

## Expression of Interest

### Terms of Reference (ToR)

**Title : Expression of interest to ask for the proposal from credible travel companies that can handle travel of Oxfam India**

#### **Background (organization)**

Oxfam India is a fully independent Indian organization (with Indian staff and an Indian Board) is a member of a global confederation of 18 Oxfams. The Oxfams are rights-based organizations that fight poverty and injustice by linking grassroots programming (through partner NGOs) to local, national and global advocacy and policy-making.

Oxfam India's vision is to create a more equal, just, and sustainable world. The overarching vision of Oxfam India is "right to life with dignity for all". Oxfam India will fulfill its vision by empowering the poor and marginalized to demand their rights, engaging the non-poor to become active and supportive citizens, advocating for an effective and accountable state and making markets work for poor and marginalized people. ([www.oxfamindia.org](http://www.oxfamindia.org))

#### **Purpose of the assignment:**

Oxfam India has a travel business of more than 2-3 Crore in one year just for national and international flight booking. Oxfam India has regional office in **Delhi, Kolkata, Bangalore, Mumbai, Pune, Raipur, Bhubaneshwar, Lucknow, Patna and Jharkhand**. Apart from that we also take additional services on case to case basis for the following:

1. SBT (Self Booking Tool through an online requisition which can work through an approval mechanism by selecting the relevant budget code through system and after the line manager's approval issuance of ticket
2. Forex
3. VISA
4. Train ticket booking
5. International Travel Insurance
6. Car booking all over India
7. Airport Assistance
8. Emergency Travel Services (for non-working hours and during weekends)
9. Group Handling Package through MICE (Meeting, Incentive, Conference and Exhibition)
10. Hotel accommodation for national and international requirements

#### **Expectation from the Agency/Company:**

A reputed established company having a good turnover with proven record and good clientele in India and abroad. Should be able to handle the Oxfam India account professional and passionately beyond working hours. We would need both a mix of SBT and manual support to issue ticket through the backend team. The company should be able to meet our finance pre requisites i.e. sharing the fortnightly bills and related supporting (duty slips, vouchers, ticket copies, all approvals and budget codes etc.). Providing monthly MIS reports which helps organization looking at the trend and time to time providing critical advice that helps reducing cost for the organization. Also providing region wise carbon foot print report on the spent on travel.

Oxfam India is a not for profit and our costs are booked as per the running projects hence we follow a strict timeline in booking our expenses to donors. The selected company should be competent enough to follow the timelines for the submitting the expenses as the delay can result in nonpayment due to the closer of particular project.

#### **Legal Compliances and Law**

" Oxfam India is a law abiding company and by signing/accepting this document, you are under strict obligation to abide by Oxfam India's policies related to Policy against Sexual

Harassment and Child Protection Policy (details available on our website; link - <https://www.oxfamindia.org/HR-policies>)”

**Timeline to submit your proposal:**

*The last date to submit your company's profile with aspirational letter is 25<sup>th</sup> of March 2019. You may send the aforesaid to our procurement department on this email: [procurement@oxfamindia.org](mailto:procurement@oxfamindia.org).*

**Note: If your company is shortlisted Oxfam India will ask for a face to face meeting with their technical committee and at the end you will be asked for sharing the reference checks from your current clients.**