



STBNY TRAVEL AGENCY PROCUREMENT

The Singapore Tourism Board New York invites tenders for appointment of travel agency to provide services for travel flight arrangements for sponsored stakeholders and staff travel.

The tenderer shall provide full, prompt, accurate and expert travel agency services as a minimum but not limited to:

- (a) Provide trip planning assistance;
- (b) Make travel reservations for air as well as any changes to these reservations;
- (c) Issue tickets for international / domestic air travel;
- (d) Provide assistance to liaise with airlines on special requests such as additional baggage allowances, special meal requests, preferred seating arrangements;
- (e) Provide advice on fare conditions, ticket refunds and ticketing deadline;
- (f) Provide information regarding vaccination and health requirements;
- (g) Provide detailed itineraries via printed and electronic format in a timely manner;

The closing date for submission is on Friday, 07 October 2016. If interested please request the formal invitation to tender

- by email to: newyork@stb.gov.sg
- Reference subject title: STBNY TRAVEL AGENCY PROCUREMENT