

Terms of Reference

Engagement of Travel Management (Travel Agency) for NIRSAL Plc

1. INTRODUCTION:

The Nigeria Incentive-Based Risk Sharing System for Agricultural Lending (NIRSAL PLC) is a wholly owned corporation of the Central Bank of Nigeria, incorporated under the Companies and Allied Matters Act with the key mandate of de-risking agriculture and facilitating agribusiness.

2. Overview of the Assignment

NIRSAL desires the services of a travel management vendor to provide Air travel support services. In this regard we request a travel management consultant to provide the following services:

- i. Provision of travel information to NIRSAL Plc
- ii. Preparation of various types of travel itineraries, means of transportation, travel advise.
- iii. Maintain constant contact with the providers of travel and hospitality services such as air transport providers, hotel managers and providers of land transport such as motor vehicles to and from airport to hotel etc.
- iv. Planning and costing tours, for inclusive programs and to meet individual requirements. This calls for a high level of initiative, innovation, and drive.
- v. Knowledge of locations are essential and should be included in itineraries.
- vi. Cooperation of airlines and other transportation are vital.
- vii. The consultant should have a functional Computerized Reservation System (CRS) for national and international flight itineraries and hotel bookings.
- viii. Provision of information on foreign currency to intending travelers and advise on monetary cash declaration per entry to certain countries. The travel agent will arrange for the purchase of foreign exchange on behalf of intending travelers, upon request.
- ix. Provision of necessary travel Insurance for personnel accident risks and risks for loss of baggage.
- x. Provision of curated travel packages including air and ground transportation, accommodation and other ancillary services.

5.0 Scope of Services

The travel agency shall provide full, prompt, accurate and expert international travel products, and services to NIRSAL staff. The products and services include, but not limited to, the following:

a. Reservation and Ticketing

- i. For every duly approved Travel Authorization, travel agency shall immediately make offers and prepare appropriate itineraries and formal quotation based on the lowest fare and the most direct and convenient routing; if reservations made by the travel agency are not at the lowest available flexible rate allowed, at the time of ticketing, the Travel Agency shall refund the difference.
- ii. In the event of loss, travel agency shall immediately replace airline tickets.
- iii. In the event that required travel arrangement cannot be confirmed, travel agency shall notify NIRSAL of the problem and present minimum three (3) alternative routings/quotations for considerations.
- iv. For wait-listed bookings, travel agency shall provide regular daily feedback on status of the flight at least every six (6) hours.
- v. Travel agency shall reconfirm and revalidate airline tickets, re-issue tickets which are returned as a result of changed routing or fare structures and printed itineraries.
- vi. Travel agency shall promptly issue and deliver accurately printed tickets and detailed itineraries, in printed and electronic format) showing the accurate cost and status of the airline on all segments of the journey.
- vii. Travel agency shall accurately advise NIRSAL of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings.
- viii. Travel agency shall provide information on airline tickets schedules.
- ix. Travel Agency shall provide restricted Premium Class Service
- x. The tickets reservation should exclude flights/airlines as per the latest Airline Safety List. Such restricted flights/airlines must be automatically taken out.
- xi. Travel Agent shall not favor any carrier when making reservations and shall maintain excellent relations with all air carriers

b. Airfares and Airlines Routings/Itineraries

Travel agency shall propose fares/airline routings and guarantee that it shall obtain the lowest available flexible airfare for the journey concerned. Such journeys shall be the most direct and economic routing, unless travel time exceeds nine (9) hours in duration with a maximum four (4) hours break between flight segments.

- i. Travel agency shall ensure that tickets issued are in accordance with entitlements prescribed in Travel Authorization.
- ii. Travel agency shall assist travel Administrator in negotiating with airlines on preferred fare conditions for such as ticketing deadlines to be as flexible as possible (i.e. until the date of commencement of particular travel); and
- iii. Travel agency shall advise market practices and trends that could result in further savings including the use of corporate travel booking tools with automated travel policy compliance and enforcement, and travel management reporting

c. Travel Information / Advisories

- i. Travel agency shall provide quick reference for requested destinations; provide travelers with a complete automated itinerary document to include carriers), flight and voyage numbers, departure and arrival times(s) for each segment of the trip, tax exempt information, etc.;
- ii. Travel agency shall inform travelers, upon booking confirmation, of flight/ticket restrictions, involuntary stop-over, hidden stops, and other inconveniences of the itinerary and provide required documentation for travels;
- iii. 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
- iv. Travel agency shall 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;

d. Billing and Invoice

Invoice for all travel requests shall be submitted to the concerned on a bi-weekly basis by attaching copies of the Travel Authorization and tickets/agent coupon. The statement of account shall show for each transaction, the country and currency in which all costs were incurred by the concerned date, the invoice number and the name of the concerned *travellers*.

- i. Payment will be made within 30 (thirty) days after the receipt and certification of the Travel Agent invoice, which shall be submitted only after completion of the services to which it relates and only if respective NIRSAL has certified that the services have been satisfactorily performed by the Travel Agent.
- ii. The Travel Agency shall send an itemized official invoice to the designated representative at the end of each month for all services provided; The invoice price shall be disaggregated by ticket fare, different type of taxes, service fee and other charges (if applicable).
- iii. Invoices for each transaction shall be retained during the agreement period with a maximum period of four (4) years. The Travel Agent shall provide the concerned NIRSAL access to these documents. If the Travel Agent does not deliver an invoice for goods and or services within 12 months of the performance of the services or the delivery of the goods, then NIRSAL shall bear no responsibility to pay the said invoice.

e. Flight Cancellation / Rebooking and Refunds

- i. Travel agency shall process duly authorized flight changes /cancellations when and as required;
- ii. Travel agency shall immediately process airline refunds for cancelled travel requirements unutilized pre-paid tickets and credit these as expeditiously as possible;
- iii. Travel agency shall refund tickets within one (1) month only (shorter period than 1 month offered will be an advantage);

- iv. Travel agency shall limit refund charges at airline rate only, i.e. no additional charges will accrue to the travel agency;
- v. Travel agency shall absorb cancellation and/or change reservation date charges which are due to no fault of the traveler;
- vi. Travel agency shall report back on the status of ticket refunds.

f. Management Reporting System

Travel agent shall submit the following:

- i. Monthly invoice that captures all travel request, details of staff, airline, route, cost of ticket, and name of staff who made the request. The invoice shall capture class of ticket, all open and rerouted tickets.
- ii. A summarized cover page for invoice, showing the sum figure

g. Availability of other Products and Services as May Be Requested

- i. Lost Ticket/Travel Documents
- ii. Package Tours and Promotions for Personal Travel
- iii. Preferred Seating Arrangements/Upgrades
- iv. Privileged Check-In Services/Use of Airline Lounge Facilities
- v. VIP Services f Hotel Reservations/Accommodations
- vi. Excess Baggage/Lost Baggage
- vii. Ground Transportation/Car Rental
- viii. Travel Insurance
- ix. Emergency Services, e.g., sickness, injury, etc.
- x. Meet and Greet Facilities
- xi. Airport Assistance

h. Management Reporting System

Daily/Weekly/Monthly production statistics also Monthly Carrier-Route-Fare Analysis and Complaint Analysis.

i. Personal Travel

Upon request by a staff member, the Travel Agent may assist the personnel and their dependents in arranging personal travel at the lowest applicable fares and rates or as otherwise requested, consistent with each traveller's

requirements. NIRSAL is not to be involved in any way in personal travel arrangements.

Collection of amounts due and any refunds for these personal travel legs are to be arranged directly between Travel Agent and the personnel and collected prior to releasing the ticket. In the event personal travel is undertaken in conjunction with official travel, the Travel Agent will clearly document the cost and routings of personal portions of combined trips on all itinerary/invoices and provide Management Information Systems (MIS) reports on such trips as requested. The Travel Agent will ensure that arranging personal travel does not interfere with arranging official travel.

j. Payment for Personal Travel Portions

All charges associated with personal travel portions of official trips shall be billed directly to travellers and excluded from invoices presented to the NIRSAL. The NIRSAL will not be liable for expenses related to personal travel portions and reserves the right to audit all travel records to verify the accuracy of allocated costs between official and personal charges.

k. Advice on necessary health requirements

The Travel Agent (s) shall provide travellers with advice on necessary health requirements, including types of inoculations and vaccinations either required or suggested for travel to certain countries or areas;

l. Messenger services

The Travel Agent shall deliver tickets or email e-tickets to travellers at their Offices, residences or airport and other local stations. Based upon proper authority Travel Agent shall deliver tickets, itineraries, boarding passes (where available) and other travel documents as determined necessary by respective.

Except in emergencies, travel authorization should reach the Travel Agent within a reasonable time period.

Tickets shall routinely be provided at least two days in advance of travel unless required otherwise. The Travel Agent shall deliver tickets to our premises during business hours, except for tickets that need to be delivered in other countries, in which case the Travel Agent shall use other facilities to effect such deliveries. The Travel Agent shall, as requested, provide emergency ticket delivery, or prepaid tickets or otherwise, after hours at an appropriate airport or through one of its office or correspondents worldwide.

m. Telephone service

Travel agent will provide 24-hour hot-line telephone service 7 days a week to all travellers. The Travel Agent also will provide hot-line international telephone service or accept collect calls from travelers anywhere in the world. All applicable telephone numbers will be included on travelers' itineraries.

n. On-line booking service

The Travel Agent shall provide access upon request by NIRSAL to an online booking service. For complex international travel with multiple airline discount program configurations, we reserve the right to implement an online reservations tool at such time as NIRSAL believes available.

o. Hours of Operation

The Travel Agent shall:

- (a) Provide full services from Monday to Friday between 09.00 am and 17.00 pm and half day service on Saturday between 08.00 am and 13.00 pm
- (b) Notify the NIRSAL of names, hot-line and telephone numbers of the Travel Agent's personnel who are available during off business hours, on weekends and holidays to provide or assist with services if needed, for official and emergency travel. This group of personnel should be senior staffs who are able to make decisions in case of emergency.

p. Compensation Scheme

Travel agency shall generate its income on a per-ticket/transaction basis.

The Travel Administrator, however, 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 to NIRSAL. NIRSAL reserves the right to terminate contract with the perspective selected Travel Agency at any time if the Travel Agency charges higher rates than market standards or does not render minimum services described in this tendering document.

6.0 Qualification of the Successful Travel Agent

The successful travel agency who will be contracted to serve the needs shall have the following minimum qualifications:

a. Administrative/Technical capacity requirements:

- i. Legal registration

- ii. Travel Agent should have registered office and all required facilities and equipment in Abuja
- iii. Valid IATA accreditation and possess appropriate licenses and software required for processing travel reservations and ticket issuance;
- iv. Maintains facilities of basic office equipment and telecommunications equipment with capacity to issue electronic tickets,
- v. Minimum 5 years of experience in corporate specialization in Travel Management Services. Supported with legal document
- vi. Minimum three (3) ongoing or completed contracts for same or similar services executed in last 5 years having:
 1. Two contracts at least N1,000,000 for each contract or equivalent per year for flight sales turnover;
 2. For each contract, provide details of client name, contract dates, contract values, contract focal point name and email, work location.
- vii. Maintains a good track record in serving international organizations, embassies and medium to large multinational corporations;
- viii. Maintains facilities of online booking / airline reservations, international ticketing and ticket printing facilities;
- ix. Employs competent and experienced travel consultants, especially in ticketing and fare computations, as evidenced by their track record in their Curriculum Vitae.

b. Financial capacity requirements:

- i. Audited Financial Statement (Income Statement and Balance Sheet) duly certified by a Public Accountant for years of 3 years;
- ii. Provide maximum credit amount for ticketing to NIRSAL Plc;
- iii. Willing and able to guarantee the delivery of products and services in accordance with performance standards required.

c. Personnel capacity requirements:

The successful travel agency shall be required to devote at least three (3): (include their CVs)

7.0 Duration of assignment

This is for an initial period of one (1) year and may be renewed based on the performance of the consultant

8.0 Eligibility and How to Apply

- Firms meeting the criteria set above are eligible to apply
- The selection method of consulting firms for this assignment will be **Quality Based selection method**
- All qualified service providers are hereby invited to submit their intentions to undertake this assignment on or before **23rd August, 2023** to:

The Managing Director
NIRSAL PLC
Attention: Head of Procurement
Plot 1581, Tigris Crescent, Maitama
FCT-Abuja

Questions on the terms of reference should be addressed by email to vendor@nirsal.com