



Terms of Reference for Service

Title: Travel Agent Services

Background

About IUCN

IUCN is a membership Union uniquely composed of both government and civil society organisations. It provides public, private and non-governmental organisations with the knowledge and tools that enable human progress, economic development and nature conservation to take place together.

Created in 1948, IUCN is now the world's largest and most diverse environmental network, harnessing the knowledge, resources and reach of more than 1,400 Member organisations and around 15,000 experts. It is a leading provider of conservation data, assessments and analysis. Its broad membership enables IUCN to fill the role of incubator and trusted repository of best practices, tools and international standards.

IUCN provides a neutral space in which diverse stakeholders including governments, NGOs, scientists, businesses, local communities, indigenous peoples' organisations and others can work together to forge and implement solutions to environmental challenges and achieve sustainable development.

Working with many partners and supporters, IUCN implements a large and diverse portfolio of conservation projects worldwide. Combining the latest science with the traditional knowledge of local communities, these projects work to reverse habitat loss, restore ecosystems and improve people's well-being.

www.iucn.org
<https://twitter.com/IUCN/>

Description of the Service

IUCN ROWA is looking for a travel services provider to facilitate the booking of flights, hotels, and hire cars.

IUCN travel pattern varies significantly year-on-year. Our staff travel to and from a large variety of locations, and there are few destinations to which we frequently travel.

Year	Accommodation	Accommodation	Air Travel	Air Travel2	Venue Hire	Total
	IUCN	Non-IUCN	IUCN	Non-IUCN		
2021	JOD 18,255.10	JOD 30,100.18	JOD 7,263.40	JOD 46,996.50	JOD 10,802.03	JOD 113,417.21
2022	JOD 57,018.70	JOD 42,035.83	JOD 56,652.27	JOD 21,104.39	JOD 27,395.60	JOD 204,206.79
2023	JOD 79,361.99	JOD 53,521.46	JOD 84,570.28	JOD 33,784.94	JOD 34,603.31	JOD 285,841.98
TOTAL	JOD 154,635.79	JOD 125,657.47	JOD 148,485.95	JOD 101,885.83	JOD 72,800.94	JOD 603,465.98

You can find IUCN's travel policies for staff and non-staff in Attachments 4 and 5 of the Request for Proposals

Essential Requirements

- At least three logical options will be offered, where available.
- Booking confirmations and tickets will be delivered electronically.
- IUCN prefers a provider who offers significant benefits through fares that they have negotiated directly with carriers and hotels.
- IUCN's traveler's plans frequently change at the last minute. The provider must offer dedicated support for this, bearing in mind that at the moment when changes are required, travelers may be in a different time zone and without easy access to the full range of means of communication.
- The provider must offer the services for IUCN staff as well as non-IUCN-staff whose travel is being paid by IUCN. There must be a simple but effective approval process for non-staff.
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Duration of the Assignment

From May 2024 for Three years renewable based on the performance of the provider.