

Terms of Reference (TOR)

Competitive Selection of Travel Agency Services for Perú

1. Background

The International Potato Center is seeking to hire a qualified travel agency in Perú to support official business travel requirements for staff, consultants, and visitors.

The objective of this approach is to improve:

- regional responsiveness,
- local market expertise,
- operational efficiency,
- cost optimization,
- and quality of travel reporting and analytics.

The selected agency will operate under standardized service expectations and reporting requirements aligned with the organization travel management framework.

CIP Travel Portfolio Information

For reference and service sizing purposes, during the period January 2025 to April 2026, CIP recorded approximately:

- Total travel spend: US\$1.73 million.
- Air travel spend: approximately US\$1.72 million.
- Approximately 1,474 air tickets/transactions.
- Approximately 719 air tickets associated with travel in Peru.
- Main international travel markets include Kenya, India, Europe and Asia.
- Main travel services include air travel, hotel accommodation and ground transportation.
- Travel is predominantly international and may involve complex multi-segment and multi-country itineraries.
- Customer service is required in both Spanish and English.

2. Objective of the Assignment

To identify and contract experienced regional travel agencies capable of providing comprehensive corporate travel management services while delivering high-quality travel analytics and cost-saving insights.

A key priority for the organization is the agency's ability to provide detailed statistics, reporting, and travel analysis that support strategic decision-making and travel cost optimization.

3. Scope of Services

The selected agency shall demonstrate the capability to manage complex international travel arrangements, including multi-country, multi-segment and connecting itineraries, schedule changes, cancellations, missed connections, rebooking and emergency situations.

The agency shall provide proactive assistance to travelers throughout the travel lifecycle and communicate relevant itinerary changes or disruptions in a timely manner.

3.1. Travel Reservation and Ticketing

- Domestic and international flight reservations and ticket issuance
- Hotel reservations
- Rail transportation where applicable
- Airport transfers and transportation arrangements
- Travel itinerary preparation
- Travel rebooking and emergency support
- Visa information and support based on the requirement
- Travel insurance policy based on the requirement
- Ticketing invoices for tax exemption recovery if applicable

3.2. Customer Service Requirements

The agency shall provide traveler-centric service focused on convenience, responsiveness and continuity of support.

The service shall include:

- Personalized assistance for CIP travelers.
- Proactive communication regarding itinerary changes, cancellations and disruptions.
- Bilingual Spanish-English support.
- Continuity of service when the assigned travel consultant is unavailable.
- Assistance throughout the travel lifecycle, from booking through completion of the trip.
- Management and resolution of traveler complaints and service incidents.
- Periodic traveler satisfaction measurement and reporting.
- Multichannel communication support:
 - email
 - phone
 - online booking tools (if available)

Bilingual Spanish-English support shall be available during regular business hours and through the agency's 24/7 emergency support service.

3.3. Duty of Care and Traveler Support

The agency should demonstrate its capability to support CIP's traveler duty-of-care requirements, including:

- Traveler tracking or visibility during travel, where available.
- Notification of significant travel disruptions.
- Assistance during flight cancellations, missed connections and other travel emergencies.
- Traveler communication and escalation procedures during major disruptions.
- Emergency escalation mechanisms available 24/7.

4. Reporting and Travel Analytics Requirements

Where sufficient market data is available, the agency shall provide benchmarking and market analysis, including:

- Comparison of purchased fares against available market fares.
- Analysis of negotiated fares versus public fares.
- Historical cost trends.
- Identification of routes or travel categories with above-market costs.
- Recommendations for cost reduction based on observed market conditions.

4.1. Mandatory Reporting Requirements

The agency shall provide monthly and quarterly travel reports including:

Financial Analysis

- Total travel spend by:
 - country
 - office
 - department/project
 - traveler
- Airfare spend analysis
- Hotel spend analysis
- Cost comparison against previous periods
- Airline utilization trends

Savings Analysis

- Documented cost savings generated
- Lowest logical airfare analysis
- Advance purchase savings
- Negotiated fare savings
- Missed savings opportunities
- Ticket exchange/refund tracking
- Unused ticket tracking

Travel Behavior Analytics

- Most traveled routes
- Most used airlines
- Booking lead times
- Last-minute booking analysis
- Policy compliance analysis
- Out-of-policy bookings
- Carbon emission reporting (desirable)

Operational Statistics

- Volume of transactions
- Service response times
- Emergency support cases
- Traveler satisfaction statistics
- Cancellation and rebooking trends

4.2. Dashboard and Data Access

Preference will be given to agencies capable of providing:

- Interactive dashboards
- Real-time travel data access
- Exportable reports
- Data visualization tools
- Customized reporting capability

5. Cost Optimization Expectations

In addition to reporting historical savings, the agency shall proactively identify opportunities to prevent unnecessary travel costs.

The agency shall:

- Identify potential savings before ticket issuance whenever possible.
- Alert CIP when travel requests are likely to result in higher fares due to short booking lead times.
- Recommend alternative dates, routes, airlines or fare options when commercially and operationally appropriate.
- Monitor advance purchase patterns and provide recommendations to improve booking lead times.
- Identify recurring high-cost routes and travel patterns.
- Recommend opportunities for negotiated fares or preferred supplier arrangements.
- Provide measurable and documented savings generated through the agency's intervention.

6. Qualifications and Experience

The agency must demonstrate:

- Minimum 10 years of experience in corporate travel management
- Experience supporting international organizations, NGOs, research institutions, or multinational corporations
- Strong regional presence in the applicable country/region
- Ability to issue domestic and international tickets
- Experience with travel reporting and analytics tools
- Financial stability
- References or customer feedback from comparable clients to understand efficiency of the agency in handling and resolving customer complaints/emergencies
- Compliance: Adherence to international travel regulations, including IATA standards and the General Data Protection Regulation (GDPR) for data protection.
- Certifications: Relevant certifications (e.g., IATA accreditation, ISO certification etc.) if any.

7. Service Level Expectations (SLA)

The agency shall submit a detailed Service Level Agreement matrix defining, at minimum:

- Request category.
- Maximum response time.
- Maximum resolution time.
- Responsible service channel.
- Escalation procedure.
- After-hours support.
- Emergency support.

For purposes of the proposal, the agency should clearly define the methodology used to classify standard, urgent and emergency requests.

The agency shall also propose measurable Key Performance Indicators (KPIs), including:

- Response time.
- Ticket issuance turnaround time.
- Error rate.
- Resolution time.
- Emergency response performance.
- Traveler satisfaction.
- Complaint resolution.
- Reporting compliance.
- Documented savings generated.
- Reporting delivery timelines

- Standard requests: within 4 hours
- Urgent requests: within 45 minutes
- 24/7 emergency: 5min

8. Contract Duration

The initial contract period will be 1–2 years, subject to performance evaluation and renewal conditions.

9. Confidentiality

Travel information provided by CIP, including historical travel data, routes, traveler information, spending patterns, organizational information and financial data, shall be treated as confidential and used solely for purposes related to the provision and evaluation of the travel agency services.

Detailed historical travel data, where required for further technical or commercial evaluation, may be provided only to shortlisted agencies and subject to CIP's applicable confidentiality and data protection requirements.

The selected agency must maintain strict confidentiality regarding:

- traveler information
- travel patterns
- organizational operations
- financial data

10. Submission Deadline

All proposals must be submitted no later than Wednesday, September 30, 2026.

Proposals received after the established deadline will not be considered and will be excluded from the evaluation process.

CIP reserves the right not to consider any proposal received after the deadline, regardless of the reason for the delay.