APPROVED BY

Administrator

S. Krivolapov

Rosatom Latin America Ltd.

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June \_\_, 2022

TERMS OF REFERENCE

for the supply of goods, work and/or services

Procurement object – Rendering travel services for Rosatom Latin America.

Rio de Janeiro  
 2022

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| **SECTION 1. NAME** | | |
| Rendering travel services for Rosatom Latin America. | | |
| **SECTION 2. DESCIPTION** | | |
| 2.1. Registration and delivery of airline tickets for flights within Brazil and to countries outside Brazil for Rosatom Latin America employees and for experts at events organized by Rosatom.  Airline sales include providing information on carriers and routes to desired destination, availability of tickets, booking, purchase of tickets, including exchange and refund of tickets.  2.2. Organization of accommodation in hotels in Brazil and outside Brazil.  The organization of hotel accommodation includes room reservation, the organization of hotel accommodation (including, if necessary, late check-out, early check-in, reservation for the first night of stay).  Organization of accommodation in hotels in Brazil, outside of Brazil using special rates and discounts provided by hotels to organizations of the State Atomic Energy Corporation Rosatom.  2.3. Registration and delivery of railway tickets for trips outside of Brazil for Rosatom Latin America employees and for experts at events organized by Rosatom.  Railway sales include providing information on carriers and routes to desired destination, availability of tickets, booking, purchase of tickets, including exchange and refund of tickets.  2.4. Transfer: airport or railway station - hotel (and in the opposite direction).  2.5. International car rental arrangements (including arrangement a bus/van group transportation services by minivan or bus).  2.6. National car rental arrangements (including arrangement a bus/van group transportation services by minivan or bus).  2.7. Conference room reservation for meetings / events within Brazil and outside the country. | | |
| **SECTION 3. REQUIREMENTS** | | |
| Subsection 3.1. General requirements | | |
| 3.1.1. The Contractor must be able to provide all the above listed services at the best possible price.  3.1.2. Upon the request, the Contractor must provide travel management services to everyone who will be travelling on behalf of Rosatom Latin America. This will include contractors, experts, providers and clients where the agreement is that the Rosatom Latin America is responsible for the arrangement and cost of travel.  3.1.3. The Contractor must assign a personal manager to a Client. In the case of emergencies, the travel manager shall maintain operations necessary to support travelers.  Provision of information (by phone, via e-mail) on the availability and cost of air and railway tickets, hotel rooms on the Client’s routes, information on availability within 30 minutes from the moment of receiving the request, transmitted electronically from 09.00 to 18.00 on weekdays , and no more than 1 hour from the moment of receiving the request, transmitted electronically from 18.00 to 09.00, as well as on Saturday, Sunday and public holidays.  3.1.4. Confirmation (by e-mail) of booking, issuing of air and railway tickets for domestic and international communication within 30 minutes from the moment of receiving the request, transmitted electronically from 09.00 to 18.00 on weekdays, and not more than 1 hour after receiving the request , transmitted electronically from 18.00 to 09.00, as well as on Saturdays, Sundays and public holidays.  3.1.5. Confirmation (by e-mail) of booking hotel rooms within 1 hour of receipt of the request, transmitted electronically from 09.00 to 18.00 on weekdays, and not more than 2 hours of receipt of the request, transmitted electronically from 18.00 to 09.00, as well as on Saturday, Sunday and public holidays.  3.1.6. The Contractor shall have a contingency replacement plan to be enforced during periods of illness and vacations of its employees in order to maintain full service at all times under the Contract.  3.1.7. The Contractor has to be able to reserve and issue air and railway tickets for all directions at the best price. For all flight and railway offers sent and/or provisional reservations made, the travel agency shall clearly indicate the ticketing issuance deadline, in order to avoid changes of fares.  3.1.8. The Contractor shall only invoice the Customer for the value of tickets, which have been used. Any tickets which are fully unused should not be invoiced. The applicable service fee and any airline refund penalty should be invoiced.  3.1.9. The Contractor shall arrange accommodations for RLA’s employees and the external experts. The Contractor shall have at its disposal a broad selection of hotels across all the world. The Contractor shall also be able to book accommodation at a hotel which is suggested by RLA at a special price that RLA is entitled to acquire as a participant to an event and to settle the accommodation costs directly with the hotel.  3.1.10. Upon request, the Agency shall provide airport&hotel and railway station transportation services for RLA’s staff members/experts.  3.1.11. The Contractor agrees to provide transport services within first and second category cars with a professional driver who will be knowing English language. In case the service is contracted through third parties, provide full details of the company from whom the cars are rented as well as the model and year of manufacture. The Contractor shall have at its disposal a broad selection of car rental companies with branch locations all over the world (especially in the Latin America countries). The Client may request the contracted agency to arrange a group transportation services by minivan or bus. The Contractor should also assist in negotiating better rates with relevant transportation companies.  3.1.12. Upon company’s request, the Provider should make a reservation for a conference or meeting space. When the audio/video/Internet equipment is included in the rental room charge, the Contractor shall consider it as one unique service.  3.1.13. The Contractor obtains a minimum of three price comparisons for all business travel and booking requests where the routing or destination permits and offers alternative plans that are more cost effective and more convenient where necessary.  3.1.14. The quotation shall contain the following information for each option of any required service:   * + air / railroad carriers and flight numbers / hotel address, early check-in and late check-out rates / vehicle models and car rental rate / conference room reservation price;   + dates and times of departures/arrivals for each segment of the trip;   + booking class with description of applicable restrictions and period of validity of booking;   + refund/rebooking charges;   + price in USD and BRL, disaggregated by ticket fare, taxes, service fee and other charges.   3.1.15. The Contractor should always inform RLA’s employees of any change in the trip (visa restrictions, baggage policies, any changes*,*delays or cancellations in the flight schedules, involuntary stopovers at the airports and other inconveniences of the itinerary). The Provider is responsible for a preparation of suitable itineraries (including alternative routings, departures and arrivals).  3.1.16. The travel tickets, vouchers for accommodation, confirmation of reservations shall be normally delivered electronically by-email.  3.1.17. The Contractor shall charge a service fee for each provided service according to the Contract.  3.1.18. The Contractor is responsible for the consolidation of monthly invoices and supporting documentation to be provided to the Customer. An invoice shall be issued in Brazilian reais (BRL). A monthly invoice should include the Contractor’s identification, the number of services issued per month, the traveler name, the date of travel, the destination, total value of the services including all the taxes and agency service fee.  3.1.19. All the documents must be sent to the email addresses indicated in the Contract.  3.1.20. The Contractor must adhere to the RLA’s Business Travel Policy. | | |
| Subsection 3.2. Quality requirements | | |
| 3.2.1. In accordance with the standards and requirements of Rosatom Latin America. The Contractor shall provide full, prompt and expert international and domestic travel products and services to the company Rosatom Latin America.  3.2.2. Contractor’s prices should be no higher than those offered on the official website of hotels, airlines and transport agencies. | | |
| Subsection 3.3 Requirements for warranty obligations | | |
| Not applicable | | |
| Subsection 3.4 Privacy requirements | | |
| 3.4.1. The Contractor should ensure confidentiality in respect of all travel arrangements.  3.4.2. Compliance with the requirements for confidentiality.  3.4.3. Compliance with the requirements for ensuring the safety of personal data of individuals in accordance with the legislation of the Federative Republic of Brazil. | | |
| Subsection 3.5 Special requirements | | |
| 3.5.1. Services must be provided for a period of 2 (two) years.  3.5.2. The level of the service fees shall remain fixed for the whole duration of the Contract. | | |
| Subsection 3.6 Technical, functional and quality characteristics  (consumer properties) | | |
| 3.6.1. Services provided by the Contractor in a timely manner and with proper quality in accordance with the Scope of services and the Contract.  3.6.2. The Contractor is responsible for the validity of travel documents and vouchers. | | |
| **SECTION 4. RESULT** | | |
| Subsection 4.1 Description of the final result | | |
| 4.1.1. Delivery of the documents is carried out by the Contractor on working days from 09:00 to 18:00 hours.  4.1.2. Terms of the delivery of documents:  electronic air/railway tickets, vouchers for accommodation and transfer will be sent to the Client by e-mail on the day of discharge (but not less than 24 hours before the departure of the employee on a business trip);  4.1.3. Within 5 (five) working days following the last day of each calendar month, the Contractor shall provide the Customer scanned copies of signed documents: the Service Acceptance Certificate of the rendered services (hereinafter the Act), the invoice for services performed last month. The documents are to be send in electronic form by e-mail to the address provided by Customer.  4.1.4. Client, within 5 (five) working days from the date of receipt of the Act from the Contractor, is obliged to sign it and send the signed copy of the Act to the Contractor or provide a reasoned refusal to sign it. | | |
| Subsection 4.2 Acceptance requirements | | |
| Not applicable | | |
| **SECTION 5. REQUIREMENTS FOR TRAINING THE CUSTOMER'S STAFF** | | |
| 5.1. Within 10 (ten) working days after the conclusion of this Contract, Contractor holds an explanatory meeting on the territory of the Client with the distribution of presentation materials on the organization of interaction of all Parties in the implementation of the Contract for the provision of services (2 hours). | | |
| **SECTION 6. ADDITIONAL REQUIREMENTS** | | |
| 6.1. The Contractor must have an office in Rio de Janeiro.  6.2. The language of proposals is English. The Scope of services provided must respond to the list of services described on the Description of the present Terms of reference. | | |
| **SECTION 7. LIST OF ACCEPTED TERMS** | | |
| № in order | Terms | Explanation of terms |
| 1 | Customer / Client | - Rosatom Latin America Ltd. |
| 2 | Contractor | - Travel management agency. |
| 3 | Experts | - Partners, clients, providers, travelling for the Rosatom Latin America objectives to any destination where requires the presence of external experts. |
| 4 | International flights | - Flights outside the borders of the Federative Republic of Brazil. |
| 5 | National flights | - Flights within the borders of the Federative Republic of Brazil. |
| **SECTION 8. LIST OF APPENDIXES** | | |
| Number of apêndix | Name of apêndix | Number of pages |
| 1 | Proposal Request |  |