

Terms of reference (ToR) for the procurement of services up to the value of EUR 20,000



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General information

As a federally owned enterprise of the German Government, The Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH supports the Republic of Lebanon in terms of sustainable development. GIZ operates in more than 130 countries around the globe. It has been present in Lebanon since 2007 and has a frame agreement with the Government of Lebanon.

Approximately 90 employees are currently working for GIZ in Lebanon. The GIZ Office Beirut intends to establish a framework agreement for two years with a travel agency to provide airline ticketing services for its domestic, regional and international operations in Lebanon and in the region.

The service provider to be identified ("Travel Agent") will be required to sign a contract with the GIZ to perform travel services specified under this Terms of Reference and agreeing to clearly identified service levels. The contract will be an initial two (2) year contract, with the option to extend the contract for a further year.

a) Tasks to be performed by the contractor

The service provider will be responsible for the procurement of airline tickets (domestic, regional and international) for the GIZ Office and its joint programs. The proposed contract with the Contractor "Travel Agent" will cover airline ticketing and incidental services such as insurance, delivery, processing refunds, re-bookings and cancellations and preparation of suitable itineraries (including alternative routings, departures and arrivals) for GIZ staff members (for purpose of official) and government officials and participants attending meetings or on official business for the GIZ.

- b) GIZ shall hire the contractor for the anticipated contract term, from **May 1, 2021** to **May 1, 2023**.
- c) The contractor shall provide the following service
 - Providing Quotations
 - Booking
 - Issuing and billing tickets as per GIZ guidelines and travel regulations
- d) GIZ Travel Policy

The Travel Agent shall be given copies of the GIZ travel policies and procedures and shall be fully familiar and comply with these policies and procedures for all official travel. The Travel Agent will be briefed extensively upon the start of the contract on the processes by the GIZ Office Beirut. (Attached)

The Travel Agent is required to book the most direct routing and least costly fares and to research alternate itineraries in order to provide the lowest appropriate fares available at the given time. Full economy fares may be used if no appropriate reduced fares are available and business class are applicable situations according to the GIZ regulations.

The Travel Agent must be knowledgeable of and prepared to offer special fares, restricted fares, discount fares, and bulk fares for use whenever appropriate. Fares, which entail restrictive conditions, shall only be booked with the express approval of the GIZ. The Travel Agent should enter into corporate agreements with airlines or make use of the individual arrangements made by GIZ and the respective airlines (corporate agreements).

Travel Management

Scope of Service

The following are the scope of services requirement for the GIZ.

a) General

The Travel Agent shall provide travel services during working days. In addition Travel Agent shall provide for 24 hours a day emergency service, as well as for services during weekends and other official holidays whenever emergency travel services are required. One of the Travel Agents employees shall therefore be available after usual working hours (emergency phone).

b) Reservation and Ticketing

For every duly approved GIZ Travel request (responsibility of GIZ), the Travel Agent shall immediately prepare appropriate itineraries and quotations (in general three quotes per request) based on the lowest fare and the most direct and convenient routing and send them to GIZ for approval.

In the event that required travel arrangements cannot be confirmed, the Travel Agent shall notify the requesting party of the problem and present alternative routings/quotations for consideration.

For wait-listed bookings, the Travel Agent shall provide regular feedback on status of flight.

The Travel Agent shall issue accurate tickets and detailed itineraries, showing the accurate status of the airline on all segments of the journey; where necessary tickets and billings shall be modified or issued to reflect changes affecting travel and make appropriate adjustments for any change(s).

The Travel Agent shall issue and deliver tickets or e-Tickets, based upon proper authority from the GIZ in case of business travel.

The Travel Agent shall accurately advise the GIZ of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings.

The Travel Agent shall provide separate settlement procedure with private travels of GIZ employees.

The Travel Agent shall provide an information service to notify the GIZ and the traveller of such events as airport closings, cancelled or delayed flights, buses voyages and strike situations as well as of local political or safety conditions, which may affect travel to any particular destination.

In case of any delay or wrong reservation by the Travel Agency, the Agency is liable for paying the ticket or replacement with another ticket.

The Agency shall also indicate if they wish to propose any discount based on the volume of air tickets purchased; for example, for every xxx USD volume of air tickets purchased, a xxx% of discount is to be applied.

Administrative overheads should be fully covered by the Travel Agency and they are obliged to full confidentiality.

c) Traveller's Itineraries

The Travel Agency shall provide each traveller a complete itinerary document which includes the following:

- Flight number(s) and seat assignment(s) (if applicable);
- Departure and arrival time(s) for each segment of the trip;
- Intermediate stops;
- Airport and other taxes;
- Confirmed upgrade (if applicable);
- Any other information such as change in international date lines.

d) Traveller's Profiles

The Travel Agent shall maintain computerized profiles of all frequent travellers, as designated or defined from time to time by GIZ, capturing the traveller's preferences regarding airlines, seating and meal requirements, passport and credit card information, and such other information as is useful to facilitate such travellers travel arrangements. This applies for frequent flyer programmes as well.

e) Management Reports

The Travel Agent shall provide the GIZ with management information reports consisting of sales activity showing detailed analysis of the number of trips, destinations, carriers used, savings achieved from the carrier's lowest available fare. On a monthly basis the Travel Agent shall provide GIZ with an Excel file of the tickets used/flights taken in the last period separated by the different project numbers.

The Travel Agent shall hold meetings with the GIZ authorized Travel/event services personnel at intervals to be agreed upon, to address any issues or problems which may arise.

f) Refunds

The GIZ shall be reimbursed by the Travel Agent for partly or fully unused tickets, cancelled tickets subject to applicable regulations.

g) Service Standards

The Travel Agent shall provide the necessary personnel to provide prompt, courteous and efficient service to GIZ. The number of assigned personnel shall be sufficient to meet all services requirements under this Terms of Reference. At least one person needs to be assigned permanently to provide regular support GIZ.

The minimum travel experience for the travel consultants assigned to this account will be 2 years.

The Travel Agent is responsible for providing replacement personnel in case of absenteeism, vacation, sick days, etc of the regular personnel assigned.

The Travel Agent must be equipped with a fully automated accounting system interfaced with the computerized reservation system (Galileo or Amadeus) to cater for the GIZ requirements.

The Travel Agent should issue one separate invoice for each international, regional or domestic trip. The invoices should be sorted according to the project numbers as provided by GIZ through the request. Setting up of subaccounts on the Travel Agents side are advisable. Invoices are to be submitted directly after the booking was made to the GIZ Office Beirut (responsible person for travel). The payment period for the invoices is to be agreed between the two parties. Invoices must include the GIZ 12-digit project number, GIZ authorized staff members name, traveler's name, route travelled and dates and times of flight.

GIZ will train a group of 5-10 project administrators according to the agreements between the two parties in order to streamline the process for the requesting and purchasing of tickets. The Travel Agent is only allowed to accept requests for quotations and for the issuing of tickets by those administrators and shall not get in direct contact with or receive orders by the travellers directly.

h) Supplier relation

The Travel Agent shall not favour any particular carrier when making reservations. The Travel Agent shall maintain excellent relations with all carriers for the benefit of the GIZ. The Travel Agent and GIZ shall try to establish corporate rate agreements for the most frequently used airlines by GIZ.

Tender requirements

1. Qualifications

Travel agencies intending to submit a proposal should have the organizational and technical capacity, experience and professionalism to provide the services requirements outlined in the Terms of Reference. Proposers should be able to show proof of past and/or present experience in similar projects, demonstrate financial soundness and resources available to carry out the services requirements, and have the integrity and proven reliability to ensure good faith performance.

Proposers should be able to demonstrate an understanding of the GIZ requirements and come up with an appropriate work plan (service concept) and overall approach on how to meet these requirements.

1. Accreditation with the International Air Transportation Association (IATA)
2. The company must have more than 5 years of experience in travel management services: Maintains a good track record in serving international organizations, embassies and multinational corporations; list of corporate clients should be provided.
3. Employs competent and experienced travel consultants, especially in ticketing and fare computations, as evidenced by their track record in their Curriculum Vitae
4. Financially stability – annual report or audited financial statement to be provided
5. Maintains facilities of on-line booking/airline reservations, regional and international ticketing and basic office equipment, telecommunications equipment, and online booking tool
6. Have all necessary equipment and facilities and enough experienced and professionally trained travel experts to handle the GIZ requests and support 24 hours a day, 7 days a week
7. Attached Qualification Form

Price Instruction & Quotation

1. Service Charge

Please insert your service charge in USD for the following destinations

Note:

The service charge is binding and to be subject of the evaluation and a potential contract.

| Transaction | Lebanon and Region e.g. Jordan, Turkey | Europe e.g. Germany | USA, Far East and Africa / long distance e.g. USA, Thailand, Ethiopia | Remarks if necessary |
|---------------------------------|--|-------------------------------|---|-----------------------------|
| | USD | USD | USD | |
| Rebooking of issued ticket | | | | |
| Cancellation of issued ticket | | | | |
| Rebooking of reserved ticket | | | | |
| Cancellation of reserved ticket | | | | |

2. Information on country requirements (Visa, health)

Please provide us with written samples of information about the official entry requirements:

Using the example of **Germany (or one other Schengen country), Jordan, Thailand, Ethiopia**

3. Rebooking and cancellation service charge of Travel agency if payable

Some travel agencies going to charge for further services such as mentioned in the table below. If your agencies charges for some of these services also please indicate the price. In case the service is free of charge please mark the cell with X.

| Lebanon and Region e.g. Jordan, Turkey | Europe e.g. Germany | USA, Far East and Africa / long distance e.g. USA, Thailand, Ethiopia | Remarks if necessary |
|--|-------------------------------|---|-----------------------------|
| USD | USD | USD | |
| | | | |
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