REQUEST FOR EXPRESSION OF INTEREST (EOI)

Subject: Consultancy Service by Travel Expert

Date of this EOI: 23 June 2020

Closing date of this EOI: 08 July 2020

Reference Number: ICC EOI128179

Address EOI for the attention of: ICC Procurement, Tender 2

E-mail address: Tender.2@icc-cpi.int

It is anticipated that the International Criminal Court (hereafter referred to as the ICC) located in The Hague, The Netherlands, will shortly be issuing a solicitation for the provision of **Consultancy Service by Travel Expert**. In this connection, the ICC is requesting expressions of interest from qualified firms.

**Please refer to the attached Terms of Reference – Study on the ICC Travel Process for the details of this requirement.**

The full document for the Request for Proposal will be sent to the firms who reacted to this EOI.

Interested firms/organizations should forward their Expression of Interest by e-mail to Tender.2@icc-cpi.int

Please use this attached form (Page 2).

Interested firms/organizations registered with the UN Global Marketplace, please indicate your vendor registration number.

Please be advised that this Request for EOI does not constitute a solicitation. It should also be noted that the ICC reserves the right to change or cancel this requirement at any time.

**NOTE: Please do not send any offers or price quotations as a response to this Request for EOI.**

**EXPRESSION OF INTEREST**

**ICC128179**

Subject: Consultancy Service by Travel Expert

1. Company information:
2. Company’s name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. Address (address responding to this EOI): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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1. Telephone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. E-mail: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. Company contact person’s name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

f) UNGM Vendor Registration No.: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**ICC EOI128179**

**Terms of Reference - Study on the ICC Travel Process**

1. **Background**

The International Criminal Court (hereafter “ICC” or the “Court”) is a permanent international court. The ICC is not part of the United Nations, but it maintains a cooperative relationship with the UN. The ICC is composed of four organs. These are the Presidency, the Judicial Divisions, the Office of the Prosecutor (hereafter “OTP”) and the Registry. The ICC Head Quarters is based in The Hague, the Netherlands. The ICC operates Country Offices in the Situation Countries (i.e. Central African Republic, Democratic Republic of Congo, Mali, Uganda, Côte d'Ivoire, Georgia). The Assembly of States Parties is the management oversight and legislative body of the ICC.

The expenditure on travel-related expenses covers namely airline tickets, daily subsistence allowance (DSA), terminal expenses and unaccompanied shipments. The two main types of official travel are business-related (mission) travel and statutory (such as Home Leave entitlement) travel.

**The ICC Travel Unit is responsible for all travel, relocation, visas and privileges for staff members, their recognized dependents and other personnel.**

The Unit is responsible for ICC travel services. It is located at the seat of the Court in The Hague, The Netherlands. It has the following objectives:

* To provide cost effective travel and accommodation arrangements in compliance with the Staff and Travel Rules;
* To have an effective and efficient operational process;
* To have a clear view of cost structures;
* To maintain insight in travel patterns, industry best practices and an indication of how client behavior can influence costs (e.g. advance booking and types of tickets purchased).

The ICC has circa 1,000 staff with an annual airfare and train-fare turnover of circa €3,523 million. This includes business-related (mission) travel and statutory (such as Home Leave entitlement) travel.

1. **Registry Strategic Plan 2019-2021**

In accordance with the Registry Strategic Plan, all the services in the Registry will embrace a culture of continuous improvement. In view of the impact that effective travel arrangements has on the budgets of all major programs of the Court, travel has been identified as a service that will benefit from a more focused approach to continuous improvement.

Effective and efficient travel arrangements are not just about obtaining trips at the best price, it is also about ensuring that the process of booking trips and accounting for their expenses is itself timely and at low cost including the lowest possible number of cancellation and late bookings. Effective travel arrangements also include issues such as obtaining visas, UNLP and many more services.

This document refers to the end-to end travel process.

It should be noted that the most recent survey with regard to client satisfaction indicated that the Travel Unit had one of the highest ratings of services provided in the Court.

The Office of the Director of DMS has been asked to commission an expert to carry out an initial study of the travel process to identify potential opportunities for improvement inconsiderationof a possible new approach described in the below scope of work, taking into account the operational and cost implications and the suggestions put forward in the report.

The Court is in the need of an expert from the travel sector with knowledge and experience in travel process engineering. The expert may be an individual or an organization /company.

1. **Scope of Assignment**

The expert shall undertake a study on the travel business model currently in place at the ICC and provide recommendations, if applicable, on a possible new approach on how to achieve below opportunities.

The expert shall consider the environmental considerations as outlined below:

**Environmental Considerations and Travel New Approach**

* *Process*: Solicit feedback from the ICC clients of the Travel Unit to ascertain possible areas for improvement. Propose re-engineered travel processes including control on travel expenses and integration to mission planning to ensure the proposed new system is the most effective and provide recommendations on possible further improvements.
* *Business model: t***he ICC Travel Unit is responsible for all travel, relocation, visas and privileges for staff members, their recognized dependents and other personnel. It arranges**:
* the reservation of air, train and ferry tickets for staff on assignment and all HR related travel;
* shipment of personal effects;
* official visa applications for assignment and HR related travel;
* UN Laissez-Passer applications;
* application of Dutch Privileged Identity cards for staff members and their dependents;
* assistance to staff members in areas such as driving licenses, tax exemptions, motor vehicle applications, reimbursement of taxes, etc.
* Out-of-hours on-call function.

There is no staff of the Business Travel Services supplier present at the ICC premises.

The Court would like to explore if it could gain greater synergies and efficiencies by embedding Travel Company operations within the Travel Unit while maintaining confidentiality in the Court’s travel activities. The expert will be required to consider the current business model and provide options and recommendations on how continuous improvement can be achieved through effective and efficient travel arrangements, including the structure and functioning of the Travel Unit, itself.

* *Engagement with travel agencies*: efficient travel relies on an effective partnership between external travel agents and in-house travel units. The procurement of the travel agent may offer opportunities for increased efficiency. The ICC has been with the same travel company for many years, contracted through regular competitive procurement processes. The current tender has been placed on hold pending the outcome of this expert review to ensure we have the best value for money for our travel arrangements. As part of the procurement exercise for the Travel Company contract, the expert is requested to consider how the ICC can make the best out of partnerships with external travel agents and to assist with the technical aspects of procuring for such services (e.g. draft request for proposals and assist with technical evaluation). This includes consideration of the ICC joining framework contracts already in place with the organizations of the United Nations or other partnership with other international organizations based in The Hague.
* *Engagement with travel carriers*: the ICC has an agreement with KLM/AF, regarding special fares to various destinations to ensure the most direct, most economical air fares. These air fares have special rules and regulations. The expert is required to assess the current engagements and provide options and recommendations on how the arrangements could be further improved.
* *Policies:* The UN has reviewed the travel policies in its system and there are studies which can be used for benchmarking purposes. A review of our travel arrangements against the latest review of - Air Travel Policies in the United Nations System (currently JIU/REP/2017/3) is required, including consideration to lump sum payments for Home Leave and other entitlements.
* Advise on possible KPI’s

The expert shall report to The Court no later than **1 November 2020** on the results and implementation of the possible new approach.

1. **Deliverables**

Within the time frame specified and subject to any amendments made hereto by the ICC with agreement from the expert, the expert shall submit the following to the Office of the Director of DMS:

1. A proposal or business plan of the entire project along with timelines and expected milestones, to be submitted within three weeks from the date of signing the contract;
2. An intermediary report on the results of the study, including recommendations. This intermediary report shall be presented for review no later than **1 September 2020** on the initial findings of the study, including with below sections

A final report on the results of the study, including recommendations, shall be presented no later than 1 November 2020 on the results of the study, including recommendations in terms of costs and efficiencies gained.

1. **Reporting Line**

The expert shall report to the Registry Director of the Division of Management Services (DMS).

The expert shall work in close cooperation with the Chief of General Services Section (hereafter “GSS”), Supervisor of the Travel Unit (hereafter “TU”), the Travel Unit team members and other relevant stakeholders.

1. **Expected Duration of Assignment**

The task is expected to commencefrom the date of signing the contract until 1 December 2020. The expert may be required to participate in meetings of the ICC after that time.

1. **Place of Work**

The expert shall not be required to be physically present at the Court’s premises, and may work in his or her own domicile with use of technology (for example video-conferencing) where necessary. Business trips to The Hague, or other duty stations shall be subject to approval by the Office of the Director of DMS.

1. **Qualification/Experience**

The expert shall meet the following minimum criteria:

1. Key personnel should have a minimum of a Master’s Degree in a field related to business management, travel management, or related fields;
2. Demonstrated experience in change management in the area of Travel Management and Process analysis or (re)engineering, preferably in the context ofinternational organizations, to achieve greater efficiencies;
3. Ability to render consulting services in the most professional, effective and efficient manner;
4. Excellent analytical skills, critical-thinking, and communication skills both in writing and presenting (all required reports shall be written in English and/or French); and
5. Familiarity with the UN common system of travel management is desirable.
6. **Expert’s Profile**

The expert is required to provide the following as part of the offer:

1. Curriculum Vitae highlighting the qualifications and experience of key personnel, as outlined above;
2. Brief explanation of the methodology to be used (1 – 2 pages long); and
3. Pro Bono or Professional fee (not including travel costs and daily subsistence allowances which will be based according to the rates established at the Court) including frequency of payment for the full range of services required, broken down into all major cost components associated with the service.
4. **Payment Terms**

Pre-approved travel costs and daily subsistence allowances will be based according to the rates established by the Court.

For Fees based services the total price shall be in a fixed lump-sum amount, and milestone payments corresponding to outputs shall be indicated in the proposal. Payments under the contract will be output-based and will be made upon satisfactory completion of each milestone and finally upon the satisfactory completion of the assignment.

The ICC general terms and conditions for the procurement of services will be applied.