



National Disaster Risk Management Fund
(A Company set up under Section 42 of Companies Act, 2017)
Making Pakistan Resilient

TERMS OF REFERENCE
FOR
AIR TRAVEL AGENCY SERVICES FOR NDRMF

1. **Background:** National Disaster Risk Management Fund (NDRMF) is a established not-for-profit company incorporated with the Securities and Exchange Commission of Pakistan, under Section 42 of the Companies Act, 2017. It is working for reducing the socio-economic and fiscal vulnerability of the country and its population to natural hazards and climate change, through prioritizing and financing investments in **Disaster Risk Reduction** and **Preparedness** that have high economic impacts with the objective to enhance Pakistan's **Resilience** to extreme weather events and other natural hazards. NDRMF would like to engage a qualified Travel Agency for provision of travel management and related services for a period of one years (one-year renewable) hereafter referred to as "Air Travel Services Provider".
2. **Objective:** To identify and engage with a specialized travel management source (s) i.e, Air Travel Service Provider for NDRMF providing competitive, qualified, responsive and high-quality travel (boarding & lodging) service, representing the best value for money, time and meeting uninterrupted services for NDRMF.
3. **Scope of Work:** To provide of a wide range of travel (boarding & lodging) services, but not limited to, across the country explicitly including air ticketing, hotel room (s) reservation along with linked associates.
4. **Requisites:**
 - a. Service Provider should have the capacity to handle the NDRMF credit limit facility i.e, Rs 500,000/-
 - b. Service Provider shall provide travel services 24/7 (including services during emergency and as well as during weekends, official holidays etc) and be reachable at the modes of communication round the clock.
 - c. Travel Service Provider will offer the experienced personnel and management to provide a travel service that represents cutting-edge technology, processes and systems for the benefit of its travelers.
 - d. Air Service Provider shall offer discounted rates for scoped tasks including special rates against bulk bookings / reservations (if any).
 - e. Service Provider shall, upon request, facilitate the arrangement of air ticketing, hotel & guest room reservation.
 - f. Service Provider shall make accommodation reservations when requested at either NDRMF or agent discounted rates. This service shall include initiating and confirming reservations, and confirming the rate at which the reservation is made.
 - g. Service Provider shall submit a monthly expense summary to NDRMF in the form of reports within 10 days of the end of the month. This report will contain following detailed analysis;-
 - i. Number of trips & travelers,
 - ii. Costs incurred on ticket change / cancellation.
 - iii. Ticket refund" status reports (if any).
 - h. Service Provider shall provide invoices on monthly basis along with statements by the 15th of each month (if any).
 - i. The services will be availed on the basis of "As & when required"
5. **Travel Policy:**
 - a. To provide lowest possible fare based on advance booking.
 - b. Service Provider shall must be knowledgeable of and prepare to offer special fares, restricted fares, discount fares, and bulk fares for use whenever appropriate.
 - c. Service Provider shall, where appropriate, attempt to obtain free business class and first-class upgrades for NDRMF travelers. Any upgrades should be used mainly for cost-saving purposes.
6. **Qualifications of Successful Service Provider**
 - a. The Service Provider shall have in its current office all the necessary equipment and facilities and shall employ a sufficient number of experienced and professionally trained travel experts and staff to handle NDRMF requirements.



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- b. The successful Service Provider shall also be required to devote at least two (2) personnel providing dedicated services to the travel needs of NDRMF.
- c. The Service Provider shall provide quick and easy reconciliation of accounts.

7. **Reservation and Ticketing:** For every approved NDRMF Request for Travel Booking (RTB), the Service Provider shall all immediately make bookings at main airlines operating the route and prepare appropriate itineraries and formal quotations based on the lowest fare and the most direct and convenient routing.

8. **Service Standards:** The Service Provider shall provide polite, responsive and efficient service at all times to fulfill NDRMF requirements. As a service objective, telephone calls should be answered promptly. When it is necessary to place calls on hold, they should not be kept on hold for more than a very few minutes and call-back, when necessary, should be made within one hour.