

TERMS OF REFERENCE (TOR)

Provision of Travel Management Services

1. Background

UN Women, grounded in its vision of equality enshrined in the Charter of the United Nations, works for the elimination of discrimination against women and girls, the empowerment of women, and the achievement of equality between women and men as partner and beneficiaries of development, human rights, humanitarian action, peace, and security.

Headquartered at the United Nations in New York and with a global presence, UN Women regularly organizes travel and event management for their staff, individuals, inter-governmental bodies such as the Commission on the Status of Women, and groups in respect of their programme / projects implementation. Having a network of sub-regional, country and liaison offices, UN Women has regional office presence in Africa, Americas and the Caribbean, Arab States - North Africa, Asia and the Pacific (see appendix 1).

Travel is an integral part of the business support function that allows UN Women to carry out its mandate. To this end, UN Women is looking for opportunities to improve Travel Management Services rendered to UN Women Personnel, their family members, Non-UN Women Personnel and Other Special Persons for their Official Business Travel, including when it is combined with personal travel, and to organize different events. UN Women aims to enhance performance of UN Women Duty Travel Policy and related procedures, to improve cost savings, efficiency, monitoring and to increase transparency.

It is important to note that airlines are moving towards direct marketing channels in order to have less dependency on the third parties (*i.e.* travel agents) and towards the Global Distribution System. In order to minimize the expenses, airlines introduce New Distribution Channels (NDC) which can be used directly by the organizations.

UN Women is interested in a system that can be easily integrated with our existing ERP Travel Management System and in a Corporate Travel Account for direct ticketing and hotel reservations. Such a system available 24/7 will allow to effectively organize travel and events, immediately providing UN Women with a firsthand information without intermediary or third parties.

In order to achieve the above-mentioned goals, UN Women wishes to enter into one or more non-exclusive Long-Term Agreements (LTAs) (maximum of 2) for provision of global Travel Management Services. The LTA(s) will not contain any fixed committed contract amount. UN Women reserves the right to utilize other sources at the Organization's discretion to assure value for money.

The successful proposer shall be contracted for an initial period of 3 (+2) years, on annual basis, subject to satisfactory contract performance. UN Women shall not be liable for any costs if no purchases are made under any resulting LTA. All reductions in market prices mandated by the provider will be passed on in full to UN Women.

Other UN Agencies may opt to piggyback on the established LTA. A separate agreement might be issued by relevant UN Agency based on their specific requirements.

2. Objective

UN Women overall annual spend on Travel management services amounts to 30+ Million United States Dollars. UN Women is seeking detailed proposals for comprehensive travel booking and travel management. Travel Management Services shall include a direct air ticketing and hotel reservations concept without any intermediary or third parties (i.e. travel agents). Direct Air Ticketing & Hotel Reservations concept shall streamline travel, organized by UN Women, and guarantee to expedite reconciliation and payment of travel expenditure by consolidating all air and hotel related transactions into simple, clear periodic statements.

The service provider is expected to operate under the following conditions:

The selected service provider shall deliver first class travel services in a consistent approach across all Organization's locations and destinations; use the latest travel technology systems to secure the lowest fares and rates and continuously improve the quality of delivered services.

The selected service provider shall be responsible for providing Travel Management Services including an online booking tool that serves all the UN Women travel and / or hotel reservation requirements in compliance with UN Women Duty travel policy and other applicable policies as revised periodically by UN Women.

UN Women recognizes the importance of confidentiality of the data provided by prospective vendors in their proposal. Accordingly, the selected service provider must as well keep confidential the information on travel itineraries and reservations of UN Women travelers as well as all dealings with UN Women.

Other Conditions:

Service Efficiency: Reservation and ticketing by the service provider should ensure promptly issuance of tickets for all approved request. The direct ticketing mechanism offered by the service provider should ensure issuance of instant ticket for all approved request. No intermediary or follow-up with travel agents should be needed in this case. The services should be rendered 24x7. Integration with UN Women's ERP Travel Management System is highly preferable.

Transparency: There will be a clear tracking mechanism of travel by class, route, airlines, etc. All travel related expenses should be reported through a dashboard mechanism, ensuring that all data are visualized in order to control the travel spend and that all transactions are fully itemised and payments are reconciled against individual travel.

Better Control: The service is expected to provide the best convenient route, airline and airfare in direct coordination with the airline. There should be a tracking mechanism in place for unused tickets and claim refunds, as well as travel itinerary changes and cancellations.

Zero deviation of the Policy and Travel Route: Air Ticketing & Hotel Reservations process including the direct one ensures adherence to and compliance with the UN Women Duty travel policy and related procedures.

Rebates/Incentives:

- (a) Since direct ticketing mechanism without any third parties' (i.e. travel agents) intermediary will be used, airlines are expected to offer target-based incentives to UN Women, subject to meeting the airlines' set targets;
- (b) Currently UN Women travelers book their hotels via different channels/agents when undertaking Official Business Travel. It is expected that use of the Direct Ticketing and Hotel Reservations concept will allow UN Women to directly negotiate with hotels across the globe and obtain the best possible corporate rates and commissions.

3. Requested Services

Services	Description
Reservation and Ticketing	<p>The successful service provider shall propose full, prompt, accurate and expert hotel reservation and travel services, preparing appropriate itineraries and formal quotation based on the lowest fare and the most direct and convenient routing for every duly approved Travel Authorization, in accordance with the prescribed policy entitlements;</p> <p>If reservations made by the service provider are not at the lowest available rate allowed at the time of ticketing, the service provider shall refund the difference to the Organization;</p> <p>If required travel arrangement cannot be confirmed, the service provider shall notify the Organization of the</p>

	<p>problem and present minimum three (3) alternative routings (quotations for consideration).</p>
<p>Global Online Booking Tool</p>	<p>The successful service provider shall put at the Organization's disposal a comprehensive global on-line booking tool allowing UN Women to make direct air ticketing and hotel reservations;</p> <p>On-line booking tool is designed to incorporate the requirements of UN Women Duty Travel policy and related procedures and to ensure that all travel organized at UN Women follows these requirements;</p> <p>On-line booking tool allows users to make their choices for air travel and hotels, but strictly in compliance with UN Women Duty Travel policy framework;</p> <p>On-line booking tool proposes options allowing to make cost savings;</p> <p>In order to ensure the lowest fare, service provider shall make available on its on-line booking tool all types of fares and promotions showing them on the same booking tool display;</p> <p>Travelers should be able to access their itineraries across various devices (online, mobile, tablet)</p>

<p>Airline Ticketing Services</p>	<p>Service provider shall:</p> <ul style="list-style-type: none"> • promptly issue and deliver tickets and detailed itineraries (in printed and electronic format) to UN Women showing the fare type and providing the fare restrictions, if any, with resulting cost implications; • immediately replace airline tickets in the event of loss; • reissue tickets when fare savings are justified; • provide regular daily feedback on status of the flight for wait-listed bookings; • reconfirm and revalidate airline tickets, re-issue tickets which are returned as a result of changed routing or fare structures and printed itineraries; • provide information on tickets schedules; • provide an automated system to track and reuse non-refundable and unexpired tickets, credits or refunds;
<p>Travel Information / Advisories</p>	<p>Service provider shall:</p> <ul style="list-style-type: none"> • send quick reference for requested destinations; • prepare 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, baggage allowance, etc. • make available information on flight/ticket restrictions, involuntary stopovers, hidden stops, and other inconveniences of the itinerary on the on-line booking tool; • accurately advise of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings; • inform travelers on official destinations, i.e. visa requirements, airport transfers/land transportation facilities, local points of interest, currency restrictions/regulations, health precautions, weather conditions, etc.; • 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; • take necessary actions in order to resolve issues related to the interruption of the itinerary by the carrier or due to a force majeure;

	<ul style="list-style-type: none"> • observe UN standard travel security policies, including Air Travel policy of the UN Department of Safety and Security, and inform UN Women and travelers about any significant changes in airline safety rating; • advise travelers of any carrier provided amenities or complimentary STPC (stopover paid by carrier) hotels; • inform travelers about excess baggage charges and rules and about baggage insurance in case of lost or damaged baggage; • inform UN Women whether the hotels available on the on-line booking tool are in conformity with UN security requirements; • submit hotel itinerary including arrival dates, confirmation number, secured hotel rate, guaranteed reservation information, time limit and cost (if applicable) required for cancellation, penalties for changes, contact addresses/phone numbers; • assist the UN Women in monitoring savings opportunities, including advice and/or recommendations on discounting for air, hotel, car, groups and meetings, restriction waivers, internet fares, and other techniques to reduce travel expenses; • organize trainings on the use of the online booking tool at least twice a year or upon request; • advise the UN Women of its new travel products and services and new third-party travel products and services that may be beneficial to, and support the UN Women program; • remind travelers of the need for required medical and security clearances and possible travel restrictions.
Billing and Invoice	<p>Service provider shall:</p> <ul style="list-style-type: none"> • send an official invoice promptly to UN Women after the end of each transaction (booking of an air flight, a hotel, etc.); • reconcile the amount of services provider's invoices and the amount paid via UN corporate card on a monthly basis; • bill any deviations from Official Business Travel (Preferred itinerary) separately to travelers for payment. Such costs must be excluded from invoices submitted to UN Women.

<p>Travel Cancellation / Rebooking and Refunds</p>	<p>Service provider shall:</p> <ul style="list-style-type: none"> • assist with changes, re-routings or cancellations requested by UN Women and re-issue tickets in conformity with such requests; • immediately process refunds for cancelled travel, unutilized pre-paid tickets and credit these to UN Women as expeditiously as possible; • refund tickets within one (1) month or less; • limit refund charges at carrier rate only, i.e. no additional charges will accrue to the service provider; • take care that cancellation fees and change reservation date charges imposed by airlines are avoided and absorb cancellation fees and change reservation date charges which are not due to UN Women or the traveler's fault; • report back to UN Women on the status of ticket refunds.
<p>Management Reporting System</p>	<p>Service Provider shall:</p> <ul style="list-style-type: none"> • consolidate all travel data into one report which can be downloaded automatically at any time; • produce travel summary analytics reporting on different types of expenditures separately; • put in place mechanism for autogenerating an expense report for each trip, capturing calculated expenses; • report monthly on: <ul style="list-style-type: none"> -status of ticket refunds; -changes and update on airline and other transport rates, promotions, etc; -on the cost and routings of personal portions of combined trips on all itinerary; -carbon footprint reports by traveler utilizing the GHG (Greenhouse Gas Protocol) standard; -debit and credit amounts to be used in the reconciliation of payment system billings; -complaint analysis; -trends analytics allowing to improve savings for the Organization
<p>Quality Control</p>	<p>Services provider shall:</p>

	<ul style="list-style-type: none"> • designate a quality representative who will act as a focal point for service quality/complaint related subjects; • take into consideration the results of the periodic satisfaction surveys, conducted by UN Women in order to measure customer satisfaction of all travelers. • have a disaster recovery/business continuity strategy to ensure uninterrupted service in the event of an emergency.
Emergency travel assistance	<p>Service provider shall:</p> <ul style="list-style-type: none"> • provide 24/7 emergency travel assistance for travelers as needed; • ensure capability to track, at any time, traveler’s locations and bookings; • inform travelers via email alerts and a real-time map of global events that could impact their travel; • alert impacted travelers and their Travel Arranger 24/7 via email alerts of incidents and high risk; • assist travelers and Travel Arrangers in emergency situations and participate in risk and crisis management.
Personal Travel	<ul style="list-style-type: none"> • The on-line booking tool shall allow to track personal travel of UN Women’s travelers and their dependents, combined with Official Business Travel; • Service provider will clearly document the cost and routings of personal portions of combined trips on all itinerary and provide corresponding reports;
Availability of Other Services as May Be Requested	<ul style="list-style-type: none"> • Excess Baggage/Lost Baggage • Ground Transportation/Car Rental • Travel Insurance • Emergency Services, e.g., sickness, injury, etc. • Meet and Greet Facilities • Airport Assistance • Translation / Interpretation services • Events Management Services • Per Diem Payment Processing • Information of special discount and promotional fares for all types of travel transportation and hotels, at least monthly

4. Expected Performance Standards and Service Levels:

The contracted service provider shall maintain competent personnel and undertake other measures in order to ensure uninterrupted service. It shall perform its services and deliver its products in accordance with the herein prescribed minimum performance standards:

Product / Service	Performance Attribute	Definition	Standard / Service Level
1. Reservation	Accuracy	Ability to perform task completely and without error	Zero-error in passenger records/ bookings, fare computation and routing
	Speed and Efficiency	Ability to deliver product or service promptly and with the use of resources	-Zero-incident in the working of the on-line booking tool -For confirmed bookings via itinerary within two hours' time of request -For wait listed bookings via regular updates every two days
2. Tickets	Accuracy	Ability to perform task completely and without error	Zero-error in the printed ticket/aborted travel due to incomplete travel documents
	Timeliness of delivery	Ability to deliver product or service on or before promised date	-Immediately after the booking confirmation in case of use of the on-line booking tool -otherwise, 3 working days before departure date
3. Travel Documentation	Accuracy	Ability to ascertain requirements for various destinations/nationalities	Zero-incident of complaint/aborted travel due to incomplete travel documents
	Clarity	Ability to deliver product or service on or before promised date	10 Working days before departure
4. Billing	Accuracy	Ability to generate billing statements without errors	Zero-Error or no discrepancy between invoices and attachments

	Clarity	Ability to generate bills that are transparent or easy to understand	Zero>Returns for clarification/explanation
5. Rates/Pricing	Fairness	Reasonable charges for services offered	At the same rates or rates lower than market standards
	Company concern about fares	Ability to propose competitive fares	At levels same or lower than airline/other mode of transport preferred rates. Guarantee that quotations are at the lowest obtainable fare.
	Good value indicated by price	Competitive of fares vs. restrictions or lack/absence thereof	At the same terms or better than quoted by airlines/other carriers
	Willingness to assist UN Women and other participating UN Agencies to negotiate with airlines/other carriers regarding preferred rates and concessions	Voluntarily offering to assist/represent UN Women and other participating UN Agencies in dealings with airlines/other carriers	Semiannual meetings to obtain competitive rates in the market and preferable fare conditions (i.e. ticketing, deadlines, etc.)
6. Service Quality	Accessibility	Ability to access or approach service provider	Telephone: 3 rings Emergency: 24 hours Email: 24 hours Website: available
	Responsiveness	Willingness to go out of one's way to help the traveler	Regular coordination meetings with UN Agencies Travel Oversight Committee Performance Reviews twice a year
		Willingness to go out of one's way to help the traveler	No. of personal travels booked with service provider

7. Problem Solving	Refunds	Ability to process and obtain ticket refunds on a timely basis	100 % within one month or less from date of cancellation
	Complaint Handling	Ability to resolve complaints	Immediately take actions to resolve any complaints Manner of resolution: Satisfactory score
8. Travel Consultants	Competence	Knowledge of destinations Knowledge of airline and other carriers' practices, fare levels and shortest routes and connections Knowledge of UN Agencies policies	Proficiency rating of not less than 75%
9. Communications	Awareness Level of Travelers regarding Service Provider's Services	Services and policies are communicated to travelers. Travelers are well informed about matters concerning them	Frequency of communications: Monthly
10. Office premises and Hours of Services	Readiness to do business	Senior Travel Expert to commence business	Service provider should provide travel services from 8.00 am to 7 pm during working days. In addition, the accessible 24/7 on-line booking tool shall be put at disposal of UN Women. Service provider shall also provide 24/7 emergency service. Zero complaints that no one was around to answer calls.

5. Qualification Criteria:

A) Service provider

The successful service provider who will be contracted to serve the needs of UN Women shall have the following **minimum** qualifications:

- 1) Accredited IATA service provider duly licensed in all countries UN Women operate in;

- 2) Maintains a good track record in serving international organizations, embassies and medium to large multi-national corporations;
- 3) Provides a global program management including a comprehensive online booking tool which supports business and personal travel and/ or hotel booking services; and produces separate reports/tracking for each type of travel and hotel stays;
- 4) Provides a global travel and/or hotel booking service, employing competent and experienced travel consultants, especially in ticketing and fare computations, as evidenced by their track record in their Curriculum Vitae;
- 5) Proven technical and financial capacity to delivery the required services at global level;
- 6) Willing and able to guarantee the delivery of services in accordance with performance standards required under Section 4- Expected Performance Standards and Service Levels;
- 7) Willing to facilitate negotiations with vendors and identify program savings opportunities.

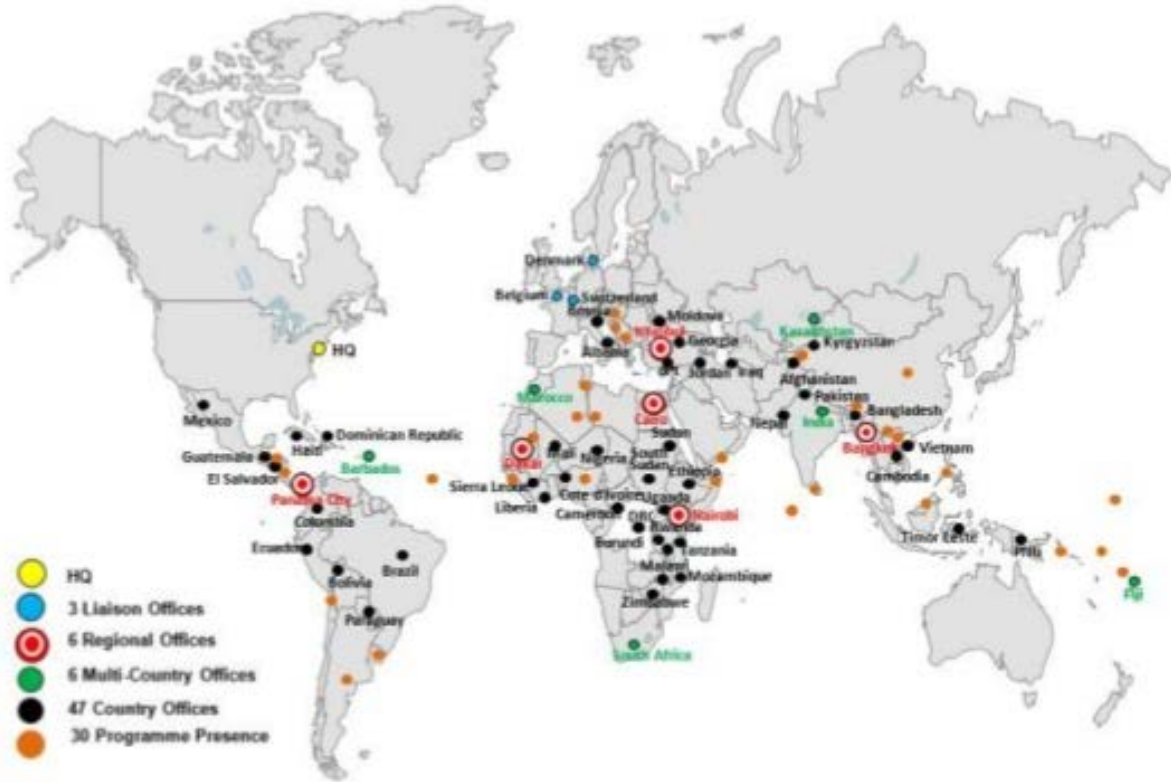
The successful service provider shall be required to devote necessary number of personnel who will deliver quality service and have the following minimum qualifications:

- 1) Senior travel expert with a certified diploma degree in tourism, or equivalent, of minimum eight (8) years of practical experience in the management of international travel services, in operating the automated reservation and ticketing systems;
- 2) Other personnel serving UN Women should be well versed in arranging international travel with at least five (5) years of experience and include:
 - travel counsellors with reservation experience in predominantly complex international travel, able to do exchanges, refunds and reissuances;
 - international rate specialists with specialized experience in international rates and fare construction including complex international routings;
 - visa and passport counselors;
 - account manager with strong operational background;
- 3) Has adequate authority to make decisions for the timely resolution of problems;
- 4) In the case of emergencies (e.g. evacuations, war, etc.), the travel expert shall maintain operations necessary to support UN Women;
- 5) 24 hours a day access and necessary delivery of tickets as required by UN Women and any participating UN Agencies to the required destinations;
- 6) Personnel serving the UN Women account to be fluent in English; knowledge of other UN Languages added advantage.
- 7) Experience in booking complex international travel reservation;
- 8) Travel and Hotel booking company to have ten years of verifiable in-depth international hotel reservations and ticketing experience as well as experience of airlines rules and regulations.

Other expertise needed and facilities required shall always be sourced from the existing capacity of the service provider to ensure maintaining full range of services under the contract.

Appendix 1 - UN Women Global Presence:

Where does UN Women work? 



#	Region	Name - RO and CO
1	HQ Location	New York, United States
2	Eastern and Southern Africa	Africa Regional Office (Nairobi, Kenya)
		i Ethiopia CO
		ii Kenya CO
		iii Malawi CO
		iv Mozambique CO
		v South Africa MCO
		vi South Sudan CO
		vii Sudan CO
		viii Tanzania CO
		ix Uganda CO
		x Zimbabwe CO
		xi Burundi
xii Rwanda CO		
3	Western and Central Africa	Africa Regional Office (Dakar, Senegal)
		i Cameroon CO
		ii Cote d'Ivoire CO
		iii Liberia CO
		iv Mali CO
		v Nigeria CO
		vi Senegal CO
		vii DRC CO
viii Sierra Leone CO		
4	Arab States	Arab States Regional Office (Cairo, Egypt)
		i Egypt CO
		ii Iraq CO
		iii Jordan and Syria CO
		iv Morocco MCO
		v OPT CO

#	Region	Name - RO and CO
5	Asia and the Pacific	Asia and the Pacific Regional Office (Bangkok, Thailand)
		i Afghanistan CO
		ii Bangladesh CO
		iii Cambodia CO
		iv Fiji MCO
		v India MCO
		vi Nepal CO
		vii Pakistan CO
		viii Papua New Guinea CO
		ix Thailand CO
		x Timor Leste CO
xi Vietnam CO		
6	Europe & Central Asia	Europe and Central Asia Regional Office (Istanbul, Turkey)
		i Albania CO
		ii Bosnia Herzegovina CO
		lii Georgia CO
		iv Kazakhstan MCO
		v Kyrgyzstan CO
		vi Moldova CO
vii Turkey CO		
7	Americas and the Caribbean	Americas and the Caribbean Regional Office (Panama)
		i Barbados MCO
		ii Bolivia CO
		iii Brazil CO
		iv Colombia CO
		v Ecuador CO
		vi El Salvador CO
		vii Guatemala CO
		viii Haiti CO
		ix Mexico CO
		x Paraguay CO
xi Dominican Republic CO		

ADDENDUM- 001

to the RFP Ref: RFP/UNWOMEN/2019/00441

Published on October 16, 2019

In accordance with the solicitation documents, UN Women is hereby responding to questions received in respect to the referenced RFP for the **Provision of Travel Management Services**. UN Women responses included in this Addendum are binding on all proposers. UN Women shall endeavor to provide responses to clarifications in an expeditious manner, but any delay in such response shall not cause an obligation on the part of UN Women to extend the deadline date, unless UN Women deems that such an extension is justified and necessary.

Vendor Questions	UN WOMEN RESPONSES																																												
<p>1. Please provide Business Travel Statistics for EACH country included in the bid:</p> <p>a. Transactions and spend for airlines, hotels, car rental, black car service, ground transportation, rail</p> <p>i. Categorized by domestic and international travel activity</p>	<p><u>Travel expenditure by region</u></p> <p style="text-align: center;">Values in Million, USD</p> <table border="1" data-bbox="611 802 1808 1013"> <thead> <tr> <th>Year</th> <th>Asia and Pacific</th> <th>Arab States</th> <th>East and Southern Africa</th> <th>West and Central Africa</th> <th>Americas and Caribbean</th> <th>Europe and Central Asia</th> <th>HQ</th> <th>Totals</th> </tr> </thead> <tbody> <tr> <td>2016</td> <td>4.2</td> <td>3.1</td> <td>8.4</td> <td>4.3</td> <td>2.6</td> <td>1.3</td> <td>7</td> <td>31.1</td> </tr> <tr> <td>2017</td> <td>4.4</td> <td>3.1</td> <td>4.2</td> <td>4.1</td> <td>2.2</td> <td>1.1</td> <td>7</td> <td>25.9</td> </tr> <tr> <td>2018</td> <td>5.7</td> <td>3.3</td> <td>6.8</td> <td>4.7</td> <td>3.3</td> <td>2.2</td> <td>7</td> <td>33</td> </tr> </tbody> </table> <p>This is the data that is readily available in response to this question.</p>									Year	Asia and Pacific	Arab States	East and Southern Africa	West and Central Africa	Americas and Caribbean	Europe and Central Asia	HQ	Totals	2016	4.2	3.1	8.4	4.3	2.6	1.3	7	31.1	2017	4.4	3.1	4.2	4.1	2.2	1.1	7	25.9	2018	5.7	3.3	6.8	4.7	3.3	2.2	7	33
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<p>b. Top 20 City Pairs</p>	<table border="0" data-bbox="653 1105 1808 1455"> <tr> <td>1. Geneva - New York-Kennedy</td> <td>11. Paris-De Gaulle - New York-Kennedy</td> </tr> <tr> <td>2. New York/Penn Sta – Washington</td> <td>12. Brussels - New York-Kennedy</td> </tr> <tr> <td>3. Istanbul - New York-Kennedy</td> <td>13. New York-LaGuardia - Edmonton-Intl</td> </tr> <tr> <td>4. New York-Kennedy – Nairobi</td> <td>14. New York-Kennedy - Panama City</td> </tr> <tr> <td>5. New York-Kennedy - London-Heathrow</td> <td>15. Newark – Ottawa</td> </tr> <tr> <td>6. New York-Kennedy – Johannesburg</td> <td>16. Dakar - New York-Kennedy</td> </tr> <tr> <td>7. Newark – Geneva</td> <td>17. Amsterdam – Geneva</td> </tr> <tr> <td>8. New York-Kennedy - Los Angeles</td> <td>18. Cairo - New York-Kennedy</td> </tr> <tr> <td>9. Bangkok - New York-Kennedy</td> <td>19. Helsinki-Vantaa - New York-Kennedy</td> </tr> <tr> <td>10. Bogota - New York-Kennedy</td> <td>20. New York-Kennedy – Kathmandu</td> </tr> </table>									1. Geneva - New York-Kennedy	11. Paris-De Gaulle - New York-Kennedy	2. New York/Penn Sta – Washington	12. Brussels - New York-Kennedy	3. Istanbul - New York-Kennedy	13. New York-LaGuardia - Edmonton-Intl	4. New York-Kennedy – Nairobi	14. New York-Kennedy - Panama City	5. New York-Kennedy - London-Heathrow	15. Newark – Ottawa	6. New York-Kennedy – Johannesburg	16. Dakar - New York-Kennedy	7. Newark – Geneva	17. Amsterdam – Geneva	8. New York-Kennedy - Los Angeles	18. Cairo - New York-Kennedy	9. Bangkok - New York-Kennedy	19. Helsinki-Vantaa - New York-Kennedy	10. Bogota - New York-Kennedy	20. New York-Kennedy – Kathmandu																
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<p>c. Top 10 Airlines</p>	<p>Alphabetical listing</p> <ol style="list-style-type: none"> 1 Air France 2 Delta Airlines 3 Egyptair 4 Emirates Air 5 Ethiopian Airlines 6 Hahn Airlines Gmbh 7 Kenya Airways 8 Mozambique Airlines 9 Qantas 10 Royal Air Maroc 11 South African 12 Swiss 13 Turkish Airlines 14 United Airlines
<p>d. Hotel program information / Number of negotiated hotels</p>	<p>Data not available</p>
<p>2. Is UN Women entitled to use special discounted and/or contracted rates of the United Nations, et al?</p>	<p>Yes</p>
<p>3. Is the travel operation onsite or offsite?</p>	<p>Both</p>
<p>4. How many agents support the account today?</p>	<p>Currently outsourced. Vendor should propose the number of agents based on data provided in the RFP</p>
<p>5 What is the form of payment used for purchases and services?</p>	<p>Credit card and direct bank transfer</p>
<p>6. Does UN Women have a need for consultative services? a. Should we include this as extended line items on the pricing sheet?</p>	<p>Yes, vendors are not restricted to include any additional services that they may offer. However, this will not impact the evaluation criteria that is published under this RFP</p>

7. If we offer a service not listed on their pricing sheet, do you wish for us to list and price it?	Yes
8. Do you have an online portal to your travel program?	No, but we are looking for proposals to develop it as per the TOR
9. Do you have an approval process for travel requests?	Yes, in accordance with the UN Women Duty Travel Policy. The process will be explained in detail and policy shared with the successful proposer
10. Do you use an online booking tool today?	Partially, yes
a. Which one and in which countries?	Travelsync; at HQ – New York
b. Does UN Women hold the contract for the OBT or does the agency?	The Travel Agency
c. Do they have a preference of OBT?	No
11. Do you require VIP service? If so, how many VIPs?	Yes, for the Executive Director and the Assistants Secretary General (3 in total)