



Terms of Reference

Service:	Travel Agency for Norwegian People's Aid (NPA) in Erbil
Office:	NPA - DHC
Immediate Superior:	NPA Operation Coordinator
Based in:	Erbil, Iraq
Contract Starting Date:	01 st of Feb 2023 – 31 st of Jan.2024

Objective:

Contract with qualified Travel Agent to cover the provision of travel management and related services hereafter referred to as "Travel Management Services" (TMS). Travel Management Services shall include, but not are limited to:

Airline ticketing, hotel reservations, booking venues, travel insurance, visa issuing and related services for travel plans in Iraq and within the middle east reign. Preparation of suitable itineraries (including alternative routings, departures, and arrivals) at the lowest cost for Staff Members.

A. General

1. The Travel Agent should provide travel services for 24 hours a day, as well as for services during weekends and official holidays where emergency travel service is required. One of the Travel Agent's employees shall always be reachable by phone.
2. Official travel requirements shall be accorded the highest priority and, therefore, the Travel Agent shall ensure that servicing private travel does not delay, impede, or frustrate the Travel Agent timely and effective processing of NPA official travel.

B. Reservation and ticketing

1. For every duly approved email, Travel Agent shall immediately make bookings and prepare appropriate itineraries and formal price quotation based on the lowest fare and the most direct and convenient routing.
2. If required travel arrangements cannot be confirmed, Travel Agent shall notify the requesting party of the problem and present alternative routings/quotations for consideration.
3. Travel Agent shall promptly issue and send via email accurately tickets and detailed itineraries, and make appropriate adjustments for any change(s) in flight,
4. Travel Agent shall accurately advise the of ticketing deadlines and other relevant information every time reservations are made, to avoid cancellations of bookings.

C. Hotels

1. The Travel Agent shall make reservations for lodging accommodations when requested. This service shall include initiating and confirming reservations, and confirming the all -inclusive rate at which the reservation is made.

2. The Travel Agent agrees to negotiate to the maximum extent possible, discount rates, including net rates, for hotel accommodations applicable specifically to reservations by NPA for official travel and to arrange such services on a worldwide basis when requested to do so.

Mandatory: Travel agent must provide list of networking of their suppliers in Iraq and the Middle East region. Failure to present this list will immediately disqualify the Travel Agent from bidding

D. Other Services

1. The Travel Agent shall provide travelers with advice on necessary on health/visa requirements, including types of inoculations/documents and vaccinations either required or suggested for travel to certain countries or areas.
2. Travel Agent shall indicate any special features, programs, or services that would be beneficial to NPA and its travelers (e.g. visa processing, "Meet and Greet", Lost baggage follow-up, insurance, preferred seating arrangements).

E. Traveler's Profiles

The Travel Agent shall maintain computerized profiles of all frequent travelers, as designated or defined from time to time by NPA, setting forth the traveler's preferences regarding airlines, hotels, seating and meal requirements, passport and credit card information, and such other information as is useful to facilitate such travelers travel arrangements.

F. Ticket Delivery

The Travel Agent shall deliver tickets, based upon proper authority from NPA in case of official travel, itineraries, boarding passes (where available) and other travel documents as determined necessary by NPA. Tickets shall routinely be provided not earlier than one or two days in advance of travel unless required otherwise. The Travel Agent shall issue and email ticket and all related documents immediately after approval from NPA personnel.

G. Annex 1*BOQ of services and prices*

#	Description of Good / Service	Unit Price (USD)
	Financial Proposal (30%)	
1	Flights Booking Fee	
2	Flights Cancellation Fee	
3	Flights Rebooking Fee	
4	Hotel Booking Fee	
5	Hotel Cancellation Fee	
	Technical proposal (70 %)	
1	Medical travel insurance fee	
2	24/7/365 operation provision (yes/No)	
3	Dedicated account manager (yes/No)	
4	Traveling report and analysis (Monthly, quarterly, and annually) (yes/No)	
5	Response time for ticket booking	
6	Previous Experience (Yes/ No)	
7	Dedicated reservation portal account (yes /No)	