

TERMS OF REFERENCE AND SPECIFICATIONS FOR SERVICE CONTRACTS

Contract Title: **PARTNER TRAVEL: TRAVEL RELATED SERVICES TO HABITAT ASSOCIATION**

1. BACKGROUND INFORMATION

1.1 Overall objective of the service

Habitat Association invites qualified service providers who are locally registered in Turkey to make a firm proposal for the establishment of Request for Quotation for the provision of the following Travel related services to Habitat Association (referred to hereinafter as “Services”). The one (1) key services Habitat Association requires include:

- Reservation & Ticketing

About the Imece Project

Per the Project on “IMECE Livelihoods Programme Targeting Entrepreneurship Skills And Business Creation” which is being implemented jointly by Habitat Derneği as the main executor, where the final beneficiary is United Nations of High Commissioner for Refugees (UNHCR), seeking Arabic and Turkish speaking Entrepreneurship program specialists on from a national or international service provider from Turkey for country of origin.

This Project aims to socio-economically empower 1590 refugees living in 9 different cities, reducing reliance on aid, through provision of (a) appropriate training and skills development services, (b) a pipeline of future entrepreneurs (c) necessary and relevant financial products, (d) social capital building mentoring and continued technical assistance, enabling refugee entrepreneurs, to start and sustain their own businesses, create jobs, contribute positively to their local communities as well as Turkey’s economy.

1.2 General information about the Contracting Authority

Habitat Association was configured as a part of Youth for Habitat International Network at the Copenhagen Social Development Summit in 1995. Habitat was institutionalized as an association by the youth of The United Nations Human Settlements (Habitat II) Conferences (Istanbul, 1995), and to date has approximately 300 members in nearly 100 countries. The association is determined to improve youth participation in local and national decision-making processes. The Association believes that spreading a more transparent culture of good governance, through the acceptance of the disabled or disadvantaged groups as equal partners, improves the awareness of participation in social and political life (both on local and national levels). As Habitat, we’re partnering with both national and international organizations to full fill our mission.

2. PURPOSE & EXPECTED RESULTS

2.1 Results to be achieved by the Service Provider

The purpose of the contract is to conclude Imece Project as planned. Service provider should achieve best value for transportation, deliver the requested reservations by the focal point and plan the event in shortest and fastest way.

3. SCOPE OF THE SERVICE

3.1. Description of the service

The scope of the service is to arrange reservation and ticketing. Specified dates and places will be given according to the monthly program of the project.

	Days	Event	FLIGHT	
			Travel	One Way
Entrepreneurship Training	2	7	3	42
Social and Financial Training	2	12	3	72
Team Meeting Travel	1	1	30	60
		20	36	174

Tarih	İş	Şehir
19-20.04.18	Sosyal Finansal Yerel Eğitim	İzmir
27-28.04.18	Sosyal Finansal Yerel Eğitim	Hatay
30-01.05.18	Sosyal Finansal Yerel Eğitim	Gaziantep
03-04.05.18	Sosyal Finansal Yerel Eğitim	Kahramanmaraş
07-08.05.18	Sosyal Finansal Yerel Eğitim	Kayseri
07-08.05.18	Girişimcilik Yerel Eğitim	Kayseri
10-11.05.18	Sosyal Finansal Yerel Eğitim	Konya
10-11.05.18	Girişimcilik Yerel Eğitim	Konya
19-20.06.18	Girişimcilik Yerel Eğitim	İzmir
25-26.06.18	Sosyal Finansal Yerel Eğitim	Adana
28-29.06.18	Sosyal Finansal Yerel Eğitim	Mersin
28-29.06.18	Girişimcilik Yerel Eğitim	Mersin

Above numbers may change during the organization of the event related to attendance.

Training cities are Istanbul, Hatay, Gaziantep, Adana, Mersin, Izmir, Kahramanmaraş, Konya, Kayseri.

3.2 Target group

Team of the given projects.

3.3 Specific work

2.3.1 Travel Reservation & Ticketing Services

Habitat Association requires the Service provider in all cases to book the lowest available fares and to research alternate itineraries.

2.3.1.1 Travel Information and Advisory Services:

Service Provider shall:

- Provide information for requested destinations within 2 hours of receiving an e-mail requested during normal working hours and within one hour outside working hours;
- Provide the travel services focal point with a complete itinerary document to include carrier(s), flight and voyage numbers, departure and arrival times for each segment of the trip, tax exemption information, etc. ;
- Inform the travel focal point, upon booking confirmation, of flight/ticket restrictions, involuntary stop-overs, hidden stops and other inconveniences of the itinerary and provide required documentation for travels;
- Promptly notify travelers 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;

2.3.1.2 Reservation and Ticketing Services

Service Provider shall:

- Make reservations, issue and deliver tickets for all commercial modes of transportations (i.e., air, rail, road and ship);
- Propose fares/airline routings and guarantee that it will obtain the lowest available airfare for the travel concerned. Such travels will be the most direct and economic routing;
- For wait-listed bookings, provide regular daily feedback on status of the flight;
- Promptly issue and forward the tickets in the electronic format with detailed itineraries showing the accurate status of the airline on all segments of the travel to travel focal point or the traveler;

2.3.1.3 E-Ticket Delivery Services

Service Provider shall:

- Deliver tickets, itineraries and other travel documents;
- Communicate PNR numbers to travel focal point or, upon request of the travel focal point, to the travelers directly;

The itineraries to be prepared and submitted to the travel focal point by the Service Provider shall include the information specified below:

- o Carrier(s) and locator numbers;
- o Flight, train, bus and voyage number(s), class of service;
- o Departure and arrival time(s) for each segment of the trip;

- Name, phone number and location of any hotel and the related room rates and the hotel booking confirmation numbers for all rooms booked by the Service Provider at each destination and also including the stop-overs;
- Price of the ticket;
- Airport and other taxes.

2.3.2 Other services

The Service Provider shall be required to reimburse travel expenditures to the Habitat Association participants list for travel fee to individuals in the event it is so determined that arrangements is better organized by the travelled.

3.4 Outcomes

3.4.1 Reports

The Service Provider shall provide quarterly management reports for all of the required services including the following information:

- Monthly reports reflecting the total volume, spend, number and category of the transactions made for the service;
- Monthly reports for invoices issued for the preceding period indicating event details in the invoices;
- The total volume and number of tickets issued;
- Breakdown of ticketing services by projects and events (destinations and travelers);

Reports must be accessible in Excel format.

4. LOGISTICS AND TIMING

4.1. Location

Istanbul, Hatay, Gaziantep, Adana, Mersin, Izmir, Kahramanmaras, Konya, Kayseri

4.2. Start date and period of implementation

The intended start date is April 2018. The period of implementation of the contract will be 9 months from this date.

5. REQUIREMENTS

5.1 Key experts

All experts who have a crucial role in implementing the contract and whose CVs are required as part of the bid documents are considered key experts. Qualifications required from key experts, level of education and training, experience etc. shall be specified in detail.

5.2 Facilities and equipment to be provided by the Contractor

No equipment is to be purchased on behalf of the Contracting Authority as part of this service contract.

6. MONITORING AND FINAL EVALUATION

6.1 Performance indicators

Performance indicators for the given service are;

- Achieving the planned budget.
- Delivering the requested reservations by focal point.
- Planning the event by shortest and fastest transportation routes.
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