

## **Terms of Reference (TOR)**

### **Provision of Travel Management Services**

### **Regional Center for Renewable Energy and Energy Efficiency (RCREEE)**

#### **1. Background**

The Regional Center for Renewable Energy and Energy Efficiency (RCREEE) is an intergovernmental organization with diplomatic privileges, representing 17 Arab countries and working to promote renewable energy and energy efficiency across the Arab region.

RCREEE organizes and supports regional and international missions, meetings, trainings, and events that require frequent travel arrangements. To ensure cost-effective, efficient, and quality travel services, RCREEE wishes to enter into a framework agreement with a qualified Travel Agency for the provision of travel management services in line with RCREEE's internal procedures, and UN/donor travel regulations.

The selected agency will provide air ticketing, hotel reservations, visa facilitation, travel insurance, car rental, and related support for official missions and events organized or funded by RCREEE and its partners.

#### **2. Objective**

RCREEE is undertaking this solicitation to engage a qualified travel agency to provide full travel management services, ensuring competitive pricing, efficiency, and compliance with applicable international standards.

The contract will cover all travel services related to:

- Official missions, meetings, and events.
- Appointment and repatriation of staff and experts.
- Home leave and emergency travel.
- Travel for RCREEE's projects, consultants, and visiting delegations.

The successful bidder will be offered a one-year renewable contract, subject to satisfactory performance.

#### **3. Travel Policy**

The travel agency must adhere to RCREEE's travel policy, which aligns with UN and other donor travel rules. Key principles include:

1. Booking the lowest available and most direct economy fare, with at least three competitive options when possible.
2. Use of economy class for missions, unless otherwise authorized.
3. Business class may be permitted only for flights exceeding nine (9) hours or for exceptional medical/official reasons.
4. First class travel is not permitted.
5. The agency must proactively identify and offer special, restricted, and bulk fares.

6. All restrictive fares must be booked only with RCREEE's explicit written approval.
7. The agency shall make all reasonable efforts to obtain airline loyalty benefits or upgrades where applicable.

#### 4. Contract Parameters

- RCREEE intends to sign a framework agreement with one travel agency for one (1) year, renewable based on satisfactory performance.
- All proposals and related data will remain confidential.
- RCREEE reserves the right to accept or reject any quotation and is not bound to award the contract to the lowest bidder.
- The selected travel agency's proposal will form part of the final contract.
- All services must comply with RCREEE's financial and procurement procedures and applicable donor regulations.

#### 5. Roles and Responsibilities

RCREEE will:

- Issue official travel authorizations or mission requests.
- Provide traveler details, class of travel, and purpose of mission.
- Designate authorized focal points from Procurement and Finance units for communication and approvals.
- Review invoices, verify fares, and provide payment after approval.
- Monitor performance and review monthly progress reports.

The Travel Agency will:

- Provide quotations, itineraries, and ticketing in compliance with the TOR.
- Ensure timely issuance and delivery of tickets and documents.
- Maintain confidentiality of RCREEE's traveler information.
- Provide 24/7 emergency support and assistance.
- Submit monthly statements and performance reports.

#### 6. Qualification Requirements

The travel agency must have the following minimum qualifications:

- IATA accreditation and valid business license in Egypt.
- Minimum 5 years of experience providing travel management services to international organizations or donor-funded projects.
- Demonstrated financial stability and credit capacity.
- Trained and experienced travel consultants familiar with UN/donor rules.
- Access to global reservation systems
- Ability to issue electronic tickets and provide online booking and tracking systems.
- Availability of 24-hour customer service and emergency hotline.
- Commitment to assign a dedicated account manager for RCREEE.

## 7. Scope of Work and Deliverables

The Travel Agency shall provide full, accurate, and professional services, including:

### A. Reservation and Ticketing

- Book and issue tickets at the lowest applicable fare for the approved itinerary.
- Provide at least three (3) competitive quotations.
- Reconfirm and revalidate tickets; reissue when required.
- Deliver e-tickets and detailed itineraries promptly.
- Notify RCREEE of any flight cancellations, changes, or delays.
- Ensure 24/7 support for urgent travel requests or rebooking.

### B. Airfares and Routing

- Guarantee that all fares offered are the lowest available at the time of booking.
- Propose the most direct and cost-efficient routing.
- Offer corporate and promotional fares whenever available.
- Ensure compliance with authorized travel class and donor restrictions.

### C. Hotel and Accommodation

- Provide hotel booking options at competitive or corporate rates.
- Ensure compliance with donor per diem limits.

### D. Visa and Travel Support

- Provide documentation for visa processing.
- Offer travel insurance, airport transfers, and car rentals upon request.

### E. Reporting

- Monthly summary of tickets issued, destinations, costs, and savings.
- Quarterly performance and complaint resolution reports.

## 8. Performance Standards

Service	Performance Attribute	Standard / Service Level
Reservation accuracy	Zero errors in bookings and fare computation	100% accuracy
Booking speed	Response time to confirmed booking	Within 2 hours
Ticket delivery	Timeliness	Within 24 hours after approval
Refunds	Processing time	Within 1 month
Emergency assistance	Availability	24/7 hotline
Invoicing	Accuracy and clarity	Zero discrepancy
Reporting	Monthly and quarterly reports	On time

## 9. Required Documents

The proposal must include:

1. Company Profile and valid registration documents.
  2. Copy of IATA Accreditation Certificate.
  3. Latest Tax Registration/Exemption Certificate.
  4. List of current and past clients, including international or intergovernmental organizations.
  5. CVs of key personnel assigned to RCREEE.
  6. Sample, booking forms, and reports.
  7. Description of the online booking system or support tools.
  8. References from at least three (3) major clients.
- Financial proposal, Mentioned in Annex II to be filled in

## 10. Evaluation and Selection Criteria

Criteria	Weight
Technical Proposal	70%
Financial Proposal	30%

### Technical Evaluation Breakdown

Sub-Criteria	Weight
Relevant experience and client references	25%
Capacity and qualifications of personnel	20%
Quality assurance, systems, and tools	15%
Customer support and responsiveness	10%

The financial score will be based on the lowest evaluated price (proportional scoring method).

The final score (TS) will be calculated as:

$$TS = (\text{Technical Score} \times 0.7) + (\text{Financial Score} \times 0.3)$$

The travel agency achieving the highest cumulative score will be invited for contract finalization.

## 11. Inputs and Responsibilities of RCREEE

RCREEE shall provide the selected Travel Agency with:

- Official travel authorization and itineraries.
- Traveler passport details and class of travel.
- RCREEE's Travel Policy and donor rules.
- Authorized contact points for requests and approvals.
- Timely feedback and payment processing after verification.

## 12. General Conditions

- RCREEE is a non-profit intergovernmental organization enjoying tax exemption under its Host Country Agreement.
- The selected travel agency must comply with RCREEE's procurement and ethics policies.
- RCREEE reserves the right to terminate the agreement for non-performance or breach of terms.
- All communication shall be in English.
- The contract shall be governed by Egyptian law, and disputes settled amicably or through arbitration as per RCREEE's rules.

### Provision of Travel Management Services

#### Regional Center for Renewable Energy and Energy Efficiency (RCREEE)

##### Instructions to Bidders:

1. All prices must be quoted in **EGP**.
2. Prices must be **exclusive of VAT**, as RCREEE is **tax-exempt** under its Host Country Agreement.
3. Prices shall remain **firm and valid for at least 90 days** from the submission deadline.
4. Bidders may indicate **credit facilities, discounts, or special conditions**.
5. The quotation should clearly state whether **service fees** are fixed, per ticket, or percentage-based.
6. Airfares should **not** be quoted here, as they fluctuate daily; instead, provide the **service charge** or **handling fee** applied per ticket.

### Submission Deadline

**All bids must be submitted in one PDF file no later than 8 December 2025 at 1:00 PM (Cairo Local Time). Email to be sent to: [procurement@rcreee.org](mailto:procurement@rcreee.org) and [a.hassan@rcreee.org](mailto:a.hassan@rcreee.org).**

**Late submissions will not be accepted under any circumstances.**

## Financial Quotation Table

Item No.	Description of Service	Unit	Estimated Quantity (per year)	Unit Price (EGP/USD)	Total (EGP/USD)	Remarks
1	Airline ticket issuance (International) – Economy Class	Per ticket	—	—	200000 EGP + 60000 USD	Service/handling fee only (excluding airfare)
2	Airline ticket issuance (Domestic Egypt) – Economy Class	Per ticket	-	—	—	Service/handling fee only (excluding airfare)
3	Rebooking / Reissuance / Refund processing	Per transaction	—	—	—	—
4	Hotel reservation (Local/International)	Per booking	—	—	60000 USD	Including confirmation & invoice documentation
5	Visa processing assistance	Per visa	—	—	—	Excluding embassy fees
6	Travel insurance arrangement	Per traveler	—	—	—	Optional; specify coverage provider
7	Car rental or airport transfer booking	Per service	—	—	1000 USD	Including coordination & confirmation
8	Emergency 24/7 travel support service	Monthly or annual fee	—	—	—	Optional; specify if included
9	Monthly consolidated report and reconciliation	Monthly	—	—	—	—
10	Any other applicable administrative or handling fee	—	—	—	—	Specify details clearly

**Additional Information****Description****Details (to be completed by the bidder)**

Credit period offered to RCREEE

Payment terms (bank transfer, etc.)

Discount policy for frequent or bulk travel

Cancellation and refund policy

Service fee calculation method (fixed, % of ticket, etc.)

Quotation validity (minimum 90 days)

Currency of quotation

**Declaration**

We, the undersigned, certify that we have read and understood the Terms of Reference and agree to abide by RCREEE's procurement, ethical, and travel regulations. We hereby offer our best prices and services for the provision of travel management services as specified.

**Authorized Signature Company Name****Date****Company Stamp**