

Annex-I – Terms of Reference

Air Ticketing Services:

1. Handle ticketing requests sent by e-mail or phone call from responsible staff members of DRI;
2. Reservations shall be made in Economy class. Above Economy class may only be quoted provided that no seats are available and issue air ticket only after authorised person's approval from Democracy Reporting International;
3. The itineraries offered should be the best economical in terms of best value for money.
4. Itineraries shall be presented in English and where possible, with three itinerary options indicating the times of departure/arrival (always local time) with a price including fare + taxes and the deadline for issuing the ticket;
5. All itineraries quoted must include the price of luggage;
6. All itineraries quoted must include the CO2 offsetting charges;
7. All itineraries presented must be logistically feasible for the passenger to make connecting flights;
8. Flexible tickets, especially for long flights or flights in unstable countries, should be proposed if the price difference is minor.
9. Reservations are to be kept on hold for at least 24 hours or alternatively to indicate when sharing the offers, the maximum period the airlines are offering.
10. Inform when a visa is required for entering a country.
11. Confirm reservations, issue, and deliver air tickets;
12. The travel agency shall provide services from **Monday to Friday 0900 Hrs – 1800 Hrs** and should ensure response with itinerary within **four hours** after request
13. The travel agency shall provide emergency services outside regular working hours through a 24-hour phone number, available to Democracy Reporting International;
14. All authorised DRI representatives should be allowed to use the emergency services.
15. The travel agency must accept payments through bank transfer after receiving original invoice; Payments of services provided shall be released within (30) thirty days after submission and acceptance of invoices; and original supporting documentation;
16. All travel agency personnel providing services under this contract shall be proficient in English.
17. Travel agency should have a partnership with a CO₂ offsetting company.

Annex II
Tender Submission Form

(To be printed on company letterhead, signed, dated, and stamped)

Date:

Elena Perelmuter
Democracy Reporting International gGmbH
Prinzessinnenstr. 30, 10969 Berlin
Email: e.perelmuter@democracy-reporting.org
Tel: 030 27877300

Subject: **Submission of Tender for Provision of Travel Services**

We, the undersigned, apply for the subjected tender and declare that:

(a) We have examined and have no reservations to the tender documents, including any Addendum (or Addenda to the same effect), issued by the Democracy Reporting International gGmbH (DRI) in accordance with Instructions to Applicants.

(b) We understand that you may cancel the tendering process at any time, informing all providers that had been invited to submit a bid. We understand that our proposal may not be considered if it does not comply with the requirements outlined in the Call for Tenders.

(c) The following information shall be used by Democracy Reporting International to notify us:

Name of Designated Person (person handling the tender):
Postal Address:
Tel/Cell:
Fax:
Official Email:

Best regards,

Signature of an authorized representative(s) of the Agency
Name:
Designation:
Address:

Annex III – Proposer Information Form

(Note: Please complete this section in full)

About the Company/Firm:

Registered Name:	
IATA Registration Number:	
Handelsregisternummer:	
Umsatzsteuer-Identifikationsnummer:	
Company Address with telephone / email:	
Proposer's Authorized Representative: (Name/Designation/ Address/ Tel/Cell, Fax/ Email)	
Branch Offices/address (if any):	

Annex-IV Technical & Financial Proposal Form

Technical Proposal:

Section-1:

Please provide detailed organizational profile, total year of experience in the business.

Section-2:

Details of your operational office in Germany, address, telephone, fax, email, designated contact person for DRI;

Section-3:

Please elaborate if your firm can provide 24-hour services, the designated person in office and after office hours, access through cell phone, email etc. the designated person should be proficient in the English language;

Section-4:

Please note your average response time after receiving a request/communication from client.

Section-5:

Annexes (copies of: IATA Registration Certificate; Handelsregister; USt-ID Nummer; certificate of cooperation with CO₂ offsetting company, etc.)

Financial Proposal:

Please provide three different tariffs for the following connections, for 1 person.

The three tariffs may be with any airline carrier (so long as the carriers have a safe reputation)

Please indicate penalties to be charged if this flight is cancelled:

72 hours before travel

2 weeks before travel

Booking date: 17 January 2018

Travel Date: 20 March 2018

Return Date: 29 March 2018

- Berlin – La Paz – Berlin; Economy class
- Brussels – Manila – Brussels; Economy class

Note:

1. *All ticket prices must be final with all charges included;*
2. *All itineraries must include GDS printout;*
3. *Please indicate total traveling time for each itinerary;*
4. *All relevant information about the flight must be included (type of flight, transit, luggage, etc);*

Annex –V Criteria for Evaluation of Technical & Financial Proposals

S#	Technical Proposal Evaluation:	Maximum Marks
1.	Organizational Profile, total years of relevant experience in field since inception of business operations as registered travel agent (1 mark per year, max marks for 15 years plus experience)	15
2.	Fully Operational Offices in Germany	5
3.	Provision of 24/7/365 days services: 5 Marks – for established office hours; 10 Marks – after hours	15
4.	Responsiveness with itinerary within four hours after request	10
5.	Certificates (copies, not originals): <ul style="list-style-type: none"> • IATA Registration Certificate (1 Mark) • Handelsregister (1 Mark) • USt-ID Nummer (1 Mark) • Certificate of cooperation with CO₂ offsetting company (2 Marks) 	5
<i>Sub-Total Technical Proposal Evaluation:</i>		50
<i>Only Firm, who secure 70% marks in technical evaluation will be qualified for financial evaluation.</i>		
Financial Proposal Evaluation:		
7.	Length of trip <ul style="list-style-type: none"> • For Example: Bidder A, B, C has quoted 10hrs, 14hrs and 24hrs respectively. So, calculation would be: For A: $10/10 \times 20 = 20.00$ Marks For B: $10/14 \times 20 = 14.29$ Marks For C: $10/24 \times 20 = 8.33$ Marks 	20
8.	Lowest Financial Proposal/ Proposal Under Review x 20 = <ul style="list-style-type: none"> • The lowest will get full 20 marks and the rest will get proportionate marks as per their financial offer in relation to the lowest bid submitted; • For Example: Bidder A, B, C has quoted 395, 412 and 453 respectively. So, calculation would be: For A: $395/395 \times 20 = 20.00$ Marks For B: $395/412 \times 20 = 19.17$ Marks For C: $395/453 \times 20 = 17.44$ Marks 	20
9.	Lowest cancellation charges offer/offer Under Review x 10= <ul style="list-style-type: none"> • The lowest will get full 10 marks and the rest will get proportionate marks as per their cancellation charges offer in relation to the lowest bid submitted; • For example: Bidder A, B, C has quoted 200, 400 and 500 respectively. So, calculation would be: For A: $200/200 \times 10 = 10.00$ Marks For B: $200/400 \times 10 = 5.00$ Marks For C: $200/500 \times 10 = 4.00$ Marks 	10
<i>Sub-Total Financial Proposal Evaluation:</i>		50
Total Marks:		100

Annex –VI Financial Proposals Submission Form

S#		Tariff 1	Tariff 2	Tariff 3
1	Berlin – La Paz - Berlin			
2	Brussels – Manila – Brussels			

Important Note: Please provide print-outs of GDS for all reservations otherwise it will not be treated as valid.

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All ticket prices must be final with all charges included.

Please indicate total traveling time for each itinerary.