# **Annex A- Terms of Reference for the provision of Air Tickets for Domestic and International Flights**

1. **Scope of Service:**

WCUK anticipates issuing Framework Agreements with multiple Travel Agencies to establish specific price competitiveness and commitment levels for the booking of air tickets for domestic and international flights.

The winning bidder(s) will enter a flexible and existing rate price FWA for the period of one (1) year with possibility of extension for an additional year subject to the need and service provider reliability and funds availability.

Selected Service Provider/Travel Agent will be required to provide the best overall cost (value for money) and reliable flight route location when detailed ITINERARY schedule is shared through email correspondence by WCUK Admin team. Prices and terms of correspondence submission to be followed as per instruction outlined in bullet part 3 below.

1. **Financial Proposal:**

Service Provider/Travel Agent to provide and demonstrate full commitment for the provision of fair and competitive day price for flights booking during the period of the FWA in their proposal. For the time being financial proposals are not required as WCUK will be asking travel agent selected from this process to provide day price for the domestic and international flights booking each time WCUK needs to book a flight. Specific locations for flights will be shared only with selected service provider at that time.

1. **Management of Framework Agreement:**
2. WCUK Administrative in charge will submit clear itinerary to the selected Service Providers via Email.
3. Service providers should respond to the email acknowledged as received as soon as email is received.
4. Service Provider Must submit back the flight options and costs within 3 consecutive hours as soon as Itinerary is received.
5. Some exceptional situational cases should be treated as earlier as less than 3 hours by the service providers/Travel Agencies which will be identified in email subjected by WCUK.
6. Prices should be in US Dollars included government applicable withholding tax that will be subtracted by WCUK and deposited to local authorities as per taxation law.
7. Provided Itinerary prices to remain valid for 24 hours as soon as submitted to WCUK.
8. Tickets will be issued by Travel Agency after confirming provided through email by WCUK Authorized Person (person will be identified in FWA) to service provider.
9. Issued tickets should always be flexible and changeable with maximum possibility of no additional penalty costs for the first time and minimum applicable charges when ticket changed time to time.
10. Travel agents/Service Providers must be committed to avoid charging any additional costs when certain airlines have flexibility to change passengers ticket with no costs.
11. Travel agents/Service providers should have the capacity to cancel the flight tickets when requested with no penalty or additional charges where applicable.
12. Travel Agents/Service providers must abide by all terms and conditions during the period of FWA and should possess a good business acumen approach.
13. Invoices with clear bank account details and number of tickets booked with respective costs to be submitted to WCUK Admin/Logistics Department at the end of each month.
14. Travel agents should assign a focal point representative who can respond to WCUK queries in a timely manner.
15. Travel agents/Service Providers must be responsive to WCUK queries regarding the flight booking/change/cancel 24/7 a full week.
16. **Service Receipt Procedure:**

WCUK will establish Framework Agreements (FWA) with one or more service providers who provide better offer service and fair and consistent price that competes value for money for WCUK. WCUK will only use the service outlined above from service providers during the period of FWA when needed and payment will only be made when service is received on monthly basis.

WCUK does not commit any financial value under this process unless the actual service is received.

Payment will be subject to WCUK Finance Department policy within 1 week as soon as the final invoice and service receive note is submitted.