

SYNOPSIS- TERMS OF REFERENCE FOR TRAVEL MANEGEMENT SERVICES

Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH is an international development organization fully owned by the Federal Government of Germany and works in the field of international cooperation for sustainable development. GIZ is also engaged in international educational work around the globe. GIZ currently operates in more than 130 countries worldwide. More information about GIZ can be obtained from our website www.giz.de

The GIZ Office in New Delhi, India is responsible for Financial, Administrative and Personnel management functions covering the GIZ activities in India and the region.

The purpose of these terms of reference is to request a suitable service provider to submit an EOI with regards to provision of travel management services to GIZ Office on PAN India basis.

Travel companies, which will pass the pre-selection process, will be further contacted and invited to submit detailed proposal as part of GIZ tender process.

The proposed contract with the Travel Agency will majorly cover procurement of airline tickets including domestic and International sector, domestic train tickets with provision of dedicated corporate web portal facility for self bookings.

One of the most important challenges of the proposed contract is to provide a dedicated web portal facility to GIZ for booking of tickets through its own personnel. The web-portal facility shall be exclusively for GIZ Office and its projects. The objective of the web-portal is to provide benefits of self ticket booking by designated staff, check airfares, routes and alternatives flights and other allied services.

The travel agency shall ensure that all services and reservation through web-portal shall work in credit mode and billing shall be only settled in agreed mode/financial terms.

The Travel Management Company shall be shortlisted based on the given criteria-

Minimum-

- Accreditation with the International Air Transportation Association (IATA).
- Minimum experience of 5 years in travel management services.
- Annual turnover of more than 100 million INR (last 2 year average)

Desirable-

- Previous experience of having own web-portal facility for ticket reservations and extension of portal services to empanelled companies.
- Experience of serving International organizations/Funding agencies, embassies or reputed German Multinationals.

In submitting their Expression of Interest, the prospective service providers shall provide the following information's-

1. General Information:

- Brief company profile.
- Copy of IATA Accreditation Certificate.(please attach)
- Legal status of company with documentary evidence.
- Size of company and list of address of branch office worldwide and in the region

2. Business References:

- List of major corporate Clients / their contract details / and estimated Contract Value for last one year.
- Letter of reference from at least 2 major clients (please attach)

3. Financial solvency & Volume of Sales

- Financial solvency (Balance sheets and Income statements) for last 3 financial years
- Annual number of tickets issued (2011 & 2012)
- Annual international air tickets (2011 & 2012)

4. Technical Information

- Brief details of airline/online reservation system used for serving clients.
- Brief details of accounting process, system and software used in your company

Expression of interests from suppliers failing to provide the requested information will be disregarded.

The contract will be initially for two (2) year, with the option to extend the contract for a further period of two year.

Submission details

Interested Travel Agencies must provide information indicating that they are qualified to the above requirements and perform the services.

The EOI (Expression of Interest) and accompanying documents signed by authorized representatives, stamped and sealed in an envelope and marked “**EOI for Travel Services**” must be delivered not later than 17:00 **of 28 May 2013** to the following address:

Head – Procurement
GIZ Office
B-5/1, Safdarjung Enclave
New Delhi- 110029

EOI received after the above deadline will not be considered.

Interested Travel Agency may address their questions in regard to this EOI in writing to gtzproc@giz.de.

Deadline for receiving queries is **22 May 2013**. Replies to all queries will be provided latest by **24 May 2013** and will be uploaded on the website .

No Telephonic calls/in-person visits will be entertained and it may lead to disqualification of the company.

This EOI does not entail any commitment on the part of GIZ, either financial or otherwise. GIZ reserve the right to accept or reject any or all EOI without incurring any obligation to inform the affected applicant/s of the grounds.