

Terms of Reference

Subject: Travel arrangements for all GIZ national and international staff in Afghanistan
Project: GIZ Office Kabul, Afghanistan
PN: 03.9206.8-001.00

1. SHORT DESCRIPTION OF THE PROJECT

The Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH has supported Afghanistan's reconstruction since 2002. Our work is mainly commissioned by the German Federal Ministry for Economic Cooperation and Development (BMZ) and other German ministries such as the Federal Foreign Office (AA) and the Federal Ministry of Defence (BMVg). We also work for a number of international donors, including the World Bank and the Government of the Netherlands. We opened our office in Kabul in 2002.

In total, GIZ has around 70 seconded international and more than 1,250 local staff working on around 30 projects in Afghanistan - more than in any other country. In addition, experts from Germany's Centre for International Migration and Development (CIM) are deployed in key positions in Afghan ministries, government institutions and other organizations. Development workers and peace experts are also sent to Afghanistan. Our activities focus on improving living conditions, especially for the rural population.

GIZ intends to conclude a framework agreement with an IATA accredited travel agency. The agreement shall cover the travel arrangement for all national and international air tickets of our international and national staff.

In 2019, GIZ purchased national and international tickets at a value of approximately USD 2,000,000.00. We expect the annual figures of international tickets to remain at this level.

Our tickets generally include both economy and business class tickets, depending on the total length of each travel.

2. OUTLINE OF SERVICES REQUESTED / DELIVERABLES

The products and services include, but are not limited to, the following:

- All national and international air tickets for all GIZ employees in Afghanistan are managed and booked by the Travel Agency. A travel request form (different for national or international flights) is filled by the passenger and submitted to the Agency by email. The form includes name, project reference, superior, travel plan and preferred travel time of the passenger.
- The booking and confirmation of GIZ air tickets should be done by the agency's focal person. The travel agency will provide the required hard- and software to connect the staff to the booking system used by the travel agency (at own cost). Furthermore, the Travel agency should provide the availability of customer designed online cooperate tools and mobile applications.
- GIZ intends to conclude corporate agreements with major airlines like Turkish airlines, Emirates and KAM AIR. The travel agency is intended to be part of the negotiations with the mentioned airlines.
- Upon passenger confirmation (and submission of necessary booking forms), the staff has to process the booking and issue and distribute the ticket to the passenger. The

staff, upon request, will process changes in bookings and request for refunds from airlines in case of cancellations.

- A 24/7 availability needs to be ensured. The staff has to be available immediately 24/7 especially during GIZ's normal working hours Sunday to Thursday, 8:00 - 16:30 as well as before and afterwards due to the regular absences of our international colleagues with several worldwide destinations. Urgent booking requests (in particular ticket changes and cancellations) need to be followed up anytime within two hours latest and finalized within three hours.
- Travel agency shall provide information on airline tickets schedules.
- Travel agency shall advise market practices and trends that could result in further savings for GIZ including the use of corporate travel booking tools with automated travel policy compliance and enforcement.

Additionally, the travel agency should also elaborate in detail:

- Possibilities to support evacuation procedures
- Online platform for flight booking and monitoring purpose / specific to GIZ
- Branches / offices and contact persons in Kabul, Mazar-e-Sharif and Dubai
- Further branches / offices outside of Afghanistan

3. Visa & Hotel booking

Additional services for regular visa applications for Dubai and hotel bookings outside Afghanistan can be conducted.

4. Submission of proposal to offer services

- Corporate agreements with major airlines TK, EK and Kam Air.
- Customer-designed online cooperate booking tools and/or mobile app
- The Agency detailed profile
- Copy of Valid IATA Certificate of Accreditation
- Working experience with other international clients in AFG, Dubai and region (name of clients and contact person)
- 24/7 Hotline and / or email availability
- The framework agreement will be awarded to two (2) different companies for obtaining or collecting most economical tickets based GIZ's request.

5. Invoicing

The selected travel agency shall invoice GIZ on a weekly basis. The invoice should state the following.

- Total ticket price,
- The applicable discount
- The amount of service fee charged
- Project reference number as given by the passenger plus name of traveler, travel dates (outbound / inbound), class, charges for flight changes / cancellations, ticket type (domestic / international), airports (departure / arrival), booking reference no. + ticket no. and airline + airline code. Invoices shall be submitted in hard and scan copy and sorted by project reference number.

6. Reporting

- A booking overview with all information as on the invoices has to be provided on a monthly basis.
- Travel management reporting based on request for all flights (national and international)

7. Time Frame

GIZ intends to conclude a framework agreement for one year, starting with the earliest date of the current tendering process. This agreement includes the option of extension for up to another twelve months.

8. Place(s) of Assignment

Kabul, Afghanistan

Note: Any additional service apart from this contract is not permitted.