

Terms of reference (ToRs) for a framework agreement for ticketing services

Contract 83439491

**Framework Agreement: Provision of Travel Management Services Project Number:
for GIZ Botswana 11.9269.9-001.00**

1. PROJECT DESCRIPTION

1.1 Introduction and Background

Project: Provision of Airline ticketing service for GIZ Office Botswana

As of 2012, the GIZ Office Botswana is responsible for the implementation of the German Technical Cooperation with the Southern African Development Community (SADC) and the Republic of Botswana. Germany has supported implementation of the SADC integration agenda since 1985 and has been working with the Republic of Botswana for over 40 years.

The GIZ Office Botswana intends to establish an exclusive framework agreement with two (2) travel agencies to provide airline ticketing services (domestic, regional and international) for its operations in Botswana. The tender is open to local market and no other especially the EU. Botswana based companies are invited to participate in this open tender.

The successful Proposer ("the Travel Agent") will be required to sign a contract with GIZ to perform travel services specified under this Terms of Reference and agreeing to clearly identified service levels. The contracts will be an initial two (2) years with the option to extend for additional two years. Estimation of up to 1.000 airline tickets in the region and international destinations annually plus additional service requests such as hotel bookings, car rentals, travel Insurance as and when required.

1.2 Objective of Assignment

The Travel Agencies will be responsible for the procurement of airline tickets for the GIZ Office and its joint programs. The services will include booking, issuing and billing of tickets as per GIZ guidelines and the travel regulations

1.3 Objective

The proposed contracts with the Travel Agency will cover airline ticketing and incidental services such as insurance, delivery, processing refunds and cancellations, and preparation of suitable itineraries (including alternative routings, departures and arrivals) for GIZ staff members and consultants, government officials and participants attending meetings on official business for GIZ.

1.4 GIZ Travel Policy

The Travel Agents shall be given copies of GIZ's travel policies and procedures and shall be fully familiar and comply with these policies and procedures for all official travel. The Travel Agency must apply the current valid version of GIZ's travel guidelines as they might change throughout the contract period.

The Travel Agencies are required on request by GIZ to book the most direct routing, least costly fares and to research alternate itineraries to provide the lowest appropriate fares on different routings. Full economy fares may be used as standard, that can be rebooked by paying penalty fees if no appropriate reduced fares are available (please advise GIZ before booking if no cancellation or re-booking is permitted) and business class are applicable in limited situations.

The Travel Agencies 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.

2. Travel management

2.1 Scope of Services

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

2.2. General

The Travel Agencies shall provide travel services during working days. In addition, the Travel Agency 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 Agency employee and alternate nominee shall always be accessible.

2.3. Reservation and Ticketing

The Travel Agents will provide GIZ with an email template which all authorized GIZ staff are obliged to use when requesting flight details from the Travel Agent. This template will indicate the sequence of information which best suits the Travel Agent's operation within its systems.

The template should at least contain the following information: name of traveler, departure and arrival dates and times, booking class, GIZ project number (mandatory field) and preferred route.

As per GIZ's Travel Guidelines, combining private trips with business trips is permitted only if the trip is primarily undertaken on GIZ business. In cases where GIZ staff would like to extend their trip for private reasons, the Travel Agency must indicate in their offer whether additional costs will be incurred by the extension or if the price remains the same. The template form must include a field where staff can indicate whether such price comparisons should be

obtained. Staff members do not need to provide evidence of a price comparison of the flight costs if they include a private stay at the place of business the weekend directly before or after the business trip.

As part of the tender procedure, the Travel Agent is requested to submit an example of a template form.

GIZ authorizes the Travel Agent to return requests which do not adhere to the agreed standards.

The travel management company/Agency upon receipt of the travel request, will provide GIZ Authorized staff member with 3 (three) flight options and indicate/recommend the most economic flight option available at the time, must be submitted first before any approval of such request.

For every duly approved GIZ Travel request, the Travel Agency shall immediately make bookings and prepare appropriate itineraries and quotations based on the lowest fare and the most direct and convenient routing.

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

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

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).

The Travel Agencies shall issue e-Tickets, based upon proper authority from the GIZ in case of business travel.

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

The Travel Agencies shall notify GIZ and the traveler of events such as airport closures, cancelled or delayed flights, trains, buses voyages and strike situations as well as of local political or safety conditions, which may affect travel to any destination.

The Travel Agencies shall provide all official travelers with last seat availability, advance seat assignments and advance boarding passes on all airlines for which the Travel Agency can offer these services.

The Travel Agencies shall provide reconfirmation and revalidation of airline ticket, re-issued tickets which are returned because of changed routing or fare structures and printed itineraries showing complete information on status of reservations on all carries.

2.4. Fees

GIZ and the Travel Agents shall agree on a fixed fee (excluding VAT) for each domestic and international booking, change or cancellation made through the Travel Agent. This fee is to be indicated on the budget template provided as part of quote (in a financial attachment) and Tax invoice to GIZ once contract has been awarded. Fees will be reviewed on an annual basis.

2.5 Private bookings

GIZ staff members may make use of the Travel Agent for private bookings with access to the GIZ corporate rates or the Agent's corporate rates. GIZ staff is not permitted to process their private bookings via the account which the GIZ has with the Travel Agent. The Travel Agent is not permitted to invoice GIZ or make GIZ held responsible for private bookings made through the Travel Agent. Exceptions may arise (i.e., unforeseen circumstances where immediate action is required).

2.6. Traveler's Itineraries

The Travel Agencies shall provide each traveler a complete itinerary document which includes the following:

- Flight number(s) and seat assignment(s);
- Confirmed upgrade (if applicable in no case first class!!);
- Departure and arrival time(s) for each segment of the trip;
- Intermediate stops;
- Airport and other taxes;
- Any other information such as change in international date lines
- Personal name record (PNR)

2.5. Traveler's Profiles

The Travel Agencies shall maintain computerized profiles of all frequent travelers, as designated or defined from time to time by GIZ, setting forth the traveler's preferences regarding airlines, seating and meal requirements, passport and credit card information, and such other information as is useful to facilitate such travelers travel arrangements. Data Protection information will be shared with the Travel Agency at contract stage.

2.6. Management Reports

The Travel Agencies shall provide GIZ with management information reports, consisting of sales activity showing every quarter detailed analysis of the following;

- number of trips, destinations, carriers used from to and the dates

- savings achieved from the carrier's lowest available fare,
- CO2 emission.

The Travel Agencies shall provide adequate information on visas, passports, foreign exchange control regulation and other government restrictions as and when required.

The Travel Agent shall hold quarterly meetings with Head of Admin and Finance and Head of Procurement and any delegated officer to address any issues or problems which may arise. Based on GIZ's feedback, the format or content of the report must be adjusted for subsequent reports.

The report is due within 10 working days after the respective quarter. The Travel Agent shall submit the statistics without being requested to do so.

The Travel Agencies shall send monthly overview of the GIZ account to the Head of Procurement and Finance Manager indicating the number of tickets booked (total number), the value in BWP, distribution between domestic and international as well as the booking class (economy or business).

2.7 Refunds

Should the situation arise where the GIZ travelers anticipate that he will not be able to take up the flight he should immediately contact the Travel Agent and convey this information. Only then is the Travel Agent in a position to endeavour to cancel the flight. This will reduce the costs of 'No show' tickets which are costly and should be avoided.

By using the Travel Agent's emergency/after-hours assistance the traveler must indicate whether he will re-use the ticket or require a refund. Re-used tickets must be taken up within 6 months for domestic flights and within 12 months for international flights.

For each booking, the Travel Agent will provide the traveler with the emergency/after-hours assistance together with the e-mail of confirmation of the flight booking.

GIZ shall be reimbursed by the Travel Agent for partly or fully unused tickets and cancelled tickets subject to applicable regulations. The Travel Agency shall process these refunds on all returned airline tickets within 30 days through credit note and payment.

2.8 Service Standards

The Travel Agencies shall provide the necessary personnel to provide prompt, courteous and efficient service to GIZ. The number of assigned personnel shall be adequate to meet all service requirements under this Terms of Reference. The Travel Agent shall sensitize his staff on a customer service-oriented approach for all exchanges with GIZ. Aside from the initial submission of the 3 offers within 1 working day, all ongoing ticketing requests must be responded to within 2 working days.

The minimum travel experience for the travel consultants assigned to this account will be (three) years.

The Travel Agencies are responsible for providing replacement personnel in case of absenteeism of the dedicated personnel assigned.

2.9 Billing/payment mode

The Travel Agencies must be equipped with a fully automated accounting system interfaced with the computerized reservation system to cater for GIZ requirements.

The regular payment period is within 30 days. The Travel Agencies must issue a separate invoice for each purchase order. All payments will be made in accordance with completed and approved deliverables such as invoices sorted as per GIZ Projects indicating project number and project name. In addition, the Travel Agent must provide statements to GIZ on a regular basis as invoices occur.

Basic information

1. Invoice number and date
2. Travel Agent's name, address, office of issue and consultant's name.
3. Travel Order/Authorization number as reference
4. Total invoice value. VAT must be stated separately
5. Copy of the order/ after-hour Authorizer name.
6. Proof of travel

Air Travel Information

7. Date of travel
8. Air ticket number
9. Airlines company name
10. Class
11. Routing
12. Passenger's name
13. Copy of the order/after-hour authorization name

2.10 Complaint Management System

The Travel Agents shall investigate any complaints from Travelers and GIZ staff and follow up on the recovery of lost baggage, if any. The complaints shall be summarized and incorporated in the quarterly reports to GIZ.

2.11 Deadlines

The below stated deadlines apply for regular tasks as outlined in these Terms of References:

Tasks	Deadline
1 – Ticketing	3 Offers within 1 working day (24 hours)
2 – Refunds	within 30 days of returned airline ticket
3 – Management Information Reports quarter	within 10 working days of the following quarterly basis
4 – Travel Agent Representative / GIZ	quarterly basis
5 – Invoices	within 30 days of the following month

2.12 Supplier Relations

The Travel Agencies shall not favor any carrier when making reservations and shall maintain excellent relations with all carriers for the benefit of GIZ. Potential conflict of interests must be reported to GIZ immediately.

2.13 Contract Period

The service provision shall commence on 1st September 2023. The framework agreement will be concluded for an initial two (2) years, with the option to extend the contract for a further two (2) years. The request for extension will be expressed in writing by GIZ to the Travel Agency when needed. Language requirements of the contract is English. The applicable law is Local law as per the Terms and conditions 2022

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

2.14 Termination

GIZ reserves the right to withhold, reduce or refuse payments if

- the Travel Agent's performance is not in line with the above-mentioned requirements,
- the Travel Agent repeatedly misses deadlines for bookings, refunds, reports, or other tasks,
- the Travel Agency violated Data Protection Guidelines, Supplier Relations Requirements or overcharged GIZ.

Depending on the severity of the above-mentioned infringements, GIZ reserves the right to terminate the agreement with 30 calendar days' notice.

In case of any delay, wrong reservation or request for ticket issuance from unauthorized personnel, the Travel Agent shall be liable for paying the ticket or replace it with another ticket.

3. Technical Proposal Requirements

Travel agencies intending to submit a proposal should have the organizational and technical capacity, experience and professionalism to provide the Service requirements outlined in the Terms of Reference. Travel Agencies 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.

As a formal and residence requirement the Travel Agent must be registered in Botswana or having at least operating branches in the region of the SADC member states to allow travelers to submit inquiries directly to the Travel Agent, i.e. in emergency cases.

The Travel Agent is expected to be familiar with the local and regional market, with the available airlines and other service providers operating in the SADC member states as the routing of flights will be mainly within this SADC region.

However, profound knowledge of the international market for travelling across continents and to worldwide destinations will be an additional requirement as these routings will happen occasionally depending on GIZ project requirements.

Bidders solely registered or operating outside the SADC region cannot participate in the tender.

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

In the bid, the bidder is required to show how the objectives defined in Chapter 2 are to be achieved. In addition, the bidder must describe the project management system for service provision. The following key points **must be addressed** in the technical proposal:

Technical-methodological concept

Strategy (20 % weighting in the technical assessment grid): The bidder is required to consider the tasks to be performed with reference to the objectives of the services put out to tender (see Chapter 1). Following this, the bidder presents and justifies the strategy with which it intends to provide the services for which it is responsible (see Chapter 2).

The bidder is required to describe the key **processes (10 % weighting in the technical assessment grid)** for the services for which it is responsible and create a schedule that describes how the services according to Chapter 2 are to be provided. In particular, the bidder is required to describe the necessary work steps in accordance with Chapter 2.

Project management of the contractor

(13 % weighting in the technical assessment grid)

The bidder is required to draw up a **personnel assignment plan** with explanatory notes that lists all the experts proposed in the bid, their background and their respective tasks.

The bidder is required to describe its backstopping concept. The following services are part of the standard backstopping package:

- Service-delivery control
- Managing adaptations to changing conditions
- Ensuring the flow of information between GIZ and Travel Agency
- Securing the administrative conclusion of the project
- Ensuring compliance with reporting requirements
- Sharing the lessons learned by the contractor and leveraging the value of lessons learned on site

Further requirements (10 % weighting in the technical assessment grid)

In the technical proposal, the bidder is required to elaborate on the ticketing procedure and how he intends to transparently communicate the offers. Further, the bidder is also asked to explain how the most cost-effective flight prices will be obtained throughout the contracting period. Lastly, the bidder is asked to submit an example of a round-trip economy fare from Gaborone (Departure 10.03.2023) to Addis Ababa (Departure 22.03.2023). The price itself will not be considered, however, it will be evaluated whether the format of the three offers complies with the specifications.

4. Personnel concept

The Travel Agency is required to provide personnel who are suited to filling the positions described, based on 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. The percentages reflect the weighting in the technical assessment grid.

Focal Point

Tasks of the Focal Point

- Overall responsibility for the service provision (quality and deadlines)
- Coordinating and ensuring communication with GIZ Country Office, GIZ Staff and the GIZ Management Team
- Personnel management of the assigned staff
- Regular reporting in accordance with deadlines

Qualifications of the Focal Point

- Education/training (2.1.1, 5 %): University qualification (minimum Diploma) in Travel, Tourism, Hospitality, Business, Management, or similar
- Language (2.1.2, 1 %): Fluent business language skills in English

- General professional experience (2.1.3, 10 %): 3 years of professional experience in the Tourism and Hospitality sector
- Specific professional experience (2.1.4, 5 %): 3 years of experience in retail, customer service, travel management or similar
- Leadership/management experience (2.1.5, 3 %): 2 years of management/leadership experience as project team leader or manager in a company
- Regional experience (2.1.6, 3 %): 3 years of experience in projects/companies in Sub-Saharan Africa (region)

Expert-pool with minimum 2, members

Tasks of the expert pool

- Day-to-Day Tasks as detailed in chapter 2, among others:
 - 1) prepare and issue flight tickets for GIZ Botswana staff
 - 2) advise GIZ Botswana staff on most economical itinerary
 - 3) arrange refunds and handle complaints
 - 4) support the focal point in compiling the quarterly overview of issued tickets
 - 5) uphold service standards

Qualifications of the expert pool

- Education/training (2.6.1, 3 %): At least 1 expert with university qualification (Diploma) in Tourism, Hospitality, Business, Management or similar
- Language (2.6.2, 1 %): All experts with very good language skills in English
- General professional experience (2.6.3, 8 %): 2 experts with 3 years of experience in the Tourism and Travel sector,
- Specific professional experience (2.6.4, 7 %): 2 experts with 2 years of experience in retail, customer service, travel management or similar
- Regional experience (2.6.5, 3 %): 2 experts with at least 1 year of experience in Sub-Saharan Africa (region)

The bidder must provide a clear overview of all proposed short-term experts and their individual qualifications and compare them with these requirements.

5. Financials

As elaborated in chapter 2, GIZ shall not be charged any additional commission fees by the Travel Agent. All fees, taxes and profit shall be included in the price that is communicated to the GIZ Staff. Additionally, the Travel Agency must clearly indicate how the price was calculated (i.e., table with base fare, airline commission, profit, other costs). Any ticket that is issued without these requirements will not be reimbursed by GIZ.

6. Eligibility Requirements

To be considered for the technical and financial evaluation of the tender, bidders are required to fulfil the following eligibility requirements:

The Travel Agent must have provided travel related services for a minimum of three (3) years to exclusive clientele, and must have capacity to provide the whole range of services requested in the TOR with the following qualification:

The Travel Agency should have the following qualifications:

- a) Copy of Accreditation with the International Air Transportation Association (IATA) certificate
- b) The company must have minimum 5 years of experience in travel management services: Maintains a good track record in serving international organizations, embassies and multinational corporations; Recent reference of minimum 2 corporate clients should be provided.
- c) Financial stability – last 2 years annual report or audited financial statement to be provided.
- d) Maintains facilities of on-line booking/airline reservation domestic and international ticketing and basic office equipment, telecommunications equipment, and online booking tool
- e) Willing and able to guarantee the delivery of products and services in accordance with the performance standards required by this Terms of Reference
- f) Have in its current office all the necessary equipment and facilities, and enough experienced and professionally trained travel experts and staff to handle the GIZ requirements
- g) Copy Company Registration Certificate
- h) Copy of Tax Clearance Certificate

8. Requirements on the format of the bid

The structure of the bid must correspond to the structure of the ToRs. In particular, the detailed structure of the concept (Chapter 4) is to be organised in accordance with the positively weighted criteria in the assessment grid (not with zero). It must be legible (font size 11 or larger) and clearly formulated. The bid is drawn up in English (language).

The complete bid shall not exceed 12 pages (excluding CVs).

The CVs of the personnel proposed in accordance with Chapter 3 of the ToRs must be submitted using the format specified in the terms and conditions for application. The CVs shall not exceed 4 pages. The CVs must clearly show the position and job the proposed person held in the reference project and for how long.

If one of the maximum page lengths is exceeded, the content appearing after the cut-off point will not be included in the assessment.

The evaluation and selection will solely be made based on the technical proposal. A financial bid is not necessary neither will it be considered.

To summarize, the following documents must be submitted:

- Technical Proposal (as per the Technical Grid including Sample Travel Request Form and Sample Travel itinerary from Gaborone to Addis) + CVs not exceeding 4 pages (see chapter 3)
- Eligibility documents (see chapter 6)

Failure to submit the required documents can lead to an exclusion of the entire bid.