



ICRC

REQUEST FOR TENDER

N° TEH/22/00013

Airline ticketing and Accommodation

Date: 16.11.2022

Closing Date and time: 22/11/2022 at 14 PM

Validity of offer: 6 weeks from the closing date

Please acknowledge receipt of this Request for Tender by email

Parties

To: Contractor Travel Operator XXX Address City Tel/Fax Contact person: E-mail:	From: International Committee of The Red Cross, Tehran, Islamic Republic of Iran No. 4, Azar Dead-End, Shahid Sharifimanesh St. Elahieh, Tehran – Iran T+98-21 2264 5821/4 - 2264 4084 - 266 00 411 Fax : +98-21 22 600 534
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1. PURPOSE OF THE FRAME AGREEMENT

The International Committee of the Red Cross is an independent, neutral organization ensuring humanitarian protection and assistance for victims of war and other situations of violence.

Within the framework of its assistance program in Iran, the ICRC is hereby requesting a tender from your company for the following.

The ICRC will sign with the awarded supplier a Frame agreement of 24 months minimum renewable.

Issuance of airline ticket issue from our ICRC office in Iran as per described here below.

1.1 Specifications:

The service referred to in this Travel Service Invitation to Tender includes but is not limited to the travel of the International Committee of the Red Cross (ICRC) personnel in Iran.

Mandatory Services: The Travel Operator to provide ICRC with a full range of travel management services including but not limited to the following:

- As an accredited IATA BSP Operator, authorization to issue tickets on all IATA member airlines and provide tickets on off-line or domestic carriers through purchase/exchange orders (XO).

- Guarantee of the best airfare at the time of purchase of the ticket taking into consideration the elements that control the fare construction on every flight and/or route. i.e. class of travel, minimum stay, etc.
- Travel Operator to be responsible of every documented given price quotation to the ICRC and will bear any difference if occurring between the given quotation and billing invoice.
- Travel Operator to be responsible of the content of quotation requests that includes fare conditions, their restrictions and penalties and will bear any difference if occurring between the actual airline fare conditions/penalties and the sent one by Travel Operator.
- Travel Operator to facilitate delivery means of tickets worldwide by PTA's (pre-paid ticketing advice), E-tickets or ticket collection whether from any related airline office or others.
- Travel Operator to take the role of the mediator to issue tickets and perform other services over tickets if an agreement with certain discounts or other advantages were given, signed or bound in a contract between the ICRC and the airline.
- Travel Operator to pass on any given monthly, seasonally, annually or even abrupt promotional discounts by the airlines when issuing ICRC tickets to the ICRC. The discount should be reversed and shown on the statement of billing the ICRC.
- Promotion, seasonal & other discounted fares, their fare conditions and restrictions as notified by the airlines to be sent as a circular memo to the ICRC to be aware of the fare offers in the market.
- The Welcome department is the authorised requester of services or info over tickets, routings, waivers, issuance, amendments on flights and any travel-oriented issues for the ICRC staff, within ICRC adopted policy. The Travel Operator issues and release travel documents to the ICRC travellers/staff **ONLY** and once notified through the Welcome personnel by email. Otherwise, the ICRC will not be liable for any unauthorized charges. Documentation over service requests whether by the Welcome staff or the Travel Operator's staff is a must.
- The Travel Operator will bill the ICRC only for the authorised route; any cost of deviation, if requested by staff members, has to be approved in writing by ICRC Welcome staff.
- Tickets/travel documents shall be issued and provided to the ICRC / Welcome dept. prior/according to the time limit assigned for ticket issuance or advance fare issuance. Any occurring change over the ticket rate due to its cancellation if not purchased once notified by the ICRC and according to the time limit of the booking/ticket/rate, the difference balance will be borne by the Travel Operator.
- Travel bookings & ticket proposals done by the Travel Operator has to be sent in a template communicated by the ICRC.
- Travel Operator to complete the reservation process & send it within 04hours (provided that it is received within the working hours of the Travel Operator, otherwise, latest next working day) of receiving the authorized request from ICRC /Welcome dept. or sooner if warranted by urgent travel needs which have to be handled and done immediately.
- Travel Operator to cross check and confirm departure times for the ICRC personnel and their visitors with tickets purchased from abroad.
- Travel Operator to provide solutions on alternative bookings, carriers or what so ever when bookings are on the waiting list or unable status.
- Travel Operator to provide thorough follow up of bookings even after the end of working hours on site: "extensive remote follow up".
- Travel Operator to provide at least three alternative routing options including related fares based on the "most direct and economical route". Travel Operator to

find solutions to meet ICRC traveller's needs and must consider convenience and preference of the traveller as allowed within ICRC policy. Each routing options will be break down as such: Price of the ticket and granted discount + taxes + IPP + transactions fees if any and for each ticket the travel agent will confirm the fees for cancellation of the ticket, change of reservations, change of names, no show fees and baggage allowances

- Travel Operator to advice on travel arrangements & ticketing policies that may include accommodation, visas, etc in hubs/transit and will be held responsible of the accuracy of the given info.
- Travel Operator is responsible to cover the charges over the wrongly issued tickets and/or any costs related to correcting the name mistakes, routing mistakes, and other irregularities over the issued tickets when done by the Travel Operator.
- Travel Operator to process any unaccompanied children (UNMR), wheelchair (WCHR), type of food, seat assignment, frequent flyer and other requests and do the follow up once notified by the Welcome
- Travel Operator to do its best to waive any fee on changes related to last minute cancellation of the trip or ticket –if possible.
- Travel Operator to provide afterhours assistance, **24 hours, seven days**: emergency telephone numbers to be available at the disposal of the ICRC.
- Travel Operator to handle urgent & emergency travel needs 24/7, provide flight itineraries, issuance of tickets and all services needed after the working hours, during the holidays, weekends or festivities. The requested services should be sent to the Welcome dept.'s general email to forward them to the travelling staff.

- The service should be provided by a designated staff member of the Travel Operator, inside the ICRC delegation office at 100% work capacity with working hours 08:30-17:30 from Sunday through Thursday included. ICRC will provide for the person dedicated an office space. The Travel Operator's dedicated staff to the ICRC must have at least three years of verifiable in-depth international reservations and ticketing experience and a **very good English**.
- If the dedicated staff from the Travel Operator proves to have a record of recurrent mishaps or behaviour issues, ICRC has the right to ask for a replacement that will remain under ICRC's own discretion.
- The change of the on site dedicated staff from the Travel Operator-during his/her leaves & annual holidays has to be coordinated with the ICRC ahead of time to agree on a replacement.
- Short absences of the dedicated staff for 1-2hours less/more when not covered by a replacement, have to be coordinated by the Travel Operator to the ICRC in written at least one day in advance to be considered (whether approved or not).

Monthly Reports: The Travel Operator to provide the ICRC with regular monthly reports that contain the following details regarding travel-related activities conducted by the Travel Operator for ICRC travellers:

- Travel Operator to provide detailed billing invoice of each traveller that includes the name of the traveller, route, date of travel, net market fare as per airline fares, discount obtained or published by the airlines & the associated service fee (all items mentioned to be separately described)
- Travel Operator to provide detailed billing over tickets issued with discounted fares as in agreement between the ICRC & the airline but performed by Travel Operator. This shall include name of the traveller, route, date of travel, discount-

ed fare as per the agreement (ICRC & airlines) & the associated Travel Operator service fee, with all items mentioned separately.

- Travel Operator to provide detailed billing of the void tickets includes the name of the traveller, route & the associated fees. (all items mentioned to be separately described).
- Travel Operator to provide detailed billing of the change of reservation over tickets includes the name of the traveller, route, date of original travel, the new date of travel, the airline fees & the associated Travel Operator fees. (all items mentioned to be separately described).
- Travel Operator to provide detailed credit note with the name of the traveller, issued ticket number, original fare, amount to be reimbursed to the ICRC, airline charges & Travel Operator's associated refund fees (all items mentioned to be separately described)
- Travel Operator to provide detailed billing over tickets purchased by Travel Operator as paper tickets by an XO for the off-line, domestic carriers or others that include original XO number, the name of the traveller, route, date of travel, net market fare as per airline fares & the associated service fee (all items mentioned to be separately described)
- Travel Operator to provide a detailed report for the Refunded tickets/Credit notes every two weeks with the number of refunded tickets, name of the traveller, date of issuance, amount to be reimbursed to ICRC & the date of expected reimbursement of money to the ICRC
- Travel Operator to provide detailed statement of accounts every two weeks for reconciliation
- Travel Operator to submit a monthly statement of accounts with all unpaid invoices for follow up and settlement
- Travel Operator to provide destination analysis report (sales report) by airline every end of the month.
- Travel Operator to provide hotel accommodation, visas to destinations such as Dubai or in transit when done through the airlines or offices linked to them, that includes the name of the traveller, destination, date of travel/check in-out dates, net agency rate & the associated service fee (all items mentioned to be separately described).

All the above reports must be provided through ICRC customized accounting system, in English.

2. PRICE

Offers required in EUR or IRR

Prices offered should not be linked with any variant. Offers linked with variants will be rejected.

Airline discount: For each of the airlines mentioned in page 2 indicate the discount that will be granted on the price of the ticket.

3. PAYMENT AND DEPOSIT TERMS

Credit Facilities:

ICRC undertakes to make payment to Travel Operator for all services performed and/or tickets purchased under this agreement as follow:

- Travel Operator must submit one invoice per ticket/service requested.
- Invoices over issued tickets should be delivered as maximum within 07 calendar days from the date of ticket issuance or once a week.
- Travel Operator to submit the invoice/s immediately after the ticket issuance. Travel Operator shall not wait for any possible change or cancellation between the date of ticket issuance and the actual travel date. If there is a cancellation after the date of ticket issuance, Travel Operator must then issue a corresponding credit note for refunds or a separate invoice with the associated fees over void tickets and the change of reservation.
- Hotel accommodation charges, visas, etc to be billed on a separate invoice
- Travel Operator to reimburse fully the credit note amount (less refund fees to be paid for the airlines) by max. 30days of the made refund request by the ICRC even if money collection was still retained by the airline.
- In the event that, for any reason, an invoice has not been submitted immediately after the date of ticket issuance, Travel Operator agrees to submit all invoices on a weekly schedule and no later than 7 calendar days following issuance of the ticket. In addition, any invoice received later than 90 calendar days from date of ticket issuance that would not have been indicated on any previous statement submitted by Travel Operator, will not be considered for payment by the ICRC.

Payment terms

Payment will be done by bank transfer or by bank check on monthly basis within 14 banking days against original invoice and all other required documents.

4. GENERAL CONDITIONS :

All conditions not mentioned herein shall be governed by the ICRC General Conditions on Purchasing.

Acceptance of the ICRC Purchase Order entails the waiving by the Travel Operator of its General Sales Conditions. All conditions not mentioned herein shall be governed by the ICRC General Conditions on Purchasing.

5. ARBITRATION

This frame agreement is subject to arbitration exclusively, according to the attached General Conditions.

6. DEPOSIT OF OFFERS

Offers must be sent by email to the following email address only:

teh_tender_services@icrc.org

Email's subject needs to mention:

RFT TEH/22/00013 – Airline ticketing and Accommodation – SUPPLIER'S NAME

Important notes:

- Kindly confirm your intention to participate or not in the tender
- Offers submitted after the specified closing date or not following the clauses of deposit are ineligible

- Offers sent to any other email addresses will be rejected.
- Communications, offers, technical information, and file names must be in **English**
- Please use the subject of this email in all your communications
- Email maximum size should **not exceed 4.9 MB**
- No compressed files nor links to Dropbox or similar.
- General Terms and Conditions should be signed from your side and sent back to us
- Offer changes by Seller must be received in writing prior to the closing date and must indicate that it is a revised quotation.

All participating Sellers will be notified of the result of the selection process as soon as it is concluded.

7. SPECIAL CONDITIONS

Documents included in this Tender are:

- a) Request for Tender.
- b) Survey for travel agent
- c) ICRC General Conditions of procurement, each page signed and stamped by Supplier.

Supplier should sign and stamp each page of Tender Request at the lower right corner of the papers, in addition to the main signature and stamp wherever indicated.

It has to be noted that this Quotation does not imply any commission.
Any offered commission will lead to the Seller's suspension.

ICRC is not liable to provide any explanation for its final selection of the Seller.
ICRC reserves the right to award contract to another company, as it sees fit, without assigning any reason.

We thank you in advance for your response, and we remain at your disposal for any further information.

Best regards,

Purchasing team
Tehran- Iran