



Date: 24 March 2021

Reference: RFP 2021/008

## **ADDENDUM NO. 2**

### **Request for Proposals no. RFP 2021/008 Provision of Travel Management Services for the Green Climate Fund**

This Addendum no. 2 is issued to complement and will constitute integral part of the Request for Proposal. The original Request for Proposal Document will remain in full force and effect. Respondents shall take this Addendum into consideration when preparing and submitting their Proposal offer.

Annex 1 - Terms of Reference, of RFP 2021/008 is hereby revised to include a new paragraph 3.6 - Carbon Offsetting Scheme, that is, provisions that reflects sustainable travel and carbon-footing schemes. Therefore, this Addendum no. 2 is issued to replace in its entirety the Annex 1 of RFP 2021/008 with this Annex 1 – Terms of Reference (Revision 1 dated 24 March 2021).

Kindly take note.

GCF Procurement Unit

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#### **Annex 1 - Terms of Reference (Rev. 1 dated 24 March 2021)**

#### **PROVISION OF TRAVEL MANAGEMENT SERVICES**

##### **1. BACKGROUND**

The Green Climate Fund (the “GCF”) was established in December 2010 with the purpose of making a significant and ambitious contribution to the global efforts towards attaining the goals set by the international community to combat climate change. In the context of sustainable development, the GCF shall promote a paradigm shift towards low-emission and climate-resilient development pathways by providing support to developing countries to limit or reduce their greenhouse gas emissions and to adapt to the impacts of climate change. The GCF was designated as an operating entity of the financial mechanism of the United Nations Framework Convention on Climate Change (“UNFCCC”). It is governed and supervised by a Board that has responsibility for funding decisions pursuant to the Governing Instrument for the Green Climate Fund. It is supported by an independent Secretariat, accountable to the Board, having management capabilities to execute day-to-day operations of the GCF, providing administrative, legal and financial expertise. The GCF’s headquarters are located in Songdo, Incheon City, Republic of Korea.

The GCF regularly requires travel services for the various business meetings its stake holders attend worldwide. In order to make travel more efficient, the GCF would like to engage the services of a Travel Management Company (the “TMC”) with the purpose of providing travel services such as Airline Tickets, Visa applications, Accommodation Booking and other related services on a 24/7 basis. The TMC shall source travel services on behalf of the GCF using the Fund’s procurement principles of value for money, accountability and transparency and the Fund’s Travel Policy as efficiently as possible. The TMC shall provide prompt and accurate international and domestic travel products and services to staff members of the Fund and other GCF travelers. Mobility of staff members and their eligible dependents on recruitment and separation also requires travel services.



The GCF will spend an estimated annual budget of approximately US\$ 3.0 Million on travel services, on an annual basis for official travel that will cover various engagements globally. The Fund estimates to undertake approximately over 1,100 international travels per year (based on 2018 and 2019 data, prior to Covid-19 pandemic). Travel shall be undertaken by the Fund's staff members and their eligible dependents, consultants, members of the Fund's Board, high ranking officials and others as authorized. However, the contract shall not impose a minimum guarantee on volume of travel on the part of the Fund.

## **2. OBJECTIVES AND REQUIREMENTS**

- 2.1. The GCF seeks to streamline its local and international travel services arrangements to provide more robust customized travel services and take advantage of the state-of-the-art technological processes in the field of Global Travel Services. The goals and targets of the GCF are to reduce the costs by optimizing on value for money, provide competitive travel options, access to direct and economic routes in accordance with the relevant travel rules, and have services on a 24/7 basis with the option of a TMC implant at GCF Headquarters in Songdo, Incheon City.
- 2.2. The selected TMC shall be offered a Framework Contract/Long-term Agreement (LTA) of initial two (2)-year period plus three (3) options to extend of one (1) year per option. The LTA renewable will be subject to satisfactory performance, cost effectiveness and efficiency of the TMC based on the annual performance evaluation in the dimensions of Value for Money (VFM), competitive travel options and economical routing.
- 2.3. The TMC shall work closely with the GCF Travel team and GCF Events Management team (in relation to GCF Events) and ensure that good practices are embedded in its operations. The Fund and the selected TMC shall regularly consult on and jointly put in place appropriate mechanisms to guarantee adherence to the contractual terms and their respective interests.
- 2.4. The GCF seeks to engage with the TMC that has a wide international network, well automated with capability to connect with GCF travel system in the long run for efficient travel management services. To be contracted, the TMC shall have the ability to provide the Fund with on-line and offline relevant information on official destination (e.g. airport transfers/land transportation facilities, local points of interest, currency, restrictions/regulations, health advisories, security advisories, etc.)
- 2.5. The TMC shall provide travel services from 09.00 hours 18.00 hours Korea time on all working days of the GCF. In addition, the TMC shall provide after office hour services as well as during weekends and official holidays where emergency travel service is required. The TMC shall provide necessary qualified travel consultants who shall be reachable by phone line and e-mail operating on a 24-hour help line for the use of the GCF and its travelers.
- 2.6. The assigned travel agents/consultants shall be proficient in English in order to communicate directly with the GCF travelers.
- 2.7. The GCF requires the TMC to fully support staff members in processing visa applications. This shall include provision of information on which countries will require visa for the staff member who is travelling, how to process it, providing appropriate and updated forms, helping in completing forms, including submission and collection. The TMC shall be fully involved in this entire process.

## **3. SCOPE OF SERVICES**

The scope of services shall include but not limited to the following:

### **3.1 Air Travel**



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- a) The TMC shall provide tickets for domestic and international air travel destinations. Authorizations to purchase such tickets shall be in form of approved travel requests in Concur. If a travel date changes, the TMC must receive a corrected travel authorization prior to issuing a ticket with the changed itinerary. As a general policy, the TMC shall immediately make bookings of the most direct and convenient routing and the most economical fare and provide them to the travelers within one business day (9 business hours) upon receipt of the approved travel requests;
- b) The TMC shall provide the following information for each suggested itinerary:
  - Airfare and ticketing deadline;
  - Accurate status of the airline on all segments of the journey;
  - Fare restrictions including validity, penalties for changes and cancellations;
  - Required visa for transit and entry; and
  - Health related information.
- c) Tickets shall be issued immediately upon receipt of the traveler's confirmation;
- d) In the event that the required travel arrangements cannot be confirmed, the TMC shall notify the Travel Team and the traveler of any such problem and present alternative routings/quotations for the traveler's consideration;
- e) For wait-listed bookings, the TMC shall provide regular feedback on status of flight and continuously endeavor to secure confirmation;
- f) The TMC shall also provide alternative quotations in order to secure further cost reductions based on the most direct and cost-effective routing, on the appropriate designated travel class;
- g) The TMCs shall obtain the lowest applicable fare available on the most direct routes in compliance with the relevant GCF Travel policy at the time of booking. In no event shall the TMC procure travel tickets in excess of the amount in accordance with the GCF travel policy without the written approval of the Travel Team;
- h) The TMC shall keep abreast of carrier schedule changes, as well as all other alterations and new conditions affecting travel and make appropriate adjustments for any changes in flight schedules prior to or during the traveler's official trip. When necessary, tickets and billings shall be modified or reissued to reflect these changes;
- i) Air tickets shall be issued only on approved ticket stock of the International Air Transportation Association (IATA) or ticket stock of recognized, reputable airlines as approved by the GCF. However, exceptions should be considered in markets where only regional airlines are operating upon Travel Team's confirmation;
- j) The Administrative hierarchy for decision making shall be advised to the TMC in writing prior to the effective date of this contract;
- k) The TMC shall provide an information service to notify the GCF and the traveler of such events as airport closures, canceled or delayed flights, strikes as well as local political or safety conditions which may affect travel to any particular destination as soon as available, including outside of the regular working hours. The TMC shall also check and advise about risks of close connections of flights and trains, especially information about mandatory check-in and check-out procedures taking into account the time needed to pick up luggage and any need of transit-visas. This information shall be included in the planning process;
- l) The TMC shall render expert advice on itineraries, reserve and issue ticket documents in a timely and accurate manner within the parameters of the travel policy of the GCF as requested. The TMCs shall retain proper records of all tickets issued and related services provided under the contract for a period to be agreed upon at the signing of the contract; Such records shall be made available for inspection by GCF upon request at all times and within short notice;



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- m) The TMCs shall inform the travelers of all the conditions of tickets/airfares including check-in baggage allowance and any other relevant information prior to the departure. For tickets/segments with no check-in baggage allowance, the TMC shall try to add the service and notify the travelers on the arrangement/non-arrangement;
- n) In case of lost, delayed, or damaged baggage by the airlines, the TMC shall provide supports to the traveler for recovery and claims for compensations;
- o) The TMC shall only charge GCF for the official cost of the trip as per the established travel entitlement in accordance with the relevant travel policy. Any additional cost resulting from any deviation from the official cost of the trip for the purposes of private travel shall be collected directly from the traveler;
- p) The TMC shall provide at least two consultants dedicated to service the GCF during the term of service. The consultants should demonstrate good knowledge and experience in travel globally;
- q) The TMC shall be given complete copies of the GCF's travel policies and procedures and shall be fully familiar and in compliance with these policies and procedures for all official Travel;
- r) The TMC shall immediately process airline refunds for all cancelled travels;

The GCF requires the TMC, in all cases, to book the most direct and cost-effective route in accordance with the GCF's travel policy and provide the competitive fares on routings that minimize inconvenience to passengers in order to make informed decisions.

While a copy of the Travel Policy shall be provided to the TMC, it is to be understood that the travel policies embody the following basic principles:

- where available, use of the lowest applicable fare (including APEX fares) shall be the preference;
- First Class, Business Class travel or equivalent may be applicable only in situations as per the travel policy or as the GCF designated officer suggests; and
- TMC must be able to administer corporate deals negotiated with operating airlines on behalf of the GCF.

### **3.2 Events**

- a) The TMC shall arrange flight tickets for confirmed sponsored participants to GCF-organized conferences and meetings in accordance with the relevant travel policy and a separate authorization and information sharing procedure as advised by the Events Management Team;
- b) In order to ensure to provide the timely support for ticketing for confirmed participants to the GCF events, the TMC shall engage additional consultants if necessary, who are available to work overtime upon request by the GCF;

### **3.3 Visa Arrangements**

- a) The TMC shall proactively assist the GCF staff members in obtaining visas in line with the relevant consular requirements. This assistance shall consist of informing visa requirements when providing the official itinerary, providing the forms and applications when requested, conducting visa assistance follow ups, keeping appropriate records thereon, and planning for delivery and pick-up of documents to/from GCF and Embassies/Consulates;

### **3.4. Travel Insurance**

- a) The TMC shall arrange an appropriate travel insurance based on the official travel dates of departure and return from/to the duty station when the flight tickets are issued;



- b) The TMC shall render assistance, as and when required, to any traveler in the case of illness or injury, as well as in the case of loss of or damage to luggage.

### **3.5. Accommodation**

- a) The TMC may be requested to make reservation for lodging, when necessary. This service shall include initiating and confirming reservations and confirming the all-inclusive rates at which the reservation is made;
- b) This involves planning, booking, amending reservations and, paying when applicable, accommodation through agreed mode with any hotel group, private hotel or other available concern, where such arrangement is necessary and approved by the GCF;
- c) Negotiate discounts on standard tariffs or reduced tariffs with all available hotel groups, private hotels or other concerns;

### **3.6. Carbon Offsetting Scheme**

- a) The TMC shall support measuring GCF travel – related GHG<sup>1</sup> emissions and provide in agreement with the GCF a comprehensive CO<sub>2</sub><sup>2</sup> offsetting scheme to be implemented on behalf of the GCF;
- b) In the absence of such modality, the TMC shall commit to working with the GCF to develop within three months or pre-agreed timeframe a scheme that is agreeable to the GCF and could be applied retroactively in the context of the contract concerned, and could also be replicated by the TMC with other corporate clients;
- c) Such a scheme should consist of a model for calculating the CO<sub>2</sub> emissions per journey booked by the GCF (inclusive of travel, and possibly inclusive of accommodation), a mechanism to offset such emissions by purchasing credits on behalf of the GCF from a certified carbon offset organization, and any other components that may be relevant based on the agreement with the GCF;
- d) Carbon offsets should be purchased for each journey booked by the GCF;
- e) It would be an advantage should the scheme provide for an option whereby the TMC is able to offset GCF-related travel in the cases when those are not booked directly by the TMC;
- f) For each travel event booked, the TMC shall be able to report the travel data to the GCF in the following format:
  - a. Example for one-way air travel Incheon to Montreal through Vancouver: “ICN/YYZ/YUL”; class; and CO<sub>2</sub> emissions; offset purchased.”
  - b. Example for return air travel from Incheon to Montreal through Vancouver and return: “ICN/YYZ/YUL/YYZ/ICN; class; and CO<sub>2</sub> emissions; offset purchased.”

### **3.7. Reporting**

- a) The TMC shall provide a monthly report to the GCF in formats that the GCF requests, including:
  - Traveler’s name, purpose the trip, travel dates, and routing from the origin to the destination;
  - Ticket number, carrier, fare basis, booking class, and the ticketing date;
  - Penalties and additional or refund amount for changed/cancelled tickets;

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<sup>1</sup> GHG shall mean Green House Gas.

<sup>2</sup> CO<sub>2</sub> shall mean Carbon Dioxide gas



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- TMC service charge for each transaction; and
  - Calculation of carbon footprint and offset, as specified under 3.6.
- b) The TMC shall develop a database and shall, on a monthly basis or upon request, make the same information available "on-line" to the GCF;

**3.8. Corporate Agreement**

- a) The TMC shall inform the GCF Travel Team of any special offers, discounts, benefits or advantages from airlines and other travel suppliers with a potential for cost savings.
- b) The TMC may negotiate and arrange corporate agreements between travel suppliers and the GCF, where discounts, added benefits, and/or reward points could be provided to GCF travelers without a guaranteed sales volume from GCF.

**3.9. Private Travel**

The TMC shall also attend to GCF staff members' requests for private travel not sponsored by the GCF. However, the official travel requirements shall be accorded the highest priority and, therefore, the TMC shall ensure that servicing private travel does not delay, impede or frustrate the TMC's timely and effective processing of the GCF's official travel.

**4. COMPETENCIES AND REQUIREMENTS**

**4.1. Mandatory Competencies**

- a) The TMC shall be accredited with IATA. The IATA ID number and a copy of guarantee paper proving that the warranty for IATA has been paid must be presented;
- b) The TMC have in its current office all the necessary equipment and facilities and shall employ a sufficient number of experienced and professionally trained travel experts and staff members to handle the minimum requirements of the GCF;
- c) The TMC must have at least 5 years of proven experience in providing corporate travel management services with references of client profiles preferably major NGOs, or International bodies and Government entities;
- d) The TMC must be able to operate during GCF's normal working hours which are currently 09:00 hrs. - 18:00 hrs. and working days, which may include nationally-declared non-working holidays. In addition, high-quality and prompt 24/7 services in English must be ensured;
- e) Consultants dedicated to handle GCF travels must have at least 5 years of work experience in ticketing and fare computations in a global setting and proven proficiency in English.;
- f) The TMC must be technically capable to provide required services through Concur modules;

**4.2. Additional Requirements**

The ability to provide the following would be a strong asset:

- a) TMC implant at GCF Headquarters in Incheon, Republic of Korea;
- b) Previous track record of handling services for diplomatic missions, embassies, or International organizations.