

Provision of Domestic Air Ticket Service Framework Agreement

Terms of Reference (ToR)

Background on Save the Children:

Save the Children (SCI) is the leading global independent organisation for children. Save the Children believes every child deserves a future. Around the world, we work every day to give children a healthy start in life, the opportunity to learn and protection from harm. When crisis strikes, and children are most vulnerable, we are always among the first to respond and the last to leave. We ensure children's unique needs are met and their voices are heard. We deliver lasting results for millions of children, including those hardest to reach.

We do whatever it takes for children – every day and in times of crisis – transforming their lives and the future we share.

Our vision: A world in which every child attains the right to survival, protection, development and participation.

Our mission: To inspire breakthroughs in the way the world treats children, and to achieve immediate and lasting change in their lives.

Our values: Accountability, ambition, collaboration, creativity and integrity.

We are committed to ensuring our resources are used as efficiently as possible, in order to focus them on achieving maximum impact for children.

Background information/context:

Save the Children is committed to enhancing education systems and fostering a supportive environment in the areas of Child Protection, Health and Nutrition, and WASH (Water, Sanitation, and Hygiene) to improve the quality of life for children in need along the Thailand-Myanmar border and nationwide. The Domestic Air travel is a key mode of transportation for our operations, with regular routes including **Bangkok, Chiang Rai, Chiang Mai, Mae Hong Son, Mae Sot, Khon Kaen, Phuket, and Hat Yai.**

Objective:

To prioritize the safety and security of our staff, Save the Children is seeking qualified domestic air ticketing service agencies or brokers to support our project needs through a Framework Agreement (fixed or non-fixed price). The selected supplier(s) will be awarded a **Framework Agreement** for a duration of **three (3) years**, with the possibility of an extension for an additional **two (2) years**.

The Framework Agreement will define the terms of service and supply (e.g., indemnities, liabilities, warranties) as well as the conditions of service and supply (e.g., specifications, lead times). It does not obligate Save the Children to any purchases or specific volumes. Any future purchases will be executed upon official confirmation, as requested, and will be governed by and aligned with the terms of the original Framework Agreement.

In 2024, Save the Children International Asia Sub-Regional Office (ASRO) and Save the Children (Thailand) Foundation incurred approximately **4.66 million THB** in travel expenses for the routes mentioned above. The estimated cost of domestic air ticket services over the next three years is projected to be **16 million THB**.

We would like to appoint the air ticketing agencies to manage all travel requirements, ensuring:

- Cost-efficiency
- Compliance with travel policies
- Reliable and timely booking services

Scope of Services:

The successful bidders will be requested to maintain their quoted price model for the duration of the Frame Agreement and will be responsible to provide the following services:

- **Ticket Booking and Issuance**
 - Provision of domestic air tickets.
 - Reservations on the most cost-effective and direct routes.
 - Flexibility to accommodate last-minute changes and cancellations.
- **Travel Management**
 - Offering multiple options for flights that align with the organisation's budget and schedule.
 - Assistance with changes, cancellations, and refunds.
 - Maintaining traveller profiles, including preferences and frequent flyer memberships.
 - Availability of services 24/7 for emergency assistance.
- **Cost Optimization**
 - Advising on promotional fares and discounts.
 - Proposing cost-saving travel solutions.
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- **Reporting**
 - Providing monthly/quarterly reports detailing ticket purchases, savings achieved, and travel trends.

Eligibility Criteria

The bidders must:

- Be registered and legally authorised to provide air ticketing services.
- Have a minimum of **five (5) years** of experience in the travel and ticketing industry.
- Demonstrate the ability to provide services across diverse destinations.
- Have access to a robust online booking platform.
- Provide references from at least **two (2)** current clients.

Service Level Agreement (SLA)

The bidders shall:

- Respond to booking requests within **three (3) hours** for standard booking requests.
- Ensure 100% compliance with travel policies.
- Timely notification of schedule changes, disruptions, or cancellations.
- Keep follow up the refunds for cancelled tickets with the airlines

- Offer dedicated account management services.
- Deliver Air tickets for all requested travel.
- Regular updates on travel arrangements.
- Monthly invoices and travel reports

Key Contacts

All questions relating to the tender should be sent via email to: Pariyaporn Lertvanichsutha, Supply Chain Officer – ASRO at + 66 98 275 7271, +66 81 868 0427

Email: pariyaporn.lertvanichsutha@savethechildren.org

Timeline:

The Framework Agreement' will dure for **Three (3) years** with a possible extension of a further **Two (2) years**.

Payment information:

- All invoices must be addressed to Save the Children Internation Asia Sub Regional Office or Save the Children (Thailand) Foundation with a detailed breakdown of charge e.g., Traveller's names and Booking ID.
- All invoices must be submitted within **seven (7) working days** of ticket issuance to avoid payment delays.
- Payment shall be made within **thirty (30) days** from the date of receipt of the invoice, subject to the following conditions:
 - Accurate invoicing with supporting documentation, including ticket details, passenger names, and travel itineraries.
 - Compliance with pre-agreed rates and service fees.
 - Approval from designed Manager
- Refunds for canceled or altered bookings will be processed based on airline policies and will be adjusted against future invoices or refunded to the original payment method.
- Service charges for cancellations must be clearly stated in the invoice.

Data Privacy and Security:

- The bidders agree to protect the personal and travel data of Save the Children's employees in compliance with Save the Children's Personal Data Protection policy and the Thailand's Personal Data Protection Act B.E. 2562 (2019)