

Terms of Reference

AIRLINE TICKETS AND HOTEL SERVICES FRAMEWORK AGREEMENT – SNV Lao PDR Based in Vientiane

1. General Background:

SNV¹ is a not-for-profit international development organisation that applies practical know-how to make a lasting difference in the lives of people living in poverty. We use our extensive and long-term in country presence to apply and adapt our expertise in agriculture, energy and WASH to local contexts. SNV has over 1250 staff in more than 25 countries in Asia, Africa and Latin America.

2. Purpose of this position

SNV Laos PDR seeks to purchase for a term of one year airline tickets, travel services, and hotel accommodations to support SNV Laos in undertaking its roles, increase its efficiency, and enhance value for money. The desired SNV activities will enable SNV to conduct project activities in line with the donors and SNV internal processes.

3. Scope of Service

The Vendor shall undertake the following:

- The cost of services has to be indicated in Lao KIP currency.
- Communication in English is mandatory.
- Respond to requests from SNV as quickly as possible, taking into account the nature of each request and the time required to respond.
- Respect the agreed delivery times.
- Issue the travel and accommodation documents ordered by SNV according to the modalities indicated.
- Always apply the most advantageous rates on the market and those resulting from special agreements, if they exist, by submitting at least 3 alternatives for each flight, route, and hotel service, as well as any other service requested.
- Use competent and capable staff in terms of technical and professional aspects, with at least three years of experience in the respective sector, to carry out the services.
- Ensure an effective and transparent cancellation policy, including refunds and related penalties.
- Provide analytical statistics for the services provided.
- Air tickets and accommodation reservations.
- Provide the lowest price quotation for all destinations worldwide upon request.
- Reservations shall be made at the lowest fare available, including on any low-cost airlines.
- The use of electronic tickets shall be standard whenever feasible.
- Reservation and ticketing services are to be provided during the SNV Laos working hours of 08:00 to 17:00, from Monday to Friday.
- Private reservations are to be made available to the SNV staff on equal terms but to be invoiced directly to staff members for payment.
- Arrangements for meetings, conventions, catering and more (booking of meeting facilities, meals, coffee, hotel rooms etc.).

The Vendor shall, on a regular basis, provide the SNV with information on:

- An overview of the current air market situation, both domestic and international (airlines' new destinations, discount fares, special offers, promotions, etc.)
 - Airlines' policy changes.
 - Monthly statistics on travel expenses; breakdowns provided in alignment with the needs of SNV.
 - Upcoming strikes, disruptions, etc., whenever possible.
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Deliverables

SERVICES REQUIRED			
NO	DESCRIPTION	FIXED SERVICE CHARGE/COMMISSION FOR THE CONTRACT PERIOD PAYABLE INCL OF ALL TAXES	TOTAL COST INCL OF ALL TAXES
1	Air Ticketing Services for Domestic Air Travel - Economy Class		
2	Air Ticketing Services for Domestic Air Travel - Business Class		
3	Air Ticketing Services for International Air Travel - Economy Class		
4	Air Ticketing Services for International Air Travel - Business Class		
5	Hotel Accommodation - Standard Room (Location: Vientiane; Savannakhet; Oudonxay; Houaphan)		
6	Hotel Accommodation - Deluxe Room (Location: Vientiane; Savannakhet; Oudonxay; Houaphan)		
7	Hotel Accommodation - Superior Room (Location: Vientiane; Savannakhet; Oudonxay; Houaphan)		
8	Hotel Conference / Meeting Room (Location: Vientiane; Savannakhet; Oudonxay; Houaphan)		
9	Catering Services (Location: Vientiane; Savannakhet; Oudonxay; Houaphan)		
10	PENALTIES APPLICABLE ON CANCELLATIONS, MODIFICATIONS OF RESERVATIONS, NO SHOW, ETC.		
TOTAL COST INCL OF ALL TAXES			

4. Timeframe

The delivery of a rented vehicle with driver is on [specified date of delivery]. Specific areas of assignment will be agreed upon as the need arises.

5. Reporting

The Vendor reports to [name of reporting manager or department] and works in close collaboration with SNV Laos Procurement.

8. Assignment Location

The rented vehicle with driver shall be based in Vientiane, with some being distributed to SNV project locations refer to Attachment III.

Price List

No	Description	Qty	Unit	Unit Price	Total Price
1	Air Ticketing Services for Domestic Air Travel - Economy Class				
2	Air Ticketing Services for Domestic Air Travel - Business Class				
3	Air Ticketing Services for International Air Travel - Economy Class				
4	Air Ticketing Services for International Air Travel - Business Class				
5	Hotel Accommodation - Standard Room (Location: Vientiane; Savannakhet; Oudonxay; Houaphan)				
6	Hotel Accommodation - Deluxe Room (Location: Vientiane; Savannakhet; Oudonxay; Houaphan)				
7	Hotel Accommodation - Superior Room (Location: Vientiane; Savannakhet; Oudonxay; Houaphan)				
8	Hotel Conference / Meeting Room (Location: Vientiane; Savannakhet; Oudonxay; Houaphan)				
9	Catering Services (Location: Vientiane; Savannakhet; Oudonxay; Houaphan)				
10	PENALTIES APPLICABLE ON CANCELLATIONS, MODIFICATIONS OF RESERVATIONS, NO SHOW, ETC.				

Total:

(WHT) withholding tax

Total Payment:

KIP

KIP (-5%)

KIP

Note:

SNV Laos will retain withholding tax (WHT) at the official rate of the Lao PDR government (5% at the time of this contract, but subject to change)