**Terms of reference for Travel Agency**

1. **Background**

Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH is working in Armenia under the bilateral agreement of 1998 between the Government of Armenia and the Government of Federal Republic of Germany and implements projects based on a wealth of regional and technical expertise and on tried and tested management know-how. GIZ is a German federal enterprise and offers workable, sustainable and effective in Armenia solutions in political, economic and social change processes. Most of the work of GIZ is commissioned by the German federal ministry for economic cooperation and development (BMZ). However, GIZ also operates on behalf of other German ministries and public and private bodies in Germany and abroad such as EU, USAID, ADA etc.

Implementation of this kind of activities requires exchange of knowledge and know-how which can be reached by involvement of international experts, organizing study-tours for local partners to the countries with relevant experience. In turn, this exchange means lot of travel.

The GIZ country office in Armenia therefore intends to collect proposals from experienced travel agencies in Yerevan offering the best value for money services in order to choose a partner for cooperation and conclude an agreement.

1. **Objective**
   1. The proposed agreement with the travel agency would cover the provision of travel management and related services. These travel management services would include but not be limited to airline ticketing and incidental services such as issuance, ticket delivery, revalidation, rerouting, reconfirmation, reissuance, provision of suitable itineraries, processing refunds and cancellations, upon request written confirmation that the purchased ticket have been used in case of loss of the boarding pass. The travel agency would be required to provide these services at economical costs for GIZ-personnel, consultants, government officials, and participants attending meetings or an official business for GIZ.
   2. The duration of the agreement will be 12 months initially with possibility of further extension. It can be also terminated earlier in case GIZ is not satisfied with the quality of the provided service.
2. **Required Qualifications**
   1. The travel agency will need to have an office in Yerevan for purposes of accessibility, ease of coordination, efficiency or delivery of services as the GIZ country office and the programs are settled in Yerevan.
   2. The successful travel agency shall have the following minimum qualifications:
3. Is an accredited IATA (International Air Transportation Association) travel agent. A certificate should be provided.
4. Experienced in serving International organizations, embassies and multinational corporations. A contact list of corporate clients should be provided with indication of the cooperation time.
5. Employs competent and experienced travel consultants, especially in ticketing and fare computations.
6. Financially capable of rendering services to GIZ in Armenia.
7. Producing invoices to GIZ for purchased Tickets on weekly basis in Armenian and English languages.
8. Maintains facilities of GDS (Global Distr. System, i.e. Amadeus, the list should be provided), in plant international ticketing and ticket printing facilities, basic office equipment and telecommunications equipment, capacity to issue electronic tickets,
9. Regular follow up of the reservation status and possible price changes and immediately informing GIZ office. This concerns also the deadlines for issuing tickets.
10. Availability of a contact person out of regular working hours in emergency cases.
11. Willing and able to guarantee the delivery of products and services in accordance with the performance standards required by this ToR.
12. Advantages benefit programs: The travel agency shall indicate any benefit program (Miles&More, etc.) and implementation process.
    1. The successful travel agency shall allocate a reasonable number of personnel providing services to the GIZ ensuring timely and correct processing of GIZ request, namely at least:

* Supervisor/s who shall be responsible for the overall management of the GIZ accounts,
* Full-time travel consultant/s,
* Accounting assistance.
  1. The travel agency intending to submit a proposal should have the organizational and technical capacity and experience to provide the service requirements mentioned in this Terms of reference. It should be able to show proof of past and/or present experience in a similar capacity and resources available to carry out the services requirement and have the proven reliability to ensure good faith performance. The proposer should also come up with an appropriate work plan on how to meet the requirements of GIZ.

3.5 Special services

The travel agency shall indicate any special programs or services that could be beneficial to GIZ and its travelers e.g. preferred seating arrangement, pick-up, invoice delivery to GIZ etc.

1. **Booking Case scenarios and financial offer**

As a part of this section the travel agencies will be additionally asked to submit complete reservations for certain destinations for certain dates.

1. **Presentation of a bid**
2. The technical proposal which should include the requirements mentioned in the Articles 1 to 3, should also include general Information on company and its experience, detailed curriculum for the theoretical part, description of ticketing/benefit accumulation techniques in practical part, time schedule, licenses/certificates on implementation of this kind of activities, e.g. a copy of the state registration certificate etc., the requisites of the company, an active E-mail address and other relevant contact numbers. CVs of the involved personnel should be provided.

The travel agency should be able to show proof of past and/or present experience in a similar capacity and resources available to carry out the services requirement and have the proven reliability to ensure good faith performance.

After receiving of the technical offers and evaluation, up to three successful bidders will be contacted by GIZ office for financial proposal.

1. For financial proposal according to Article 4, certain routes will be sent to the selected travel agencies via given e-mail. During the same day, the agencies should provide GIZ office with flight reservation document and the detailed price proposal.

Please note that not adhering to this requirement will lead to disqualification. No low cost carrier shall be considered.

The technical proposals in English or German languages should be sent to the reception of the GIZ country office (4/1 Baghramyan ave., Yerevan 0019, RA) in a sealed and properly marked envelope. The envelope should be labelled as:

Bidding documents from COMPANY NAME for: GIZ Country office (CoV 10/17).

PN: 09.9257.8-001.00

– to be opened by contracting department –

The deadline is **11.08.2017 at 15.00.**