**Terms of Reference**

**Travel Agent Services**

**Introduction**

The Danish Refugee Council (DRC), founded in Denmark in 1956, is a humanitarian, non-governmental, non-profit organization which works to provide protection and durable solutions to problems faced by refugees and internally displaced people globally. Our vision is a dignified life for all displaced.

All our efforts are based on our value compass: humanity, respect, independence and neutrality, participation, honesty and transparency.

The DRC has been operational in Sudan since 2004. We are currently working in the areas of Central Darfur, White Nile, South Kordofan, and Gedaref with the Country office in Port Sudan.

**The Objective**

The objective of this TOR is to select a qualified travel agency that can provide comprehensive travel management services to DRC staff.

**Scope of Services**

The travel agency will be expected to provide, but not limited to, the following services:

* Reservation and ticketing for international and domestic flights.
* Visa facilitation support where applicable.
* Hotel reservations and ground transportation arrangements.
* Travel insurance assistance.
* Emergency travel support and 24/7 assistance.
* Providing travel options that comply with DRC travel policy (including economical fares and appropriate routing).
* Support in cases of itinerary changes, cancellations, or rebooking.
* Detailed monthly travel reports, including cost breakdowns and usage analysis.

**Qualifications and Experience**

Interested agencies must meet the following requirements:

* Valid license to operate as a travel agency in Sudan.
* At least 5 years of experience providing travel services to international organizations, NGOs, or corporate clients.
* Proven ability to handle travel arrangements for staff from different regions.
* Capability to provide 24/7 support and emergency services.
* Strong network and partnerships with major airlines (for example: Turkish Airlines, Emirates, Qatar Airways, Ethiopian Airlines, Kenya Airways, EgyptAir, Lufthansa, or other reputable international and regional carriers).
* Experience in managing group bookings and last-minute travel changes.
* Transparent pricing structure and competitive rates.

**Deliverables**

* Travel itineraries as per staff requirements, ensuring compliance with DRC policies.
* Accurate and timely invoicing and reporting.
* Emergency assistance on travel-related issues.
* Regular updates on travel restrictions, airline policies, and visa requirements.
* Support in visa issuance, travel insurance when required.

**Selection Criteria**

1. **Experience and Capacity (30 points)**

* Minimum 5 years of experience providing travel services to international NGOs, UN agencies, or large organizations.
* Demonstrated capacity to handle large volumes of bookings and diverse, multi-regional travel needs (Europe, Africa, Asia, Middle East).
* Examples of similar contracts successfully managed.

1. **Network and Airline Partnerships (25 points)**

* Strong relationships with major airlines (e.g., Turkish Airlines, Emirates, Qatar Airways, Ethiopian Airlines, Kenya Airways, Lufthansa).
* Ability to offer competitive fares, preferential rates, and flexible routing.
* Evidence of negotiated agreements or special arrangements.

1. **Quality of Services and Support (30 points)**

* 24/7 support and emergency assistance.
* Dedicated account manager or focal point for DRC.
* Effective handling of changes, cancellations, and urgent bookings.

1. **Reporting and Invoicing System (15 points)**

* Capacity to provide clear, detailed monthly reports (cost breakdown, travel patterns).
* Accurate and transparent invoicing.
* Ability to support finance reconciliation and budget tracking.

**Application Process**

Interested firms who meet the required scope of services are invited to submit their Proposal to rfq.sudan@drc.ngo or sealed envelope to DRC office in Sudan Plot # 22, Block # 1, Hayalmatar, Port Sudan, Red Sea State, Sudan which includes the following documents:

- Company Profile

- Company Registration Certificate

- List of clients in Sudan

- Reference letters from similar trade with other UN agencies, INGO’s, government and corporate sector.

The deadline to submit the expression of interest is -----------------, 2025 on or Before 11:59 pm Sudan Standard Time.