Terms of Reference (ToR)

Travel Agent for Domestic flight

A. Background:

Danish Refugee Council, one of the leading non-profit organizations founded in Denmark in 1956 and has since grown to become an international humanitarian organization. Our vision is a dignified life for all displaced. The range of our work is everything from relief work to strengthen the opportunity for a brighter future for refugees and internally displaced persons. The Danish Refugee Council assists refugees and internally displaced persons in 40 countries across the globe: we provide emergency aid, fight for their rights, and strengthen their opportunity for a brighter future. DRC works in conflict-affected areas, along the displacement routes, and in the countries where refugees settle. DRC in Bangladesh is registered (registration number: 2804) as an International Non-Government Organization (INGO) with NGO Affairs Bureau (NGOAB) in Bangladesh and currently it has been working in Cox's Bazar Rohingya influx since November 2017.

B. Scope of Contract:

The Office of Danish Refugee Council in Bangladesh is seeking a Travel Agency who can provide full range of domestic flight travel services in a timely and competitive pricing providing value for money to the organization.

C. Key Deliverables:

- Make available the domestic flight ticket as per request whenever necessary.
- Submit bill and vouchers as monthly basis (mentioned in the payment head).
- Feedback and lesion learned, if needed.

D. Requirement:

1. Reservation and Ticketing

- For every request, the Travel Agent shall immediately make offers and prepare appropriate itineraries and formal quotation based on the most economical fare available including restricted and non-refundable fares on the most direct and convenient routing.
- If required travel arrangement cannot be confirmed, the Travel Agent shall notify the DRC Office representative of the problem and present minimum two (2) alternative routings/quotations for consideration.
- For wait-listed bookings, the Travel Agent shall provide regular daily feedback on status of the flight.
- The Travel Agent shall reconfirm and revalidate airline tickets, re-issue tickets which are returned because of changed routing or fare structures and printed itineraries, as per conditions enforced by airline carriers.
- The Travel Agent shall promptly issue e-tickets and detailed itineraries, showing the accurate status of the airline on all segments of the journey.

- The Travel Agent shall accurately advise the DRC Office of ticketing deadlines and other relevant information every time reservations are made, to avoid cancellations of bookings.
- The Travel Agent shall provide information on airline tickets schedules.

2. Airfares and Airlines Routings/Itineraries

- The Travel Agent shall propose fares/airline routings and guarantee that it shall obtain the lowest available airfare for the journey concerned. Such journeys shall be the most direct and economic routing.

3. Travel Information/Advisories

- The Travel Agent shall provide quick reference for requested destinations.
- The Travel Agent shall provide travelers with a complete automated itinerary document to include carrier(s), flight and voyage numbers, departure, and arrival times for each segment of the trip etc.
- The Travel Agent shall inform travelers, upon booking confirmation, of flight/ticket restrictions, involuntary stopovers, and other inconveniences of the itinerary and provide required documentation for travels.
- The Travel Agent shall promptly notify travelers of airport closures, delayed, or cancelled flights, as well as other changes that might affect or will require preparations from travelers, sufficiently before departure time, and as soon as it becomes available.

E. Technical proposal outline (recommended)

- Short profile of the firm/agent highlighting experiences on the related field.
- Legal documents of the consultancy firm (Certificate, Trade license, VAT, TIN/BIN, etc.)
- Applicable for the national legal entity of the firm/agent only.
- Consultancy firm/service providers must have legal Bank Account.

Technical Management:

- Danish Refugee council is responsible for oversee the assignment along with agent directly report to the DRC. The DRC HR and Admin Manager and Admin Focal would be the contact person. DRC reserves the right to decide any other assignment/tasks of the consultant as necessary during this period after mutual agreement/discussion.

Financial Proposal:

Details breakdown of the financial proposal related to this assignment as bellow (domestic flights only):

- Discount amount (BDT) from the base fair per ticket
- Service charges (BDT) for per ticket
- Overhead (if any, pls mention)

Selection Criteria:

Criteria	Weighing (100)

Understanding of the ToR (including proposed work plan)	20%
Relevant experience and skill of the proposed agency	30%
Availability and budget efficiency	50%

F. The service period shall be up to November 2022 but subject to on fund /resource availability of the organization and performance of the service providers.

G. Payment: Financial arrangement would be as per DRC's policies as:

- Invoices should be submitted to DRC, 4 working days before end of each month. All invoices must clearly indicate the Bank account details for the payment to be made.
- The terms of payment shall be 100% paid (once in a month) with in ten (10) working days of presentation of an invoice.
- VAT shall be paid in compliance with the binding regulations, national law and international agreements concerning the execution of the program.
- Prices are included VAT and TAX.

**** End****