

**Call for Expressions of Interest**

**“Framework Contract for Travel Agents for International and Domestic Flights”**

The Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH is a government-owned enterprise with international operations. We implement commissions for the German federal government and other national and international, public, and private-sector clients.

This request for Expression of Interest aims to pre-qualify eligible companies/ travel agents with proven capacity to carry out GIZ international and domestic flight bookings for all our experts, national personnel, and partners. In this regard, GIZ is inviting all eligible companies to express their interest for the **“Framework Contract for Travel Agency for International and Domestic Flights”** per the following scope ofservices:

**OBJECTIVE:**

The primary objective in line with the GIZ interventions is a requirement of a Travel Agent for both domestic and international flight bookings for all our experts, national personnel, and partners.

**REQUIRED SERVICES**

This framework contract requires the engagement of a travel agency that will perform and provide the following services:

International, local, and regional Flights (Fiji and Pacific Islands):

* Handling international travel requirements by documentation of itineraries of the most direct route to one’s destination, and flight bookings, providing up-to-date information regarding flight schedules and cancellations at the most reasonable rates.
* Visa procurement for respective destinations
* Administration of Corporate Mileage Account
* Information on CO2 Emissions per traveler/ticket

**ADDITIONAL REQUIREMENTS**

* Assignment of an exclusive travel consultant/focal personnel/direct contact/key account manager exclusive for GIZ Fiji and Pacific Islands,
* After-office hours assistance for urgent flight reservations, cancellations, and ticketing requests.

Refer to the Terms of Reference (TOR) for the detailed scope of services among other relevant information.

**MINIMUM ELIGIBILITY REQUIREMENTS**

The EOI must include:

1. **Commercial Eligibility Requirements:**
2. Government Registration Documents
	1. Company/firm registration details.
	2. Tax Compliance Certificate
3. Average annual turnover (revenue) for the last 3 financial years
4. Current number of employees
5. **Technical Eligibility Requirements**
6. Updated company profile with years of experience/operations and description of travel services/products offered.
7. List of completed and on-going contracts relevant to the services being tendered from 2018.
8. List of clients from international organizations/ development organizations like GIZ.
9. Annual flights volume/quantity of air ticket sold for the last 3 years (International and/or Domestic)
10. Accreditation and Memberships (local and international)
11. Information of branch offices outside Fiji and Pacific

**APPLICATION PROCESS**

The EOI shall be open for eligible firms based in Fiji.

For the detailed Terms of Reference (TOR) or queries relating to this consulting assignment, please contact Sunny Deo at sunny.deo@giz.de

Note: At this stage, only the minimum eligibility documents are required. Please do not submit the technical or financial offer yet.

**SUBMISSION OF EOI & ELIGIBILITY DOCUMENTS**

Interested bidders must submit their Letter of Expression of Interest (EOI) and the minimum eligibility requirements in a sealed and labelled envelope to:

**Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH**

**GIZ Project Administration Unit - Suva**

**Level 3, Module 2, Plaza 1, FNPF Building, DownTown Boulevard**

**33 Ellery Street, Suva Fiji**

With the following inscription/label as follows:

**EOI and Eligibility Docs: Framework Contract with Travel Agency - CN 83423105**

**DEADLINE FOR SUBMISSION**

**On or before 10 December 2022 (not later than 5:00 p.m.)** Note: GIZ office hours: 9am to 5pm, Mon – Fri.

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| *Received eligibility documents shall be evaluated respectively based on set criteria. Only shortlisted travel agency will be requested to submit a bid subject to the GIZ bidding procedures and conditions.* |