

SINGAPORE TOURISM BOARD AMERICAS APPOINTMENT OF OFFICIAL TRAVEL AGENCY

The Singapore Tourism Board of New York invites tenders for:

STB AMERICAS APPOINTMENT OF OFFICIAL TRAVEL AGENCY

Reference No.: STB/NY1/19-20/T11

CLOSING TIME AND DATE: 12:00 MIDNIGHT EASTERN TIME (NY TIME) ON 03 JUNE 2019/ 12:00 PM SINGAPORE TIME ON 04 JUNE 2019

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 24-hour access to emergency travel services and assistance to help travellers globally;
- (h) Provide detailed itineraries via electronic format in a timely manner;

The Tenderer shall describe fully all other travel agency services that he is able to offer.

The Tenderer shall describe his travel consultants' familiarity and experience in providing the types of services.

If interested, please request the formal invitation with the **complete details** to tender by email to: **stb_tema_procurement_A@stb.gov.sg**