



Request for quotation Terms of Reference: Travel Agency

Location: Geneva or Global
Contract: Supplier Agreement
Starting date and duration: 1 October 2022 to 30 September 2025

About ICVA

Founded in 1962, ICVA (International Council of Voluntary Agencies) is a global network of over 150 nongovernmental organisations (NGOs) active in 160 countries, operating at global, regional, national and local levels, whose mission is to make humanitarian action more principled and effective by working collectively and independently to influence policy and practice. ICVA promotes and facilitates effective NGO engagement in the humanitarian sector, with a focus on Forced Migration, Humanitarian Coordination, Humanitarian Financing, and cross-cutting systems-strengthening issues.

Background to the call

ICVA runs a number of programmes that involve travel and events. The booking of flights, accommodation and assisting with visa process is required frequently and for locations across the globe. Both ICVA staff and partners will require support for various events throughout the year.

Purpose of the call

The purpose of this Call for Proposals is to find a suitable travel agency to deliver travel management services to ICVA. The agency applying is expected to provide a timely and professional service. Ideally the candidate agency should understand not-for-profits and apply due consideration to values and environmental policy when providing quotes. The Agency needs to be established and have sufficient capacity to deal with multiple travel requests under time pressure and across the globe. The successful agency will be available for urgent requests/ emergencies across time zones.

Core competencies

The agency will be responsible for:

- 1) Providing quotes in line with ICVA and donor procurement rules (may mean 3 quotes per booking etc)
- 2) Providing multiple options keeping in mind budget and time considerations with flexible follow up on fare prices change
- 3) Preparing itineraries
- 4) Negotiating discount agreements for large groups
- 5) Acquiring tickets on all modes of transport
- 6) Providing regular services during European work hours and emergency support if travel is disrupted (ie cancelled flights)
- 7) Processing refunds for cancelled tickets and unused hotel stays
- 8) Preparing accurate invoices on a regular basis that include travellers name and surname, date and destination
- 9) Providing assistance with visa processes, requirements needed for application and process for application
- 10) Keeping abreast with visa rules and health related travel rules (vaccination status etc)



The agency will act with integrity and comply with all procurement requirements. The agency shall not act in the interests of preferred airlines, hotels etc.

The agency is expected to communicate in a timely manner, any issues in relation to travel bookings and provide alternatives (flights no longer available etc).

In addition, the agency should keep abreast of all travel regulations and notify travellers of any concerns such as airport closures, health related closures and cancellations, strikes etc that may effect the travellers plans.

Responsibilities for staff include:

- 1) Provision of clear request for support in as generous a time period as is possible.
- 2) Group travels to be announced at least three weeks ahead of time
- 3) Focal point within the agency must be nominated to handle all ICVA requests as ICVA staff will have direct booking access

Evaluation of applicants:

Submitting an offer implies full acceptance of all terms laid out in this ToR.

Applicants will be evaluated on price of services as well as geographic coverage, capacity and ability to meet the requirements laid out in the ToR.

All interested parties to submit information to : ICVA_HR@icvanetwork.org by the 23rd of September 2022