

Annex C

Terms of Reference (TOR) for Conference Support Services, Accommodation, Flight Ticket Booking and Travel Agent Services

1. Who is the Danish Refugee Council?

Founded in 1956, the Danish Refugee Council (DRC) is a leading international NGO and one of the few with a specific expertise in forced displacement. Active in 40 countries with 9,000 employees and supported by 7,500 volunteers, DRC protects, advocates, and builds sustainable futures for refugees and other displacement affected people and communities. DRC works during displacement at all stages: In the acute crisis, in displacement, when settling and integrating in a new place, or upon return. DRC provides protection and life-saving humanitarian assistance; supports displaced persons in becoming self-reliant and included into hosting societies; and works with civil society and responsible authorities to promote protection of rights and peaceful coexistence.

DRC intends to enter into Framework Agreement (FA) with the most competent Agency for Provision of Conference Support Services, Accommodation, Flight Ticket Booking and Travel Agent Services.

2. Purpose of the services

DRC is hereby undertaking a Request for Proposal from Travel Agencies who are interested in providing various Conference Support Services, Accommodation, Flight Ticket Booking and Travel Agent Services required by DRC in Ukraine.

Event services shall be provided according to all requests of the DRC Ukraine program needs for corporate events, conferences and workshops, including, but not limited to, rental of premises, equipment; organization of transportation, food, catering, translation and other related services.

Travel services shall encompass all journeys undertaken by DRC employees in Ukraine for official business purposes. These purposes include, but are not limited to, the following:

- Official missions, meetings, and various events.
- Appointment and repatriation of staff and family members.
- Home leaves, emergency travels.
- Visit to project sites, by DRC staff, Government and counterparts, or other entities.

- Personal travel of personnel.

3. Background

DRC has organized over 300 events, including meetings, workshops, and trainings, in response to individual requests over the past three years. This trend is expected to continue, with potential adjustments based on DRC's evolving programmatic needs. These services will be requested on an as-needed basis.

As DRC Ukraine's staff continues to grow rapidly, there is an increasing demand for travel-related services, including ticket bookings and accommodations for business trips, annual leave, and training participants. Continuous support for these services is essential.

4. Objective of the services

GENERAL PROVISIONS

1. The initial contract shall be concluded for a period of 1 (one) year and may be extended for an additional 1-year term at the discretion of the procuring DRC subject to satisfactory performance by the Contractor(s).
2. The Prices for key services (which are specified in the Financial Bid) shall be maintained for the whole contract duration.
3. The estimated maximum procurement amount within this FWA will be approximately USD 1,200,000.00.
4. DRC may choose to split the contract award to more than one supplier.
5. Regarding Conference Support Services, the response time to DRC order/query shall not exceed 24 hours.
6. Regarding Accommodation, Flight Ticket Booking and Travel Agent Services, the delivery time of the supply shall be within 3 hours of placing an order.
7. DRC recognizes the importance of confidentiality of the data provided: the proposal information and the travel itineraries and reservations of its travelers. Accordingly, the selected agency must keep confidential all dealings with DRC representations.

TRAVEL POLICY

Current air travel policy requires the Travel Agent(s) in all cases to book the lowest available fares/the most direct and economical options and to research alternate itineraries (at least three options, if

available) to satisfy the DRC travel policies and mission requirements. The DRC travel policies embody the following basic principles, which, however, are subject to subsequent revision:

1. Where available, use of the lowest applicable fare (including penalty fares) is the preference.
2. Full economy fares may be used if applicable reduced fares are not available.
3. Business class travel or the equivalent may be applicable only in limited situations.
4. The first-class travel is not considered.
5. The Travel Agent must be knowledgeable of and prepared to offer special fares, restricted fares, discount fares, and bulk fares for use whenever appropriate. Fares which entail restrictive conditions (such as penalties or stay-overs), however, shall only be booked with the express approval of DRC representative.
6. The Travel Agent shall, where appropriate, attempt to obtain free business class and first-class upgrades for DRC travelers. Any upgrades should be used only for cost-savings purposes.

5. Scope of Work and Methodology

Conference Support Services

The Contractor/s (Service Provider) shall upon request and receipt of duly authorized instructions from DRC, facilitate, organize and make all necessary arrangements for hosting the Event(s).

The exact requirements for each Event shall be instructed by a “Purchase Order” (i.e. request for each event) to be issued by DRC. This shall include arranging rental of hotel venues and all associated facilities and services required for the event(s) as described below:

Provide the Venue Including Arrangement of Equipment & Services as Requested for Each Event:

- The Service Provider shall identify the most appropriate offer for the venue in accordance with DRC instructions (specification);
- As per DRC request for each event, the Service Provider shall take into consideration the available facilities, such as adequate size of the meeting facilities (if multiple options are available), level of the hotel room and required equipment/material;
- The Service Provider shall arrange the venue in accordance with DRC instruction;
- The Service Provider shall ensure that the Event venue is clean and well prepared;
- The Service Provider shall ensure all required audio-visual equipment is available and operational in all the rooms as required;
- The Service Provider shall ensure service maintenance is promptly available as would be required for all equipment/services and facilities in and around the meeting rooms.

SERVICES SPECIFICATION

1. General Service Requirements

- The response time to DRC order/query shall not exceed 24 hours and the detailed quote for requested venues/events shall be provided accordingly.
- The Contractor shall provide polite, responsive and efficient service at all times to fulfil DRC requirements. As a service objective, emails and telephone calls should be answered promptly.

2. General Management of the Event and Provision of Focal Point(s) Including General Supervision Services

- The Service Provider shall provide secretarial services for assisting in Events registration and coordination with hotel management throughout the Events executing period.
- The Service Provider shall organize the required services at the proposed agreed time.
- The Service Provider shall assign at least one focal point to provide the needed support during the Event as per instructions received from DRC.
- The Service Provider's employees shall perform their functions in a highly efficient and professional manner in line with DRC requirements.
- The Service Provider shall nominate clearly the supervisor(s) responsible for the overall management of DRC account.
- Availability of support 24/7 for the DRC Manager/Focal point.

3. Event Arrangement

- Upon instructions from DRC, the Service Provider shall make the booking of the venue of the Event in a timely manner – that is usually within 2 working days from receipt of order and submit the booking confirmation to DRC.
- Conference Package to be provided as per instructions, sustainable and recyclable materials to be used for the products included in the package till maximum possible extent.
- The Service Provider shall ensure the required equipment is checked if it is fully functional one day before the Event and replace non-functional equipment before the event takes place.

4. Requirements to personal

- The Service Provider guarantees that the personnel assigned to handle the DRC's conference arrangements shall have a strong logistic, administrative and communication skills and shall constantly be trained to be kept up to date.
- The Service Provider shall assign adequate personnel to service satisfactorily the volume of work and to fulfill its obligations under the Contract with DRC. In general, the Contractor shall assign the relevant personnel according to their technical know-how and reliability.
- The Service Provider shall assign a senior representative experienced in providing corporate conference services to oversee the conference management services provided to DRC and to ensure full compliance with all requirements of the Contract with DRC.
- The Contractor's employees shall perform their functions in a highly efficient and professional manner.
- The Contractor's employees should be fluent in Ukrainian, basic in English.

5. Security requirements to venues/hotels

- Hotel/venue should not be located in the vicinity of government premises and other locations where the demonstrations and large public gatherings usually occur.
- Hotel/venue should preferably have a reasonable standoff distance from the main road (minimum 50 meters).
- Hotel/venue should have CCTV with at least 2 weeks recording capacity working 24/7, monitoring exterior and interior of the hotel.
- Entry and exit of vehicles from the parking lot should be monitored by hotel/venue security.
- Hotel/venue should comply with all fire safety standards as required by Ukrainian legislation. Hotel should have at least one alternative emergency exit from all premises, fire hoses and fire extinguishers should be deployed in sufficient numbers on each floor, hotel personnel should be periodically trained on fire safety procedures and on building evacuation procedures. Fire safety equipment of the hotel should be periodically inspected and certified by respective state authority. Hotel should have enough capacity to accommodate all DRC Personnel.
- Hotel/venue should have sufficient number of First Aid kits. Hotel/venue staff should be trained on the first aid. First aid kits must be regularly checked and replenished as needed.
- The venue/hotel must have a designated shelter area that is easily accessible to all conference participants in case of emergency. This shelter area should be equipped to provide protection in the event of any security-related incidents.
- Additionally, the venue/hotel must have a functioning air alarm system that can quickly alert conference participants and staff in the event of an air raid or other emergency situation. The system should be regularly maintained and tested to ensure its effectiveness."
- The venue/hotel must have a well-documented and practiced emergency evacuation plan that includes clear procedures for evacuating participants in the event of an emergency, including security threats.
- The venue/hotel should be willing to conduct security briefings for conference participants upon request, providing information on safety measures and emergency procedures.
- The venue/hotel should have the venue/hotel complies with all local laws and regulations related to security and safety.
- All venues/hotels will be approved by DRC Safety team in advance.

6. Other Requirements

- The Service Provider should negotiate the best possible deals for DRC with Hotels and other sub-vendors where DRC shall have access to such deals. A minimum of 2 (two) options (if applicable) should be presented to DRC for each event.
- Any information provided to the Service Provider in terms of location of event, number of participants and any other related information shall be dealt with strict confidentiality.

7. Reporting requirements

The Contractor shall provide the respective DRC with management information reports consisting, at a minimum, of the following:

- The Contractor shall establish and monitor on a regular and continual basis the quality of conference services provided to the DRC. These procedures shall include a self-inspection

system covering all the services to be performed under the Contract and shall include a method for monitoring, identifying and correcting deficiencies in the quality of service furnished to DRC.

- DRC reserves the right to conduct its own quality control of the services provided as well as documentation or other spot checks and, if required, suggest possible improvements to the Contractor.

Key Performance Indicators and Performance Evaluation

#	Description	Standard / Service Level
1.	Response Time to Received Requests	Confirmation e-mail on receipt of Service Order Receipt within 24 hours
2.	Ability to arrange events on scheduled time	Arrangement of event on the agreed dates
3.	Ability to provide competitive prices and negotiate rates with hotels	Spot checks on received quotations from hotels and comparing quotes with the given market rate
4.	Provision of reports on managed and arranged events with required details such as place, amount, number of participants	Provision of the Report on Quarterly basis
5.	Ability to provide quality services in terms of venue, food, and related arrangements	Level of venue rented in terms of cleanliness and appropriateness, type of food provided, proper arrangement of venue
6.	Submission of invoices and related documents	Correct invoices provided in a timely manner
7.	Customer Complaints	All complaints should be addressed within maximum one working day and to be resolved within the same day

DRC may organize meeting with Contractor/periodically to discuss issues of mutual concern, to review the Contractor's performance and to discuss improvements which the Contractor or DRC should make to achieve more effective provision of conference services and greater savings.

Accommodation, Flight Ticket Booking and Travel Agent Services

The contractor will provide accommodation services according to DRC standards on request.

1. Accommodation Arrangements:

- The Service Provider is required to book accommodation. Usually, this is required when workshops are being held or training. However, DRC may require accommodation services alone;
- The Service Provider shall ensure accuracy of arrival/departure information;

- The Service Provider shall ensure that the accommodation provided is clean, well heated and air conditioning is available as required.
- Accommodation shall be arranged on the DRC request according to the details provided.
- Accommodation shall be arranged in a 3-star hotel for regular events and a 4-5-star hotel for high-level representation workshops, single standard room, breakfast included.
- It is generally advised that the hotel chosen for accommodation has the necessary conference facilities for the workshop.
- The Service Provider shall make reservations for accommodation.
- The hotel accommodation may be subject to the DRC security clearance that the Service Provider should confirm with DRC before reservation.
- DRC may require additional arrangements for VIP persons as all-inclusive.
- The hotel must have a designated shelter area that is easily accessible to all conference participants in case of emergency. This shelter area should be equipped to provide protection in the event of any security-related incidents.
- Additionally, the hotel must have a functioning air alarm system that can quickly alert conference participants and staff in the event of an air raid or other emergency situation. The system should be regularly maintained and tested to ensure its effectiveness."
- Hotel should not be in the vicinity of government premises and other locations where the demonstrations and large public gatherings usually occur.
- Hotel should preferably have reasonable standoff distance from the main road (minimum 50 meters).
- Hotel should have CCTV with at least 2 weeks recording capacity working 24/7, monitoring exterior and interior of the hotel.
- Entry and exit of vehicles from the parking lot should be monitored by hotel/venue security.
- The venue/hotel should have the venue/hotel complies with all local laws and regulations related to security and safety.

IMPORTANT: Travel service provider/s are requested to provide a 24/7 contact support person for the purposes of DRC staff travel support. The DRC-dedicated Travel Consultant must have 24/7 access to the booking system and can provide support as may be requested in emergency situations.

SERVICES SPECIFICATION

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

1. Reservation and Ticketing:

- Upon request from the authorized focal point (DRC staff) travel agency shall immediately make bookings and prepare appropriate itineraries and formal quotation based on the lowest fare and the most direct and convenient routing.
- If the required travel arrangement cannot be confirmed by DRC, the travel agency shall present alternative routings/quotations for considerations.
- For wait-listed bookings, the travel agency shall provide regular daily feedback on the status of the flight.

- Travel agencies shall promptly issue tickets and detailed itineraries (in electronic format) showing the accurate status of the airline on all segments of the journey.
- The travel agency shall accurately advise DRC of ticketing deadlines and other relevant information every time reservations are made, to avoid cancellations of bookings.
- Travel agencies shall provide information on airline and railway ticket schedules.

2. Airlines, railway, bus Routings / Itineraries

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

3. Travel Information / Advisories

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

4. Cancellation / Rebooking and Refunds

- Travel agency shall process duly authorized flight changes / cancellations when and as required;
- Travel agency shall immediately process airline refunds for cancelled travel requirements / unutilized pre-paid tickets (if applicable) and credit these DRC as expeditiously as possible;
- Travel agency shall refund tickets within two (2) months only (shorter period than 2 months offered will be an advantage);
- Travel agency shall limit refund charges at airline rate only, i.e. no additional charges will accrue to the travel agency;
- Travel agency shall absorb cancellation and / or change reservation date charges which are due to no fault of DRC or the traveler;
- Travel agency shall report back to DRC on the status of ticket refunds.

5. Management Reporting System

Travel agency shall submit the following reports on a regular basis:

- Quarterly Production Statistics in consolidated format;
- Yearly Carrier – Route – Fare Analysis and Production / Volume of Business;
- Monthly reports on the status of ticket refunds;
- Changes and Update on Airline Rates, promotions, policy changes, etc, immediately upon the receipt of the advice;
- Complaint Analysis.

6. Availability of Other Products and Services as May Be Requested

- Travel Agent(s) shall indicate any special features, programmes, or services that would be beneficial to the DRC and its travelers (e.g. "Meet and Greet", Lost baggage follow-up, insurance, preferred seating arrangements etc.);
- Any additional services or discounts/incentives that the applicant wishes to identify.
- Travel Agent(s) shall provide with taxi booking services for the requested date and time abroad.

ROLES AND RESPONSIBILITIES

DRC shall serve as the focal point for the following functions related to the travel contract for DRC Ukraine Operation:

- Overall contract administration.
- Performance reviews.
- Obtain regular progress reports.
- Perform inspection of services, verification of fares, rates, etc.

Responsible staff in each DRC country shall serve as the focal points for the following travel functions related to their agency:

- Requesting of travel services and price quotations by e-mail.
- Confirmation of ticket reservations by e-mail.

(List of authorized staff from the DRC Ukraine will be provided to FWA holders separately and updated in case of changes).

Key Performance Indicators and Performance Evaluation

#	Service Description	Standard / Service Level
1.	Airline Reservation	<p><u>Zero-error</u> in passenger records/airline bookings/fare computation/routing</p> <p>For confirmed bookings, <u>within three hours</u> from the time of the request</p> <p>For wait-listed bookings, <u>update daily</u></p>

2.	Airline Tickets / Railway tickets	<p><u>Zero-error</u> in electronic tickets/ cancellation of travel due to incomplete travel documents</p> <p><u>Immediately</u> after receiving DRC travel requisition, but not later than 3 hours</p>
3.	Billing	<p><u>Zero-Error/no discrepancy</u> between invoices and Attachments</p> <p><u>Zero>Returns</u> for clarification/explanation</p>
4.	Rates/Pricing	<p><u>Zero-tolerance</u></p> <p>At levels same or lower than airline preferred rates. Guarantee that <u>one quotation is the lowest</u> obtainable fare</p> <p>Semi-annual meetings to obtain competitive rates in the market and preferable fare conditions (i.e. ticketing, deadlines, etc.)</p>
5.	Service Quality	<p>Telephone: accommodate all calls Emergency: 24/7 hours availability with immediate reaction is a must E-mail: available / Website: available</p> <p>Regular coordination meetings with DRC: twice a year</p>
6.	Problem Solving	<p>100% within three months from the date of cancellation</p> <p>Timeliness: one (1) week and depending on the nature of the claim</p>
7.	Communications	Frequency of communications: Monthly
8.	Office premises and Hours of Services	<p>Accommodation of calls during off-hours</p> <p>Zero complaints that no one was around to answer calls.</p>

6. Duration, timeline, and payment

The initial contract shall be concluded for a period of 1 (one) year and may be extended for an additional 1-year term at the discretion of the procuring DRC subject to satisfactory performance by the Contractor(s).

Payment will be provided in tranches according to the provision of deliverables as stated:

For Ticketing Services

- The Service Provider shall prepare a single invoice at the end of each month including all tickets issued during the respective month) or a single invoice for each ticket submit the bunch of invoices at the end of each month.

- Each invoice must indicate the final actual cost as offered by the airline company (screen shots from the web site of airline company to be attached) and the service fee clearly for each request as well as the passenger's name/surname, travel itinerary, travel dates.

For Accommodation Services

- The Service Provider shall prepare a single invoice at the end of each month including all accommodations issued during the respective month or a single invoice for each accommodation submit the bunch of invoices at the end of each month.
- Each invoice must indicate the actual cost as offered by the hotels and the service fee clearly for each request. (Pro-forma invoice/ offer from the hotel to be attached).

For Conference Support Services

- The Service Provider shall prepare a single invoice at the end of each event.
- Each invoice must indicate the actual cost as offered by the hotels and the service fee clearly for each request. (Pro-forma invoice/ offer from the hotel to be attached).

The requestor/focal point shall review and clear the invoice with the supporting documents within one week from invoice(s) submission date to DRC.

After the confirmation and acceptance of the invoices by DRC, the bank payment shall be processed in 30 calendar days to the Service Provider's bank account.

* **Note:** Payments for services such as travel and accommodation for foreign employees or beneficiaries, as part of program activities, will be processed using a DRC bank card issued by a foreign bank, without the need for the physical card. The Supplier must have a specialized POS terminal for this type of transaction. The DRC will cover its own bank fees, while the Supplier will be responsible for its own fees.

7. Proposed Composition of Team

The DRC team structure:

- Administrative staff, Programme staff (Requestors)
- Supply Chain staff (contract assistance, document issuing)
- Authorized staff for Accommodation, Flight Ticket Booking and Travel Agent Services

8. Eligibility, qualification, and experience required

Essential:

- Experience:

- continuous operation for the last five (5) years, with professional experience in providing travel management services (for a consortium, all consortium members must meet this criterion)
- Qualification:
 - valid license and certificates to provide travel management services (License to conduct tour operator activities and Air Services Sale Certificate).
- Financial Capacity:
 - financial statements as evidence that their average turnover for the previous three (3) years is not less than USD 350,000.00. For a JV/Consortium/Association, all parties cumulatively should meet this requirement.

Further Requirements:

- Skills, knowledge, experience:
 - At least 5 years of experience in Travel Management and Conference Support Services.
 - Qualified staff holding certificates or diploma in travel management services or related graduation with proven successful field experience in similar assignments/projects with acknowledged results
 - Proven successful track records of service provision.
- Language requirements:
 - Working knowledge of Ukrainian/English

9. Technical Supervision

- The list of authorized staff will be provided after FWA signing.

10. Submission process

Please refer to Invitation letter RFP-UKR-2024-093 for detailed instructions on the submission process for your proposal.

11. Evaluation of bids

Please refer to the related section of Invitation Letter RFP-UKR-2024-093.