

## **TERMS OF REFERENCE (TOR)**

### **Long-Term Agreements for Local Travel Agency**

#### **BACKGROUND**

Established in 1951, the International Organization for Migration (IOM) is the leading intergovernmental organization in the field of migration. As the UN Migration Agency, IOM has 172 member states and a further eight states holding observer status.

IOM is committed to the principle that humane and orderly migration benefits migrants and society. To advance this aim, IOM works with its partners to meet the growing operational challenges of migration, advance understanding of migration issues, encourage social and economic development through migration and uphold the well-being and human rights of migrants.

In Thailand, IOM began its operations in 1975, assisting the resettlement of Indo-Chinese refugees to countries offering them permanent residence. Since then, IOM activities in the country have expanded significantly both in terms of their geographic reach and target populations. Existing areas of IOM's work include labour migration, counter trafficking, emergency and post crisis, immigration and border management, migrant assistance, migration health, refugee resettlement, migration research and private sector engagement.

#### **OBJECTIVES**

The IOM has a requirement to outsource the Framework Local Travel Agency Agreement for targeted population/IOM beneficiaries and IOM staff travel on a contractual basis. The Framework Local Travel Agency will be included for international and domestic flights operated by the airlines which are not included in IOM HIT. The Service Provider is required to provide all-inclusive services basis.

The Procurement unit aims to perform this support efficiently and effectively with accountability and transparency to ensure the above-mentioned Framework Local Travel Agency on Provision of international and domestic flights operated by the airlines which are not included in IOM HIT are well completed with client's satisfaction that could contribute to increase cost effectiveness, be assured of service availability wherever and whenever it is need and standardize the services for the implementation of program activities.

Proposers are required to provide comprehensive quotation/proposal based on various service fees listed below.

#### **SCOPE OF WORK/RESPONSIBILITIES**

##### **REQUIRED SERVICE/S**

- The Service Provider agrees to provide with cost effective air fare structuring from reputable airlines both domestic and international flights to IOM upon request;
- The Service Provider agrees to provide routings, booking classes and air fares options to IOM upon request;
- The Service Provider agrees to maintain travel record and retrieval upon request;
- The Service Provider agrees to provide flight booking and ticketing purchase made available to IOM upon request or confirmation from IOM;

## **QUOTATION REQUIREMENTS AND COST COVERAGE**

- (a) Issuance of airline ticket
  - International ticket
  - Domestic ticket
- (b) Rebooking/reissuance of airline ticket –
- (c) Cancellation and refund of airline ticket –
- (d) Additional emergency after hours service -

## **TIMEFRAME AND CONTRACT DETAILS**

The LTA will be signed for a maximum of 2 years subject to satisfactory evaluation of performance, continuing needs and budget availability. Award of contract does not guarantee a minimum of services that will be requested by IOM to the company.

## **QUALIFICATIONS OF THE COMPANY**

- Registered company in Thailand with valid company registration certificate
  - Minimum of 5 years of experiences in travel and ticketing industries
  - Proven internal capacities in the required ticket costs
  - Prior working experiences with organizations in humanitarian assistance in particularly with the UN and IOM will be an asset
  - Having flexibility to accommodate urgent requests for ticketing
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