**ANNEX A**

**LETTER OF ACKNOWLEDGEMENT**

**Subject: IPU Request for Proposals for Travel Agent Services**

We, the undersigned, hereby acknowledge receipt of your Request for Proposals (RFP) for Travel Agent Services, dated 11 December 2019, and hereby confirm that we:

Intend

Do not intend

(Please tick as appropriate)

to participate in the call for tenders and submit an offer for services according to the terms of the RFP.

We acknowledge that this RFP is confidential, contains privileged information and remains the property of the IPU.

Name and Title of Authorized Representative:

Signature:

Company Name and Address:

Telephone No:

Fax No.:

Date:

Kindly return this acknowledgment via e-mail to the following address: [alw@ipu.org](mailto:alw@ipu.org)

**ANNEX B**

**TERMS OF REFERENCE**

**I. General**

1. The IPU does not guarantee any minimum (or maximum) quantity of work for the Company. The contract will be non-exclusive and the IPU may perform or have performed by others any of the services set forth in the contract whenever it so deems necessary or to be in its best interest. Nothing in or relating to the contract shall be deemed a waiver, express or implied, of the right of the IPU to negotiate special conditions, bonuses or special fares, directly with carriers or suppliers of travel services. The IPU reserves the right to designate the carrier or carriers and routings to be used and the hotels and other services to be obtained, provided that the Company shall not thereby become responsible for a failure to comply with the guarantees set out in the General Conditions (Annex D).

Moreover, the IPU may: (a) reject any or all proposals; (b) accept or award a proposal other than the lowest-cost proposal; (c) accept more than one proposal; (d) accept alternate proposals: (e) accept part of a proposal; (f) waive informalities and minor irregularities in proposals received; and (g) cancel this RFP.

**II. Duration**

2. The contract shall last for three (3) years, renewable by tacit agreement, unless terminated earlier.

**III. Duties**

3. The Travel Agent shall:

1. Continuously be available during normal business hours between 9 a.m. and 6 p.m. (Geneva time), Monday to Friday or as agreed, to attend to the IPU's travel requirements.
2. Perform in French or English (proficiency level).
3. Complete and use IATA airlines and low-cost carriers or equivalent experience.
4. Have a Travel Manager responsible for the IPU account and qualified and competent staff in order to accommodate the IPU's needs.
5. Have an adequate number of staff to meet the IPU's requirements.
   * Minimum experience would be required as a threshold for each of the following positions. As a result, the following Quality Standards must be met:

(i) Branch Manager - Minimum 8 years’ travel industry experience; minimum 4 years’ prior experience in managing or supervising a Business Travel Centre or a Travel Agency; familiarity with Prior CRS/Automated Accounting System training programmes/techniques

(ii) Supervisor - Minimum 5 years’ corporate travel experience, Prior CRS/Automated Accounting System experience.

(iii) Travel Counsellor - Minimum 2 years’ corporate travel experience after completion of travel agency apprenticeship or equivalent training, Proficiency in CRS equipment.

1. Staff Recruitment and servicing (information): Continuously update its staff list by location, including direct telephone numbers and fax/e-mail numbers, including the code of each travel counsellor.
2. Cater to IPU travel, which may originate in Switzerland, or elsewhere, upon instruction from an authorized contact person at Headquarters. All transactions (reservations, e‑ticketing) shall be handled by Travel Agent Staff in Geneva.
3. Have the necessary equipment to enable efficient communication between the IPU and the Travel Agent, such as Internet and other facilities, as well as any other office equipment necessary for the provision of services to the IPU.
4. Use one global Computer Reservation System (CRS) widely used in the Swiss and world travel market and offers an online reservation site.

**IV. Travel arrangements**

4. The Travel Agent shall be required to:

1. Provide advice on best value for money fares and itineraries, provide options (looking at a minimum of three different airlines), and obtain pre-reservations.

Obtain confirmed transportation reservations and issue and deliver transportation tickets for air, rail or bus for the IPU, in accordance with instructions from authorized IPU contact and IPU travel Rules and Regulations. Fares shall at all times be based on the most direct and economical route that is feasible under IPU Rules and Regulations, including travel time and rests requirements.

Provide advice and recommendations on country of destination, weather conditions, national and religious holidays, passport, visa and security requirements, Travel Agent locations in country of destination and time zones.

1. Provide Company-negotiated net fares.
2. Arrange for changes or cancellations required by IPU travellers and re-issue tickets in conformity with such requests and obtain any reimbursement which may be due on account of cancelled or re-issued reservation to the IPU.

Calculate the differences in fare (add-on or refund) according to IATA regulations and make all necessary re-booking, including endorsement to other carriers if required.

1. Provide computer print-outs of itineraries to the IPU travellers, in either English or French, showing in one single document complete information on the status of reservations on all carriers and hotels, as required, for each trip as well as contact information: address, telephone number, departures and arrival times, transfers, seat assignments, highlighted ticket costs and relevant conditions such as ticketing deadline, fare guarantee or other pertinent information. The Travel Agent telephone numbers, toll-free numbers or emergency numbers as agreed must also be provided.
2. Provide prompt telephone answering and reception services in English and French. All calls shall be answered within five rings; telephone calls for matters not dealt with immediately shall be returned within two hours; electronic mail messages must be responded to within a working day; quotes for large conferences (+100 persons once a year) must be returned within one week. In addition, the following Quality Standards must be met:
   1. *Response Time*

(i) Answer 80% of calls within 20 seconds

(ii) Operating hours: 9 a.m. - 6 p.m. or per specific requirement

* 1. *Hold Time*

(i) Maximum 20% of calls placed on hold

* 1. *Call Back Time*

(i) 90% of all call-back within 60 minutes

* 1. *Abandoned Calls*

(i) Maximum 4% lost calls during normal hours

1. Obtain, upon request, hotel and car rental reservations, including confirmations, both internationally and at Geneva, at preferential rates and conditions, as negotiated by the Company for its priority customers. The following Quality Standards must be met:
   1. 100% of bookings (internationally and in Geneva) - lowest available rate (Client or Travel Agent-negotiated) for hotels.
   2. 100% of bookings - lowest available rate for cars.
2. Promptly investigate and resolve any complaint from the IPU travellers.
3. Notify the IPU and the individual travellers affected by any change in the prevailing general conditions of anticipated causes of delays or the occurrence of any events which interfere or threaten to interfere with the travel requirements (airport closures cancelled or delayed flights as advised by airlines, trains, buses or others).
4. Request seat assignments on flights and issuance of boarding passes or e-ticket where applicable.
5. Update traveller's profile including traveller's preferences: seat, special meal, frequent flyer programme numbers, address, telephone, mobile number, and e-mail, and provide travellers with a disclosure relating to their consent or disapproval of the use of their personal data made by the Company or subcontractors to third parties. This disclosure is requested in order to protect the privacy of the IPU travellers. Moreover, the following Quality Standards must be met:
   1. *Traveller Profile*

(i) Traveller Profile to be developed in CRS for each traveller.

(ii) Annual review of all profiles to ensure accuracy.

* 1. *Delays*

(i) Travellers will be promptly informed of any schedule changes, airport closures or strikes.

* 1. *Itinerary*

(i) Full chronological itinerary, with all reservation details: status of reservation; arrival and departure times; transfers and carriers used; quoted fares in local currency or local convertible currency; and specific conditions when relevant; and a 24-hour emergency service number.

* 1. *Itinerary (Air)*

(i) Date of travel, flight information (including connection times, seat assignment, meals, waiting list information, terminal and check-in time).

* 1. *Itinerary (Hotel)*

(i) Arrival dates; confirmation number; rate secured; guaranteed reservation information; and deadline required for cancellation.

* 1. *Itinerary (Car)*

(i) Pick-up and drop-off location; rate booked; class of vehicle; and confirmation number.

* 1. *Itinerary (Remarks)*

(i) 100% of itineraries include standardized remarks (Travel Agent’s and/or relevant Client’s procedural reminders).

* 1. *Boarding Passes*

(i) 100% of tickets issued with boarding passes (where available).

* 1. *Checking of Travel Documents*

(i) All documents subject to a final check prior to delivery/dispatch.

1. Quality Control**:** *PNR (Passenger Name Record) Control*
   1. Each transaction checked by automated quality management system.
   2. If automated system is not yet available, manual checking and validation of reservations prior to ticketing.
2. Render assistance, as required to the IPU and its travellers, in case of accident, sickness, injury or death, loss or damage to baggage, while on official travel.
3. Health requirements
   1. Provide information and advice through travel counsellors of particular precautions to be taken prior to departure.
4. Provide emergency assistance to all IPU travellers, when necessary via a 24-hour help line outside agreed office hours. Travellers will have access to these services at no charge from the Company. The IPU will provide contact details of staff who may order tickets outside office hours. The emergency line must be accessible 24 hours a day, 365 days a year. A crisis management plan should also be provided.
5. Monitor follow-up of pending ticket refund transactions and inform the IPU on a regular basis. The following Quality Standards must be completed:
   1. *Process*

(i) All returned documents to be processed within 48 hours of receipt.

* 1. *Calculation*

(i) Verification of residual value of partially used tickets refunded by carriers. Any difference between clients’ calculation and the actual refund to be justified by the vendor’s calculation.

* 1. *Documentation*

(i) Log (CRS or manual) is maintained for refunds and unused travel documents.

* 1. *Refund*

(i) Proactive control of non-used tickets or segment of tickets issued on behalf of the IPU. Expected refunds should be dealt within 30 days.

* 1. *Cancelled Travel Authorizations*

(i) Advice about possible penalty charges for cancelled travel authorizations within 5 working days.

1. Inform the IPU about any unused e-ticketed flight coupons on a regular basis.
2. Absorb all cancellation charges or penalties for which the IPU or its travellers are not responsible.
3. Delivery of e-ticket itinerary (email). The following Quality Standards must be completed:
   1. *Time Frame*

(i) 100% of all ticketed documents, including confirmation of E-ticket availability, delivered no later than 24 hours prior to departure, unless booking occurs within that period.

1. Cost estimates: the following Quality Standards must be met:
   1. Provide cost estimates for budgeting purposes and for negotiated fares for conferences within one week.
   2. Provide airfares and conditions at local market fares from top countries/destinations to Geneva.
2. Provide solutions for the purchase and issuance of low-cost carrier tickets when required, propose option of low-cost when in the best interest of the IPU and its travellers.
3. Provide assistance to the IPU with the identification of airline security rating and inform it of any significant change in airline safety rating.
4. Provide special advance quotation services at no charge for major IPU Assemblies (including for budgeting purposes, it being understood that actual costs depend on flight availability).

**V. Cost of Travel**

5. The cost of travel shall at all times be based on the most economical air fare structure, as per authorized class of travel, applied by a recognized and safe public carrier on a direct route, including special fares, taking into account the provisions of the IPU's Travel Rules (Annex E) and the specific instructions given by the authorized IPU contact.

**VI. Modalities**

6. The IPU will forward to the Company the list of IPU contacts authorized to instruct the Travel Agent to issue a ticket during normal business hours, book hotels or rent cars (usually most IPU travellers). It will forward to the Company the IPU officials authorized to request the issuance of tickets via the emergency line.

7. The Company shall be required to submit a monthly statement of accounts to the IPU in electronic format to be agreed upon jointly, for tickets that have been issued in accordance with the instructions and itinerary indicated by IPU authorized contacts. The statement shall indicate:

1. The name of the IPU traveller (and the name of the IPU authorized contact, if different)
2. The dates of travel
3. The official travel itinerary
4. The currency and total ticket cost
5. The agency fee
6. Any explanation as appropriate in case of discrepancies

8. The cost of travellers’ private trips during official travel is to be settled separately between the Company and the travellers, which shall be reflected in the official invoice to the IPU as the portion paid for by the traveller.

9. The IPU standard payment terms are 30 days upon receipt of invoices following the satisfactory delivery of goods and acceptance thereof by the IPU.

10. All payments are made through AirPlus. When ordering a ticket the traveller will indicate the cost centre of the budget to be changed. This cost centre will appear on the detailed invoice.

**VII. Reporting**

11. The Company shall also provide monthly and consolidated yearly statistics on IPU traffic (by IPU traveller, itineraries by categories i.e. regional, domestic or intercontinental), volume of billing, and outstanding refunds for overall air, rail, hotel, and car rental data. Reporting shall include average ticket price, average trip duration and number of tickets issued.

12. The Company shall also provide monthly and consolidated yearly statistics on carbon (C02)emissions corresponding to IPU traffic.

**VIII. Sustainable Travel Programme**

13. Provide advice and recommendations on country of destination, weather conditions, national and religious holidays, passport, visa and security requirements, Travel Agent locations in country of destination and time zones.

**IX. Graphic Standards (documents)**

14. All printed material shall be in compliance with the Travel Agent Corporate Identity Manual.

**X. Management Information (industry news**)

15. Provision of regular travel industry highlights and ability to provide strategic expertise on travel operational issues.

**XI. Satisfaction Survey**

16. The Company shall organize an electronic satisfaction survey for IPU travellers every two years. The following Quality Standards must be met:

*General Survey:* Ability to conduct electronic Customer Satisfaction Survey on request.

*Comment Cards:* Distributed on request to travellers, or in line with Clients’ agreement.

**XII. Handling complaints**

17. *Acknowledgement*

Provide written acknowledgement within 24 hours. Verbal acknowledgement recorded in CRS/manual log. Regular progress update.

18. Communicate final resolution within 10 days after written acknowledgement.

19. 100% of bookings: Lowest available applicable airfare for class of service and fare category defined by travel policy, according to dates of travel requested (system-wide low fare guarantee). Quotation for three fares for every requested journey verification by a senior travel counsellor (Airfare Specialist) supported by creative ticketing techniques and Travel Agent’s Air Service Department.

**XIII. Notes on Quality Standards**

Quality standards are implemented within the Terms of Reference outlined above to guarantee expected performance from the TMC against specific criteria. These will serve to evaluate proposals and improvements.

**ANNEX C - EVALUATION**

**MAIN GUIDELINES**

The proposal will be evaluated based on the following evaluation criteria. Please follow the outline below when presenting your proposal.

|  |
| --- |
| **Category** |
| 1. **Approach & Methodology** |
| Proposals will be assessed on the extent to which:  The proposed approach and methodology are solid, feasible, implementable and effective;  This would be partly materialized through the requirements of point 2 of the financial proposal below. |
| Approach and methodology is in line with IPU needs. |
| The proposed implementation plan meets the requirements of the organization. |
| 1. **Quality of Service** |
| Technological experience and resources proposed to manage IPU business and activities. |
| Understanding of the requirements (scope of work reference): Proposals will be assessed on the extent to which they demonstrate a clear understanding of the nature of the work being undertaken and the environment in which the work must be performed. |
| Responsiveness to the scope of work: Proposals will be assessed on the extent to which they are responsive to and meet the criteria detailed in the scope of work. |
| Expertise and qualifications of proposed personnel: proposals will be assessed on the extent to which the supplier demonstrates it has sufficient personnel with the necessary education, training, technical knowledge and experience for their assigned functions. |
| Experience and capabilities:Ability to demonstrate successfully performed similar work. |

**TECHNICAL AND FINANCIAL PROPOSALS**

Please complete as appropriate, sign and date the following Technical and Financial Proposals, as follows:

|  |
| --- |
| TRAVEL AGENCY: |
| Authorized Representative: |
| Telephone: |

|  |  |  |
| --- | --- | --- |
| **TECHNICAL PROPOSAL** | **YES** | **NO** |

|  |  |  |  |
| --- | --- | --- | --- |
| **1. Is the Company's main business to provide travel agency services?** | |  |  |
| **2. Please describe and submit an organizational chart with the management structure, specifically on the section/department that will be directly involved in performing the contract requirements. The Company should also provide details on the office location and number of personnel that will provide services to the IPU.** | | | |
| **3. Please describe your recent experience in travel contracts with international travel conditions comparable to that of the IPU. The Company should describe any special rates or fares it has negotiated, which it is willing to extend to the IPU. The Company should also describe any experience it has had in servicing air travel arrangements for international conferences attended by large numbers of travellers (+100) from different countries.** | | | |
| **4. The Company should give examples of how it uses its network members to obtain better prices for its clients travelling from abroad.** | | | |
| **5. The company should describe its Computerized Reservation Systems, including the type and number of units to be made available for IPU traffic and location.** | | | |
| **6. The company should attach the following:**   1. **The Company's audited financial statements for its last two financial years certified by an independent certified public accountant and a list of principal shareholders. The following data should be highlighted: total sales, total commissions/fees earned for airlines and rail tickets, hotel bookings and car rentals.** 2. **Brief resumé of the Account Manager and staff the Company intends to assign to IPU operations.** | | | |
| **7. Please provide at least three (3) clients, apart from the IPU, that can serve as references for the Company. Please also provide information on past performance with them over 5 years at the most (place and period of performance, contact information and description of the work.**  **The IPU reserves the right to contact any persons listed in your document on past performance (references/testimonials) in order to gain a better understanding of the supplier’s past performance in delivering similar services to former clients.** | | | |
| **8. The Company should accurately describe present or planned high-volume commercial travel contracts whose performance might interfere with the performance of the contract that may result from this RFP. If relevant, the Company should describe how it would deal with conflicting priorities.** | | | |
| **Date:** | **Signature:** | | |
| **FINANCIAL PROPOSAL** | | | |
| **The Company is required to quote its services based on a handling fee paid by the IPU for each ticket issued. The handling fee shall cover the cost of services, human and technical resources and other necessary services to ensure satisfactory fulfilment of the contract. The handling fee should be expressed as a single fee taking into account the totality of the requested travel processing indicated in the terms of reference, including but not limited to, travel information, travel quotations, booking, ticket issuance, change of reservations, re-routing, ticket refund, and travel management reporting.** | | | |
| **1. Fees (economy or business):**  **Domestic Flights:**  **European Flights:**  **Intercontinental Flights:**  **Low-cost carriers (domestic and continental):**  **Domestic Rail:**  **International Rail:**  **Car rental:**  **Hotel booking:** | | | |
| **2. Please provide below an example of travel solution(s) for the airfare portion and applicable handling fee for a hypothetical IPU event.**  **The event will take place in Kigali between 5 and 14 October 2020 (10 days). Type of traveller and itinerary are as follows:**  **60 staff members (Geneva - Kigali - Geneva)**  **35 interpreters (Geneva - Kigali - Geneva)**  **5 interpreters (Paris - Kigali - Geneva)**  **5 interpreters (London – Kigali - Geneva)**  **5 interpreters (Brussels - Kigali - Geneva)**  **The Company may offer several options to the IPU, based on different routings and schedules. Please refer to IPU travel entitlements for staff members and interpreters (Annex E), and in particular to the following provisions:**   1. **IPU staff members travel economy for group travel.** 2. **IPU staff members are entitled to rest periods according to the duration of the flight. The IPU pays salary costs for these periods.** 3. **e) IPU staff members are not entitled to rest days when travelling business class.** 4. **IPU pays rest days for its interpreters.** 5. **Host countries (Rwanda) must bear the cost of hotel and per diem for IPU staff members and interpreters on-site.** | | | |
| **3. Please add any comments** | | | |
| **Date : Signature:** | | | |

Selection of the successful supplier(s) will be based on the best value offered. Technical proposals shall be awarded scores by an evaluation panel for each of the above-mentioned criteria.

A minimum technical score is required to pass the technical evaluation. A technical proposal which fails to achieve the minimum technical threshold will not be considered further.

The implemented Quality Standards on the Terms of Reference shall be used for the candidate’s proposal evaluation.

Each proposal will be evaluated in detail, first on a technical basis and then on a cost-effectiveness basis. A cost evaluation is only undertaken for proposals deemed technically competitive in consideration of the technical criteria noted above.

**ORAL PRESENTATION**

The last stage will be a final oral presentation through which more details will be discussed and highlighted. It will serve as a confirmation of the proposal previously sent by the TMC but also as an opportunity for both parties to know each other better. The date of the presentation will be communicated to the selected TMC in due time.

**ANNEX D**

**GENERAL CONDITIONS**

**Status of Company**

1. The present contract is made on the understanding that the Contractor is an independent contractor, is not considered to be an official or employee of the IPU and is not subject to the IPU Staff Rules. The Contractor is not entitled to recover from the IPU any income tax payable in respect of the fee provided under this contract and shall be solely liable for the payment of any national income tax due in respect of the emoluments payable under this contract.

2. The Company and its employees shall conform to all applicable laws, regulations and ordinances promulgated by legally constituted authorities.

3. While carrying out its obligations under this contract the Contractor shall act at all times in a manner befitting his relationship with the IPU and shall not engage in any activity that is incompatible therewith. It shall not, while performing the work contracted for, or at any time thereafter, utilize in any manner prejudicial to or incompatible with the interests of the IPU any information of a restricted or confidential nature which may come to its knowledge in connection with the performance of its contractual obligations.

4. All rights, including title, copyright and patent rights, in any work produced by the Contractor by virtue of this contract shall be vested in the IPU, which alone shall hold all rights of use.

5. If an employee of the Contractor is required in the performance of the obligations under this contract to travel away from his or her normal place of residence, he or she may, upon request, be provided with a letter certifying that he or she is an "expert on mission" travelling on the business of the IPU.

**Insurance**

6. The IPU accepts no liability in the event of death, injury, or illness of any of the employees of the Contractor. The Contractor attests that he or she is adequately covered by insurance for these risks. In no circumstances shall the Contractor be covered by any IPU insurance and it is the Contractor's responsibility to take out, at his or her own expense, any insurance policies it may consider necessary, including a civil liability insurance policy.

7. In the event of the IPU suffering any damage from any third party due to operations arising from the contract, the Company, if requested to do so by the IPU shall take action as circumstances may require to facilitate the prosecution of any claims by the IPU which it may wish to bring against any such third party as the result of suffering any such damage.

**Guarantees**

8. The Company guarantees that it will obtain the lowest available fare consistent with the IPU travel rules which reflects the most direct and economical route. In the event that the IPU finds that the Company has not obtained the least costly airfare structure available (except for Internet fares), the Company shall refund to the IPU the difference between the fare indicated or which should have been obtained by the Company.

9. In the event that the IPU notifies the Company that it considers that the number of times that the lowest fare has not been obtained is excessive, the Company shall immediately consult with the IPU, in good faith, with a view to implementing control procedures in order to perform the contract in accordance with the warranties set out above.

10. The Company shall ensure that the personal data provided by the IPU travellers are protected and are not exchanged or transferred to third parties without the full written consent of the traveller.

11. It is understood that, under the contract, the IPU pays for rendered services and the Company shall refrain from seeking any additional earnings from carriers. The Company shall therefore ensure that its employees shall not benefit, on an individual basis, of incentives or rewards, be they in the form of money or any other gratuities offered directly or indirectly by the airlines.

12. In the event that the work provided for in this contract is unsatisfactory or fails to conform to the conditions set out above, the IPU reserves the right, as appropriate, to interrupt it, to request that it be corrected or modified, or to refuse to accept it. In such cases payment may be made in consideration of the work performed to the satisfaction of the IPU.

13. The Company shall immediately inform the IPU of any change or anticipated change in its status or its ownership as soon as such information is known to the Company. Failure to inform the IPU in a timely manner of any proposed or impending change in the status or ownership of the Company may constitute grounds for the termination of the contract by the IPU.

**Termination of Contract**

14. Either party may terminate the contract for cause, in whole or in part, upon ninety (90) days’ notice, in writing, to the other party. In the event of termination of the contract, no payment shall be due from the Inter-Parliamentary Union to the Contractor except for work performed in conformity with the express terms of the Contract.

**Disputes**

15. Any dispute relating to the interpretation or application of this contract shall, unless amicably settled, be settled by arbitration. The arbitration shall be conducted in accordance with the modalities to be agreed upon by the parties or, in the absence of agreement, in accordance with the United Nations Commission on International Trade Law (UNCITRAL) arbitration rules then in force. The place of arbitration shall be Geneva, Switzerland. The parties shall accept the arbitral award as final.

**ANNEX E**

***Introduction***

***Purpose***

This document is to ensure all Travellers and Travel Arrangers have a clear and consistent understanding of guidelines for duty travel.

The purpose of this regulation is to:

* Ensure that all employees use the same, standardized travel arrangements

***Responsibilities***

***Employees***

Employees should only use the services of the accredited travel agency and are responsible for:

* Planning their travel in a timely manner as specified in the Travel Procedures
* Documenting the purpose and need of the travel in the Terms of Reference
* Obtaining the required approvals for their travel by submitting a Travel Request to their supervisor
* Consulting the Travel Agent for the most direct and economical travel route and mode of transportation; accept the Travel Agent’s choice of airline
* Completing a Traveller Profile Form with the selected Travel Agent, which will be used by the agent when making bookings and assessing the visa requirements.
  + *Additional note: All duty travel shall be booked via the approved Travel Agent. In exceptional circumstances, while on travel, travellers may need to purchase a flight directly without using the system. In such cases the employee shall always attempt to use the 24 hours emergency assistance provided by the Travel Agent. If unable to use the 24 hour emergency assistance service, the traveller can purchase the flight and claim reimbursement after asking for pre-approval by phone or e-mail from the line manager and/or budget holder*.

**Combining business travel with personal leave**

Employees may combine business travel with a period of personal leave. In such cases, the IPU shall be responsible only for the cost of the applicable return fare to the destination of the business trip. The employee shall pay for any cost above that fare.

**Excess baggage**

Employees are authorized to travel with excess baggage if this is deemed necessary due to the length or nature of their mission or other work-related requirements.

Excess baggage allowance shall be purchased by the employee from the airline. The employee can claim for reimbursement by submitting an expense claim.

**Ticket refunds**

The traveller or the traveller’s units are responsible for informing the Travel Agent for any cancellation of ticket as well as for informing the Travel Agent in case a ticket was not used or was partially used. This will enable the Travel Agent to process the refund to the IPU.

***Travel Approvers***

Travel Approvers are either budget holders or line managers with budget responsibility. They are responsible for:

* Ensuring that the travel and other personal expenses incurred by employees remain within the limits specified in this document.
* Ensure in advance that the travel is necessary and that the most appropriate mode of travel is being used.

If the Travel Approver is unavailable to approve a travel request or an expense claim, they shall be authorized by an alternative manager on the “one level up” principle.

***Travel Agent***

The Travel Agent shall always attempt to find the lowest possible fare for the most direct route within the respective class of travel.

When recommending an airline or other mode of transport, the Travel Agent shall consider the security of the traveller as a first priority. The Travel Agent shall observe the instructions of the security guidelines according to IATA and EU standards with regards to specific airlines or modes of transportation that need to be avoided in a particular region.

The Travel Agent is responsible to:

* Adhere to the Security norms as defined by IATA and EU standards and ensure that the security of the traveller has a priority when considering alternative choices of travel
* Provide service in accordance with the approved Travel Policy as published by the IPU
* Provide a 24 hour emergency assistance
* Invoice the IPU for travel undertaken and charges on a monthly basis; liaising with Air Plus International AG is required by IPU.
* Assist employees with hotel and car rental reservations.

***IPU Travel rules and relevant conditions applicable to TMC***

1. ***Authorization to Travel***

All official travel has to be authorized in writing by the Secretary General before it is undertaken. In exceptional cases, staff members may receive oral permission to travel, but in such cases written confirmation shall be required. Requests for travel authorization shall be submitted on the Travel Order Form. An example of such form can be provided upon request.. Prior to approval, the source of funding must be clearly identified and approved and sufficient funds must be available to meet the cost of the travel.

* 1. Prior to approval, the amount of carbon emissions related to the travel shall be estimated and approved and the availability of a carbon budget shall be confirmed.
  2. A Travel Order Form must be completed and signed by the manager. Travellers shall ensure that they have all required travel documents.

*Guideline: Unauthorized travel is considered personal travel and expenses will not be reimbursed.*

Guideline: The Travel Form serves three purposes: Travel authorization, Request for advance, Claim for Travel Expenses.

1. ***Purchase of Tickets***

|  |
| --- |
| Staff Rule 107.11 - Purchase of tickets   1. Unless the staff member concerned is specifically authorized to make other arrangements, all tickets for transportation involving official travel of staff members and eligible family members shall be purchased by the IPU in advance of the actual travel or, where circumstances so require, shall be secured by the staff member. 2. When a staff member requests a standard of accommodation in excess of his or her entitlement under rule 107.9 or is authorized to travel, for reasons of personal preference or convenience, by other than the approved route or mode of transportation as provided for under rule 107.8, the staff member shall be required to reimburse the IPU for any additional costs thus incurred before the IPU provides him or her with the necessary tickets. |

*Guideline: The additional costs of personal travel are calculated on a marginal cost basis. For example, if the official travel by the direct route would cost CHF 1,000, and if the total cost of the travel including the personal portion is CHF 1,200, then the personal portion of the travel shall be deemed to be CHF 200. However, where personal travel results in a reduction in the cost of the trip, e.g. a weekend stopover, the staff member shall not be entitled to any additional benefit.*

All travellers from IPU must use the internal Travel Order Form and comply with the related procedure for purchasing ticket. The Travel Order Form shall be sent and discussed with the TMC. Current guidelines are as follows:

1. Please carefully complete the form and send it to the TMC at its official mail address
2. **DO NOT forget to indicate to which cost centre the ticket should be charged.**
3. Fields marked with \* are only required when travel is being organized for a non-IPU staff.
4. Make sure that any private trips within official travel, if any, are indicated under “Remarks”.
5. Preferred time of travel, if this implies a higher ticket cost, must be substantiated by a valid business reason (agenda of the meetings, group travel etc.).
6. The TMC is required to apply IPU policy and will provide a maximum of three (3) offers for the requested itinerary according to most direct, logical and economical routing.
7. IPU policy recommends the purchase of tickets with cancellation and change fees. **Please specify under "Remarks" whether you are willing to take longer/cheaper routings or accept non-refundable tickets to obtain a cheaper rate.**
8. Offers are ONLY for information based on availability. The offer will have to be confirmed by return mail to finalize the booking. Make sure you agree to the fare conditions before confirming the booking (such as cancellation or change fees applying).
9. TMC will confirm the final booking including ticketing date and conditions.
10. Unless other instructions are received from passenger, TMC will issue an e-ticket on the ticketing date.
11. Please note that each travel transaction, including refunds, has a cost for the IPU (ranging from CHF 25 to CHF 95).
12. All staff members have shared responsibility in the prudent management of the Organization's public funds. Choice of an itinerary must strictly be based on the lowest fare, unless the exception is substantiated by a valid BUSINESS reason.
13. ***Route, mode and standard of transportation (Economy vs. Business)***

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| **Staff Rule 107.7 - Route, mode and standard of transportation**  (a) Official travel shall, in all instances, be by a route, mode and standard of transportation approved in advance by the Secretary General.  (b) Travel expenses or other entitlements, including travel time, shall be limited to the amount allowable for a journey by the approved route, mode and standard. Staff members who wish to make other arrangements for personal convenience must obtain permission to do so in advance and additional costs.  **Staff Rule 107.8 - Route and mode of travel**  (a) The normal route for all official travel shall be the most economical route. An alternative route may be approved when, in the opinion of the Secretary General, it is in the best interest of the Union.  (b) If a staff member or family member travels by a more economical mode of transportation than the approved mode, the Inter-Parliamentary Union shall pay only for the mode of transportation actually used.  **Staff Rule 107.9 - Standard of accommodation**  (a) For all official travel by air, staff members and their eligible family members shall be provided with economy class transportation in accordance with the least costly airfare structure regularly available or its equivalent. . However, under conditions established by the Secretary General, accommodation immediately below first class may be granted.  (b) For all official travel by train, staff members and their family members shall be provided with regular first class or equivalent accommodation, including sleeper and other facilities, as appropriate.  (c) A higher standard of accommodation may be approved when, in the opinion of the Secretary General, special circumstances warrant it.  (d) If a staff member or family member travels by more economical accommodations than the approved standard, the IPU shall only pay for accommodations actually used at the rate paid by the traveller. |

3.1. For official travel by air, the standard of accommodation shall be economy class, except as provided in (a) and (b) below:

* 1. For the Secretary General and, where applicable, his or her eligible family members, the class immediately below first class shall be provided for travel on official business, on appointment or separation and on home leave, irrespective of the duration of the particular flight.
  2. As an exceptional measure, the Secretary General may authorise travel in the class immediately below first class for staff members travelling on official business, if the duration of a journey is nine hours or longer, provided he or she considers that additional costs of travel above economy class are outweighed by operational decisions taken in the best interest of the IPU. The duration of a particular journey shall be determined on the basis of the combined flying time of all legs of the journey to a given destination by the most direct and economical route available, provided the journey is not interrupted for official stops of more than one day. The flying time shall include scheduled stops for change of planes or other purposes, but shall exclude travel time to and from airports. Up to four hours for connections between flights may be included in the flying time for the particular journey.

Guideline: regarding exceptions to economy class travel, the following criteria could be considered:

1) Difference in cost between economy and business class tickets (cost differentials should include the cost of rest days as defined in paragraph 12.1 – in terms of DSA and salary costs);

2) Length and type of mission;

3) Night travel/time difference;

4) Frequency of individual staff’s missions.

3.2. Air travel accommodation under the applicable standards defined by section 8.1 shall be provided at the most economical rate appropriate, including discounted airfares. The IPU shall assume responsibility for the surcharge that may be imposed after tickets have been issued if changes in the original travel plans were necessitated by the IPU or for other compelling reasons.

*Guideline: The least costly airfare structure shall take into account:*

* + 1. *The travel time and hour of departure, in as much as these are reflected in salary costs,*
    2. *The conditions of the ticket, e.g. a refundable Q class fare may be preferable to a non-refundable V class fare, if the itinerary is not fixed and the date or route may change.*
    3. *Carbon emissions related to the travel.*

*Guideline: If the cost of a non-refundable ticket exceeds CHF 1,000 and there is a reasonable probability that the trip may be cancelled, then cancellation insurance should be purchased.*

3.3. For official travel to missions or conferences, special arrangements may be made for group travel.

*Guideline: Travel to IPU assemblies shall be by economy class fare.*

3.4. A standard of accommodation for air travel higher than that authorized under normally applicable rules may be approved on an exceptional basis when, in the opinion of the Secretary-General, special circumstances warrant it, such as for duly certified medical reasons or when an economy fare is not available.

*Guideline: In general, a staff member who is not fit to travel will not travel, except for repatriation.*