

Scope of Work

1.0 Background and Objective

WorldFish, covering 5.3 hectares, requires a reliable and experienced travel agency to provide comprehensive travel management services for its staff, consultants, and partners across multiple locations. This SOW outlines the scope of work, service requirements, and performance standards expected.

2.0 Scope of Services / Deliverables

- Booking and ticketing of air, rail, bus, and car rental services
- Hotel and accommodation reservations at corporate and non-profit organization rates
- Visa applications and processing support
- Travel insurance facilitation
- Emergency travel alerts and support, including disaster recovery services
- Delivery of itineraries, invoices, credit card reconciliation, and monthly statements
- Travel data reports, including booking trends, statistics, savings and cost analysis
- Support for leisure travel and group bookings
- Airport meet and greet and special services upon request

3.0 Technical Requirements

- Licensed and registered with Malaysian travel regulatory authorities, including IATA and CATA
- Ability to operate globally, supporting WorldFish staff in Malaysia, Bangladesh, Cambodia, India, Solomon Islands, Timor Leste, Egypt, Kenya, Zambia and more.
- Capable of delivering 24/7 global support.
- Proven experience handling both high-volume and complex travel arrangements

4.0 Reporting and Communication Requirements

- Service Level Agreement (SLA) with KPIs including response times, complaint ratio, and user satisfaction
- Monthly performance and activity reports, including savings metrics and traveller behaviour analytics
- Prompt email and phone response, typically within 1–2 hours during business hours and 24/7 availability for emergencies

5.0 Performance Standards / KPIs

- Email response within 2 hours during working hours
- 24/7 emergency support availability
- 98% accuracy in booking and documentation
- No missed deadlines on travel request fulfilment

6.0 Assumptions and Constrains

- The contractor is responsible for visa advisory, ticketing, and reservation logistics
- The contractor must ensure that bookings prioritize the most economical, most direct routes, and travel options with a lower carbon footprint
- Provide automated tools for reservations and reporting that integrate with WorldFish's systems, including integration with WorldFish's travel security partner – International SOS to enable tracking of traveler location

7.0. Dependencies and Coordination

- Coordination with finance and travel admin for compliance and invoice processing
- Integration with existing airline and hotel partners, including reporting from these networks

8.0 Payment Terms

Full monthly payments will be made upon submission of complete invoices, subject to internal processing. The Wages for workers must adhere to the Malaysia Employment Act minimum standards.

9.0 Location of Work / Period of Performance

- Location: <https://maps.app.goo.gl/EQn7ZJJDeZJCVK26>
- Period: 2-years contract with an optional 1-year renewal

Annex 1 – Travel Services Financial Proposal

No.	Description	Domestic (Malaysia & Singapore)	Regional (Japan, Asia Pacific)	International (USA, Europe, Africa)
	In Travel Agent Office (MYR)			
1	Agency Collection Fee			
2	Visa Handling Fee (per application)			
3	Courier Fee			
4	Cancellation Fee			
5	Refund Fee			
6	Travel Insurance			
7	Payment Terms			
8	Responsiveness			
9	Emergency Assistance			
10	Accommodation Arrangement Fee			
11	Ground Transportation (Airport transfers, car rental, shuttle arrangement)			
12	Other Services			
13	Integrated with International SOS			
14	Provide Sustainability Report (~CO ₂ emissions per trip/destination/class, carbon offset contributions if applicable)			
15	Ticket Reissuance / Rebooking Fee			
16	After-hours Service Fee			
17	Online Booking Tool / Self-service Portal Fee			
18	Reporting Services Fee (travel spend, compliance, cost savings)			
19	Duty of Care Services (traveler safety monitoring, alerts)			
20	Service Level Agreement (SLA) Commitments			
21	Preferred Airline / Hotel Negotiated Rates			
22	Group Booking / Event Travel Management Fee			
23	Loyalty Program Management (frequent flyer or hotel rewards)			
24	Data Security & Confidentiality Compliance (GDPR, PDPA)			
25	Contingency / Crisis Management Support			

Note :Please include Appendix 1 in Technical and Commercial Proposal

- **Technical Proposal:** In the relevant sections of Appendix 1, please indicate “Yes” or “No” to confirm your ability to provide the required services.
- **Commercial Proposal:** In the relevant sections of Appendix 1, please provide the unit price or total cost for each service/transaction listed.