

**Terms of Reference (TOR)**

***For the Selection of Travel Agency for World Vision (Turkiye)***

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| **Assignment** | Travel Agency |
| **Location** | (Turkiye) |
| **Duration** | (12 months) |
| **Estimate number of working days** | (365) |
| **Reporting to** | Admin Department |

1. **JUSTIFICATION/BACKGROUND:** World Vision is planning to contract reputable Travel Agencies within Turkiye to provide hotel rooms booking service, conference venues booking, flight tickets booking service. The successful travel agency shall perform the required services in line with World Vision International’s Standards which emphasize high level of quality and reasonable yet competitive market prices.
2. **Objective:** Establish Long Term Agreements (LTA) with reputable Travel Agencies within Turkiye to provide hotel rooms booking service, conference venues booking, flight tickets booking service. The successful bidders shall be contracted for a period of one year and may be renewable after a successful evaluation and market survey. The LTA will be awarded to the bidder who will meet all minimum requirements and clearly demonstrates a high degree of experience, ability and competency.
3. **Scope of work:** As per Request for all World Vision International’s requested service.
4. **General requirements:**

# General

* 1. The Travel Agency should provide travel services **from 8.00 to 17.00** during working days. In addition, Travel Agency shall provide for 24 hours a day emergency service, as well as for services during weekends and official holidays where emergency travel service is required. One of the Travel Agency’s employees shall always be reachable by phone.
  2. Official travel requirements shall be accorded the highest priority and, therefore, the Travel Agency shall ensure that servicing private travel does not delay, impede or frustrate the Travel Agency timely and effective processing of WV official travel;
  3. Much of the official travel must be organized on short notice, thereby placing a premium on efficiency and rapid communication in handling all travel related matters.

# Reservation and ticketing

* 1. For every duly approved Travel Request Form, Travel Agency shall immediately make bookings on the airlines operating in Turkiye and prepare appropriate itineraries and formal quotations based on the lowest fare and the most direct and convenient routing;
  2. In the event that required travel arrangements cannot be confirmed, Travel Agency shall notify the admin department of the problem and present alternative routings/quotations for consideration;
  3. For wait-listed bookings, Travel Agency shall provide regular feedback on status of flight;
  4. Travel Agency shall promptly issue and deliver accurately printed tickets 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 shall keep abreast of carrier schedule changes, as well as all other alterations and new conditions affecting travel and make appropriate adjustments for any change(s) in flight schedules prior to or during the traveler’s official trip. When necessary, tickets and billings shall be modified or issued to reflect these changes;
  5. Travel Agency shall accurately advise the of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings.
  6. Travel Agency ensure that all traveling staff has complete travel documents required for their journeys, sufficiently before departure; this includes information visa-transit, visa requirements and vaccination. Failure to provide this information which may cause complications for traveler, costs will be borne by the Travel Agency.
  7. Air tickets shall be issued only on approved ticket by reputable airlines as approved by WV
  8. Travel Agency shall only act on travel requests for official travel submitted by the responsible staff of WV;
  9. Travel Agency shall provide an information service to notify WV and the traveler of such events as airport closings, canceled or delayed flights and strike situations as well as of local political or safety conditions which may affect travel to any particular destination; Failure to provide this information which may cause complications for traveler, costs will be borne by the Travel Agency.
  10. The Travel Agency shall provide all official travelers with last seat availability, advance seat assignments and advance boarding passes on all airlines for which the Travel Agency can offer these services. The Travel Agency is expected to expand these services, as they become available on additional carriers.

# Conferences and Meetings

* 1. The Travel Agency shall, upon request, facilitate the arrangement of conferences, meetings, seminars and training workshops including catering, venue booking and meeting rooms booking in Turkiye and worldwide.
  2. The Travel Agency shall identify suitable hotels or other establishments, request for proposals and quotations, negotiate rates and other terms and conditions and present the final offer for consideration and approval by WV, with 3 minimum options, mentioning type of room.
  3. The Travel Agency shall, if requested, assist WV in preparing for the meeting, including, but not limited to, ensuring that all the agreed upon conditions are being met by the hotel or the establishment where the meeting is to take place.
  4. The Travel Agency will ensure that any other services such as of additional equipment, assistants, and transportation of participants will be satisfactorily provided. The Travel Agency shall be required to inform the hotels to provide technical support of audio visual and interpretation services equipment and others.

# Hotels

* 1. The Travel Agency shall make reservations for lodging accommodations 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 Agency agrees to negotiate to the maximum extent possible, discount rates, including net rates, for hotel accommodations applicable specifically to reservations by WV for official travel and to arrange such services on a worldwide basis when requested to do so;

# Other Services

* 1. The Travel Agency shall provide travelers with advice on necessary health requirements, including types of inoculations and vaccinations either required or suggested for travel to certain countries or areas;
  2. Travel Agency shall indicate any special features, programs, or services that would be beneficial to WV and its travelers (e.g. visa processing, "Meet and Greet", Lost baggage follow-up, insurance, preferred seating arrangements).
  3. Travel Agency shall provide transportation services for staff members and workshop participants inside Turkiye and worldwide.

# Ticket Delivery

* 1. The Travel Agency shall deliver tickets, based upon proper authority from WV in case of official travel, itineraries, boarding passes (where available) and other travel documents as determined necessary by WV. The Travel Agency shall issue and email ticket and all related documents immediately after approval from WV personnel.

# E-Visa

* 1. The Travel Agency shall apply for E-visa for any staff arriving to Turkiye or travelling from Turkiye to any other country all over the world as requested by Admin department.

**4.4. Service Quality:**

* The awarded contract service provider is expected to provide high-quality services in an efficient manner.
* World Vision trainings, workshops, and meetings organized are critical events for its partners and stakeholders thus expect to have the following service quality by the hotels:
* The meeting facilities and all meeting rooms must be ready and available to accommodate all participants.
* The accommodation rooms must be clean, safe and readily available to accommodate all participants.
* The hotel must assign sufficient supporting staff to accommodate the organizers and respond to organizer’s requests.
* The hotel must assign technical staff on lighting, cooling/heating system, sound and IT to support on any technical logistics at any and all times during the conference/meeting/training and at the request of organizers.

**4.5 Personnel:**

* To have competent staff to facilitate booking hotel rooms, conference venues and flight tickets for World Vision international.

**5. Submission of proposal to offer services**This will include:

* The organizations detailed profile
* Valid Certificate of Registration
* Tax compliance certificate

**6. Financial proposal**  
A clear breakdown of the financial proposal including all the chargeable taxes and Terms of payment

**7. Duration**   
The duration of the contract is anticipated to run for a period of one year under A Service level Framework Agreement.

**8. Bid submission and selection**  
The application files (bids) will include the following: cover letter, technical and financial proposals in a closed envelope.

**9. Selection Criteria**  
The factors that will affect the selection process will be:

* The best financial offer.
* Years of Experience: A minimum of two-year experience in the travel industry.
* Experience with NGOs: A proven track record of working with NGOs.
* Knowledge of Travel Regulations: Familiarity with international travel regulations and compliance.
* Customer Service Skills: Strong interpersonal skills and a history of delivering excellent customer service.
* Flexibility and Adaptability: The ability to adjust or cancel travel plans/ flight tickets/ booking hotel rooms/ booking conference halls as circumstances may change.