



**INDEPENDENCE, EQUALITY AND OPPORTUNITY
FOR DISABLED PEOPLE LIVING IN POVERTY.**

ADD International Terms of Reference (ToR) Global Travel Agent Services

1. Background

ADD is a participatory grant-maker for disability justice. We fund and support disability justice activists and movements to make change.

Over the years we have worked with many organizations of persons with disabilities (OPDs) and disability justice activists to strengthen, support and fund them. Our key strength is in bringing disabled people together to develop their own solutions to the problems they face and helping them to access resources and opportunities.

Our Vision is for a world in which ableism no longer exists, and in which disabled people can access, achieve their full rights and experience justice.

Our Mission is to resource disability justice activists and organisations, nurture lived-experience leadership, and influence fairness in funding.

ADD is looking for a global travel agent who understands disability justice and the need for reasonable accommodations and accessibility.

Our travel routes are global currently focusing especially on the following Countries: United Kingdom (London), Asia (Bangladesh and Cambodia), Africa (Ghana, Kenya, Sudan, Tanzania, and Uganda).

Location: This is a global contracting process open to firms based anywhere


Fees: We are committed to paying a just and equitable price and are open to discussing rates for this service. We previously ran our travel in-house and so this is the first time we are contracting for this service in the current form.

2. Objectives

The primary objectives of engaging a global travel agent are as follows:

- To provide efficient and cost-effective travel planning and management services for all staff traveling on business.
- To support us in effectively meeting the accessibility and support requirements of all travellers with disabilities/disabled travellers.

 0300 303 8835

 info@add.org.uk

 www.addinternational.org

 ADD International, Head office: The Old Church School, Butts Hill, Frome BA11 1HR
ADD International, London office: The Foundry, 17-19 Oval Way, London SE11 5RR



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Charity registration no. 294860
Company limited by guarantee no. 2033925



- To ensure the safety and security of our travellers by adhering to best practices in travel logistics.
- To support our organizations' international presence by facilitating seamless travel arrangements.

3. Scope of Services

The global travel agent will be expected to provide the following services:

- **Travel Booking:** Arrange flights, accommodations, transportation, and other travel-related services for business trips.
- **Itinerary Planning:** Develop detailed travel itineraries, including schedules of meetings, conferences, and other necessary engagements, including initiating Registration links and log in details.
- **Travel Management System:** Implement and maintain an online travel management system that allows for easy booking, tracking, and reporting.
- **Cost Management:** Provide competitive pricing and cost savings recommendations for airfares, accommodations, and transportation.
- **24/7 Support:** Offer round-the-clock support for travel inquiries, changes, and emergencies.
- **Visa and Immigration Assistance:** Assist travellers with visa applications and ensure compliance with international travel regulations.
- **Reporting:** Generate regular reports on travel expenditures, patterns, and statistics for analysis.

4. Deliverables


Once the contract is in place the travel agent is expected to deliver the following:

- A comprehensive travel management plan within 48 hours of request.
- A comprehensive meeting/conference organisation and management plan within 7 days of request, ensuring continuous communication with the ADD Co-CEO Coordinator for any clarification.
- Timely booking confirmations and travel itinerary documents for all planned trips.
- Monthly reports detailing travel expenses, types of bookings, and opportunities for optimisation.
- Recommendations and insights on travel policies and trends.

5. Timeframe

We are seeking bids by 17th February 2025, and we envisage that the engagement will commence on 30th March, 2025 and be reviewed annually. The contract may be extended based on performance and organizational needs.

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6. Bid Assessment Criteria

Bids will be assessed based on the following criteria:

- Quality of travel arrangements, meetings, conferences and itineraries.
- Ability to support us in effectively meeting the accessibility and support requirements of all travellers with disabilities/disabled travellers.
- Innovation proactivity especially in organizing meetings and conference and use of technology.
- Level of customer service and responsiveness.
- Cost savings achieved compared to previous travel management approaches.
- Feedback from travellers regarding their experience.

Performance will also be evaluated based on these criteria once a provider is in place.

7. Responsibilities of the Organisation

The organization will:

- Provide the travel agent with necessary information regarding travel, meeting and conference needs and preferences.
- Ensure timely communication of travel requests and changes.
- Collaborate with the travel agent to establish and adhere to any relevant travel policies.

8. Budget please include a full description of how you would propose to cost your services.


9. Review and Evaluation

The performance of the travel agent will be reviewed at regular intervals. Feedback will be solicited from employees who travel frequently and any adjustments to the agreement will be made based on these evaluations.

10. Confidentiality

The travel agent agrees to maintain confidentiality regarding all aspects of our travel arrangements, organisational information, and employee data. You will also be expected to sign up to ADDs supplier Code of Conduct which will be shared on award of contract.

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How to apply.

Interested firms should send the following attachments by email:

- Details of the services that you can provide and how you would propose to cost them (no more than 5 pages)
- The names, contact numbers and addresses of **2 current clients who are willing to act as referees**

Please send your application to: recruitment@add.org.uk by the closing date specified below.


If you need an accessible format, please contact recruitment@add.org.uk and specify which format you require.

Application deadline: Closing date is **17th February 2025**

Interviews will be held the week of **Last week of February**

Incomplete applications will not be accepted. We are unfortunately only able to reply to those shortlisted.

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