

Terms of reference

"Travel agency service for international travel"

Open call for tenders

July 2025

Submission deadline: August 12th, 2025 EOB
Estimated contract start date: Q4 2025

1 Background

Forus brings together 72 national NGO platforms and 7 regional coalitions in Africa, the Americas, Asia, Europe and the Pacific, representing over 22,000 organizations. Forus' ambition is to contribute to the strengthening of national NGO platforms in their own countries, facilitate regional cooperation and ensure that national civil society actors can take an active part in international debates, notably around the implementation of the Agenda 2030, the enabling environment for civil society and sustainable development financing.

Forus organizes events or participates in meetings and summits in different regions of the world. These activities require international travel by the Forus team or its members or partners. To ensure efficiency, cost-effectiveness, and consistency, Forus seeks to contract a single travel agency to centralise ticket bookings.

2 Scope of service

Type of planned trips:

- International.
- Almost exclusively by air (or by train in Europe).
- Round trips (sometimes including several stops to attend subsequent meetings in different cities/countries).
- Stays ranging from a few days to 2 weeks.
- Economy class or NGO/humanitarian fares.

Booking and Support Requirements:

- Reservation requests mainly centralized by Forus secretariat (based around the world, decentralized structure).
- Possibility of booking trips directly by travellers (Forus staff, members or partners).

Services to include:

- Airline tickets (international and domestic connections).
- Train tickets.
- Hotel reservations and vouchers (including tourist taxes).
- Lounge vouchers (when required during stopovers).

Travel advisory support:

- Travel advisors must be fluent in French, English, and Spanish. Portuguese is a plus.
- Availability of a dedicated project team for major projects/events (with contractual commitments for large-scale support on a project approach).
- Advice on cost optimization (fare offers, low-cost options, travel planning) and passenger comfort.
- Support for environmental impact reduction (CO2 reports, footprint optimization).
- Assistance with post-trip compensation claims (e.g., delays, cancellations).

Contact channels:

- Access to travel advisors via phone, email, WhatsApp.
- Online booking platform and internet chat with callback options on the traveller's phone (normal call or call via internet or WhatsApp).
- Service hours:
 - o Weekdays: from 9 a.m. to 7 p.m. (Paris time).
 - o Nights and weekends: 24/7 hotline.

Request management and standards:

- Systematic proposal of the most competitive and suitable travel solutions for every request.
- Systematic proposal of 3 flight/train/hotel booking options.
- Each proposal should always include:
 - o Price.
 - o Travel/Flight time.
 - o Class.
 - o Details of the stopovers.
 - o Existing restrictions.
 - o Baggage allowance (number of bags and maximum weight).
 - o Documents required (visa) depending on the nationality of the traveller, for transit and final destination.
 - o Health alerts/requirements.
 - o Modification & cancellation policy & fees.
 - o Fare type (economic, NGO...).
- Quotation submitted in the language used by the requestor (English, French or Spanish).
- Flexibility in the event of a visa refusal.
- All bookings must be approved by the Forus secretariat before final booking, and per Forus' internal procedures.
- Access to a tracker for monitoring open requests and issued invoices.
- Reactivity: response time in a timely manner:
 - o Maximum of 2 business days for standard travel.
 - o Maximum of 24 hours for travel departing within one week.
- Confidentiality of exchanges, vis-à-vis third parties as well as internally.

3 Invoicing and financial documents:

- Centralised invoicing addressed to Forus secretariat (including for flights booked by partners/members).
- Payment: Monthly direct debit.
- Access to a tracker of invoices issued.
- Travel receipts for financial audits; certificates of non-refund (proof that the ticket has been used and has not been cancelled or refunded).
- Refunds for unused or partially used tickets.

4 Budget and Expected Volume

Estimated traffic expected over the next 4 years (2025-2028):

- About 350 return flights for 4 years, concentrated around 1 to 3 one-off events per year, up to 85 plane tickets per event.
- Intercontinental: 75%

Estimated budget over 4 years: € 500,000. Annual budget of around €100,000 to €150,000.

These figures are indicative and may vary depending on event schedules and destinations. Forus cannot commit to an annual amount, insofar as the total travel expenses will depend on the schedules and destinations (not yet identified).

5 Submission procedure

Interested agencies must submit a complete proposal including:

- Agency fees and breakdown of cost structure.
- Response and processing times for booking requests.
- Terms and conditions for cancelling or modifying reservations.
- Experience and qualifications of the agency and its team (if possible, attach recommendations from current or past clients).
- Overview of communication tools and channels.
- Languages spoken by the team of travel advisors.
- Means/methodology used for securing competitive rates.
- Proposed procedure for validating the purchase of tickets.
- Declaration of integrity signed in accordance with the attached template.
- Confirmation of compliance with each of the detailed requirements listed in these ToR.

Proposals must be submitted electronically to recruitment@forus-international.org by August 12th, 2025 EOB. Late submissions will not be considered.

6 Selection criteria

Proposals will be evaluated based on:

- Ability to provide all required services and demonstrated experience and reputation.
- Commitment: ability to be flexible and responsive.
- Cost of the service: competitive, detailed and transparent.
- Quality and reliability of the services, technical know-how (booking tools, reporting, and tracking).

7 Contracting

The contract is for a renewable period of 12 months. Three months before the end of the term, Forus may decide whether to renew it from year to year, for a maximum period of 4 years.

Forus requires the service provider to introduce, in its service contract, the following clauses:

- *The Contractor warrants that there has been no act likely to influence the tendering process to the detriment of Forus and in particular that no agreement has been or will be reached. The Contractor warrants that the negotiation, award and performance of the Contract have not and will not give rise to any act of corruption as defined by the United Nations Convention against Corruption as of 31 October 2003.*
- *The contractor undertakes to comply with the social and environmental standards in accordance with the laws and regulations applicable in the country where the project is carried out, including the fundamental conventions of the International Labour Organisation and the international conventions on the protection of the environment, and to ensure that any subcontractors comply with all of these measures, taking the appropriate measures when they do not.*
- *The contractor undertakes to support collective efforts to mitigate the risks of sexual exploitation and abuse and to respond to them within the framework of this contract. To ensure transparency and accountability, both parties undertake to provide an appropriate response in such cases, including reporting criminal cases to local authorities for further investigation and prosecution.*
- *Both parties undertake to comply with Forus anti-corruption and anti-discrimination policies.*

Annex – Statement of integrity, eligibility, and environmental and social responsibility

Title of the offer or proposal Travel agency services (the "Project")

To: Forus (the "Contracting authority")

1. We acknowledge and accept that the French Development Agency (AFD) only finances the Contracting authority's projects on its own terms which are determined by the Funding Agreement that directly or indirectly binds it to the Contracting authority. As a result, there can be no legal relationship between AFD and our company, our group, our suppliers, contractors, consultants and subcontractors. The Contracting Authority retains exclusive responsibility for the preparation and implementation of the procurement process and their execution. Depending on whether it is a question of works contracts, supplies, equipment, intellectual services (consultants) or other services, the Contracting Authority may also be referred to as the Client or the Buyer.
2. We certify that we are not, and none of our affiliates, suppliers, contractors, consultants and subcontractors, are in any of the following circumstances:
 - 2.1 Be in a state or have been the subject of bankruptcy, liquidation, judicial settlement, safeguard, cessation of activity, or be in any analogous situation resulting from proceedings of the same nature;
 - 2.2 Have been the subject of:
 - a) A conviction pronounced less than five years ago by a judgment having the force of res judicata in the country where the Contract was performed, for fraud, corruption or any offence committed in the context of the award or performance of a contract (in the event of such a conviction, we have the possibility of attaching to this Integrity Statement additional information that would allow it to be considered that this conviction is not relevant in the context of the Market);
 - b) An administrative sanction imposed within the last five years by the European Union or by the competent authorities of the country in which we are established, for fraud, corruption or any offence committed in the context of the award or performance of a contract (in the event of such a sanction, we may attach to this Integrity Statement additional information that would allow it to be considered that this sanction is not relevant in the context of the Contract);
 - c) A conviction handed down less than five years ago by a judgment having the force of res judicata, for fraud, corruption or for any offence committed in the context of the award or performance of a contract financed by AFD;
 - 2.3 Be on the financial sanctions lists adopted by the United Nations, the European Union and/or France, in particular in the fight against the financing of terrorism and against breaches of international peace and security;
 - 2.4 Have been the subject of a termination pronounced at our exclusive fault within the last five years due to a serious or persistent breach of our contractual obligations during the performance of a previous contract, provided that this sanction has not been the subject of a pending dispute by us or has given rise to a court decision reversing the termination at our exclusive fault;
 - 2.5 Have not fulfilled our obligations relating to the payment of our taxes according to the legal provisions of the country where we are established or those of the country of the Client;
 - 2.6 Be subject to an exclusion decision issued by the World Bank and as such appear on the list published at the <http://www.worldbank.org/debarr> (in the event of such an exclusion decision, we may attach to this Integrity Statement additional information that would allow it to be considered that this exclusion decision is not relevant in the context of the Contract);
 - 2.7 Have produced false documents or been guilty of false declaration(s) by providing the information required by the Employer in the context of this procurement and award process.
3. We certify that we are not, and none of our affiliates or our suppliers, contractors, consultants and subcontractors, are in any of the following conflict of interest situations:
 - 3.1 Shareholder controlling the Contracting authority or subsidiary controlled by the Contracting authority, unless the resulting conflict has been brought to the attention of the AFD and resolved to its satisfaction.
 - 3.2 Have business or family relations with a member of the Client's services involved in the Procurement process or the supervision of the Contract resulting therefrom, unless the resulting conflict has been brought to the attention of AFD and resolved to its satisfaction;
 - 3.3 Control or be controlled by another bidder or consultant, be under the control of the same company as another bidder

or consultant, receive from another bidder or consultant or award to another bidder or consultant directly or indirectly grants, have the same legal representative as another bidder or consultant, directly or indirectly maintain contact with another bidder or consultant allowing us to have and give access to the information contained in our respective offers or proposals, to influence them, or to influence the decisions of the Client;

- 3.4 Be engaged for an intellectual services mission which, by its nature, may prove incompatible with our missions on behalf of the Contracting authority;
- 3.5 In the case of a procedure for the award of a works, supplies or equipment contract:
 - a) Have prepared ourselves or have been associated with a consultant who has prepared specifications, plans, calculations and other documents used in the procurement process;
 - b) Be ourselves, or one of the firms with which we are affiliated, recruited, or to be recruited, by the Employer to supervise or control the works in connection with the Contract.
4. If we are a public institution or a public company, in order to participate in a competitive tendering procedure, we certify that we have legal and financial autonomy and that we are managed according to the rules of commercial law.
5. We undertake to communicate without delay to the Contracting Authority, who will inform the AFD, any change in situation with regard to points 2 to 4 above.
6. In the context of the award and performance of the Contract:
 - 6.1 We have not committed and will not commit any unfair maneuver (act or omission) intended to deliberately deceive others, to intentionally conceal elements from them, to surprise or vitiate their consent or to circumvent legal or regulatory obligations and/or violate its internal rules in order to obtain an improper benefit.
 - 6.2 We have not committed and will not commit any unfair practice (act or omission) contrary to our legal or regulatory obligations and/or internal rules in order to obtain an improper benefit.
 - 6.3 We have not promised, offered or granted and will not promise, offer or grant, directly or indirectly, to (i) any Person holding a legislative, executive, administrative or judicial office within the State of the Employer, whether appointed or elected, whether permanent or not, whether paid or unpaid and at any level of authority, (ii) any other Person who holds a public office, including for a public body or a public enterprise, or who provides a public service, or (iii) any other Person defined as a public official in the State of the Employer, an undue advantage of any kind, to himself or to another person or entity, in order that he or she performs or refrains from performing any act in the performance of his or her official duties.
 - 6.4 We have not promised, offered or granted and we will not promise, offer or grant, directly or indirectly, to any Person who runs or works for a private sector entity, in any capacity, any undue advantage of any kind, for himself or herself or for another Person or entity, to do or refrain from doing any act in violation of his or her legal obligations, contractual or professional.
 - 6.5 We have not committed and will not commit any act likely to influence the procurement process to the detriment of the Contracting Authority and, in particular, any anticompetitive practice having the object or effect of preventing, restricting or distorting competition, in particular by tending to limit access to the Market or the free exercise of competition by other companies.
 - 6.6 We ourselves, or any of the members of our group, or one of the subcontractors will not acquire or supply equipment and will not intervene in sectors under embargo from the United Nations, the European Union or France.
 - 6.7 We are committed to respecting and ensuring that all our subcontractors comply with the environmental and social standards recognized by the international community, including the fundamental conventions of the International Labour Organization (ILO) and the international conventions for the protection of the environment, in accordance with the laws and regulations applicable to the country in which the contract is performed. In addition, we are committed to implementing environmental and social risk mitigation measures when indicated in the environmental and social management plan provided by the Employer.
7. We, the members of our consortium, our suppliers, contractors, consultants and subcontractors, authorise AFD to examine the accounting documents and documents relating to the award and performance of the Contract and to submit them for verification to auditors appointed by AFD.

Name: _____ Position :

Duly authorized to sign for and on behalf of: _____

Signature: _____

Date: _____