

Annex F – Terms of Reference

Provision of TRAVEL AGENCY booking SERVICES

1. Background

DRC international humanitarian response organization is hereby soliciting bid proposals from travel agencies interested in providing various services related to travel regularly required by the DRC Algeria, Libya and Tunisia Office based in Tunis.

DRC also reserves the right to establish a trial period with several travel agencies.

Flight Booking services:

Flight booking shall be providing prompt and accurate international and domestic travel products and services. The services to be provided are:

- Provide travel information and flight schedules.
- Reservation and ticketing services for domestic and international flights.
- Airfares and pricing.
- Flight cancellations/rebooking and refunds.
- Hotel booking

2. Minimum Products and Services Required by DRC

Travel Services to be Provided.

The successful Travel Agency contractor shall provide full, prompt, accurate and expert international and domestic travel products, and services to the staff of DRC, the products and services required by DRC include, but not to be limited to, the following:

2.1. Flight Booking Services

- **Airline Reservations:** Booking domestic and international flights for DRC employees.
- **Flexible Ticketing:** Options for flexible or refundable tickets to accommodate changes in travel plans.
- **Multi-City and Round-Trip Bookings:** Arranging complex itineraries, including multi-city and round-trip flights.
- **Group Bookings:** Managing reservations for group travel, including corporate events or team trips.
- **Last-Minute Bookings:** Providing urgent flight arrangements when needed.
- **Visa Assistance:** Providing guidance or support for visa requirements related to flight bookings.
- Provide signed stamped Purchase Orders (PO)s and invoices per PO and Terms and Conditions for each hotel flight service requested by DRC.
- Providing flight tickets via email
- **24/7 Support:** Providing round-the-clock customer support for emergencies or changes.
- Endeavor to notify DRC travel staff of airport closures delayed or cancelled flights, security procedures, health precautions, as well as other changes that will affect or will require

preparations from the travelers, sufficiently before departure time; and Quick reference for requested destination

- **the journey concerned:** For all flights, the most direct and economical fare in economy class is to be offered. The only exception from the above-mentioned rule is if the accumulative outbound and/ or inbound flying time per direction exceeds 9 hours in duration when the lowest cost business class fare is to be offered unless otherwise requested by DRC;
- ensure that tickets issued are in accordance with entitlements prescribed in the Travel Authorization (e-mail information).
- Inform DRC travel staff, upon booking confirmation, of flight/ ticket restrictions, involuntary stopovers, hidden stops, and other possible inconveniences of the itinerary and provide required documentation for travels;
- Provide DRC travel staff with online and offline relevant information on official destinations, i.e., visa requirements, security advisories, airport transfers/ land transportation facilities, local **Billing and Invoicing**

Travel Agency shall:

- Process duly authorized flight changes/ cancellations when and as required and take care that in such cases cancellation fees imposed by the airlines are avoided,
- Immediately process airline refunds for changed/ cancelled travel requirements and credit these to DRC as expeditiously as possible,
- Refund tickets within three (3) months only (a shorter period than 3 months offered will be an advantage),
- Limit refund charges at airline rates only, i.e. no additional charges will accrue to the Travel Agency,
- Absorb all cancellation and/or change reservation date charges which are due to no fault of DRC or the person travelling, and Report regularly back to DRC on the status of ticket refunds.
- Inform DRC by email to the “Admin” department in Tunisia for any update or cancellation of the service regarding flights. Traveler is also to receive info. by his/her shared contact number.

Flight Cancellations / Rebooking and Refunds

Travel Agency shall:

- Process duly authorized flight changes/ cancellations when and as required and take care that in such cases cancellation fees imposed by the airlines are avoided,
- Immediately process airline refunds for changed/ cancelled travel requirements and credit these to DRC as expeditiously as possible,
- Refund tickets within three (3) months only (a shorter period than 3 months offered will be an advantage),
- Limit refund charges at airline rates only, i.e. no additional charges will accrue to the Travel Agency,
- Absorb all cancellation and/or change reservation date charges which are due to no fault of DRC or the Traveler, and Report regularly back to DRC on the status of ticket refunds.
- Inform DRC by email to the “Admin” department in Tunisia for any update or cancellation of the service regarding flights. Traveler is also to receive info. by his/her shared contact number.

2.2. Hotel Booking Services

- **Accommodation Reservations:** Booking hotels, resorts, or other lodging options based on preferences and budget.
- **Corporate Rates:** Negotiating discounted corporate rates for frequent stays.
- **Group Bookings:** Arranging accommodation for group travel or events.
- **Special Requests:** Handling special requests such as early check-in, late check-out, or specific room types.
- **Cancellation Policies:** Ensuring flexible cancellation or modification policies where possible.
- **Location Preferences:** Booking hotels in preferred locations (e.g., city center, near airports, or specific landmarks).
- Venue Booking & Event Support Services
- **Venue Reservations:**
 1. Booking venues for meetings, workshops, seminars, and corporate events.
Options include conference centers, hotel meeting rooms, coworking spaces, and event halls.
 2. Coffee Breaks & Catering:
Arranging coffee breaks, lunch, and catering services depending on the quantity of attendees and duration of the event.
Customizable menus to suit dietary preferences and cultural requirements.
 3. Facilities & Equipment: Providing essential event equipment such as:
Projectors and screens
Sound systems with microphones
Whiteboards and flip charts
High-speed Wi-Fi
Video conferencing tools
On-Site Coordination (Optional))
Support with setup, tech checks, and coordination during the event.
Liaison with venue staff to ensure smooth execution.

2.3. Additional Services

- **Ground Transportation:** Arranging airport transfers, car rentals, or other local transportation.
- **Travel Insurance:** Offering options for travel insurance coverage.
- **Crisis Management:** Providing support during travel disruptions (e.g., flight cancellations, natural disasters).
- **Sustainability Options:** Offering eco-friendly travel options, such as carbon offset programs or green hotels.

3. Payment schedule

- Payment will be processed by DRC every month and paid no later than 30 days from receipt of the final invoice and supporting documents from the supplier.
- The supplier must attach a copy of all e-tickets issued for that month to the invoice.

4. Timeframe

The duration of the purchase agreement will be 12 months with the possibility of an extension of 12 months upon mutual agreement of both parties.

5. Experience and qualifications

- Accredited IATA Travel Agent duly licensed in the country of operation.
- Previous experience working with INGOs or similar organisations.
- Offers customer support through telephone and email, 24 hours a day, 7 days a week.
- Offers a designated point of contact for DRC.

The successful supplier shall also be required to demonstrate providing a dedicated service to the travel needs of DRC throughout the year.

6. Administrative evaluation

The supplier must complete and submit the following documents as part of the Bid:

#	Document Name	Instruction
1	Annex A – Financial Bid Form	Complete in full, sign and stamp - mandatory
2	Annex B : Tender and Contract Award Acknowledge Certificate	
3	Annex C – General Conditions of Contract	Sign and stamp - mandatory
4	Annex D – DRC Code of Conduct	Sign and stamp - mandatory
5	Annex E – Supplier Registration Form	Complete in full, sign and stamp - mandatory
6	Annex F – Terms of Reference (ToR)	For reference only
7	Company Portfolio	As part of the Technical Evaluation (below)
8	Vendor Registration Dossier	RNE (Registre National des Entreprises) Tax Certificate Copy of ID or Legal Representative's ID Company Registration Documents
9	3x References (see Technical Evaluation below)	As part of the Technical Evaluation (below)
10	Workplan (see Technical Evaluation below)	As part of the Technical Evaluation (below)

7. Technical Evaluation

Selection is based on the following weighted criteria. Suppliers must ensure that all requested information and documentation is submitted with the bid:

Criteria #	Criteria	Documentation to be Submitted	The weightage (%)
1	Company Information	Company portfolio/brochure/website, staff, opening hours etc.	30%
2	Experience in Corporate Travel	Provide 2x written references from corporate clients giving feedback on previous work.	30%
3	Technical Capacity/Workplan	Provide information on the services that will be provided to DRC eg dedicated point of contact, out-of-hours servicing, booking access, processing times etc	40%
Total			100%

8. Financial Evaluation

Suppliers who pass the technical evaluation will be move forward to the financial evaluation.

- The financial evaluation scoring will be based on service fees and lead times for delivery of service.
- The financial bid must be completed on Annex A.2 – Financial Bid Form and priced in **TND**.
- Please do not include any airline fees in the Financial Bid, only those fees to be added by the supplier.
- Fees can be added as a lump sum, or as a percentage amount of the flight ticket.