



6 May 2026

Terms of Reference: Travel Agency Services

AWID is seeking the services of a consultant to provide travel agency and travel support services for our staff, as well as for our meeting participants.

About AWID

The Association for Women's Rights in Development (AWID) is a global feminist movement support organization. AWID's mission is to support feminist, women's rights and gender justice movements to thrive, to be a driving force in challenging systems of oppression, and to co-create feminist realities and alternatives.

AWID works in a combination of strategies ranging from convening movements and allies, knowledge building and information dissemination, advocacy and engagement with influential actors and institutions, alliance building, convening strategic dialogues, and more.

Introduction

As a fully remote organization that hosts global convenings, and with staff based in various parts of the globe, travel is an inevitable part of our work. In an effort to centralize staff travel bookings, AWID is looking to work with a travel agency to carry out flight bookings and other travel support services.

Scope and objectives of the consultancy

AWID is looking for a consultant to provide **end-to-end travel support** for AWID, including flight bookings, visa guidance, and travel disruption management.

Flight booking services

- Booking international and domestic flights
- Providing 24-hour booking support and responsiveness where needed.
- Offering timely recommendations for flight options, taking into account:
 - Travel duration
 - Safety considerations
 - Transit locations
 - Visa and entry restrictions

- Supporting travelers with accessibility requirements: booking seats, meal preferences, airport assistance, and other airline services where requested.
- Advising on travel restrictions, sanction considerations, and visa requirements that may affect itineraries/ travel routes.
- Supporting bookings for large groups attending meetings, convenings, or conferences.
- Providing information on humanitarian fares or other discounted travel options, where applicable.

Proactive travel monitoring

AWID places strong value on agencies that demonstrate a **duty of care approach to travelers**.

The selected agency should be able to:

- Proactively notify travelers and AWID of:
 - Flight changes, delay, risks and or cancellations
 - Major travel disruptions.
- Proactively identify and alert travelers to potential travel impacts due to geopolitical risks, climate events, etc. so that the risk of travel interruption may be avoided.
- As requested, support rebookings and alternative routing when disruptions occur.

Visa and travel documentation support

- Providing guidance on visa requirements depending on nationality and passport
- Supporting visa application processes
- Advising on entry restrictions and documentation requirements.
- Providing supporting documentation when necessary (e.g. travel confirmations, tickets).

Accommodation booking Services

- Identifying cost-effective accommodation options and any negotiated rates
- Booking hotels and other accommodations globally, providing a range of accommodation options considering:
 - Safe, ethical and reliable alternatives
 - Accessibility needs

The consultant will be reporting to Jemutai Mercy (Logistics and Administrative Coordinator), and Stephanie Bracken (Operations Manager).

Expected deliverables

- AWID travel is booked in a timely manner, according to the needs and parameters identified
- Travellers and/or appointed AWID staff receive timely and proactive alerts to travel changes, interruptions, or risks, as relevant, with proposed alternatives.
- Visa applications are supported in a timely manner with relevant documentation and advice

Regular invoicing directly to AWID for payment, using organisational expense codes (to be provided by staff).

Proposed Timeline (subject to adjustment)

We would like to bring on the service by June 2026, to commence year-round travel arrangements.

Budget

AWID would consider proposals with economical service rates within industry standards.

Please note that selection will not be based on price only. This will be weighed up against other criteria as set out below.

Vendor Profile

The travel agency shall demonstrate the following qualifications:

- Proven experience coordinating travel globally with an understanding of visa and entry restrictions, and transit requirements for travelers of different nationalities
- Strong commitment to traveler safety, well-being, and has a wider accessibility lens
- A track record of working with feminist movements, social and climate justice activists and Civil Society Organising
- Ability to adapt to AWID's internal coordination and approval processes
- Ability to provide individualized attention, minimizing the need for repeated follow-ups
- Ability to provide 24 hr support for travelers in different time zones
- Risk awareness i.e. understanding of geopolitical developments and travel advisories that may affect travel and recommend recommend safer routing options when necessary
- Multilingual capacity is preferred (Spanish, French, Arabic or English. A combination of English and one or more languages)

Selection Criteria

Proposals will be assessed against the following criteria:

- Relevant experience in undertaking similar assignments.
- Technical expertise and qualifications of the proposed consultant/team.
- Understanding of the assignment and the quality of the proposed approach.
- Capacity and availability to deliver within the required timeframe.
- Cost and value for money of the financial proposal.
- Compliance with eligibility requirements.
- Track record and references from previous clients.
- Added value, including innovative approaches, local knowledge, or partnerships.

Grounds for exclusion

Applicants will be excluded if they:

- are bankrupt or insolvent
- have convictions for fraud, corruption, bribery, or other serious offences
- have failed to pay taxes or social security contributions
- have engaged in grave professional misconduct
- are subject to a conflict of interest that cannot be remedied
- are debarred or suspended by the commissioning organisation or donors
- are listed on U.S. sanctions lists or EU restrictive measures

Applicants must confirm in writing that none of these conditions apply.

Submission of proposal

Interested consultants are requested to submit a proposal for the work cited in this TOR by **12 June 2026** via this [online application form](#).

In addition to completing the questions in the form, please attach/include the following:

- Company Profile
- List of fees for all services
- Contact details of two professional referees (ideally recent clients) relevant for this consultancy.

Trans, non-binary and intersex persons; persons with disabilities and other candidates from historically oppressed groups, of all ages, are strongly encouraged to submit a proposal.

We look forward to your application and the opportunity to work together.

Application Form - Travel Agency for AWID

Please review the areas where we've identified below and make note of any service offerings available from your agency, and please share any relevant information about them.

Basic Info

Name:

Location:

Region serviced:

Languages you work in:

English

French

Spanish

Arabic

Other: please specify

Travel booking services

Is there 24 hour availability and responsiveness for booking flights?

What is your response time when a traveller reaches out to you?

What is your flight booking process?

What is your experience booking for travelers from various continents, including navigating travel restrictions and visa requirements?

What is your experience working with large groups/meetings/conferences to book travel?

Do you book seats for travelers?

Do you request meal options for travelers?

Do you book accessibility needs for travelers?

Do you offer humanitarian fares or other discounted rates for travel bookings?

Are there any other add-on services or perks (eg: lounge access) that you offer?

In-travel services and support

Is there emergency support available for flight disruptions or rebookings? How does this work?

How do you monitor and communicate with travellers regarding travel-related risks or potential disruptions (e.g. geopolitical, climatic, labour shortages, fuel crisis)?

Would the company provide flight status updates pre-departure? How does this work (via email, text message, app)?

Accommodations booking services

Do you make hotel and other accommodations bookings?

What kinds of options do you work with (luxury, local independent guesthouses, international hotel brands, etc.)?

Do you have access to special/negotiated rates with hotels?

Travel visa services and support

Do you offer visa application processing services?

Do you offer advice on visa requirements beyond what is readily available online?

What visa application/entry support documentation do you provide to travellers?

Financial controls and invoicing

What modes of payment do you accept?

1. Credit card
2. Wire transfer
3. Other: please specify

What is your invoicing and payment schedule? How long after submitting an invoice do you require it to be paid?

Can AWID open a company account with you, with all payments billed directly to the organisation? How would this work? Is there a credit limit on this account?

Do you offer an online booking platform? If yes:

Does your booking platform or process allow for custom policy controls for account holders? eg: Supervisors must approve all staff flights - could that happen via your system?

Does your booking platform or service allow the user to generate financial/spending reports?

Other

How do you manage and track bookings for large groups? What does your process look like?

Please detail any other services you offer.