

Terms of reference (ToRs) for the procurement of services above the EU threshold

Project title: GIZ Office South Africa

Country: The Republic of South Africa

Subject of the tender procedure: Framework Agreement: Provision of Travel Management Services and System

Processing number/cost centre:

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0. List of abbreviations

GTC	General Terms and Conditions of Contract for supplying services and work on behalf of the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH 2022
KOMP	Cost per output monitoring and forecast
Lol	Letter of intent
MoU	Memorandum of Understanding
RMO	Risk Management Office
ToRs	Terms of Reference

1. Context

The Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH is a federally owned enterprise of the German Government. GIZ operates in more than 120 countries around the world and has been present in South Africa since 1993.

GIZ works on bilateral projects in the core areas of 1) Peace and Security, 2) Energy and Environment, 3) Economic Development, and 4) Employment Promotion. There are approximately 270 people currently working for GIZ in South Africa, Lesotho, and Eswatini. For more information on our 3 countries visit: <https://www.giz.de/>.

GIZ Office Pretoria intends to conclude a contract with a travel agency to provide travel management services for its operations in South Africa, Lesotho, eSwatini and the African Union. Other countries may be added to the scope during the lifetime of the contract. The service provider will be responsible for the procurement of domestic and international airline tickets, car hire, shuttles, venues/accommodation, as well as visa services of the GIZ Office and its joint programmes. Provision of the service will include bookings or reservations, the issuance, and billing for the services as per GIZ reporting and administrative processes, guidelines, and travel regulations. The access of GIZ users directly to the systems and tools that enable the above services, is mandatory.

GIZ has made being climate-neutral a central objective of its corporate strategy. To help it credibly implement its corporate climate management, the objectives, and measures of which are set out in the Sustainability Programme 2021 - 2025, GIZ bases its actions on the 'prevent, reduce, offset' cascade for greenhouse gas emissions. This three-pronged approach is the basis for GIZ's actions inside and outside Germany.

2. Tasks to be performed by the Travel Consultant

2.1 Term

The expected term of the contract for services must be specified in the 'Special terms and conditions of contract'. The definitive term and service delivery period are set out in the contract award notification.

Period of assignment is for 24 months (*with possibility to extend for further up to 2 years based on the Travel Consultant performance*). Prior GIZ agreements do not hold nor constitute an automatic contract appointment.

Purpose

The purpose of this document is to call for a qualified Travel Management Travel Consultant who will ensure the provision of travel, events logistics, visas, and their related services, i.e., the issuance of international and domestic tickets, hotel accommodation or venue reservations/payments, and transportation, for individual and group bookings.

Description of Tasks and Responsibilities

The Travel Consultant will be responsible for providing travel management services to GIZ Office Pretoria and its projects in The Republic of South Africa, Lesotho, eSwatini and the African Union by establishing an experienced and qualified consultant as a Key Account

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Manager and a competent substitute. The Travel Consultant must demonstrate operational compliance, i.e., be licensed, accredited, and operating strictly in line with the South African legislation and regulations applicable for the travel industry.

Travel consultancy services must be rendered predominantly during international/national working days and times. An emergency service facility needs to be established for after working hours and on weekends/official holidays.

The Travel Consultant is responsible for providing the following services for individual and group bookings:

- Flight reservations and issuance of international and domestic tickets
- Rail&Fly options for flights to Germany / Europe
- Shuttle, bus, train, taxi, car hire, or other modes of transportation bookings
- Hotel, accommodation, or event venue reservations; and
- Payments on behalf of GIZ for the above services.
- Visa

The Travel Consultant is expected to appoint a dedicated experienced and qualified consultant(s) to support GIZ travel management matters; as well as an equally competent substitute to cover for planned/unplanned absences. During peak business and travel seasons (high demand), the Travel Consultant shall provide sufficient personnel to provide prompt and uninterrupted service to GIZ as per the Terms of Reference. The consultants appointed shall always be accessible.

In order to render the services requested by this tender, the company needs to be registered in South Africa and provide proof thereof when submitting the tender documents.

GIZ Policies and Procedures

The travel consultant(s) shall be provided with excerpts from the GIZ travel policies and procedures and any annexes that shall form part of the contract) and shall be fully familiar and comply with these policies and procedures for all official travel. All travel logistics arrangements must comply with the GIZ Sustainable Events Management Minimum Standards which will be made available to the successful bidder. GIZ will inform the Travel Consultant of any changes to its travel regulations and policies, in writing.

The Travel Consultant is required to book the most direct routing and least costly fares, rates, and to research alternate itineraries, transportation, and accommodation/venue options in order to provide the most economic offers.

In line with GIZ policies, the Travel Consultant shall not favour any service provider when making reservations and must demonstrate the principles of rotation, sustainability, fairness, transparency, and equal opportunity provision to all market players. The Travel Consultant shall maintain excellent relationships with all suppliers and Travel Consultants, for the benefit of the GIZ.

Scope of Services

- Flight reservations and Ticket issuance: travel services include accurate domestic and international group or individual flight reservations (provision of detailed, optimised itineraries and quotations) based on the most economic fare and the most direct and convenient routing also showing the respective deadline for issuance of tickets. Detailed fare conditions must be made available for flight selection. The Travel Consultant is requested to provide their own flight calculator used in determining the most economical route.
- Venue reservations: the Travel Consultant shall make hotel or room bookings for the overnight accommodation of groups or individuals including transit accommodation. In certain instances, bookings for venues for Events, should be enabled by the system.
- Supplier Performance and Relationship Management: the Travel Consultant shall hold meetings with the GIZ authorized Travel/Event services personnel at intervals to be agreed upon, to proactively manage expectations and address any issues which may arise, well in advance. GIZ reserves the right to implement a Service Level Agreement at any stage during the contract period.

Travel Management

All GIZ personnel authorised to contact the Travel Consultant for airline ticket bookings will be provided. Should there be changes in the list of authorised personnel, GIZ will notify the Travel Consultant in writing.

Reservation and Ticketing

GIZ will provide the reservation templates which all authorized GIZ staff are obliged to use when requesting flight reservations from the Travel Consultant. The Travel Consultant must ensure alignment of their booking systems, with the GIZ templates and minimum reporting standards.

Upon receipt of the travel request, the Travel Consultant will provide the GIZ Authorized staff member with at least 3 flight options and indicate/ recommend the most economic flight option available at the time.

Once the quote and route are established/ confirmed by the project, GIZ will send a scanned version of the completed 'Application to Go' form (annex to be provided to the successful bidder) with AV (Project manager)/ Component leader approval (either via signature on the Application to Go or via email approval).

If required travel arrangements cannot be confirmed, the Travel Consultant or system must have the capabilities to immediately notify the user and present alternative routings/quotations for consideration. For wait-listed bookings, the Travel Consultant or system must provide regular feedback on status of flight.

The Travel Consultant shall accurately advise the GIZ of Terms & Conditions of each reservation such as expiry date and time, cancellation penalties, and other relevant information, for each quotation and final reservation.

Fees

GIZ and the Travel Consultant agree on a fixed fee (excluding VAT) for all of the Travel Management Services rendered, separate from the direct utilisation of the travel booking system. Fees shall be broken down into the type of service being booked, by consultant, by hour; and systems access per user.

Traveller Itineraries

The Travel Consultant or system shall possess the capabilities to provide each traveller with a complete itinerary document which includes the following:

- Frequent flyer details and preferences;
- Flight number(s), and seat assignment(s), and dietary requirements;
- Confirmed upgrade (if applicable);
- Departure and arrival time(s) for each segment of the trip, as well as transit details/ intermediate stops;
- Airport and other taxes;
- Luggage allowances;
- Airline and Ticket Terms & Conditions applicable for the reservation;
- Any other information such as the emergency telephone number of the agent and change in international time zones.

Traveller Profiles

The Travel Consultant or system must be able to maintain updated digital/ electronic profiles of all frequent travellers, as designated or defined from time to time by the GIZ; setting forth the traveller's preferences in line with the above, and valid travel documentation such as passports, visas, and vaccinations.

For all flights and accommodation, the Travel Consultant shall keep track of the corporate miles accumulated for business trips by each traveller. Miles earned are to be strictly monitored for the use of GIZ business trips. Similarly, the Travel Consultant cannot issue a ticket for a business trip using the travellers private/corporate miles.

Maintenance of traveller data shall be in line with the POPI Act and GDPR.

Refunds

The Travel Consultant shall effectively reimburse GIZ with partial or full refunds, within 30 days for cancellations, subject to evidence of applicable Terms & Conditions.

Billing and Payment

The Travel Consultant must be equipped with a fully automated accounting system which has the capability to record the different GIZ project codes (GIZ 12-digit project number) for each ticket booked and interfaced with the computerized reservation system to cater for the GIZ requirements.

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The objective is to identify and collate data per project, to effectively manage payments and receipts.

Requirements for Invoicing and Financial Processing

- One single invoice per trip to avert losses from VAT claims and to provide a transparent overview of costs per trip
- All credit notes be fully refunded no later than 30 days following the request from GIZ
- Account to be split into sub-accounts with corresponding separate statements, per GIZ project administration unit (details around the administration units to be defined and provided by GIZ)

In line with GIZ rules and regulations, Invoices must include:

- Travel Consultant's name and address
- Travel Order/Authorization number (A copy must accompany the invoice)
- Invoice number and date
- The GIZ 12-digit project number
- GIZ authorized staff member's name
- Traveller's name, full return itinerary including ticket number, airline, travel dates and times, and fare breakdown
- Accommodation details must include address, number of nights, room type, and rates
- Shuttle/ transportation invoices must include trip origin, destination, kilometres, vehicle type,
- Plus services charges/costs, i.e. one invoice for all costs related to one service
- Total amount of the invoice

Each invoice should be accompanied by the following supporting documentation:

- Reservation options suggested from Travel Consultant and selection by GIZ of the most economical offer;
- Copy of e-ticket, and service booking/reservation confirmation;
- Copy of "Application to Go", Letter of Invitation, or Partner agreement.

Travel Consultant Statements

- The Travel Consultant will provide statements to GIZ on a regular basis as the invoices occur. The statements should indicate the GIZ 12-digit project number.
- Outstanding invoices from prior months
- Payments made for the previous month
- Credits/refund transactions due to GIZ
- Issued invoices.

For those cases where the initial booking by the traveller must be amended after the Travel Consultant has already invoiced GIZ, the Travel Consultant will ensure that the revised (second) invoice captures the changes requested by the traveller; thereby linking the initial invoice to the revised invoice, by indicating the invoice number of the initial invoice on the revised invoice.

- This rule would also apply to cancelled flights where a refund is requested or where the ticket is left open for future use within the required time.
- GIZ will inform the Travel Consultant's Finance Department immediately regarding remittances made by emailing them a summary of the invoice numbers and individual amounts which total the transfer in order for the Travel Consultant to allocate the invoices correctly in their system.
- All payments will be made on a 30-day Payment Terms basis, in accordance with the Original invoices provided as per the bookings completed.

Selection Criteria

Only shortlisted Travel Consultants will be requested to make a presentation of their services to GIZ at own cost at GIZ Office Pretoria premises.

See *section 4 Staff presentation* (section 2.11 of the assessment grid)

2.2 Objectives, indicators, work packages, milestones

The Travel Consultant is responsible for achieving the objectives and indicators described in this document.

Module objective

The Travel Consultant will be responsible for the procurement of airline tickets (domestic and international) car hire, shuttles, hotels or venues, and visas for the GIZ Office and its joint programmes. The Travel Consultant shall have the capacity, systems and structure to provide services to GIZ offices and projects in South Africa, Lesotho, and Eswatini in the most effective and efficient manner. Local presence of the Travel Consultant in all three countries is desirable.

The contract covers the provision of a system that enables the procurement of Travel Services and incidental services such as the processing of cancellations, refunds, preparation of suitable itinerary options (including alternative airlines or hotels, routings, or dates) for GIZ employees, affiliated organisations, public sector, non-profit partners, as well as individual participants on official business for the GIZ.

Air travel is by far the largest source of greenhouse gas emissions; only strictly necessary trips should thus be made. Flights should be selected in accordance with the principles of value for money and sustainability. This means using non-stop connections, especially at continental level, and giving precedence to airlines with sound environmental credentials. When weighing up value for money against sustainability, the principles of what is reasonable and proportionate should be observed.

The service delivery objectives for the selection of the Travel Consultant are as follows:

- Co-ordinate and manage all requested travel, event, and/or accommodation arrangements for GIZ;
- Consider the GIZ Sustainable Travel and Sustainable Event Management guidelines in the execution of all tasks;

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- Co-ordinate and manage all travel related services requested in an effective and efficient manner;
- Liaise with the relevant GIZ employees, travel administrators and coordinators, and where necessary other officially appointed GIZ Travel Consultants to deliver the relevant travel service;
- Comply with the list of security approved GIZ travel related Travel Consultants and venues;
- Provide ongoing systems access and emergency travel assistance at any point in time (on a 24/7 basis).
- Submit monthly analysis on Cost Savings, Sustainability Footprint (CO2 emissions), and Passenger Mileage reporting as per GIZ internal requirements for all travel and events related matters;
- Provide a timely, seamless, quality, and error-free travel booking experience to GIZ users; and
- To have a reliable accounting system that delivers to the needs of the GIZ Finance Unit.

If for any reason the dedicated travel consultants vacate their position, the equivalent replacement must be available immediately and agreed to in writing by GIZ.

Further indicators:

The Travel Consultant is responsible for providing the following work packages or outputs and for achieving the corresponding milestones:

Work package 1: part of Output/Output:

Milestones for work package 1 / Output	Delivery period
Venue bookings Accommodation reservations	Immediately after signature of the contract
Partial achievement of indicator all GIZ South Africa and corresponding projects to have access to receive recorded training on Travel Consultant systems Workshops held	Immediately after signature of the contract Annually
Industry intelligence governing travel news and risks, as well as market data such as fees, capacities, etc.	Immediately (information availability)
Report recording carbon dioxide emissions (CO2)	Monthly and quarterly
Travel data and reports consisting detailed analysis of the number of services booked by type, class, destinations, carriers, and Travel Consultants used, etc. Mileage tracking by user profile	Monthly and quarterly
Monitoring of non-compliant reservations/ transactions	Monthly and quarterly
Payment Terms performance	Monthly and annually

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Spend data report per project/ office	Monthly and annually
Cost savings/ cost avoidance, and savings loss reports	Monthly and annually
Per individual trip: Routes (departure and destination airport; 3-digit IATA-code) Stopovers (3-digit IATA-code) Booking class (economy, premium/ economy plus, business, first, etc.) Single or return trip Aircraft type (IATA-code) Airline(s) (indicated by flight stage in case of Code sharing) Booking date	Annual

2.3 Contract and knowledge management requirements

Requirements on the assignment of experts:

- The Travel Consultant is responsible for selecting, preparing, training, and steering the experts assigned to carry out the travel management services.

Requirements on equipment and operating costs:

- The Travel Consultant makes the required equipment and consumables available and covers their operating and administrative costs.

Requirements on expenditure management and cost control:

- The Travel Consultant manages costs and expenditures, accounting processes and invoicing in line with GIZ requirements.

Monitoring and reporting requirements:

- Travel Consultant reports to GIZ regularly in accordance with the version of the General Terms and Conditions of Contract for supplying services and work on behalf of the Deutsche Gesellschaft für Internationale Zusammenarbeit 2022 in South Africa (GIZ AVB) that is applicable to this contract and is **annexed (A) to the ToRs**.
- In addition to the reports provided for in GIZ's General Terms and Conditions of Contract, the Travel Consultant submits the reports previously outlined in section 2.

Requirements for company-wide learning, knowledge and innovation:

- The Travel Consultant supports in implementing contract/ project evaluation with special emphasis on ensuring the effectiveness of the knowledge management process.
- (Virtual) debriefing with the commissioning unit/ country office at the end of the contract term as well as submission (in a single package) of the full set of data within the system that pertains to GIZ and its staff, materials developed and interim and final reports.
- The Travel Consultant expresses willingness, if required, to support project assistants/administrative staff and country office staff members in managing the system and their Travel Consultants independently as and when required.

Backstopping requirements:

– Not applicable –

2.4 Data protection and information security

The provisions on data protection and information security of the current version of GIZ's General Terms and Conditions of Contract (section 1.10 Data protection) apply.

Personal data collected by GIZ may be entrusted to the Travel Consultant in order to fulfil the contract. The Travel Consultant is obliged to protect this data under the standards of the GDPR, in particular the [Art. 44-50 GDPR](#). The Travel Consultant 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.

Any and all data relating to the contract as well as any other information of which the Travel Consultant becomes aware in the course of performing the contract must be treated as confidential during and beyond the term of the contract. The Travel Consultant shall not be permitted to make use of any such data and information for the Travel Consultant's own purposes.

The Travel Consultant must not make documents and/or work results of any kind, including in particular, but not limited to, reports, accessible to third parties without prior approval in text form by GIZ. Third parties under this provision also include the ultimate commissioning party/client.

In addition, the Travel Consultant must be able to demonstrate how travellers' data/information will be protected and how data integrity and handover will be ensured during and at the end of the contract.

2.5 Other requirements

Safeguards and gender measures with specific reference to services:

In order to promote gender equality and avoid or mitigate possible unintended negative impacts in its area of responsibility, the Travel Consultant should implement the following measures:

- Environmental protection and climate action (climate change mitigation/adaptation):

Sustainability Reporting: CO2 Emissions

Since 2013, GIZ has been offsetting its greenhouse gas (GHG) emissions in Germany and, since 2020, this applies to all its emissions worldwide. To this end, it uses climate certificates in accordance with the Clean Development Mechanism (CDM) Gold Standard for the Global Goals, which is the highest quality standard. This standard ensures that projects not only reduce GHG emissions, but also have positive social and economic impacts for people. This means that all of GIZ's operations have been climate neutral since 2020.

GIZ is pursuing a policy of transparency in lowering emissions. The company records all significant sources of emissions both in Germany and abroad. Within Germany, it uses EMAS (Eco-Management and Audit Scheme); outside Germany, it uses the Corporate Sustainability Handprint® (CSH) instrument. Emissions are recorded in line with the international requirements of the Greenhouse Gas Protocol

At the request of the external Travel Consultant employed by GIZ, the Travel Consultant undertakes to deliver the following data at the end of the calendar year (see below).

- Routes (departure and destination airport; 3-digit IATA-code)
 - Stopovers (3-digit IATA-code)
 - Booking class (economy, business, first, other)
 - Single or return trip
 - Aircraft type (IATA-code)
 - Airline(s) (indicated by flight stage in case of Codesharing), Booking date.
- Conflict and context sensitivity: – Not applicable –
 - Human rights: – Not applicable –
 - Security precautions:

The Travel Consultant must comply with the list of security approved GIZ travel related Travel Consultants and venues;

Travel information: the Travel Consultant shall provide an information service to notify the GIZ and the traveller of such events as airport closures, cancelled or delayed flights, trains, buses, or other modes of transportation, and rising security risks such as natural disasters, civil unrest, strikes, or protests in the countries of origin or destination. The status on local political or safety conditions, visa requirements, health regulations (for example vaccinations that may be required) must be communicated by the Travel Consultant within 24 hours of the booking being confirmed.

The Travel Consultant's staffing profile should be balanced in terms of gender and age.

3. Technical-methodological concept

In this section, the Travel Consultant is required to reflect on the objectives and terms of reference of the tender at hand, describe the partner system and its processes in the area of responsibility and present the technical-methodological concept for completing the tasks listed in section 2 and achieving the set objectives. In addition, the Travel Consultant must describe the design of the project management process.

3.1 Interpretation of objectives (section 1.1 of the assessment grid)

The Travel Consultant is required to interpret the objectives for which it is responsible (section 1.1.1 of the assessment grid) should also be presented.

The Travel Consultant must undertake a critical examination of the ToRs (section 1.1.2 of the assessment grid), by:

- undertaking an assessment of the appropriateness of the personnel concept for implementing the scheduled tasks;
- providing an assessment of the results hypotheses for achieving the objectives and possible risks in implementation;
- making an assessment of the technical concept

3.2 Processes and actors in the partner system (section 1.2 of the assessment grid)

- Not Applicable -

3.3 Strategy (section 1.3 of the assessment grid)

The strategy for delivering the services in the tender is the core element of the technical-methodological concept. It is composed of the following elements:

- Procedure for achieving the objectives stated in section 2.2 of these ToRs
- Development of partnerships with the relevant actors
- Approaches for leverage effects and measures for scaling-up
- Consideration of environmental and social compatibility requirements (including gender equality)
- Appropriate consideration of further requirements

3.3.1 Strategic approach to achieving the objectives mentioned in the ToRs (section 1.3.1 of the assessment grid)

The Travel Consultant is required to describe and justify the approach it plans to adopt in order to achieve the milestones, objectives and results (see section 2) for which it is responsible.

The Travel Consultant is expected to describe the strategic approach to the tasks formulated in section 2. i.e., implementation strategy with a description of important activities and lines of action) for the required services.

3.3.2 Building partnerships with the relevant actors

(section 1.3.2 of the assessment grid)

- Not Applicable -

3.3.3 Approaches for leverage effects and measures for scaling-up

(section 1.3.3 of the assessment grid)

The Travel Consultant is required to state whether there are promising approaches for leverage effects beyond the measures mentioned in section 2 (for example through targeted measures in the field of 'knowledge management') and to describe them. In doing so, the Travel Consultant is required to present and explain measures that promote both horizontal and vertical scaling-up. In particular, the Travel Consultant must submit proposals on how innovations that have been developed in the context of implementation can be disseminated beyond the sphere of influence of the project.

3.3.4 Consideration of environmental and social compatibility requirements

(section 1.3.4 of the assessment grid)

Environmental protection and climate action (climate change mitigation/adaptation)

The Travel Consultant is required to outline in the tender how it can prevent negative impacts on the environment and the climate in its area of responsibility and, in addition, how it can contribute to improving the environmental and climate situation through corresponding measures (see also relevant requirements in section 2.5).

3.4 Project management

(section 1.4 of the assessment grid)

In this section, the Travel Consultant presents the operational plan for implementing the services in the tender, describes the procedure for coordination with GIZ or the project and the project partners, and explains its backstopping strategy and the monitoring procedure.

3.4.1 Operational plan

(section 1.4.1 of the assessment grid)

The Travel Consultant is required to draw up and explain an operational plan for implementing the strategy described in section 3.3, including a plan for the assignment of all the experts included in the tender. The operational plan must include the assignment times (periods and expert days) and assignment locations of the individual experts, the milestones as presented in section 2 and, in particular, describe all the necessary work stages in detail and in chronological order. The Travel Consultant define further milestones beyond those prescribed in section 2 and map them out in the plan of operations.

3.4.2 Coordination with GIZ or the commissioning project
(section 1.4.2 of the assessment grid)

In the tender, the Travel Consultant is required to describe the procedure for coordinating with GIZ or with the commissioning project.

3.4.3 Steering or coordination of measures with the relevant implementing partner
(section 1.4.3 of the assessment grid)

In the tender, the Travel Consultant is required to name the implementing partners relevant for implementing the services and to describe and explain the procedure for steering or coordinating the measures with them.

As far as possible, the implementing partners should be explicitly named in sections 1 or 2.

3.4.4 Monitoring
(section 1.4.4 of the assessment grid)

In the tender, the Travel Consultant is required to describe how it will regularly capture and document the status of completion of the tasks, the achievement of objectives, the results achieved and the risks in the area for which it is responsible in accordance with the specifications set out in section 2.

In the tender, the Travel Consultant is required to describe how it can ensure that the requirements resulting from the monitoring system of the project or the partner are met (see section 2). In doing so, the Travel Consultant is required to describe how the information that is relevant for monitoring is collected and in what form and at what intervals monitoring data are updated.

3.5 Further requirements
(section 1.5 of the assessment grid)

– Not applicable –

4. Human resources

The Travel Consultant is required to provide 'experts' for the positions referred to and described (scope of tasks and qualifications) in this section on the basis of corresponding CVs. **The requirements on the format and content of the CVs are described in section 6.**

The qualifications mentioned below correspond to the requirements for achieving the highest number of points in the technical assessment.

'One year of professional experience' is therefore defined as a cumulative 12 expert months with at least 20 expert days per month, provided no diverging definition is specified for individual qualifications.

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Language skills must be described in accordance with the Common European Framework of Reference for Languages (for example, C1).

Expert 1: Pool 1 ‘Dedicated Travel Consultants’ with 6 experts (section 2.1 of the assessment grid)

A CV for each expert must be added to the tender.

The actual number of experts assigned from the pool may differ from the number of experts required in section 4 of the Terms of Reference. For experts not named in the tender, GIZ must confirm before the assignment that their qualifications are equivalent to those of the short-term experts proposed in the tender.

Tasks of the expert pool

Travel Management Travel Consultants who will ensure the provision of travel, events logistics, visas, and their related services, i.e., the issuance of international and domestic tickets, hotel accommodation or venue reservations/payments, and transportation, for individual and group bookings. A dedicated team of 6 experts with various experience in as per the below section is a must.

Qualifications of the expert pool

Education/training (section 2.1.1 of the assessment grid):	6 experts with a minimum National Diploma in Travel Management
Language (section 2.1.2 of the assessment grid):	6 experts with knowledge of English, C1-level in the Common European Framework of Reference for Languages (5 out of 10 points), and the knowledge of any other official local language, C1-level in the Common European Framework of Reference for Languages (5 out of 10 points)
General professional experience (section 2.1.3 of the assessment grid):	6 experts with 10 years of professional experience in the Travel Sector
Specific professional experience (section 2.1.4 of the assessment grid):	6 experts with 10 years of professional experience in overseeing Travel Management
Leadership/management experience (section 2.1.5 of the assessment grid):	1 expert with 10 years of management experience in projects, companies, or other organisations with disciplinary leadership of people
International professional experience outside the	<i>Not applicable</i>

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country/region of assignment (section 2.1.6 of the assessment grid):	
Professional experience in the country/ region of assignment (2.1.7 of the assessment grid):	6 experts with 10 years of professional experience in South Africa region (5 out of 10 points), of which 5 years in The Republic South Africa (5 out of 10 points)
Experience in the field of development cooperation (section 2.1.8 of the assessment grid):	3 experts with 10 years of experience in development cooperation projects
Other (section 2.1.9 of the assessment grid):	International Air Transport Association (IATA) Accreditation

UN DESA regions are defined as East Africa, Central Africa, North Africa, Southern Africa, West Africa, South America, the Caribbean, Central America, North America, Central Asia, East Asia, South Asia, Southeast Asia, West Asia/Middle East, Eastern Europe, Northern Europe, Southern Europe, Western Europe, Australia, Melanesia, Micronesia and Polynesia; refer to [USND methodology](#) for country assignment.

The Travel Consultant must assign all the proposed experts to the required qualifications and clearly present them in a separate table preceding the CVs. The summary presentation must mention only qualifications that are actually indicated in the CVs. Professional experience must be evidenced by meaningful references in the CVs. It is advisable to make explicit reference to each example of professional experience.

Soft skills of team members

In addition to their specialist qualifications, all team members are also expected to have the following qualifications:

- Team skills
- Initiative
- Communication skills
- Sociocultural and intercultural skills
- Efficient partner- and client-oriented working methods
- Interdisciplinary thinking

Staff presentation

(section 2.11 of the assessment grid)

For this procedure, an oral presentation of the strategy and staff is expected. The skills of the proposed staff (listed below) are then assessed, and the assessments in the tender relating to the individual criteria in the technical-methodological part of the technical assessment will be adjusted as necessary. Only shortlisted Travel Consultants will be requested to make a presentation of their services to GIZ at own cost at GIZ Office Pretoria premises.

In addition, the following skills of the team leader will be assessed as part of the staff presentation:

- 2.11.1 Technical skills (current and specific technical skills)
- 2.11.2 Communication skills (structured and convincing presentation, language skills)
- 2.11.3 Project and process management skills
- 2.11.4 Other skills: End to end travel booking system and adaptation to GIZ needs.

5. Costing requirements

5.1 Assignment of experts

In your tender, please do not deviate from the specification of quantities required in these ToRs (the number of experts and the budget specified in the price schedule). This is part of the competitive tender and is used to ensure that the tenders can be compared objectively. Please note: only services that were commissioned by GIZ and rendered by the Travel Consultant will be remunerated.

5.2 National administrative staff

– Not applicable –

5.3 Travel expenses

5.3.1 Travel – sustainability considerations

GIZ would like to reduce greenhouse gas emissions (CO₂ emissions) caused by travel. When preparing your tender, please incorporate options for reducing emissions, for example by selecting the lowest-emission booking class (economy) or using means of transport, airlines and flight routes that are more CO₂-efficient. For short distances, travel by train (second class) or e-mobility are the preferred options.

CO₂ emissions caused by air travel should be offset if they cannot be avoided. GIZ specifies a budget for this which enables carbon offsets to be settled against evidence.

There are many different providers in the market for emissions certificates, and they have different climate impact ambitions. The [Development and Climate Alliance](#) has published a [list of standards](#) (only in German available). GIZ recommends using the standards specified there.

5.3.2 Travel expense requirements

Expense items costed by Travel Consultant

The travel expenses must be costed as follows by the Travel Consultant:

Travel expenses item	Number/quantity/budget
Other travel expenses:	1
<i>Booking Cancellation fee</i>	1
<i>Booking fee</i>	1
<i>Booking Changing fee</i>	1
<i>Booking Service fee per domestic ticket</i>	1
<i>Booking Service fee per regional ticket</i>	1
<i>Booking Service fee per international ticket Business Class</i>	1
<i>Service fee for refunds of all type of above mentioned tickets</i>	1
<i>Booking visas fee</i>	1
<i>Booking hotel accommodation fee</i>	1
<i>Booking venue reservations/payments fee</i>	1
<i>Booking transportation for individual and group bookings fee.</i>	1

5.6 Workshops, education and training

The Travel Consultant runs the following workshops/study trips/training courses:

- The Travel Consultant is expected to provide training and onboarding for new colleagues, with regards to processes and systems.
- Refresher training sessions must also be provided upon request, or a pre-agreed quarterly schedule, whichever is most efficient. The Travel Consultant should also be able to provide a system training manual for GIZ, including pre-recorded interactive training sessions.

The Travel Consultant is not responsible for the logistical organisation of the workshops and therefore the costs do not need to be specified *if workshop is to happen at GIZ premises.*

5.9 Flexible remuneration item

Budget for flexible/buffer remuneration: ZAR 6,174,472.20.

The amount will cater for administrative and anticipated fee increases in the course of the contract duration (maximum 4 years).

6. Requirements on the format of the tender

The structure of the tender must correspond with the structure of the ToRs. It must be legible (for example Arial, font size 11 or larger) and clearly formulated. The tender must be written in English.

The CVs of the staff proposed in accordance with section 0 of the ToRs must be in the EU format and not more than four pages in length. The CVs must be submitted in English.

The CVs must clearly and unequivocally show what position the proposed person held, which tasks they performed and how long they worked during which period in the specified references. **The references contained in the CVs must therefore include the following information:**

- Name of the company/organisation/reference project in which the expert worked
- Position held and task(s) performed by the expert in the company/organisation/reference project
- Work outcomes or products produced by the expert, or expert's contribution to the completion of these outcomes and projects (if relevant)
- Duration of the expert's assignment in the company/organisation/reference project per calendar year in full-time expert days, weeks or months (for example: 2019: 2 months, 2020: 10 months, 2021: 1 month)
- Leadership experience/management: clear information on the reference projects or fixed positions within the company/organisation in which the requirements specified in section 4 were fulfilled (for example, period, number of persons for whom the expert had disciplinary responsibility, project budget) (if relevant)
- International professional experience/professional experience in the country of assignment: clear information on the reference projects or fixed positions in the company/organisation in which the requirements specified in section 4 were fulfilled (for example, actual duration of assignment on the ground in full-time expert days, weeks or months) (if relevant)

In order to facilitate the assessment, we request that you number the references sequentially and provide only references that are clearly related to the object of this tender.

7. Options

7.1 Follow-on measure/extension of service-delivery period

Type and scope: the services as stated in Section 2 may be extended for two (2) more years. The decision on continuation is expected to be made by GIZ in the period on an ongoing basis.

The option is exercised in the form of an extension to the contract based on the already offered individual rates.

**Subject of the tender procedure: Framework Agreement:
Provision of Travel Management Services and System**

Transaction number: 83426809



8. Annexes

- Assessment grid for technical evaluation of offers
- Grid for assessing eligibility of candidates
- Budget
- Terms and Conditions of Contract for supplying services and work on behalf of the Deutsche Gesellschaft für Internationale Zusammenarbeit 2022 in South Africa (GIZ AVB)