Approved by

Rosatom South Asia Marketing (India) Private Limited

\_\_\_\_\_\_\_\_\_\_\_ A. Shevlyakov

«09» January 2019

Terms of reference

Kind of services: Services on Business Trips Support in Mumbai

Mumbai

2019

**ТERMS OF REFERENCE**

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SECTION 1. SERVICE

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| Services on Business Trips Support in Mumbai  for Rosatom South Asia Marketing (India) Private Limited |

SECTION 2. SERVICE DETAILS

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| Subsection 2.1 Scope of service |
| 2.1.1. Air tickets for flights inside and outside India.  This service shall include provision of information about airline company and requested routes, tickets availability, their booking and purchase, including tickets change and refund.  2.1.2. Railway tickets for travel inside and outside India.  This service shall include provision of information about railway company and requested routes, tickets availability, their booking and purchase, including tickets change and their refund.  2.1.3. Booking of hotels inside and outside India.  This service shall include provision of information about hotels, rooms availability, booking services including, if needed, provision of early check in and late check out, payment for staying.  2.1.4. Airport and railway station transfers – pick up and drop off.  2.1.5. Support in visa application.  This service shall include preparation of full set of documents for visa application as well as courier services, if personal presence is not required.  2.1.6. Support in insurance performance for traveling abroad.  2.1.7. Taxi/transport services in business trips, other than mentioned in 2.1.4. |
| Subsection 2.2 Service part or share in the total procurement volume |
| 2.1.1. Air tickets for flights inside India 25%  2.1.2. Air tickets for flights outside India 15%.  2.1.3. Railway tickets for travel inside India 0,5%.  2.1.4. Railway tickets for travel inside outside India 0,5%.  2.1.5. Booking of hotels inside and outside India 20%.  2.1.6. Airport and railway station transfers – pick up and drop off 12%.  2.1.7. Support in visa application 3%.  2.1.8. Outstation support in visa application 2%.  2.1.9. Support in insurance performance for traveling abroad 10%.  2.1.10. Taxi/transport services in business trips 12%. |

SECTION 3. SERVICE REQUIREMENTS

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| Subsection 3.1 General requirements |
| 3.1.1. Provision of information (by phone or e-mail) on availability and cost of air and railway tickets, hotel accommodation along routes of the Customer, the information of availability within 30 minutes of request receipt sent in electronic form from 10.00 to 19.00 on business days and not more than 1 hour after receiving the request, sent in electronic from 19.00 to 10.00, and on Saturday, Sunday and public holidays.  3.1.2. Confirmation via email booking, registration of air and railway tickets domestic, international and domestic foreign posts within 30 minutes of request receipt sent in electronic form from 10.00 to 19.00 on business days, and no more than 1 hour from the moment of request receipt sent electronically from 19.00 to 10.00 and on Saturday, Sunday and public holidays.  3.1.3. Confirmation via e-mail of hotel booking within 1 hour of request receipt sent in electronic form from 10.00 to 19.00 on business days and 2 hours of request receipt sent in electronic form from 19.00 to 10.00, and on Saturday, Sunday and public holidays.  3.1.4. All data needed to the Contractor for booking, including flight details (including flight class) and accommodation (accommodation requirements) will be specified by the Customer in the order.  3.1.5. 24/7 helpline service for emergency.  3.1.6. Preliminary (prior to booking and documentation) confirmation with authorized representative of the Customer via e-mail details, including but not limited to:  a) Air flights (departure date, flight number, name and surname of passenger);  b) Transfers/taxi/transport services (Seat and vehicle delivery time, destination);  c) Hotel accommodation - hotel name. dates of stay, name and surname of traveler, clarification of Specific requirements in accordance with application form);  d) Insurance for traveling abroad (country coverage, data the traveler insurance period).  3.1.7. The Contractor shall provide the services in ticketing for the Customer based on the principle of economical reasonableness of selection. To confirm selection of the most economically reasonable fare at the time of booking of flight ticket the Contractor shall make a preliminary analysis of offers and rates of several airlines (not less than 3 sources of information) and price analysis. A set of documents shall be provided with by the Contractor under request.  3.1.8. The Contractor shall provide services for booking hotels for the Customer based on the principle of economical reasonableness of selection. To confirm selection of the most cost -effective option at the time of booking the Contractor makes a preliminary analysis of offers and rates of several hotels in respect of comparable class within limits provided by the Customer (not less than 3 sources of information) and price analysis. A set of documents shall be provided by the Contractor under request.  3.1.9. Providing of urgent refund and/or change of travel document on request without penalties and service charges of the Contractor.  3.1.10. Providing of immediate cancellation of hotel booking on request without penalties and service charges by the Contractor.  3.1.11. Providing personal manager (for all matters - contractual, financial, accounting, quality of service, etc.)  3.1.12. Express delivery of documents required for timely provision of services and accountability.  3.1.13. Specification in financial and accounting documents (invoices, certificates, waybills) class of air and railway tickets, taxes, fees, commissions, as well as amounts of remuneration of the Contractor (brokerage) under the terms of the contract and the Indian law. |
| Subsection 3.2 Quality |
| 3.2.1. The services shall be provided in time and with proper quality in accordance with the technical specifications and contract.  3.2.2. The Contractor shall be responsible for the validity of travel documents, vouchers and insurance policies abroad. |
| Subsection 3.3 Warranty |
| Not applicable |
| Subsection 3.4 Confidentiality |
| Any service-related material, information and document as well as all personal data is confidential and shall not be disclosed to third parties without preliminary written consent unless the disclosure is required to obtain such official permits or documents as may be necessary for the service or payment of taxes and other regulatory charges and in any other cases according to the applicable law. |
| Subsection 3.5 Service and service result safety |
| Not applicable |
| Subsection 3.6 Customer training |
| Not applicable |
| Subsection 3.7 Contents of the participant’s technical proposal |
| Not applicable |
| Subsection 3.8 Special requirements |
| Not applicable |

SECTION 4. SERVICE RESULT

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| Subsection 4.1 Final result |
| 4.1.1 Booked and delivered to the Customer air and/or railway ticket accompanied under request with documentary proved basis of economical reasonableness of carrier and tariff (under request).  4.1.2 Booked and delivered to the Customer hotel voucher accompanied under request with documentary proved basis of economical reasonableness of tariff and evidence that price does not exceed the threshold of 90% of hotel current cost, specified on hotel's official website, if any (under request).  4.1.3 Booked and delivered to the Customer a voucher for airport and/or railway pick up/drop off, confirmation for taxi/transport services other than transfers.  4.1.4 Providing insurance for travelling abroad and contacts of 24/7 insurance operator. |
| Subsection 4.2 Service acceptance |
| 4.2.1. Delivery of hard copies should be carried out by the Contractor on business days from 10.00 to 19.00.  4.2.2. Electronic air and railway tickets, hotel vouchers and vouchers for transfers shall be available to the Customer by e-mail before trip starts (but not less than 24 hours before departure). |
| Subsection 4.3 Requirements for delivery of technical and other documents (form of deliverables) |
| Not applicable |

SECTION 5. TRAINING REQUIREMENTS

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| Not applicable |

SECTION 6. ABBREVIATIONS AND DEFINITIONS

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| Item No | Abbreviation/ short form | Explanation |
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SECTION 7. APPENDIXES

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| No | Appendix | Page No |
| 1. | Form of proposal | 0 |
| 2. | Principal terms and conditions of agreement to be concluded | 0 |