# Annex 1\_Travel Agency Services

# Terms of Reference (TOR)

# BACKGROUND

GOAL international humanitarian response agent is hereby undertaking a solicitation of bid proposals from travel agencies who are interested to provide various services related to travel and conference organizing activities, regularly required by the GOAL Turkey Office.

*In order to achieve cost efficiency from economies of scale while ensuring outstanding quality of service, one recommendation agreed among the GOAL Syria was to consolidate all the travel and conference organizing requirements and enter into one (1) common contract with a Travel Agency to serve all its respective needs and service requirements. However, GOAL reserves the right to split the award if deemed of any resulting contract between different suppliers in any combination it deems appropriate, at its sole discretion., Requirements are as follows:*

* *Lot 1 : Transportation booking services*
* *Lot 2: Event/conference organizing services and*
* *Lot 3: Accommodation booking services.*

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

## Lot 1: Transportation Booking Services

Transportation, as referred to in the TOR, shall apply to all movements or journey of GOAL staff from one place to another for official business purposes, both international and domestic. These official purposes include, but not to be limited, to the following:

* Official missions, meetings and various events;
* Interviews of applicants / Candidates for employment
* Appointment and repatriation of staff
* Home leaves, emergency travels and educational leaves; and
* Visit to project sites, by GOAL staff

The figures shown are a good and fair estimate of the air travel spend for a period of 3 years. It is based on information currently available to GOAL.

Please note GOAL offers (but cannot warrants) the accuracy of any information contained within this TOR and offers it in good faith. Any agreement resulting from this TOR carries with it no guarantee of future business levels.

***i. Number of International Air Tickets Issued:*** *data shows statistics**for period from 1 January to 31 December 2019 to predict averagely next three (3) years of 2021,2022 and 2023.*

|  |  |  |
| --- | --- | --- |
|  | Number of Air Tickets Issued in period of 2019 | Number of Estimated Air Tickets for period of 3 years |
| International / Total: | 122 | 122 x 3=366 |

***ii. Number of Local Air Tickets Issued (in Turkey):*** *data shows statistics**for period from 1 January to 31 December 2019 to predict averagely next three (3) years of 2021,2022 and 2023.*

|  |  |  |
| --- | --- | --- |
|  | Number of Air Tickets Issued in period of 2019 | Number of Estimated Air Tickets for period of 3 years |
| Domestic / Total: | 418 | 418 x 3=1254 |

***iii. Total Number of Tickets Issued Under the Preferred Carriers Scheme:***

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Carrier** | **Number of Air Tickets Issued** | **% Share** |
| 1 | Turkish Airlines | 454 | %84,07 |
| 2 | Other Airlines | 86 | %15,93 |
| **Total:** | | **540** | **100.00%** |

Remark: Preferred Carriers Scheme provided due to no statement available of conformity with Fly America Act for all flights booked: <https://www.gsa.gov/policy-regulations/policy/travel-management-policy/fly-america-act>

***iiii. Top Destinations:*** *data shows statistics**for period from 1 January to 31 December 2019 to predict averagely next three (3) years of 2021,2022 and 2023.*

|  |  |  |
| --- | --- | --- |
| **No.** | **Destination (to / from)** | **Approximate Number of Frequency for (direct or round flight to / from Destination) Air Tickets Issued** |
| 1 | Ankara (ESB), Turkey | 486 |
| 2 | Hatay (HTY), Turkey | 233 |
| 3 | Gaziantep (GZT), Turkey | 173 |
| 4 | Amman (AMM), Jordan | 98 |
| 5 | Istanbul (IST), Turkey | 84 |
| 6 | Istanbul (SAW), Turkey | 30 |
| 7 | Adana (ADA), Turkey | 42 |
| 8 | Sanliurfa (GNY), Turkey | 31 |
| 9 | Dublin (DUB), Ireland | 23 |
| 10 | Erbil (EBL), Iraq | 4 |
| 11 | Sarajeva (SJJ), Bosnia and Herzegovina | 4 |
| 12 | Rome (FCO), Italy | 3 |
| 13 | Diyarbakir (DIY), Turkey | 3 |
| 14 | Nicosia (ECN), North Cyprus | 2 |
| 15 | Nairobi (NBO), Kenya | 2 |
| 16 | Brussels (BRU), Belgium | 2 |
| 17 | Beirut (BEY), Lebanon | 2 |
| 18 | Izmir (ADB), Turkey | 1 |
| 19 | London (STN), England | 1 |
| 20 | Baghdad (BGW), Iraq | 1 |
| 21 | Balikesir (EDO), Turkey | 1 |
| 22 | Milan (MXP), Italy | 1 |
| 23 | Other Destinations depending GOAL Staff Needs | N/A |
| **Total:** | | **1133** |

Remark: The total does not show the exact number of the total air tickets issued. The data shows the total air tickets issued in terms of the frequency of that flight destinations.

## LOT 2: Event Organising

GOAL Syria and Turkey Program is organizing workshops/seminars/trainings internally or with the counterparts

***i.*** *Data shows statistics**for period from 1 January to 31 December 2019 to predict averagely next three (3) years of 2021,2022 and 2023.*

|  |  |  |
| --- | --- | --- |
|  | Number of Events in period of 2019 | Number of Estimated Events for period of 3 years |
| Total Events: | 479 | 479 x 3=1437 |

## LOT 3: Accommodation Booking

GOAL Syria and Turkey Program needs accommodation services for workshops/seminars/trainings.

*Same statistics for LOT 3: Accommodation Booking as for LOT 2: Event Organising*

# Qualifications of The Successful Travel Agency

The Travel Agency shall have in its current office all necessary equipment and facilities and shall employ a sufficient number of experienced and professionally trained travel experts and staff to handle minimum requirements of the GOAL.

The successful Travel Agency that will be contracted to serve the needs of the GOAL shall have the following minimum qualifications:

Accredited BSP/ IATA (Billing Settlement Payment/ International Air Transportation Association) Travel Agency duly licensed with the Turkish Government,

Maintains a good track record in serving international organizations, embassies and multinational corporations,

Employs competent and experienced travel consultants, especially in ticketing and fare computations.

Financially capable of rendering services to GOAL

Currently maintains a global network/ affiliates in major GOAL destinations,

Maintains facilities of GDS (Global Distr. System, i.e. Amadeus, Galileo, World Span), in-plant domestic and international ticketing and ticket printing facilities, basic office equipment and telecommunications equipment, capacity to issue electronic tickets,

Capable of deploying motorized messenger(s)/documentation clerk(s),

Willing and able to guarantee the delivery of products and services in accordance with the performance standards required by this TOR.

Provide 7 days 24 hours reachable line within regular service hours to remain communication with GOAL for any potential emergencies.

The successful Travel Agency shall also be required to devote a reasonable number of personnel providing dedicated services to the travel needs of the GOAL, consisting of the following:

* Supervisor/s who shall be responsible for the overall management of the GOAL accounts,
* Full-Time Travel Consultant/s – for domestic and international travels and events organization,
* Documentations Assistant/s
* Proficiency in English language, communication via email will be made in English language.

All such personnel shall be required to be well versed on the travel policies of the GOAL and each of its agencies and adopt the same knowledge on the conduct of business and delivery of services to the GOAL System. The above-mentioned personnel will be provided respective information by the GOAL staff. The personnel who will be assigned to serve the GOAL need not necessarily be new but may also be current employee of the Travel Agency, to be re-assigned to service the GOAL requirements on a full-time basis.

Other expertise needed and facilities required shall be sourced from the existing capacity of the Travel Agency.

# Minimum Products and Services Required by GOAL

## LOT 1: 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 staff of GOAL, their dependents and other travelers authorized / accredited under the System, in accordance with the GOAL policies, procedures and guidelines. The products and services required by GOAL include, but not to be limited to, the following:

1. Reservations and Ticketing
   1. For every duly approved GOAL Travel Request Form/e-mail confirmation, Travel Agency shall immediately make reservations on the three (3) main airlines operating the route and prepare appropriate itineraries and formal quotations based on the lowest fare and the most direct and convenient routing. Order for quotations must be sent by email and provided in maximum 2 hours
   2. In the event that required travel arrangements cannot be confirmed, Travel Agency shall notify the requesting party of the problem and present three (3) alternative routings/ quotations for consideration;
   3. For wait-listed bookings, Travel Agency shall provide regular hourly/ daily feedback on status of that specific flight;
   4. Travel Agency shall promptly issue and deliver accurately printed tickets/ provide electronic tickets over the e-mail, and detailed itineraries (in printed and electronic format) showing the accurate status of the airline and hotel reservations on all segments of the journey; and
   5. Travel Agency shall accurately advise GOAL of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings.
   6. Travel Agency needs to be familiar with donor (USAID) requirements shall provide a statement of conformity with the Fly America Act (where operating for all possible flight destinations requested by GOAL) under “Preferred Carrier Scheme”. More information can be found here: <https://www.gsa.gov/policy-regulations/policy/travel-management-policy/fly-america-act>
2. Travel Documentation

Travel Agency shall:

* 1. Provide services for the timely application for visa affairs such as confirmation for hotel and flight reservations.
  2. Immediately replace tickets and other travel documents in the event of their loss.
  3. Provide voucher for hotel accommodation
  4. Provide signed&stamped Purchase Order(PO)s and invoices per PO and Terms and Conditions for each hotel&flight service requested by GOAL.
  5. Providing flight tickets via email.

1. Airfares and Airline Routings/ Itineraries

Travel Agency shall:

* 1. propose fares/ airline routings and guarantee that it shall obtain the lowest available airfare for the journey concerned. For all flights, the most direct and economical fare in the 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 GOAL;
  2. ensure that tickets issued are in accordance with entitlements prescribed in the Travel Authorization (e-mail information);
  3. negotiate with airlines on preferred carrier fares for GOAL and load such fares in the Travel Agency’s Computerized Reservation System for use in auto-ticketing;
  4. negotiate with airlines preferred fare conditions for GOAL such as ticketing deadlines to be as flexible as possible (i.e. until the date of commencement of particular travel); and
  5. advise market practices and trends that could result in further savings for GOAL including the use of corporate travel booking tools with automated travel policy compliance and enforcement, and travel management reporting.

1. Travel Information / Advisories

Travel Agency shall:

* 1. Inform GOAL 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;
  2. Provide GOAL travel staff with online and offline relevant information on official destinations, i.e., visa requirements, security advisories, airport transfers/ land transportation facilities, local points of interest, currency restrictions/ regulations, health advisories, weather conditions, etc.;
  3. Endeavor to notify GOAL travel staff of airport closures delayed or canceled 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
  4. Quick reference for requested destination.

1. Car Rental and Transfers (in Turkey)

Travel Agency shall:

* 1. Provide rent-a-car services (medium class/ level vehicles), including or excluding a driver, upon request from GOAL,
  2. Arrange and organize mini-bus/ bus transfers for group travels including a driver,
  3. Organize reservation/ purchase of train/ bus/ ship tickets, as may be necessary.

1. Billing and Invoicing

Travel Agency shall:

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

1. Flight Cancellations / Rebooking and Refunds

Travel Agency shall:

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

1. Management Reporting System

Travel Agency shall submit to GOAL the following reports/ documents on a monthly regular basis, immediately or at any time upon request by GOAL:

* 1. Monthly production statistics (Per GOAL and Consolidated format) with comparative figures if applicable (month to month, year on year), and Monthly Carrier – Route – Fare Analysis and Production / Volume of business,
  2. Monthly reports on the status of ticket refunds per GOAL,
  3. Changes and Updates on Airline Rates, promotions, policy changes, etc., immediately upon the Travel Agency’s receipt of the advice,
  4. Complaint Analysis for all GOAL and actions taken thereof.

1. Availability of Other Products and Services as Requested

Travel Agency, where applicable and upon request of the travelers, shall provide other services including, but not limited to, the following:

* 1. Preferred Seating Arrangements / Upgrades
  2. Privileged Check-in Services / Use of Airline Lounges Facilities
  3. Hotel reservations / Accommodations
  4. Excess Baggage / Lost Baggage / Baggage Insurance
  5. Ground Transportation (bus / train reservations and tickets)
  6. Meet & Greet Services / Airport transportation
  7. Emergency Services, i.e. sickness, injury, etc.
  8. Travel Insurance
  9. Transfer/Airport Service to/from any location within Turkey
  10. Accommodation service in Turkey hotels in most frequently traveled cities by GOAL, listed with best available rates valid for long term prepared for GOAL in advance.
  11. Open book policy
      1. To have access to the Service Provider’s commission rates, overrides, rebates, etc. to determine/ audit the return of commissions
  12. Travel Policy Compliance

All significant breaches/ attempted breaches of travel policy identified; reported to/ cleared with the appropriate authorizing manager, prior to arrangements being confirmed.

## Lot 2 and Lot 3

**Organization of Events & Accommodation Services**

Conference / Event Arrangements shall include, but not limited to, hotel reservations (for venue of workshops/meetings, accommodation of participants), facilitating the arrangement of workshops/meetings/trainings, transportation of participants, provision of audio-visual equipment, screens and related services (including delivery if necessary), provision of updated information on the availability of the hotels, workshop/seminar/training facilities.

**Organization of events - Services to be furnished by the Travel Agency as per Lot 2 or Lot 3**

The Travel Agency shall, upon request form GOAL, organize the necessary arrangements for conferences/meetings /seminars and training workshops. The Travel Agency shall:

1. Identify suitable hotels or other establishments, request proposals and quotations, negotiate rates and other terms and conditions and present the final three (3) comparable original proposals sealed by the hotels/company for consideration and approval by GOAL.
2. Ensure that any other services such as additional electronic and audio-visual equipment with or without a technician, workshop materials (such as notebooks, folders, banners, flags), translators/interpreters secretaries, ancillary staff and transportation of participants will be satisfactorily provided, and electronic equipment is fully functional.
3. Provide video shooting/photography services if/when requested.

It is understood that the successful bidder will charge a fee for providing the services listed under the points 1 - 3 above. The bidder should indicate the service fee to be charged for event organization services.

# Compensation Scheme

**Travel Agency shall generate its income on a per-ticket/ transaction basis.**

GOAL shall, from time to time, evaluate and verify with other travel agencies and other industry indicators the comparability and competitiveness of the rates being given GOAL remains the right to terminate contract with the prospective selected Travel Agency at any time if the Travel Agency charges GOAL in Turkey on higher rates than market standards, or does not render minimum services described in this tendering document.

Bidders that will be short-listed might be required to conduct a presentation and respond to queries of GOAL.