



## Terms of Reference

|                            |                                                             |
|----------------------------|-------------------------------------------------------------|
| <b>Service:</b>            | Travel Agency for Norwegian People's Aid (NPA) in Erbil     |
| <b>Office:</b>             | NPA Office in KRI                                           |
| <b>Immediate Superior:</b> | NPA Operations Coordinator                                  |
| <b>Based in:</b>           | Erbil, Iraq                                                 |
| <b>Time of assignment:</b> | 01 <sup>st</sup> of Feb 2024 – 31 <sup>st</sup> of Jan.2025 |

### Objective:

Enter into a contract with a qualified Travel Agent to oversee the provision of travel management and related services, hereinafter referred to as 'Travel Management Services' (TMS). Travel Management Services shall include, but are not limited to: Airline ticketing, Hotel reservations, booking venues, Travel insurance, and related services for travel plans in Iraq.

### 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 an 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, the 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, the 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. The 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 accommodation 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 discount rates, including net rates, for hotel accommodation applicable specifically to reservations by NPA for official travel.

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

#### **D. 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 tickets and all related documents immediately after approval from NPA personnel.

#### **E. Annex 1**

*BOQ of services and prices*

| # | Description of Good / Service                                             | Unit Price (IQD) | Comments |
|---|---------------------------------------------------------------------------|------------------|----------|
|   | <b>Financial Proposal (40 %)</b>                                          |                  |          |
| 1 | Flights Booking Fee                                                       |                  |          |
| 2 | Flights Cancellation Fee                                                  |                  |          |
| 3 | Hotel Booking Fee                                                         |                  |          |
| 4 | Hotel Cancellation Fee                                                    |                  |          |
|   | <b>Technical proposal (60 %)</b>                                          |                  |          |
| 1 | Medical travel insurance fee                                              |                  |          |
| 2 | 24/7/365 operation provision (yes/No)                                     |                  |          |
| 3 | Traveling report and analysis (Monthly, quarterly, and annually) (yes/No) |                  |          |
| 4 | Dedicated reservation portal account (yes /No)                            |                  |          |
| 5 | Previous experience with INGOs (yes /No)                                  |                  |          |
| 6 | Registration in KRI & Federal Iraq (yes /No)                              |                  |          |