



Terms of Reference (TOR)

Selection of Air Ticketing Service Provider

1) Background

GOAL Ethiopia invites qualified and experienced travel agencies to submit proposals for the provision of air ticketing and travel management services. The selected service provider will support GOAL Ethiopia with both domestic and international travel arrangements for staff, consultants, and official visitors.

The procurement process will follow GOAL's internal procurement policies and procedures as outlined in the Request for Offer (RFO) (Appendix 1).

2) Purpose

The purpose of the TOR is to select a qualified, reliable and cost-effective travel management company to provide comprehensive air ticketing and travel-related services for GOAL Ethiopia, with the capacity to maintain a dedicated credit line that guarantees uninterrupted booking and ticket issuance, particularly during high-demand or operationally critical periods.

The selected provider will establish a Framework Agreement (FWA) for three years with GOAL Ethiopia to manage:

- Domestic and international flight bookings
- Ticket issuance and amendments
- Emergency travel arrangements
- Travel advisory and reporting services

3) Scope of Services

The selected service provider will deliver the following services:

3.1 Flight Booking and Ticketing

- Reservation and issuance of domestic and international airline tickets
- Ticket reissue, exchange, and refund processing.
- Demonstrated access to and working relationships with all major domestic airlines, including the ability to offer alternative flight options in case of cancellations, overbooking, or schedule changes.
- Identification of the most cost-effective routings and logical fares while meeting GOAL Ethiopia travel policies and airline regulations.
- Use of a recognized Global Distribution System (GDS), such as Amadeus or Galileo, or an equivalent system with broad market coverage, to ensure access to the widest range of international fares, real-time flight availability, and efficient booking management

3.2 Fare Management and Cost Control

- Provision of lowest logical fare options
- Fare comparisons across multiple airlines
- Advance notification of fare changes, promotions, and fare alerts
- Advice on cost-saving opportunities

3.3 Reservations and Ticket Delivery

- Timely issuance of electronic tickets (e-tickets) and itineraries
- Immediate confirmation of bookings via email
- 24/7 access to booking confirmations and travel documentation

3.4 Changes, Cancellations, and Refunds

- Processing of ticket changes, cancellations, and refunds in accordance with airline rules
- Clear communication of applicable penalties and fees
- Timely refund processing and status updates

3.5 Emergency Travel Support

- 24/7 travel support services
- Assistance with urgent travel changes due to delays, cancellations, or emergencies
- Coordination support for medical evacuation travel arrangements, if required

3.6 Reporting and Invoicing

- Monthly travel reports include:
 - Travel expenditure analysis
 - Route and destination analysis
 - Traveler details
 - Cost-saving opportunities
- Consolidated monthly invoices and electronic invoice formats (PDF, MS Excel, CSV)

3.7 Travel Policy Compliance and Traveler Management

- Ensure compliance with GOAL's travel policy
- Preferred carriers
- Maintain traveler profiles
- Support with frequent flyer program management
- Provide ticket waiver assistance when applicable

3.8 Value-Added Services (Optional)

- Visa assistance and travel advisory
- Hotel and ground transportation coordination
- Group travel coordination
- Online booking tools (OBT)
- Travel risk alerts and duty of care support

3.9 Performance Indicators (KPIs)

- Ticket issuance turnaround time
 - Domestic bookings: within 2 hours from confirmed request
 - International bookings: within 4 hours from confirmed request
 - Emergency/after-hours requests: within 30–60 minutes
- Response time to booking requests
 - Standard working hours: initial response within **1 hour**
 - Emergency/after-hours: within **30 minutes**
- Refund processing time: 5-10 working days, subject to airline policies
- Availability of 24/7 support: A fully operational 24/7 support system, including a dedicated hotline or emergency contact line for after-hours communication.
- Traveler satisfaction and overall service quality

4) Contract Duration and Approximate Value

The selected provider will enter into a Framework Agreement (FWA) with GOAL Ethiopia.

- Contract duration: 36 months
- Extension option: Up to two additional 12-month periods, subject to satisfactory performance
- Expected start date: 01 August 2026

5) Eligibility and Mandatory Requirements

Suppliers must meet all mandatory essential requirements to be considered:

- Valid business license/registration in (country or region) and legal capacity to operate
- Minimum 3 years of experience providing air ticketing services to NGOs, international organizations, or corporate clients
- Valid IATA or ARC accreditation or equivalent airline ticketing authorization
- Proven capacity to provide 24/7 travel support
- Ability to invoice in required currency and to supply bank details and tax documents
- Compliance with relevant local laws, data protection, and issuance coverage
- Submission of references with contact details

6) Technical Proposal Requirements

Suppliers must submit the following:

- Company Profile and legal documents (Registration)
- IATA accreditation certificate or equivalent
- Detailed description of services offered and operating model
- Details of booking systems or online booking tools (OBT)
- Sample travel reports and invoice formats
- CVs of key personnel (Account Manager, Reservation Agents & Emergency contact)
- Data protection and traveler information security measures
- Business continuity and disaster recovery plan
- Proposed service level agreements (SLAs) and KPIs
- Three contactable client references from similar organizations

7) Financial Proposal Requirements

The financial proposal should include:

- Detailed pricing structure including:
 - Service fees
 - Handling fees
 - Transaction fees
 - Ticketing fees
 - Change/cancellation fees
 - Emergency service fees
- Commission rates
- Mark-up policy for airline fares, clearly stating that no additional or hidden mark-ups shall be applied on airline-published net or “net-net” fares
- Access to negotiated fares or discounts
- Payment terms and billing cycle
- Sample cost calculation for:
 - One domestic round-trip ticket
 - One Regional flight
 - One Intercontinental flight

8) Evaluation (Award) Criteria

Proposals will be evaluated based on the following criteria - Technical 60% and Financial 40% (Total: 100 Points)

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