TERMS OF REFERENCE

Oxfam is a global movement of people who are fighting inequality to end poverty and injustice. Oxfam confederation currently has 21 member organizations working in 79 countries. We share a vision of a just and sustainable world. A world where people and the planet are at the center of our economy. Where women and girls live free from violence and discrimination. Where the climate crisis is contained. And where governance systems are inclusive and allow for those in power to be held to account.

Oxfam in Vietnam believes that a reduction in poverty, injustice, and inequality will occur through the interaction between active citizens, accountable states and responsible private sector, and that it is fundamental to Vietnam's development. Oxfam in Vietnam contributes to a shift from the current growth-based development model to a Human Economy that cares for people and the planet.

All our work is led by our core values: Empowerment, Accountability, Inclusiveness, Courage, Solidarity and Equality.

OVERVIEW	
Title and brief description of the requirement	Oxfam in Vietnam seeks to engage a qualified travel service provider to deliver travel management services, including domestic and international air and rail reservations and ticketing, travel insurance arrangements, and related travel support services for Oxfam staff, consultants, partners, and authorized travelers.
Delivery location	Hanoi, Vietnam / Domestic & International travel routes.
Contract start date	**Effective Date:** 1 December 2026. The contract shall remain valid for **one (1) year** and may be extended based on performance evaluation and mutual agreement.
How to apply	Interested candidates are invited to submit: 1) **Quotation / Financial Proposal,** including a description of the proposed travel management services, applicable service fees and pricing structure, domestic and international air and rail ticketing services, travel insurance arrangements, airline corporate account management capabilities (where applicable), response time commitments, quotation validity period, and payment terms and conditions. 2) **Business Registration Certificate / Enterprise Registration Certificate**. 3) **Corporate profile** outlining company background, organizational structure, service offerings, operational capabilities, and relevant experience. 4) **References, contracts, or a list of clients** for whom similar services have been performed. 5) **Valid IATA Accreditation and Airline Agency Appointment Certificates** (e.g., Vietnam Airlines, Vietjet Air, Bamboo Airways, or other airlines, where applicable) and evidence of authorization or partnership arrangements for rail ticketing services, where applicable.
Deadline for submission of offers	25 October 2026
Specific considerations	• Valid IATA accreditation and airline agency authorization, where applicable.

	• Demonstrated capability to provide domestic and international air and rail ticketing services. • Competitive pricing and cost-effective travel solutions. • Efficient support for ticket issuance, amendments, cancellations, refunds, and urgent travel requests. • Corporate Account management capability (e.g., Vietnam Airlines Corporate Account), where applicable. • Accurate reporting, reconciliation, and invoicing processes. • Compliance with Oxfam policies and service delivery requirements.

1. BACKGROUND AND CONTEXT

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As part of its operations, Oxfam regularly arranges domestic and international travel for employees, consultants, partners, and visitors in support of programme activities, projects, meetings, workshops, training events, and field missions.

To ensure timely, cost-effective, and compliant travel arrangements, Oxfam seeks to engage a qualified travel service provider to support **air and rail reservations and ticketing, travel insurance, and related travel services.** The selected Service Provider will be expected to provide efficient travel management, responsive customer support, and competitive pricing while ensuring compliance with Oxfam's travel policies and procedures.

The objective of this engagement is to establish a reliable travel management arrangement that facilitates business travel requirements and enables travellers to receive professional support before, during, and after their journeys.

Purpose of the Services

The travel service provider will:

- Provide domestic and international **air and rail reservation and ticketing services**;
- Assist with itinerary planning, ticket changes, cancellations, rebooking arrangements, and refunds where applicable;
- Arrange travel insurance and other travel-related services as requested;
- Provide timely quotations and cost-effective travel options;
- Support urgent travel requests and travel schedule changes when required;
- Maintain accurate booking records and provide relevant travel reports and invoices;
- Ensure service delivery in accordance with applicable airline, railway, and travel service regulations, as well as Oxfam's travel requirements.

2. SPECIFICATION OF SERVICES OR WORK REQUIRED

The selected Supplier shall provide comprehensive travel management services, including **air and rail ticket booking and issuance, travel insurance arrangements, and related travel support services** for Oxfam staff, consultants, partners, and authorized travelers.

The scope of services shall include, but not be limited to:

- Domestic and international air and rail reservation and ticketing.
- Fare quotation and identification of the most cost-effective and suitable travel options.
- Ticket amendments, cancellations, refunds, and rebooking support.
- Arrangement of travel insurance as required.
- Travel advisory and other travel-related support services.
- Provision of booking records, invoices, and travel reports upon request.

Specific tasks related to this scope of work are outlined as follows:

1. **Provide timely travel quotations and booking services** for domestic and international travel requests, including air and rail reservations, ticket issuance, travel insurance arrangements, and other related travel services in accordance with Oxfam travel requirements.
2. **Receive and process travel requests** submitted by Oxfam's authorized representatives via email, telephone, or other agreed communication channels, and provide the most cost-effective, suitable, and efficient travel options available.
3. **Manage travel confirmations and documentation**, including obtaining booking approval from Oxfam's authorized personnel prior to ticket issuance and delivering e-tickets, travel insurance policies, and other relevant travel documents to designated travelers.
4. **Support itinerary changes and travel disruptions**, including ticket amendments, cancellations, refunds, rebooking arrangements, travel rerouting, and urgent travel requests, in accordance with applicable airline, railway, and fare rules and conditions.
5. **Provide customer support throughout the travel process**, including travel advice, assistance with online check-in, seat selection (where applicable), and support for travel-related issues before, during, and after travel.
6. **Provide corporate account management services**, including the management of airline corporate accounts (e.g., Vietnam Airlines Corporate Account), monitoring applicable benefits, securing preferential corporate fares where available, and facilitating priority handling for Oxfam travelers.
7. **Provide accurate invoicing, reconciliation, and reporting** for all travel transactions as required by Oxfam.

If the Supplier wishes to propose modifications to the specification (which may provide a better way to achieve Oxfam's objectives), these must be considered as an alternative offer. The Supplier must make alternative offers in a separate letter to accompany the offer. OXFAM is under no obligation to accept alternative offers.

3. METHODOLOGY

The Service Provider shall implement the services through a responsive and customer-oriented travel management process. The detailed workflow and communication arrangements will be agreed upon during contract implementation meetings.

The key steps to be followed include:

1. Receiving travel requests from Oxfam's authorized personnel through agreed communication channels.
2. Identifying and proposing the most suitable and cost-effective travel options based on Oxfam's travel requirements.
3. Obtaining travel approval from the authorized Oxfam representative before issuing tickets or confirming reservations.
4. Issuing air and rail tickets, arranging travel insurance, and providing all required travel documentation to travelers.
5. Supporting itinerary changes, cancellations, refunds, and urgent travel requests throughout the travel period.
6. Managing airline corporate account benefits, where applicable.
7. Providing accurate invoicing, reconciliation, and periodic travel reports.

The Service Provider shall designate focal points to coordinate all travel-related requests and communications with Oxfam.

Planned Timeline

Activity / Milestone	Outputs or Deliverables	Timeline
Travel request received	Travel options and quotation provided	Within agreed response time
Travel confirmation received	Ticket issuance and travel documents	As requested
Change/refund request received	Updated itinerary or refund processing	As required

Monthly reconciliation	Invoice and travel report	Monthly
Contract performance review	Service performance assessment	Annually

4. DELIVERABLES AND TIMELINE SCHEDULE

Payment shall be based on actual travel services rendered, supported by valid invoices and relevant supporting documentation.

No.	Deliverables or Services Delivered	Estimated Timeline	Payment Terms
1	**Air and Rail Ticket Booking, Issuance & E-ticket Delivery** (Domestic and international air and rail reservations, ticket issuance, seat selection where applicable, itinerary management, and Corporate Account administration where applicable)	As requested and upon written booking confirmation from Oxfam	Reimbursed based on actual services rendered and approved
2	**Travel Insurance and Related Travel Support Services** (Travel insurance arrangement and provision of supporting travel documentation)	As required under approved travel requests	Reimbursed based on actual services rendered and approved
3	**Ticket Amendments, Cancellations, Refunds and Rebooking Services** (Subject to applicable airline, railway, and fare rules and conditions)	As required throughout the contract period	Reimbursed based on actual services rendered and approved
4	**Consolidated Billing Statements, Supporting Documents and Official VAT Invoices**	Monthly or upon reaching an agreed billing threshold	Payment within 15 working days upon receipt and verification of complete supporting documents and valid invoice
	TOTAL	Throughout Contract Period	**100% of approved services rendered**

5. EXPERIENCE OR PROFILE REQUIREMENTS

The company/ individual(s) should have the following competencies:

The travel service provider must demonstrate the following competencies:

Essential

- Legally registered travel agency with a valid Business Registration Certificate and all licenses/authorizations required to provide travel management services in Vietnam.
- Minimum **three (3) years** of proven experience in providing corporate travel management services.
- Valid **IATA Accreditation and Airline Agency Appointment Certificates**, where applicable.
- Demonstrated experience in managing domestic and international flight bookings, ticket changes, cancellations, refunds, and travel-related support services.
- Ability to provide competitive **air and rail travel options** and transparent fee structures.
- Dedicated customer support personnel with good communication skills in both English and Vietnamese.
- Proven capacity to provide accurate invoicing, reconciliation, and reporting for corporate travel transactions.
- Ability to support travel requirements for organizations operating across multiple locations within Vietnam.
- Experience managing airline Corporate Account programmes and related benefits (e.g., Vietnam Airlines Corporate Account Programme).

Desired

- Experience providing travel management services to NGOs, INGOs, development agencies, diplomatic missions, or international organizations.
- Airline corporate account management experience (e.g., Vietnam Airlines Corporate Account Program or equivalent).
- Ability to provide support for urgent travel requests outside normal business hours.
- Established relationships with domestic and international airlines and travel service providers.
- Experience arranging travel insurance and other travel-related services.
- Availability of online booking, reporting, or travel management tools.

6. APPLICATION PROCESS

Submission instructions

Quotations and applications must reach Oxfam no later than 25 October 2026.

Responses must be submitted electronically to: HR.Vietnam@oxfam.org

The subject of the mail should be: [Travel Management Services – Proposal Submission + [Bidder Name]

Any questions, remarks or requests for clarification can be sent up to 7 days before the submission deadline in writing. The (anonymised) questions will be answered to all applicants.

Administrative requirements

To be shortlisted for evaluation against award criteria, the following documents must be submitted with this application:

To be shortlisted for evaluation against the award criteria, the following documents must be submitted with the application:

Documents to be Submitted	Importance
1. Quotation /	Mandatory
2. Business Registration Certificate / Enterprise Registration Certificate.	Mandatory
3. Company Profile	Mandatory
4. References, contracts, or a list of clients	Mandatory
5. Valid IATA Accreditation and Airline Agency Appointment Certificates	Mandatory

Evaluation and award criteria

The quotations will be assessed according to the following criteria and distribution of points:

Award Criteria		Max. points
Technical criteria		
Capability / competence of bidder to perform the work / service required	Demonstrated expertise and experience in providing travel management services, including **air and rail ticketing**, travel insurance, and related travel support services.	10
	Previous experience with NGOs, INGOs, international organizations, or corporate clients	5
	Positive references/reputation	5
	Knowledge of local and international travel arrangements, airline requirements, and communication in English and Vietnamese	5

Award Criteria		Max. points
Quality of products/ services and ability to meet requirements	Meeting technical specifications OR Level of understanding of work/service required	15
	Added value of items or services offered (ex. quality, warranty, after-sales support)	10
	Ability to meet delivery dates OR Reliability of plan proposed	10
Ethical and Sustainable criteria		
Ethical / Sustainable	Ethical business practices and compliance standards	2
	Sustainability/environmental considerations (suggestions for relevant criteria are available here)	2
	Clearly indicated alignment with Oxfam values	2
	Gender equity and diversity practices	2
	Health and safety measures	2
	TOTAL:	**70**
Financial criteria		
Financial offer	Total cost of the offer, all services included (without added tax)	30
	TOTAL:	**100**

Only quotations with combined scores of at least 50 out of 70 points for the technical award criteria & Ethical and Sustainable criteria (approach paper and CV) qualify for the financial evaluation.

Incomplete applications will not be assessed, only quotations that meet the administrative criteria will be assessed.

Award decisions will be based *on best value for money criteria covering both technical quality and price.*

Oxfam withholds the right to conduct interviews with one or more potential suppliers before an award decision is made. The purpose of the interview is to seek further clarification on the submitted quotations and learn more about the background and previous experiences of the potential suppliers and their teams.

7. CODE OF CONDUCT

Oxfam is committed to integrity in its operations and supply chains and ensuring high ethical standards. Complying with all laws and regulations and ensuring fair competition are fundamental to this commitment. We actively promote these principles and standards, and expect all Oxfam suppliers to demonstrate commitment towards them.

All consultants/applicant are required to agree and adhere to the **Oxfam Supplier Code of Conduct**, whereas individuals (including consultants) must sign the **Oxfam Non Staff Code of Conduct**[1]. These Codes of Conduct set out the specific standards and principles in the areas of human and labour rights, environmental impact and anti-corruption that suppliers must follow.

8. SAFEGUARDING

Our commitment to safeguarding

[1] Non-Staff Code of Conduct applies for any self-employed individuals or contracted employees of suppliers who are working on Oxfam sites, or who have access to Oxfam materials, or who may represent Oxfam in any manner but are not part of Oxfam's legal entity)

Oxfam is committed to preventing any type of unwanted behaviour at work including sexual harassment, exploitation and abuse, lack of integrity and financial misconduct; and committed to promoting the welfare of children, young people and adults. Oxfam expects all staff and volunteers to share this commitment through our code of conduct. We place a high priority on ensuring that only those who share and demonstrate our values are recruited to work for us.

9. MISCONDUCT REPORTING AND WHISTLEBLOWING

Oxfam's reporting and whistleblowing mechanisms are available for Service Providers as well Oxfam employees, to ensure that Oxfam continues to operate under the highest ethical standards and principles.

You can use these reporting channels confidentially, anonymously, and in your own language to report any concerns involving fraud, corruption, waste, abuse or safeguarding concerns.

Speak up			
	Oxfam GB	***Oxfam Novib***	***Oxfam Intermón***
Email:	*SpeakUp@oxfam.org.uk*	*integrity@oxfamnovib.nl*	*buzon.etico@oxfam.org*
Online:	***Oxfam Misconduct Reporting Webform*** *(including possibility for anonymous reporting)* *https://oxfam.clue-webforms.co.uk/webform/misconduct/*		
Phone:	***Global phone number:*** *+44 1249 661808* *Check https://speakup.oxfamnovib.nl for local numbers (you can request interpretation)*		

Note: We regret that only shortlisted applications will be contacted.