

AIR TRAVEL TICKETING

Introduction

Strømme Foundation (SF) is an International Development Organization with its Head Office in Norway. SF is committed to empowering people to overcome the root causes of poverty through our interventions in Education, Community Empowerment, and Livelihood. SF aims to realize its vision: a world free from poverty through challenging, committed, and long-term partnerships with local organizations.

Scope

The scope of this Call for Tenders is to make reservations with airline options flying the route requested and provide an appropriate itinerary and quotation based on the most direct and convenient route as soon as the request is made.

Scope of Work

- The prospective bidder is expected to make reservations with reliable airline options.
- Confirm itinerary of preferred route indicating the times, dates, and good fares inclusive of taxes, duties, fees, charges, and any other related costs.
- Where required, organize with airlines additional support like mobility assistance within terminal buildings, boarding, flight, and off-boarding for persons with special needs like impairments and illness.
- Submit quotation(s) of confirmed itinerary or specific order within one day.
- Booking of air ticketing and issuing tickets on time.
- Provide regular updates in case of any flight delays or changes.
- Provide invoices for payment on time.
- Have a flexible and responsive customer service and support system that can handle the organization's queries, requests, and claims promptly and effectively. This also includes flexibility to support travelers over the weekends and public holidays.

Eligibility Criteria

- The service provider must clearly outline the role and responsibilities of a dedicated person (Account Manager) who shall serve as the primary liaison throughout the course of the service.
- The Service provider Must be able to supply service without initial deposits and invoice later for payment.
- the Service provider must be authorized and registered to provide services.
- The Service provider must have been in business for at least five years.
- The Service provider must be able to respond promptly to orders/ travel requests