date.
- 7.7.2** The Company will provide all the standard statistical/management reports required by IDLO for the entire contract term.
- 7.7.3** The Company will not reassign dedicated employees before the contract expiry or termination date in order to ensure an orderly transition with no adverse impact on service levels required by IDLO and its travellers.
- 7.7.4** Subject to personal data protection requirements, and at no cost to IDLO, other than costs imposed by third parties (such costs requiring advance notice to and approval by IDLO), the Company will transfer and provide access to the IDLO and/or its designated successor Travel management Company the IDLO travel data including Passenger Name Records (PNRs) and profiles in the most appropriate format. The Company will not impose on IDLO or the successor Travel Management Services Company, any special or additional fees or costs involved in or related to the transfer of services, including, but not limited to, equipment de- installation, severance for employees, leasehold obligations, data transfer or handoff, management time cooperating with the new travel company, or other time related to the orderly transfer of business to the new business travel company.

Appendix 1 - Business Travel Reporting Data

This Appendix provides the list of standard reports the Company should be able to provide to IDLO.

The reports should provide consolidated data and, whenever requested and relevant, broken down by Organization, Department, Region/Continent, Destinations, Type of fares, Air Carrier etc.

Management Dashboard Report

Statistical Reports (Air / Rail)

- Overall Air, Rail: gross & net ticket volume and amount, refunds, exchanges, tax amount. Transaction fees, total and all appropriate details
- All Booking Classes (including by RBD) by Ticket, Coupon, and consolidated All Fare Types (Corporate rates, IATA fares, LCC, Company negotiated rates) All Origins and Destinations
- All Places of Issue
- All Travellers list
- Average Ticket Price for all routes, main routes and consolidated Average Trip Duration
- Travel volume/ amount by Direction (outbound/inbound)
- Routing Type (one way, return, circle trip) Ticketed Airline
- Trip Type (Regional, Domestic, Intercontinental)
- Missed and Realized Savings broken down fare type (Corporate rates, IATA fares, LCC, Company negotiated rates), Route or Air Carrier
- Private Travel Volume

Other Reports

- Carbon Emission CO2 Reporting
- Advance Purchase Analyses (number/percentage of tickets issued less than X days prior to departure).
- Unused e-ticket regular tracking.
- Tickets refunded, Outstanding Refunds, amount of penalties. Cost Estimates/Budgets provided (# pax, destinations)
- Number of Hotel Booking and corresponding Amount
- Number of Car Rental arrangement and corresponding Amount

Appendix 2 Summary of Services

The below list is meant to serve as a guidance and does not pretend to be exhaustive. The Companies are welcome to add any elements as may be required

Service offered via the IDLO Travel Coordinators

- Air tickets issuance by IDLO Travel Coordinators

Service offered directly by Travel agent

- Air tickets booking & issuance during official working hours
- Air tickets booking & issuance by the 24/7 desk upon IDLO's request
- Hotel booking service
- Train or car booking service

Additional Services

- Leisure Travel for Staff
- Travel Portal and Reporting tools

**ANNEX D
BID SUBMISSION FORM**

This Form must be submitted using the Supplier's Official Letterhead/Stationery in the format specified below)

Dear Sir / Madam,

Having examined the Solicitation Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide **Travel Management Services** in accordance with the TOR as defined in Annex B and the Price Schedule (Annex F) attached herewith and made part of this Bid.

We undertake, if our Bid is accepted, to commence and complete delivery of all services specified in the contract within the time frame stipulated.

We agree to abide by this Bid for a period of 90 days from the date fixed for opening of Bids in the Invitation to Bid, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

We hereby accept the IDLO's General Terms and Conditions in full and Payment Policy of payment within 30 days after delivery of service on presentation of complete and correct invoice.

We understand that you are not bound to accept any Bid you may receive.

Company/Organization: _____

Name: _____

Title: _____

Date: **Select date**

Signature: _____

Duly authorized to sign this Bid

**ANNEX E
BIDDER INFORMATION FORM**

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
ITB reference:	[Insert ITB ref number]		
Legal name of Bidder	[Complete]		
Legal address	[Complete]		
Year of registration	[Complete]		
Bidder's Authorized Representative Information	Name: [Complete] Title: [Complete] Telephone numbers: [Complete] Email: [Complete]		
Are you an IDLO vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert IDLO vendor number]		
Countries of operation	[Complete]		
No. of full-time employees	[Complete]		
Quality Assurance Certification (e.g., ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):	[Complete]		
Does your Company hold any acmjation such as ISO 14001 or ISO 14064 or equivalent related to the environment? (If yes, provide a Copy of the valid Certificate):	[Complete]		
Contact person that IDLO may contact for requests for clarifications during Bid evaluation	Name: [Complete] Title: [Complete] Telephone numbers: [Complete] Email: [Complete]		
Please attach the following documents: [As per Annex B - Preliminary Screening Criteria]	<ul style="list-style-type: none"> ▪ Certificate of Incorporation/ Business Registration ▪ Tax Registration Certificate ▪ Self-attestations as listed in Annex B ▪ Evidence of relevant experience ▪ List of similar contracts, including contract duration and value ▪ Travel agent certifications, memberships and partnerships ▪ Audited financial statements (balance sheets, including all related notes, and income statements) for the last 3 years 		
Please attach the following documents: [As per Annex C - Terms of reference]	<ul style="list-style-type: none"> ▪ Detailed description of serviced offered via the Travel agent employees and directly by the Travel Agent ▪ Description of Travel Portal features ▪ Sample reports as listed in Appendix A. 1 ▪ Detailed contract implementation plan for the proposed services and related SLA. ▪ Description of limitations (sanctions, embargos or other 		



	<p>reasons) that hinder the Company to make arrangements in certain markets (countries) or on specific carrier and provide alternative options.</p> <ul style="list-style-type: none">▪ If applicable, proposed saving sharing/incentive scheme▪ Any other supporting documents that bidders consider relevant
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**ANNEX F
PRICE SCHEDULE**

The Price Schedule must provide a detailed cost breakdown. Provide separate figures for each functional grouping or category.

IDLO benefits from exemption from Value Added Tax (VAT) on the purchase of goods or services. All prices below shall therefore be VAT exclusive.

Type of Service	Unit of Measure	Total cost
Transaction fees		
Transaction fee for air tickets issued by IDLO Travel Coordinators		
Transaction fee for air tickets booking & issuance by the 24/7 desk upon IDLO's request during office hours		
Transaction fee for air tickets booking & issuance by the 24/7 desk upon IDLO's request outside offices hours		
Transaction fee for hotel booking service		
Transaction fee for train booking service		
Transaction fee for car booking service		
Other Services		
2 licenses for Access to a CRS system		
Travel Portal access/reporting tool		
Transaction Fee Leisure Travel for IDLO Staff		
Other fees and charges (please specify)		
Name, position and signature of the Bidder		Bidder's Stamp
<hr/> <i>Duly authorised to sign this Bid</i>		
Date:		

ANNEX G
IDLO SPECIAL CONDITIONS OF CONTRACT

The following Special Conditions of Contract shall supplement and/or amend the IDLO General Terms and Conditions for the Procurement of **Services**. Whenever there is a conflict, the provisions of the Special Conditions of Contract shall prevail over those in IDLO General Terms and Conditions for the Procurement of **Services**.

Place of delivery	IDLO, Viale Vaticano 106 and other IDLO office outside of Italy as applicable
Contract Duration Delivery date	<p>It is expected that the Framework Agreement will be entered into by March 31, 2022, and that the services will be provided as of July 1, 2022.</p> <p>IDLO will review the quality of services and deliverables after 12 months of provision of services. Subject to satisfactory performance and agreement by both parties the Framework Agreement may be extended for additional periods of 2 years. The overall duration of the contract will not exceed 5 years.</p> <p>The prices will remain unchanged during the period of contract implementation</p> <p>IDLO is not obliged exclusively to use the services provided by the Contractor.</p>
Payment Terms	Refer to Annex A Instruction to Bidders
Other conditions	Please refer to Annex C - TOR

ANNEX H
IDLO GENERAL TERMS AND CONDITIONS FOR THE PROCUREMENT OF GOODS OR
SERVICES
AND
IDLO SUPPLIER CODE OF CONDUCT

Any proposal submission will imply the unconditional acceptance of IDLO General Terms and Conditions for Goods and Services and adherence to the Supplier Code of Conduct.

The documents are available on IDLO Procurement Website:

[https://www.idlo.int/sites/default/files/documents/general terms and conditions for goods august 2020.pdf](https://www.idlo.int/sites/default/files/documents/general%20terms%20and%20conditions%20for%20goods%20august%202020.pdf)

[https://www.idlo.int/sites/default/files/documents/general terms and conditions for services august 2020.pdf](https://www.idlo.int/sites/default/files/documents/general%20terms%20and%20conditions%20for%20services%20august%202020.pdf)

<https://www.idlo.int/sites/default/files/documents/idlo-supplier-code-of-conduct.pdf>