

Terms of Reference

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Project:	Country Office Tbilisi
Country:	Georgia
Works/services tendered:	Framework Contract for Ticketing and Transport services

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1. Introduction and Background

As a federally owned enterprise of the German Government, The Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH supports Georgia in terms of sustainable development. GIZ operates in more than 130 countries around the globe. GIZ has been present in Georgia since 1992 and has a frame agreement with the Government of Georgia and is therefore tax exempt

Approximately 135 people are currently working for GIZ in Georgia. The GIZ-Office Tbilisi intends to establish a framework contract for up to four years with a travel agency to provide airline and railway ticketing services for its domestic, regional and international operations in Georgia and in the region, booking service for domestic ground-transportation / transfers.

The service provider to be identified (“Travel Agency”) 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 twice for another year.

2. Objective of Assignment

GIZ Office Georgia is seeking to offer a 2-year framework contract for travel and ticketing services to the GIZ-Office and its joint GIZ projects in Georgia for an average of 400 tickets/travel service requests per year with possible extension options for 2 x an additional year, however maximum of up to 4 (four) years in total.

The service provider will be responsible for the procurement of airline and railway tickets (domestic, regional, and international) and the procurement of other domestic ground-transportation services for the GIZ-Office and its joint programs. The services will include:

- Providing quotations.
- Reservation of tickets.
- Reservation of ground-transportation services.
- Tickets issuing.
- Billing of tickets and travel services.
- Reporting as per GIZ processes and travel regulations

The proposed contract with the Travel Agency will also cover ticketing related incidental services such as insurance, delivery, processing refunds, re-bookings and cancellations, preparation of suitable itineraries (including alternative routings, departures and arrivals) and assistance in the process of returning lost luggage for GIZ staff members, government officials and other participants attending meetings or are on official business for GIZ.

GIZ reserves the right to make amendments/changes to the contract at any stage with the mutual agreement of both parties in writing.

The initial contract will be signed for two years starting 01.04.2023 – 31.03.2025.

The contract could be terminated on a 15 (fifteen) day notice in the event of change of controlling ownership of the travel agency / event agency or if the travel agency fails to maintain the performance and service standards set for the contract OR if the contracted travel agency charges GIZ on higher rates than the market standards OR in the event of the travel agency is entering into liquidation, bankruptcy or defaults on its payments to IATA.

GIZ Travel Policy

The Travel Agency 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 Agency will be briefed extensively upon the start of the contract on the processes by the GIZ-Office Tbilisi.

The Travel Agency 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 Agency 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 Agency should enter into corporate agreements with airlines and hotels or make use of the individual arrangements made by GIZ and the respective airlines (corporate agreements).

3. Call-Off Procedure for Travel Services

GIZ will train a group of 5-15 project administrators according to the agreements between the two parties (GIZ and the Travel Agency) to streamline the process for the requesting. Furthermore, GIZ nominates two persons from the country office Tbilisi to be the principal focal and contact persons for the Contractor for all commissions and respective questions. A list of the authorized GIZ staff (incl. the two focal persons) will be shared with the Travel Agency after the conclusion of the contract. GIZ is responsible to notify the Travel Agency if any changes or adjustments are made to the list.

The Contractor is only allowed to accept requests for quotations and reservation of tickets/travel services by those focal persons and shall not get in direct contact with or receive orders by the travellers directly.

The exact call-off procedure differs depending on the service requested.

For airplane tickets: The official request for the airplane ticket will be sent to the Travel Agency by an authorized GIZ staff in written form (usually e-mail). Reservations can be

done by all authorized GIZ Staff, the binding confirmation for issuing the ticket only by the two authorised focal persons.

For all other travel services: The request, as well as the reservation and binding confirmation of the services by GIZ can be done by all authorized GIZ staff in written form (usually e-mail). At least one of the focal persons shall be kept informed.

4. Scope of Travel Management Services

The following are the scope of services requirement for GIZ.

5.1 General

The Contractor, hereafter called “the Travel Agency” shall provide travel services during working days (5 days a week from Monday – Friday). In addition to 24/7 emergency service, as well as services during weekends and other official holidays whenever emergency travels are required. Accordingly, at least one of the Travel Agencies employees shall therefore be available after standard working hours (emergency phone).

5.2 Reservation and Ticketing

- a) For every duly approved GIZ travel request (responsibility of GIZ), the Travel Agency shall immediately prepare appropriate itineraries and quotations (in general three quotes per request) based on the lowest fare, most direct and convenient routing and send them to GIZ for approval.
- b) In case travel arrangements cannot be confirmed, the Travel Agency shall notify the requesting party about the problem and present alternative routings/quotations for consideration.
- c) For wait-listed bookings, the Travel Agency shall provide regular feedback on status of flight.
- d) The Travel Agency 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).
- e) The Travel Agency shall issue and deliver tickets or e-Tickets, based upon proper authority from GIZ in case of business travel.
- f) The Travel Agency shall provide information for each proposed airline ticket regarding the amount of occurring CO² emission and the estimated costs for compensating such. The exact format and depiction of this information as well as the invoicing requirements of such compensation costs will be discussed after the conclusion of the contract.

- g) The Travel Agency shall accurately advise GIZ about ticketing deadlines and other relevant information every time reservations are made, to avoid cancellations of bookings.
- h) The Travel Agency shall provide an information service to notify GIZ and 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 destination.
- i) The Travel Agency shall provide an information service with regard to entry requirements (Visas, medical tests, vaccinations, etc.) of the destination country, if any.
- j) In case of any delay or wrong reservation by the Travel Agency, the Travel Agency is liable for paying the ticket or replacement with another ticket.
- k) The Travel Agency shall deal with the excess baggage cases and keep a track of traveler lost or missing baggage complaints and follow up the recovery of lost baggage and missing items, investigation on any complaints from travelers.
- l) The Travel Agency is obliged to full confidentiality in regard to all data and information provided by GIZ.
- m) The Travel Agency shall reserve and bill train tickets.
- n) The Travel Agency shall reserve and bill domestic ground-transportation/transfer services inside Tbilisi and between other Georgian cities.

5.3 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.

For other services besides airplane tickets the necessary itineraries are to be adjusted.

5.4 Traveller's Profiles

The Travel Agency 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 such other information as

is useful to facilitate such travellers travel arrangements. This applies for frequent flyer programmes as well. The entrusted data must be processed and secured under the condition of stipulated data protection legislation (please also refer to 6. Data Protection)

5.5 Management Reports

The Travel Agency shall provide GIZ with management information reports consisting, of sales activity showing detailed analysis of the number of trips, destinations, carriers used, CO² emissions and savings achieved from the carrier's lowest available fare. On a monthly basis the Travel Agency shall provide GIZ with an Excel file of the tickets used/ flights taken in the last period.

The Travel Agency 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.

5.6 Refunds

GIZ shall be reimbursed by the Travel Agency for partly or fully unused tickets and cancelled tickets subject to applicable regulations.

5.7 Service Standards

The Travel Agency 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 these Terms of Reference.

One contact person from the travel agency needs to be assigned permanently to provide regular support to GIZ and to communicate professionally in English and Georgian, oral and written and be available throughout the service hours.

Furthermore, one semi-permanent backup contact person replacement shall be provided in case of absence / vacation / sick leave etc. of the staff member assigned to GIZ and shall inform GIZ for possible staff changes. The same service quality must be ensured.

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

The Travel Agency shall issue one separate invoice for each international, regional or domestic trip. In case a GIZ employee combines a business with a private trip it shall be possible to separate the invoice accordingly.

Setting up of subaccounts on the Travel Agency side may be requested. The invoice format and the invoicing interval will be agreed upon by the GIZ-Office Tbilisi (responsible person for travel) with the contractor. The payment period for the invoices is to be agreed between the two parties. Invoices must include the GIZ authorized staff members name, traveler's name, route travelled and dates and times of flight, as well as the hotel bookings and transportation services.

5. Supplier Relations

The Travel Agency shall not favor any carrier when making reservations and shall maintain excellent relations with all carriers for the benefit of GIZ.

The Travel Agency and GIZ shall try to establish corporate rate agreements for the most frequently used airlines by GIZ.

6. Data Protection

Personal data collected by GIZ may be entrusted to the contractor to fulfill the contract. The contractor is obliged to protect this data under the standards of the GDPR, the Art. 44-50 GDPR. The contractor shall act as an independent data controller for the personal data that he processes in connection with the contract and shall comply with the applicable obligations under data protection legislation.

7. Concept of Technical Offer

The Travel Agency is required to show how the tasks defined above are to be achieved, if applicable under consideration of further specific method-related requirements (technical-methodological concept). In addition, the Travel Agency must describe the project management system for service provision.

7.1 Technical-methodological concept

Strategy: The Travel Agency is required to consider the tasks to be performed with reference to the objectives of the services put out to tender. Following this, the Travel Agency presents and justifies the strategy with which it intends to provide the services for which it is responsible. (1.1.1 and 1.1.2 within the technical assessment grid)

The Travel Agency is required to present the actors relevant for the services for which it is responsible and describe the **cooperation** with them. (1.2.1 and 1.2.2 within the technical assessment grid)

The Travel Agency is required to describe the key **processes** for the services for which it is responsible and create a schedule that describes how the services are to be provided. In particular, the Travel Agency is required to describe the necessary work steps. (1.4.1 and 1.4.2 within the technical assessment grid).

7.2 Project management of the contractor

The Travel Agency is required to explain its approach for coordination with the GIZ country office and its projects. And provide a backstopping strategy (inc. CVs of the technical and administrative backstopper), which can guarantee the successful implementation of the services required. (1.6.1 and 1.6.3 within the technical assessment grid).

7.3 Sustainability Requirements

The Travel Agency is required to explain its approach how the services can be managed and provided in a sustainable manner regarding CO² emission reduction and resource conservation. (1.7 within the technical assessment grid)

8. Personnel concept of Technical Offer

The Travel Agency is required to provide personnel who are suited to filling the positions described, on the basis of their CVs (see Chapter 7), the range of tasks involved and the required qualifications.

The below specified qualifications represent the requirements to reach the maximum number of points.

Expert 1

Tasks of expert 1

- Main contact and focal person for GIZ within the Travel Agency
- Principal service provider for the services described under paragraph 4.

Qualifications of expert 1

- Education (2.1.1): Bachelor's degree in a relevant field (Business Administration, Management, Tourism or any other related field)
- Language (2.1.2):
 - C2-level language proficiency in Georgian (5 out of 10 points)
 - B2-level language proficiency in English (5 out of 10 points)according to CEFR - Common European Framework of Reference for Languages¹,
- General professional experience (2.1.3): 5 years of experience in ticketing / travel Management.
- Specific professional experience (2.1.4): 3 years of experience with service delivery to international and/or governmental organizations working in Georgia.

¹ Languages levels according to the Council of Europe available at <https://www.coe.int/en/web/common-european-framework-reference-languages/table-1-cefr-3.3-common-reference-levels-global-scale>

9. Requirements on the format of the tender

The structure of the tender must correspond to the structure of the ToRs. In particular, the detailed structure of the concept (Chapter 8) should be organised in accordance with the positively weighted criteria in the assessment grid (not with zero). The tender must be legible (font size 11 or larger) and clearly formulated. It must be drawn up in English (language).

The complete tender must not exceed 10 pages (excluding CVs). If one of the maximum page lengths is exceeded, the content appearing after the cut-off point will not be included in the assessment. External content (e.g. links to websites) will also not be considered.

The CVs of the personnel proposed in accordance with Chapter **Error! Reference source not found.** of the ToRs must be submitted using the format specified in the terms and conditions for application. The CVs shall not exceed 4 pages each. They must clearly show the position and job the proposed person held in the reference project and for how long. The CVs are to be submitted in English (language).

Please calculate your financial tender based exactly on the parameters specified in the price schedule. The contractor is not contractually entitled to use up the tickets and services/year. The specifications for pricing are defined in the price schedule.

The technical and financial offer have to be submitted to GIZ in two separate and clearly marked envelopes.

For details, please refer to the tender announcement.

10. Option

If GIZ deems the ticketing and travel service delivery as well as the cooperation and communication between GIZ and the winning bidder as satisfactory during the initial contract period, the contract can be extended for up to two times one year each.

The decision on continuation is expected to be made within the last three months before the contract ending.

The option will be exercised by means of a contract extension on basis of the individual fees already offered in the initial offer.