

Terms of Reference (ToR)
Procurement of Travel Agency Services
Democracy Reporting International gGmbH (DRI)

1. Background

Democracy Reporting International (DRI) is a Berlin-based non-profit organisation promoting political participation, democratic institutions, and the rule of law. Our international and project teams regularly travel for workshops, fact-finding missions, consultations, and capacity-building efforts in Europe, the MENA region, and beyond. To streamline these travels in compliance with our internal policies and donor requirements, DRI seeks to engage a professional travel agency.

2. Purpose

This procurement aims to select a travel agency that can deliver **cost-effective, policy-compliant, responsive, and sustainable** travel solutions for DRI staff and guests.

3. Scope of Services

The selected travel agency must provide the following services in accordance with DRI's Travel Policy :

a) Booking & Reservations

- Airfare (international and domestic), including provision of **at least three economy fare offers** per request (mandatory).
- Train bookings (priority over flights for EU travel < 8 hours).
- Accommodation bookings in line with the German Foreign Travel Expenses Ordinance and DRI thresholds (e.g. max. 100€/night in Germany).
- CO₂ offsetting options or cooperation with MyClimate preferred.

b) Customer Support

- Dedicated travel consultant with availability via email and phone.
- **Easy access** to booking system (via email, online form, or portal).
- **Rapid response time:** Acknowledgement of booking requests within **2 business hours**, with travel options provided within **24 hours**.
- **24/7 emergency support** for last-minute changes, cancellations, or crisis situations.
- Dedicated contact person or account manager for DRI.
- Handling of special requirements (e.g., disability access, visa delays).

c) Compliance & Documentation

- The travel agency must issue official invoices and receipts that are addressed to Democracy Reporting International gGmbH (not to an individual employee).
- Support for visa letters if required.
- Secure storage of staff profiles and travel preferences.
- Provide bookings only after DRI Travel Authorisation Form (TAF) is approved.

d) Reporting & Account Management

- Monthly reports on:
 - CO₂ emissions of air travel.
- Clear invoicing: grouped per traveller/project and in line with DRI budget reporting needs.

4. Contract Terms

- Duration: 1-year framework agreement with the possibility of extension based on performance.
- Modality: Email-based and online platform booking options.
- Payments: DRI prefers invoice-based payments; credit card-based systems will not be considered.

5. Eligibility Criteria

Bidders must demonstrate:

- Valid business registration and license to operate internationally.
- Minimum 3 years' experience working with non-profits, international organisations, or public institutions.
- Understanding donor compliance (EU, UN, GIZ, etc.) is a strong asset.
- Ability to operate under DRI's travel rules, including security and CO₂ monitoring.
- Capacity to process bookings within 24–48 hours from request.

6. Proposal Content

Interested agencies should submit:

1. Company profile and relevant registrations/licenses.
2. Description of services and approach to compliance with DRI's Travel Policy.
3. Financial proposal (service/booking fees, optional charges).
4. Sample travel booking and reporting formats.
5. References from at least two similar organisations served in the past 3 years.

7. Evaluation Criteria

Evaluation Criteria	Weight
Experience with international NGOs	25%
Cost-efficiency and transparency of pricing	20%
Compliance with DRI's Travel Policy	25%
Quality of customer service and accessibility	20%
Added value (e.g., sustainability, digital tools)	10%

8. Submission Instructions

- **Deadline: 20.06.2025**
- **Submissions to: DEU-2000-2025-1@democracy-reporting.org**
- **Subject line: Proposal – Travel Agency Services for DRI**