

Annex 1 - Terms of Reference (TOR) for Travel Agency Services – Syria Context

1. Background

GOAL, an international humanitarian organization, is soliciting proposals from qualified travel agencies to provide comprehensive travel management and related services for its operations in Syria and cross-border activities, regional activities and international ones. The selected agency will be responsible for supporting GOAL staff movements for official missions, trainings, workshops, and international travel. The goal of this TOR is to ensure cost-effective, reliable, and safe travel arrangements while maintaining high service quality and compliance with donor and organizational standards.

To streamline operations and achieve economies of scale, GOAL intends to enter into a framework agreement with one or more qualified travel agencies covering the following service lots:

- Lot 1: Transportation Booking Services (Domestic and Cross-Border)
- Lot 2: Event and Conference Organizing Services
- Lot 3: Accommodation and Flight Booking Services (Domestic and International)

2. Scope of Services

Lot 1: Transportation Booking Services

The travel agency shall provide reliable booking and coordination services for staff movement, including domestic transportation within Syria covering routes from Aleppo to Idlib, Damascus, Hama, Homs, Hassakeh, Raqqa, and Deir Azzour; from Idlib to Aleppo, Damascus, Hama, Homs, Hassakeh, Raqqa, and Deir Azzour; and from Damascus to Aleppo, Idlib, Hama, Homs, Hassakeh, Raqqa, and Deir Azzour in addition to Aleppo airport-Aleppo city, Aleppo airport-Idlib city and Damascus airport-Damascus city transfers.

And cross-border movement between Syria-Jordan, Lebanon, Iraq, Turkey, and international flights to and from other cities and locations in the world.

These services shall include but not be limited to:

- Road transport coordination (buses, vans, rental cars, and airport transfers)
- Cross-border transfer services between Jordan-Damascus, Beirut-Damascus, Gaziantep-Aleppo, etc.
- Travel insurance and emergency support for staff on mission.

Lot 2: Event and Conference Organizing

GOAL Syria frequently organizes workshops, seminars, and trainings both in Syria and in the region including Lebanon, Iraq, Jordan and Turkey. The travel agency shall support the full organization of these events, including venue booking, catering, logistics coordination, and provision of audio-visual equipment.

Lot 3: Accommodation and Flight Booking

The agency shall arrange hotel and flight bookings and guesthouse accommodations for staff, consultants, and visitors in Syria, ensuring cost efficiency, safety, and compliance with GOAL travel policies.

Flight Booking service shall include but not be limited to:

- Air ticket booking (domestic , regional and international)
- Assistance with visa processing, and itinerary confirmation
- Travel insurance and emergency support for staff on mission.

3. Estimated Volume of Services (Annual Averages)

International and regional air tickets: approximately 15 per year

Domestic air tickets: approximately 5 per year

Cross-border and domestic road transport bookings: approximately 300 per year

Events and workshops: approximately 10 per year

Accommodation bookings: approximately 250 per year

4. Qualifications and Requirements

The successful travel agency shall meet the following criteria:

- Legally registered in Syria with valid business license and tax registration and ability to provide services in Jordan, Lebanon, Iraq, and International Countries including Turkey, Africa, USA, UK, etc.
- Demonstrated experience (minimum one year) providing travel and event services to INGOs, UN agencies, or similar organizations.
- Availability of 24/7 emergency support contact line.
- Capability to issue electronic tickets and coordinate travel logistics within 2 hours of request.
- Proven capacity to provide cross-border support and coordinate movement in line with humanitarian access procedures.
- Financial stability and capacity to pre-book and manage travel costs.
- Data protection compliance (GDPR or equivalent).

5. Deliverables and Service Standards

The contracted agency shall:

- Provide the most economical and direct travel options for all bookings.
- Maintain accurate records of all issued tickets, itineraries, and invoices.
- Provide booking confirmations and itineraries within two (2) hours of request.

- Manage cancellations, rebookings, and refunds promptly at airline or supplier rates only.
- Issue detailed monthly reports on all travel activity and associated costs.

6. Billing and Invoicing

Invoices shall be issued monthly in United States Dollars (USD) and include detailed breakdowns of services provided, commission, and applicable taxes. Payments will be made via GOAL Finance team upon receipt and approval of complete and accurate invoices.

7. Evaluation and Award Criteria

Proposals will be evaluated according to the following weighted criteria:

- Technical Proposal (60%) – Experience, service capacity, and response time.
- Financial Proposal (40%) – Competitiveness and transparency of pricing.

GOAL reserves the right to award the contract to one or multiple agencies or to split the award per lot as deemed appropriate.

8. Duration and Terms of Contract

The initial contract duration will be one (1) year, renewable based on satisfactory performance, operational needs and the total consumption amount under the contract.

9. Contact Information

All correspondence and proposals shall be addressed to:

Procurement Department – GOAL Syria Mission

Email: procurement.syria@goal.ie

Address: