

TERMS OF REFERENCE

GIZ Djibouti
Project: GIZ Country Office
PN: 94.9064.0-001.99

TRAVEL MANAGEMENT SERVICES

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Abbreviation

IATA	International Air Traffic Organization
SOTO	Sold Outside Ticketed Outside
MIS	Management Information System
CO2	Green Gas Emission
CSH	Corporate Sustainability Handprint
GIZ ET/DJ	GIZ Ethiopia and Djibouti

1.BACKGROUND

The Deutsche Gesellschaft für International Zusammenarbeit (GIZ) GmbH is an international cooperation enterprise for sustainable development with worldwide operations. Its corporate objective is working to shape a future worth living around the world. Sustainability stands at the core of the company's values.

GIZ is a German public-benefit company acting on behalf of the German government. As part of the German Development Cooperation, GIZ implements projects to support partners' development goals. The German-Ethiopian development cooperation concentrates on the three priority areas (I) sustainable economic development and vocational education, (ii) food security and agriculture as well as (iii) conservation and sustainable use of natural resources (biodiversity). Furthermore, GIZ supports the Ethiopian government in the areas of migration, energy, private sector development, health, and governance. GIZ's portfolio is recently clustered along the topics of regional, integration, climate change, skills development, employment, and private sector development.

2.OBJECTIVE

GIZ Ethiopia and Djibouti is hereby undertaking a solicitation of proposal from qualified Travel Management Company who would cover the provision of travel management and its related allied services hereafter referred to as "Travel Management Services."

3.SCOPE OF WORK

The proposed contract with the Travel Management company in Djibouti will cover procurement of airline tickets including domestic and International, train tickets, ground transport such as bus, car rental and other allied services such as issuance/delivery, revalidation, re-routing, reissuance, reconfirmation, processing refunds, cancellations, preferred seat blocking, web check-in, preparation of suitable itineraries (including alternative routings, departures and arrivals, rules, transit visa) and all other related services required only for-

- GIZ staff (for purpose of official travels)
- Duly approved authorized personnel like government officials or other participants attending meetings on official business for/on behalf of GIZ.

Travel Management Company may, as an additional facility, provide personal travel services to GIZ staff provided that this service does not in any way interfere with the efficient processing of Official Travel requirements.

Settlement of personal travel and related expenses shall be made directly between the parties concerned and the Travel Agent without involvement of GIZ.

The GIZ assumes no financial liability for such services.

Contract duration: 01.01.2025 – 31.12.2026 with option of extension of contract for one more year, acc. to chapter 13 of the ToR.

4. OVERALL REQUIREMENT

GIZ travel requirements for domestic and/or international travel shall be in line with the organization's policy. The Travel Management Company 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.

Travel Management Company shall have IATA accreditation, enough bank guarantee that can cover GIZ procurement of the ticket estimated amount DJB without any delays.

The Travel Management Company shall be able or shall have international partner travel agent to issue SOTO ticket with estimated amount of USD 100,000.00/monthly. The Travel Management Company shall have experience in handling corporate customer with

high volume of ticket booking. List of clients and partners with their booking volume is required to be submitted.

The Travel Management Company shall provide the necessary personnel to provide prompt, courteous and efficient service to GIZ. The number of staffs assigned, or dedicated personnel should be sufficient to meet all services required under this Terms of Reference. The composition of the staffs should be presented to GIZ in form of organigram. At least two finance, one sales representative, one back up travel advisor for the operational, besides the dedicated travel agent for GIZ.

The approximate travel volume of last 2 financial year of GIZ are 600,000. USD during the fiscal year of 2023-2024. The business is expected to grow further. GIZ key travel destination includes all of Europe and Africa.

Amongst other things, the following must be considered:

4.1 General Support

- The Travel Management Company shall provide routine travel services during working days, i.e., Sunday to Thursday (Business hours 8:00-17:00 hrs.) through its off-site implant which is deemed suitable for GIZ.
- In addition, Travel Management Company shall also provide efficient 24/7 hours assistance for emergency situations like urgent reservations, cancellation etc., due to any other reason whatsoever which requires immediate attention. One of the Travel Agents employee and alternate nominee should always be accessible 24/7. This employee should be able to issue the ticket. Travel agency shall submit emergency booking plan and contact number.
- Travel Management Company shall create dedicated email address as a communication tool with GIZ.

4.2 Reservation and Ticketing

- The Travel Management company shall only act on travel requests for official travel submitted through Concur System.
- The Travel Management Company shall book the most direct routing with all available alternatives.
- For GIZ African Union, some travel started from another country (mostly African

Country) and ended in a third country. For this type of travel, travel agent must be able to book and issue SOTO ticket. GIZ cannot take over the payment to a third vendor.

- GIZ holds contract with several international and national airlines in Ethiopia. We are aiming to get corporate agreement with international airlines for Djibouti. Travel Management Company shall be able to purchase those discounted fare from these airlines. The Travel Management Company must be expert, knowledgeable and prepared to offer special fares, restricted fares, discounted fares, and bulk fares for use whenever appropriate. Fares, which entail restrictive conditions e.g. low-cost carrier, shall only be booked with the approval of the GIZ.
- In the event that required travel arrangements cannot be confirmed, Travel Management Company shall notify the requesting party of the problem and present alternative routings/quotations for consideration.
- For wait-listed bookings, Travel Management Company shall provide regular feedback on status of flight and try for the confirmation.
- Travel Management Company shall issue accurate tickets and detailed itineraries, showing the status of the airline on all segments of the journey directly without any delay; where necessary tickets and billings shall be modified or issued to reflect changes affecting travel and make appropriate adjustments for any change(s).
- Travel Management Company shall inform GIZ of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings.
- Travel Management Company shall provide an information service to notify the GIZ and the traveler of such events as airport closings, canceled or delayed flights, trains, buses voyages and strike situations as well as of local political or safety conditions, which may affect travel to any particular destination.
- Travel Management Company shall provide all official travelers with seat availability, preferred seat allocation and web check-in on all airlines.
- Travel Management Company shall provide reconfirmation and revalidation of airline tickets, re-issued tickets which are returned as a result of changed routing or fare structures and printed itineraries showing complete information on status of reservations on all carriers.

4.3 Traveler's E-ticket and Itineraries

The Travel management company shall provide each traveler a complete, E-ticket receipt and itinerary document which includes the following:

- Flight number(s) and seat assignment(s);
- Confirmed upgrade (if applicable);
- Departure and arrival time(s) for each segment of the trip;
- Intermediate stops;
- The total ticket price which show fare breakdowns (inclusive all taxes)
- Any other information such as change in international date lines.

4.4 Other Services

- Travel Management Company shall assist in booking and reservation of train travel arrangements (Rail & fly) when applicable, in respect of international travel as and when required and in accordance with the approved GIZ travel policy.
- Travel Management Company shall provide adequate information on visas, passports, foreign exchange control regulation, redemption of miles and other government restrictions, as and when required.
- Travel Management Company shall maintain generalist profiles of all frequent travelers, like email id, mobile number for SMS updates, address, passport details and such other information as is useful to facilitate such travelers travel arrangements.
- As and when required the Travel Management Company shall provide the GIZ with travel data and reports consisting detailed analysis of the number of trips, destinations, carriers used etc. for GIZ internal usage.
- Travel Management Company 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.

4.5. Ground Transportation

The Travel Management Company shall provide GIZ with the transport booking within Djibouti. The services should be provided by well-known and qualified partner with the following criteria:

- The transport service covers; pick- up service at the airport, bus with different sizes and capacity including rental car

- Ensure that the choice of their partner is based on the best standard. The vehicle must be hygienic, well maintain, sustainable, equipped with safety standard and highly skilled and experienced drivers
- The booking request and detail as well as the payment is to be handled by the respective bookers from different project or from the event team at the Country Office

5.INVOICING SYSTEM

The Travel management company shall be equipped with a digital accounting system to cater for GIZ requirements.

All payments shall be made in accordance with the completed and approved deliverables such as-

- Original invoices (payment receipt and credit sales attachment) with stamp and sign as per the bookings, that substantiate all costs must be provided.
- No copies or emailed invoices will be processed.

The invoices are to contain the following minimum basic information and additional specific information relating to the indicated service provided:

Basic Information

1. Invoice number and Date
2. Travel Agent's name, address, office of issue, and consultant's name.
3. Total amount of the invoice (Inclusive of taxes and booking fee).

Air Travel Information

1. Date of Travel
2. Air ticket number
3. Airlines company name
4. Passenger's name
5. Flight Routing

6.BILLING/PAYMENT MODE

Travel Management Company shall carry out reconciliations on weekly basis. Weekly reconciliation is a summary of all ticket purchased within a week time. It must be provided with the given template, *annex 1*

Travel Management Company shall submit the request of payment (weekly reconciliation) along with the following documents:

1. Original invoice of each ticket
2. Payment receipts/ cash registration
3. Print out of passenger's e-ticket
4. Print out of travel application
5. Email request and offer from GIZ

GIZ Office release the payment within 15 working days (3 weeks) upon receiving weekly reconciliation and authentication of invoices.

This billing/payment process is non-negotiable and only companies who are willing to adept accordance to GIZ conditions shall further apply.

7.REFUND

In some cases, the travel is cancelled, and ticket is to be refunded before or after the tickets being paid by GIZ.

GIZ shall always be fully reimbursed by the Travel Agent(s) for partly or fully unutilized pre-paid tickets, subject to applicable regulations. Charges at carrier rate only, i.e.

no additional charges will accrue to the service provider except the amount of the cancellation fee which is advised by the time of the original ticket booking. Service fee is not refundable which is being collected by the time of ticket issuance

7.1 Refund of paid ticket

- a) Travel Management Company shall submit weekly report on ticket refunds every Monday to GIZ according to the specific template provided in the *annex 2*
- b) Travel Management Company shall process the refund at the airline and at GIZ immediately without any delay. GIZ expect to be reimbursed within 30 days.
- c) Travel Management Company shall send the original cheque with copy of invoice and the receipt.
- d) Travel Management Company shall give GIZ report of refund balance whenever required.

7.2 Refund of unpaid ticket

All the above mentioned refund process is valid for unpaid ticket as well, except that the original invoice of the ticket does not need to be submitted to GIZ, instead the travel

management company shall issue a refund invoice for the cancellation fee and booking fee.

8.REPORT

8.1 CO2 Report

The collection of flight data is part of the mandatory annual of GIZ CSH-process and is supported by an external service provider (South Pole Carbon Asset Management AG).

- GIZ will connect Southpole (in cc) with Travel Management Company for flight data collection which will calculate the emissions from the data provided, see annex 3.
- All communication with KlimAktiv must include gizflights@southpole.com and cs@giz.de.
- The data collection (instructions attached) always takes place without the collection of personal data. The data - if necessary - must be made **anonymous(!)**.

8.2 MIS (Management Information System)

The Travel management company shall be equipped with a fully automated system interfaced with the computerized reservation system to cater for GIZ requirements.

The Travel management company shall submit an example of the report quarterly and annually of all booking activity for transparency, data monitoring and the analysis of GIZ ET/DJ travel habits. The report should include minimum the following details:

- a) Executive summary of all booking which include the total spending of; air ticket with breakdown details of all fees, hotel, car rental, bus, train ticket, and all other services
- b) Top domestic which includes Air spend, city pair, hotel and class analysis (economy flexible or economy restricted) and name of top 10 traveler
- c) Top international which include Air spend, city pair, hotel and class analysis (economy flexible, economy restricted or business class) and names of top 10 traveler.

9. DEDICATED TRAVEL ADVISOR (Ref. 9 Technical Assessment Grid)

Travel Management Company shall set up two dedicated off-site implants.

In case of illness, leaves of the dedicated travel advisor, especially in high season, the travel agent shall provide an experienced replacement with similar qualification both online and/or offline, depending on the season. The dedicated travel advisor shall have the access to issue the tickets.

The successful Travel Management Company should dedicate two personnel providing services to the travel need of GIZ with the following minimum criteria:

- a) Each travel advisor should have minimum of 5 years strong travel management related experience (10 pts. each)
- b) Travel Advisor shall have good verbal and written English skill (5 pts. each) minimum B1 level
- c) Knowledge of various booking system (certificate) (5 pts. each)

The travel advisor will be invited for a structured interview, as part of the evaluation to confirm the fulfillment of the above criteria.

10. SUPPLIER RELATIONS

The Travel Agent shall not favor any particular carrier when making reservations. The Travel Agent(s) shall maintain excellent relations with all carriers for the benefit of the GIZ. However, Travel Management company may, in best interest of GIZ, can arrange for corporate tie-up with selected airlines after due diligence.

11. DATA PROTECTION

The travel agent shall strongly ensure protection of GIZ traveller's personal data. A range of technical and organisational measures shall be in place to ensure that the data is protected against accidental or malicious manipulation, erasure and unauthorised access. These measures are updated in line with technological advances and adapted to changes in risk on an ongoing basis. (in ref. please also see Annex 4)

12. REQUIREMENTS ON THE FORMAT OF BID

The structure of the bid must correspond to the structure of the ToRs. In particular, the detailed structure of the concept is to be organized in accordance with the positively weighted criteria in the assessment grid (not with zero. It must be clearly formulated. The bid is drawn up in English (language).

The complete bid shall not exceed 10 pages (excluding CVs).

The CVs of the personnel proposed in accordance with Chapter 9 of the ToRs must be submitted. 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. The CVs shall be submitted in English (language).

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

Please calculate your price bid based exactly on the costing requirements stated in the attached price sheet, following the given specifications.

The standard for evaluating the offers will be 70 % technical assessment following the requirements in the document Technical Assessment Grid_Corporate Travel Agent_2024, and 30 % assessment of the financial offer.

13. OPTION

After the tasks put out to tender have been completed, important elements of these tasks can be continued or extended within the framework of a follow-on assignment. Individual points:

Type and scope: *GIZ foresees the option to extend the contract duration for one more year until **31.12.2027**, keeping the same scope as foreseen per year in the contract period before. If GIZ chooses to draw the option, the contractor will be informed no later than on **30.06.2026**. The option becoming effective is subject to the results of the original commission.*

Annexes:

1. Weekly Reconciliation
2. Refund list
3. Data Protection
4. Flight data requirement for emission