**DRC**

**Terms of Reference (TOR)**

**for**

**Provision of Air Travel Agency Services**

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# Who is the Danish Refugee Council?

Founded in 1956, the Danish Refugee Council (DRC) is a leading international NGO and one of the few with a specific expertise in forced displacement. Active in 40 countries with 9,000 employees and supported by 7,500 volunteers, DRC protects, advocates, and builds sustainable futures for refugees and other displacement affected people and communities. DRC works during displacement at all stages: In the acute crisis, in displacement, when settling and integrating in a new place, or upon return. DRC provides protection and life-saving humanitarian assistance; supports displaced persons in becoming self-reliant and included into hosting societies; and works with civil society and responsible authorities to promote protection of rights and peaceful coexistence.

DRC has worked in Somalia for many years, supporting communities affected by displacement caused by conflict and drought by building resilience and self-reliance across all regional states of Somalia.

# Purpose of the Service

The Danish Refugee Council based in ***Somalia*** seeks proposals from a A reputable Travel Agency for the Provision of Air Travel Agency and Ticketing Services

# Background

The Danish Refugee Council (DRC) is Implementing Projects Funded by Various Donors for the implementation of the humanitarian aid operation in Somalia. Part of this operation will include Air Travels both within and Outside Somalia, therefore, the DRC requests all qualified Bidders to submit price bid(s) for the Provision of services listed on the attached DRC Bid Form Annex A.

# Objective of the Service

The purpose of this tender is to identify and engage a specialized **Travel Agency** for DRC Somalia country Office who will be contracted under a Purchase agreement for an initial period of twelve (12) months, with a possibility of extension for 12 Months for the provision of travel management and related services which shall include, but not are limited to Airline Ticketing.

# Scope of work and Methodology

The contracted Travel Agency will provide a wide range of travel services to DRC, detailed as follows:

Request management

1. For every duly approved and authorized request by DRC personnel, the Agency shall present a list of solutions with quotations depending on the nature of request.

2. Where DRC staff requires travel on routes that have not been quoted, DRC shall request flight bookings and minimum three (3) options should be presented for air travel (different airlines), considering the lowest fare for travels and most convenient and cost effective for services which will represent the best value for money for DRC.

3. Upon confirmation by DRC personnel, The Agency shall promptly issue and deliver tickets and other confirmations via email.

4. The tickets and confirmations should include change and cancellation fees as well as other terms and conditions. When requested, modifications or cancellations should be issued according to the fees and conditions mentioned in the ticket or confirmation.

5. Requests by DRC personnel should receive an acknowledgement of receipt at the agent's earliest convenience and attended to on the same day. Response times for sending quotes on the requested service should be within 1 hour:

- In addition, the Agency shall provide a 24-hours emergency service including weekends and official holidays.

7. At least two of the Agency's employees shall be reachable by phone and email within the agreed service times as set out in paragraph 4. An exception to this is the emergency services described below.

8. The Agency shall provide an information service to notify DRC and the traveller of situations which may affect travel and booking such as airport closings, cancelled or delayed flights, cancellation of or bookings, as well as of local political and/or security and safety conditions. Failure to provide this information which may cause complications for traveller, costs will be borne by the Agency.

Airline Ticketing

1. The Agency shall provide flight options when requested, promptly issue and deliver tickets and travel details.

2. The Agency must be able to offer options and book tickets with all airlines operating in the requested routes.

3. Itineraries via email after confirmation. Flight options must include all terms and conditions offered by the airline.

4. For wait-listed bookings, Travel Agency shall provide regular feedback on status of flight;

5. The Agency shall process flight changes and cancellations when and as required. It shall also provide a system to track and reuse non-refundable and unexpired tickets, credits or refunds in case of changes.

6. The Agency shall not invoice cancellation and/or change reservation date charges which are not due to fault of DRC travellers.

Cancellation, rebooking and refunds

1. For all types of provided ticket services, the Agency shall assist with changes, re-routings or cancellations and re-issue tickets or bookings in conformity with such requests

2. The Agency shall immediately process refunds for cancelled travel, unutilized pre-paid tickets and credit these to DRC as expeditiously as possible;

3. The Agency shall not invoice cancellation and/or change reservation date charges which are not due to fault of DRC travellers.

Emergency Services

1. The Agency shall ensure that a staff is available to assist Travelers during after hours, weekends and public holidays for emergency reservations and changes to travel plans.

2. Emergency assistance shall ensure capability to track traveler’s locations and bookings; inform travelers via email alerts regarding events that could impact their travel and provide real-time support to impacted travelers and DRC management.

Quality Monitoring Services

1. In order to ensure quality and satisfactory services to DRC, the Agency shall designate a quality representative who will act as a focal point for service quality/complaint related subjects;

2. The representative will regularly request feedback from DRC personnel upon completion of services. The feedback will be used to improve quality of services and if needed, provide alternative options in future requests.

Management Reports

1. The Agency shall provide a monthly summary of all services provided indicating names, dates, locations and costs latest by 5th of the following month. The report shall also include any unused tickets and balances.
2. The Agency shall also track complaints and provide a complaint analysis along with the monthly reporting.

# Duration, timeline, and payment

The Contract Shall be for an initial period of 24 Months with a possibility of extension for 12 Months.

Payment Shall be made on a Monthly Basis after receipt and reconciliation of Monthly Summary of all Services Provided and Invoice