



## **TERMS OF REFERENCE**

### **PROVISION OF AIR TRAVEL & TICKETING SERVICES**

#### **Introduction**

##### **1. About Fairtrade Africa**

Fairtrade is an alternative approach to conventional trade based on a partnership between producers and traders, businesses and consumers. Established in 2005, Fairtrade Africa (FTA) is the independent non-profit umbrella organization representing all Fairtrade certified producers in Africa. Fairtrade Africa is owned by its members, who are African producer organisations certified against international Fairtrade standards producing traditional export commodities such as coffee, flowers, cocoa, bananas, mango and non-traditional commodities including shea butter and roibos tea. The organisation represents over 1 million producers across 33 countries in Africa to promote fair trade in the global value chain system.

FTA directs policy and strategic development of the organization's four (4) regional networks – Eastern and Central, Southern, Western and the Middle East and North Africa supporting producer activities.

##### **2. Objective**

Provision of air travel and ticketing services for FTA staff or any other stakeholder on a need basis.

##### **3. Scope of work**

The Travel Agency shall provide full, prompt, accurate and expert international travel products and services to staff and any other stakeholders of FTA

##### **4. Deliverables:**

The products and services include, but are not limited to, the following:

###### **1) Reservation and Ticketing**

- i. For every duly approved FTA Travel Authorization, travel agency shall immediately propose three (3) tickets of different appropriate itineraries and/or different appropriate airfares, make bookings and prepare formal quotation based on the lowest fare and the most direct and convenient routing
- ii. In the event that required travel arrangement cannot be confirmed, travel agency shall notify FTA of the problem and present another three (3) alternative routings/quotations for considerations;



- iii. For wait-listed bookings, travel agency shall provide regular daily feedback on status of the flight;
- iv. Travel agency shall reconfirm and revalidate airline tickets, re-issue tickets which are returned as a result of changed routing or fare structures and printed itineraries;
- v. Travel agency shall promptly issue and deliver accurate tickets and detailed itineraries, (in electronic format)
- vi. showing the accurate status of the airline on all segments of the journey;
- vii. Travel agency shall provide information on airline tickets schedules;

## **2) Airfares and Airlines Routings / Itineraries**

- i. Travel agency shall advise market practices and trends that could result in further savings for FTA including the use of corporate travel booking tools with automated travel policy compliance and enforcement, and travel management reporting.

## **3) Travel Information / Advisories**

- i. Travel Agency shall provide FTA with a complete automated itinerary document to include carrier(s), flight and voyage numbers, departure and arrival times (s) for each segment of the trip, tax exempt information, etc.;
- ii. Travel Agency shall inform FTA upon booking confirmation, of flight/ticket restrictions, involuntary stop-overs, hidden stops, and other inconveniences of the itinerary and provide required documentation for travels;
- iii. Travel Agency shall provide, upon request, FTA with online and offline relevant information on official destinations, i.e. VISA requirements, security procedures, airport transfers/land transportation facilities, local points of interest, currency restrictions/regulations, health precautions, weather conditions, etc.
- iv. Travel Agency shall promptly notify FTA of airport closures, delayed or cancelled flights, as well as other changes that might affect or will require preparations from travellers, sufficiently before departure time;

## **4. Billing and Invoice**

- i. Travel Agency shall send an itemized official invoice to FTA on a monthly basis as per date agreed by both parties (end of month) for all transactions that took place in the preceding month. The invoice shall reflect the actual cost as offered by the airlines.
- ii. FTA shall provide payment to the Travel Agency by as agreed after the approval of transactions.

## **5) Flight Cancellation / Rebooking and Refunds**

- i. Travel Agency shall process duly authorized flight changes / cancellations when and as required;
- ii. Travel Agency shall immediately process airline refunds for cancelled travel requirements / unutilized prepaid tickets and credit these to FTA as expeditiously as possible (if applicable);
- iii. Travel Agency shall limit refund charges at airline rate only, i.e. no additional charges will accrue to the Travel Agency;
- iv. Travel Agency shall bear charges for cancellation and / or change in reservation dates, which are due to no fault of FTA



## **5. Submission of proposal to offer services**

This will include:

- i. The Agency detailed profile
- ii. Copy of Valid IATA Certificate of Accreditation;
- iii. Business registration certificate from relevant authorities.
- iv. Tax compliance certificate
- v. At least three up-to-date Letters of Recommendations from corporate clients.

## **6. Financial proposal**

1. Clear breakdown of the financial proposal including all the chargeable taxes.
2. Terms of payment

## **7. Duration**

The duration of the contract is anticipated to run for a period of one year.  
A Service Level Agreement will be signed