

 *Ref: 2025/149/VTE-LA Date: 26th Aug 2025*

**Invitation to Bid for Travel Agency Service**

Oxfam is a non-profit international development organization operating in Laos. We are seeking eligible travel agencies or airfare providers capable of supplying both domestic and international air tickets as well as train tickets to support Oxfam’s activities and operations that require such services.

**Selection criteria:**

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| Required documents | * Valid business license and required certifications for operating as a travel agency
* Current tax certificate (if any) or previous year
* Company profile with relevant experience in travel and ticketing services
* List of key clients (preferably INGOs, NGOs, UN agencies, or international companies if any)
* Identity card, family register or business owner’s passport
* Bank account issued in the name of company of the name of the company owner
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| Quality | * Proven track record in providing both domestic and international air ticketing services
* Ability to provide multiple options for routes, airlines, and competitive fares
* Strong customer service support and ability to provide quick response and booking confirmation within short timelines
* Flexibility in managing last-minute changes, cancellations, or refunds.
* The most direct routes and economy class
* Accessibility: office location in Vientiane or online support availability
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| Capacity | * Access to Global Distribution Systems (GDS) for flight bookings
* Experience in managing corporate, NGO, or UN accounts with frequent travel requirements
* Ability to manage group bookings, multi-destination itineraries, and urgent requests
* Dedicated account manager for Oxfam to ensure smooth communication
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| Financial  | * Competitive service fees and transparent pricing
* Clear policy on service charges, ticket issuance, cancellations, and refunds
* Willingness to provide credit facilities or deferred payment terms (if required)
* The unit price must be added to the value added tax ( VAT )
* The lowest quotation is not the only factor in the selected criteria, experience and good services are also as important
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The procurement process is open to relevant vendors who hold a valid relevant business license in the Lao PDR. Interested bidders should contact the front desk office at:

Oxfam in Laos, No. 145, Unit 08, Phonxay Village, Saysettha District Vientiane Capital, Tel: +856 030 5980545. For further information, please contact Ms. Sisomphone Thadavong on 020 55526596 or email: Sisomphone.thadavong@oxfam.org

**Bidders** are required to request a copy of the Request for Quotation (RFQ) that provides the instruction to Bidders. The RFQ will need to be completed and submitted in hard copy to Oxfam Office or **send to e-mail above** from Monday to Friday during working hours but **not later than 3rd Sept 2025**. You can access and download the REQ form by scanning the QR code provided here. 

**Note**: There is no cost, or payment is required to obtain the RFQ, if any bidder submitted after deadline will be rejected.

With highest respect and esteem Oxfam in Lao PDR Administration & Logistics Division