



Request for Proposals

PROVISION OF TRAVEL AGENCY SERVICES

Reference: RfP 2/2018

Contents

1. SUBJECT OF THE REQUEST FOR PROPOSAL	2
2. PARTICIPATION	2
3. CONTENTS OF PROPOSALS	2
4. TECHNICAL OFFER	2
5. FINANCIAL OFFER	4
6. PERIOD DURING WHICH PROPOSALS ARE BINDING	4
7. ADDITIONAL INFORMATION BEFORE THE DEADLINE FOR SUBMISSION OF PROPOSALS	4
8. SUBMISSION OF PROPOSALS	4
9. WITHDRAWAL OF PROPOSALS	4
10. COSTS FOR PREPARING PROPOSALS	5
11. EVALUATION OF TECHNICAL AND FINANCIAL OFFER	5
12. SELECTION AND AWARD CRITERIA	5
13. INFORMATION ON SELECTION OF THE MOST FAVOURABLE APPLICANT	6
14. GROUNDS FOR EXCLUSION	7
15. CONFIDENTIALITY	7
16. SIGNATURE OF AGREEMENT	7
17. CONFLICT OF INTEREST	7
ANNEX I TERMS OF REFERENCE	9
ANNEX II FINANCIAL OFFER	12
ANNEX III VOLUME OF SALES	14
ANNEX IV STATEMENT OF EXCLUSION	15
ANNEX V PROPOSAL SUBMISSION FORM	16

1. SUBJECT OF THE REQUEST FOR PROPOSAL

“Service contract for provision of airline ticketing and other related travel agency services to the RAI SECRETARIAT”.

The RAI SECRETARIAT plans to sign the Cooperation Agreement with travel agency for the above services for an initial period of one year with a possibility of extension.

TIMETABLE

ACTION	DATE	TIME
Publication of the Request for Proposals (RfP)	26 January 2018	
Deadline for submission of proposals	15 February 2018	16:00 CET

2. PARTICIPATION

Participation in this RfP procedure is open to the respective legal entities from Bosnia and Herzegovina (BiH), travel agencies with **extensive experience** in conducting airline ticketing services and other related travel services.

3. CONTENTS OF PROPOSALS

The offers, all correspondence and documents related to the RfP exchanged by the applicant and the RAI Secretariat must be written in English. Supporting documents (i.e. registration forms) furnished by the applicant may be in one of local languages.

4. TECHNICAL OFFER

The Technical Offer must be prepared in accordance with **the instructions below** and include the following information about qualifications of the Applicant:

- **Expertise of the Agency:**
 - Profile of Travel Agency
 - Classification (IATA Accreditation)
 - Years of establishment
 - Years of IATA membership
 - Years of experience with other major international organisations in the area/list of contractors
 - Size of Agency (capital, branch offices, number of employees)
 - Volume of sales (no. of travellers, annual international air ticketing)
 - Personnel competences (experience of travel experts)

- **Professional Competencies of Senior Travel Expert**
 - Qualifications
 - Professional Experience
 - Skills (English Language, Computer Skills (Amadeus, MS Office))

REQUIRED DOCUMENTS

Expertise of the Agency:

- General Information/Profile of the company
- Copy of company and tax registration
- Copy of IATA Accreditation Certificate

Business References:

- List of Major Corporate Clients / Duration of cooperation

Volume of Sales for 2014, 2015, 2016 (see Annex III)

- Number of travellers
- Annual international air tickets turnover (EUR)

Size of Agency:

- List of name(s) (if any) and address(s) of branch office(s)
- Number of employees in head office and branch office(s), if any

Personnel Competencies

- Curriculum Vitae of at least two (2) staff members qualified and competent to sell international air transportation. Proof of registration as employees of the travel agency must be submitted.

Professional Competencies of Senior Travel Expert

- Please appoint one senior staff travel expert who will be a focal point for the implementation of the contract.
- Curriculum Vitae of senior staff travel expert

In addition to the above, the following administrative documents need to be submitted:

- Statement of Exclusion (Annex IV)
- Proposal Submission Form (Annex V);

We would highly appreciate if your answers to the above are as clear and explicit as possible to facilitate ease of analysis/selection process, and to determine whether the documents are complete, properly signed, and whether the technical offer is generally in order. The offers determined as not substantially responsive will be rejected and may not subsequently be made responsive by the Applicant by correction of the non-conformity.

5. FINANCIAL OFFER

The financial offer must be submitted **in the format of Annex II**.

6. PERIOD DURING WHICH PROPOSALS ARE BINDING

Applicants are bound by their offers for 30 days after the expiry of deadline for the submission of offers. In exceptional cases, before the period of validity expires, the RAI Secretariat may ask applicants to extend the period for a specific number of days, which may not exceed 20 days.

7. ADDITIONAL INFORMATION BEFORE THE DEADLINE FOR SUBMISSION OF PROPOSALS

Potential applicants may send in additional questions. Questions shall be sent in English no later than five (5) days before the submission deadline to vacancy@rai-see.org. Answers will be provided no later than three (3) days before the deadline for submitting proposals. All questions received and related answers will be published on the RAI website in order to give a fair, transparent and equal treatment to all Applicants. Information on senders will not be disclosed.

8. SUBMISSION OF PROPOSALS

Proposals must be submitted by 15 February 2018, **by 16.00 Central European Time**, via regular post providing the offer is received by the above date and time or hand-delivered directly to the RAI Secretariat to the following address:

**Regional Anti-corruption Initiative Secretariat
Attention to: Finance and Administrative Officer
Fra Andjela Zvizdovica 1, B/5
71000 Sarajevo
Bosnia and Herzegovina**

Proposals submitted after the deadline for submission will not be considered.

Proposals must be submitted in single sealed envelope.

The envelope should carry the following information:

- Address for submission of bids indicated above;
- Reference code of the RfP procedure to which the applicant is responding: **RfP 2/2018**;
- Name of the applicant.

9. WITHDRAWAL OF PROPOSALS

Applicants may alter or withdraw their offers by written notification prior to the deadline for submission of offers. No offer may be altered after this deadline.

10. COSTS FOR PREPARING PROPOSALS

No costs incurred by the applicant in preparing and submitting the offer shall be reimbursable. All such costs shall be borne by the applicant.

11. EVALUATION OF TECHNICAL AND FINANCIAL OFFER

The technical proposal is evaluated on the basis of its responsiveness to the Terms of Reference (ToR), Annex I.

The offers will be evaluated based on the following requirements:

- 1. Expertise of the Agency, and full time travel experts;
- 2. Professional competencies of the senior travel expert;
- 3. Financial evaluation based on Annex II.

The offer with the lowest total financial offer receives 100 points. The others are awarded points by means of the formula:

Financial score = (lowest total fees/total fees of the bid being consider) x 100.

12. SELECTION AND AWARD CRITERIA

Selection of the most favourable applicant will be internal, in accordance with defined evaluation and award criteria and the RAI Secretariat’s procedures.

The agreement will be signed with the highest qualified applicant based on the skills and expertise of the proposed applicant, the quality of the technical proposal and the cost effectiveness of the financial offer.

The best value for money is established by weighing technical quality against price on 60/40 basis. This is done by multiplying:

- the scores awarded to the technical offers by 0.60
- the scores awarded to the financial offers by 0.40

The evaluation forms for technical evaluation are as such:

Evaluation of the Technical Proposal		Scores Obtainable	Agency				
			A	B	C	D	E
1.	Expertise of Agency and travel experts	80					
2.	Expertise of Senior Travel Expert	20					
Total		100					

Evaluation of the Expertise of the Agency		Scores Obtainable	Agency				
			A	B	C	D	E
1.1	Reputation of Travel Agency: <ul style="list-style-type: none"> ▪ Major corporate clients/ international organisations/contract details 	10					
1.2	Capacity and Experience of Travel Agency: <ul style="list-style-type: none"> ▪ Year of establishment ▪ Years of IATA membership ▪ Size of Agency (capital, branch offices, number of employees) 	10					
1.3	Professional and Financial Competencies and Volume of Business: <ul style="list-style-type: none"> ▪ Volume of sales (annual international air tickets, number of travellers) ▪ Personnel Competence (professional experience fulltime travel staff members) 	50					
Total		80					

Evaluation of Senior Travel Expert		Scores Obtainable	Agency				
			A	B	C	D	E
1.1	Qualifications and Skills (English Language, Computer Skills (Amadeus, MS Office))	10					
1.2	Professional Experience	10					
Total		20					

13. INFORMATION ON SELECTION OF THE MOST FAVOURABLE APPLICANT

The RAI Secretariat shall inform applicants of decisions as soon as possible, not later than 15 days after the deadline for submission of proposals, including standard letter of thanks for participation for unsuccessful applicants.

The applicants wishing to receive a feedback may send a request within 7 days after receipt of the standard letter of thanks.

The request may be sent to the E-mail address vacancy@rai-see.org or to the address of the RAI Secretariat:

Regional Anti-corruption Initiative Secretariat
Attention to: Finance and Administrative Officer

Fra Andjela Zvizdovica 1, B/5
71000 Sarajevo
Bosnia and Herzegovina

14. GROUNDS FOR EXCLUSION

Applicants will be excluded from participation in a procurement procedure if it is known that:

- (a) They are bankrupt or being wound up, or having our affairs administered by the courts, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
- (b) They have been convicted of an offence concerning our professional conduct by a judgment of a competent authority;
- (c) They have not fulfilled obligations relating to the payment of social security contributions and the payment of taxes
- (d) They have been the subject of a judgment which has the force of *res judicata* for fraud, corruption, involvement in a criminal organisation, money laundering or any other illegal activity.

As part of their Application, each legal entity must submit a signed declaration of Exclusion (Annex IV)

Agreement shall not be signed with applicants who, during the procurement procedure, are:

- (a) Subject to a conflict of interest;
- (b) Guilty of misrepresentation in supplying the information required by the RAI Secretariat as a condition of participation in the procurement procedure or fail to supply this information.

15. CONFIDENTIALITY

The entire evaluation procedure is confidential.

The Evaluation Committee's decisions are collective and its deliberations are held in closed session. The members of the Evaluation Committee are bound to secrecy.

The evaluation reports and written records, in particular, are for official use only.

16. SIGNATURE OF AGREEMENT

The successful applicant will be informed in writing that their offer has been accepted.

The selected applicant is expected to sign and date the Cooperation Agreement and return it to the RAI Secretariat within 7 days from the receipt of the Agreement. Other applicants will be informed that their offers were not accepted by means of a standard letter.

The Cooperation Agreement with selected applicant will be signed for an initial period of one year with a possibility of extension.

Agreement proposal is not provided at this stage.

17. CONFLICT OF INTEREST

The selected applicant shall take all necessary measures to prevent or end any situation that could compromise the impartial and objective performance of the agreement. Such conflict of interests could arise in particular as a result of economic interest, political or national affinity,

family or emotional ties, or any other relevant connection or shared interest. Any conflict of interests which could arise during performance of the agreement must be notified in writing to the RAI Secretariat without delay.

The selected applicant shall refrain from any contact which would compromise its independence or that of its personnel. If the selected applicant fails to maintain such independence, the RAI Secretariat may, without prejudice to compensation for any damage which it may have suffered on this account, terminate the agreement forthwith.

RAI Secretariat has a zero tolerance on fraud and other proscribed practices and is committed to preventing, identifying and addressing all such acts and practices against RAI, as well as third parties involved in RAI activities. RAI expects its suppliers and service providers to adhere to the rules of [Ethical Conduct](#).

Each member of the Selection Committee (and Head of Secretariat) shall sign a statement declaring they are not in situation potentially falling into the conflict of interest in a given procurement procedure.

ANNEX I TERMS OF REFERENCE

A. Background

REGIONAL ANTI-CORRUPTION INITIATIVE

Regional Anti-corruption Initiative's mission is to lead regional cooperation to support anticorruption efforts by providing a common platform for discussions through sharing knowledge and best practices. RAI's motto is: "We look for better anti-corruption solutions together".

Regional Anti-Corruption Initiative (RAI) is an intergovernmental regional organization, which deals solely with anti-corruption issues, covering the nine member states: Albania, Bosnia and Herzegovina, Bulgaria, Croatia, Macedonia, Moldova, Montenegro, Romania and Serbia.

It is a product of states' cooperation, institutionalized by signing the Memorandum of Understanding concerning cooperation in fighting corruption through Regional Anti-Corruption Initiative (previously known as Stability Pact Anti-Corruption Initiative – SPAI), signed in 2007 and the Protocol amending the MoU, signed in 2013.

The organization's Secretariat is based in Sarajevo, Bosnia and Herzegovina.

More information on the RAI work is available at www.rai-see.org.

The average annual volume of tickets procured by the RAI Secretariat in 2016 and 2017 was approximately EUR 100.000. Ticketing volume in the period to come is expected to remain at the comparatively similar level. RAI Secretariat makes no commitment to purchase requested services. The scope of services will depend on actual needs.

B. Description of Responsibilities

The RAI Secretariat will assign staff members who shall serve as the focal point for the following:

- Issuance of travel requests, answering questions, coordination of travel arrangements;
- Agreement administration;
- Perform inspection of services, including verification of fares, rates, etc.

C. Expected Qualification of the Travel Agency

The successful travel agency shall have the following minimum qualifications:

- Accredited Travel Agency;
- Maintains a good track record in serving international organisations, embassies and medium to large multi-national corporations;
- Employs competent and experienced travel experts, especially in ticketing and fare computations, as evidenced by their track record in their Curriculum Vitae;

- Maintains facilities of on-line booking / airline reservations (i.e. Amadeus, Galileo or World Span), international ticketing;
- Willing and able to guarantee the delivery of products and services in accordance with purchaser's requirements.

The successful travel agency shall be required to devote:

- **One Senior Travel Expert who shall be responsible for the management of travel services to the RAI Secretariat offices; and**
- **At least three (2) fulltime qualified travel experts providing dedicated services to the travel needs of the RAI Secretariat.**

Minimum qualifications of the Senior Travel Expert:

- Senior Travel Expert with a certified diploma in ticket sales (Amadeus or equivalent), minimum five (5) years of practical experience in the provision of travel services, operating the automated reservation and ticketing systems;
- Has good written and verbal English language skills;
- Has adequate authority to make decisions for the timely resolution of problems;
- 24 hours a day access to emergency service and necessary delivery of tickets as required by the RAI Secretariat to the required destinations.

Minimum qualifications of the travel experts:

- Travel expert with a certified diploma in ticket sales (Amadeus or equivalent), minimum two (2) years of practical experience in the provision of travel services, operating the automated reservation and ticketing systems;
- Has good written and verbal English language skills;
- Has adequate authority to make decisions for the timely resolution of problems;
- 24 hours a day access to emergency service and necessary delivery of tickets as required by the RAI Secretariat offices to the required destinations.

D. Scope of Work and Expected Outcomes

The successful Applicant shall provide full, prompt, accurate and expert international and domestic travel products and services to staff of the RAI Secretariat, in accordance with the RAI Secretariat policies and procedures. The products and services required by the RAI Secretariat include, but are not limited to, the following:

1) Reservation and Ticketing

- For every duly approved RAI Secretariat duty trip request the travel agency shall immediately make offers **on more than one airline operating the route** and prepare appropriate itineraries and formal quotation based on the lowest fare and the most direct, convenient, and economic routing, unless requested differently by the RAI Secretariat;
- Upon confirmation of the most convenient itinerary by RAI Secretariat focal point(s), the travel agency shall promptly issue and deliver accurately printed tickets and detailed itineraries (in electronic format);

- In the event that required travel arrangement cannot be confirmed, travel agency shall notify the requesting party of the problem and present alternative routings/quotations for considerations;
- Travel agency shall reconfirm and revalidate airline tickets, re-issue tickets which are returned as a result of changed routing or fare structures and printed itineraries;
- In the event of flight cancellation, travel agency shall immediately notify the RAI Secretariat and offer alternative routes/dates;
- Travel agency shall process duly authorised flight changes/cancellations when and as required and take care that in such cases (and if possible), cancellation fees and charges imposed by the airlines are avoided;
- Travel agency shall immediately process airline refunds for cancelled travel requirements / unutilised pre-paid tickets and credit these to the RAI Secretariat when issuing the invoice;
- Travel agency shall issue and deliver status of the issued tickets on all segments of the journey (in electronic format) not later than seven days upon journey finalization;
- Travel agency shall accurately advise the RAI Secretariat focal points of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings; and
- Travel agency shall handle arrangements during weekends and official holidays.

2) Travel Information / Advisories

- Travel agency shall provide quick reference for requested destinations;
- Travel agency shall provide RAI Secretariat focal point(s) with a complete automated itinerary document to include carrier(s), flight and voyage numbers, departure and arrival times(s) for each segment of the trip, tax exempt information, etc.;
- Travel agency shall, inform RAI Secretariat focal point(s), upon booking confirmation, of flight/ticket restrictions, involuntary stop-overs, hidden stops, and other inconveniences of the itinerary and provide required documentation for travels;
- Travel agency shall promptly notify RAI Secretariat focal point(s) of airport closures, delayed or cancelled flights, as well as other changes that might affect or will require preparations from travellers, sufficiently before departure time; and
- Travel agency shall provide 24 hours telephone, fax and e-mail services to facilitate communication in case of emergency whether inside Bosnia and Herzegovina or from abroad.

3) Billing and Invoice

- **Travel agency shall send a cumulative invoice to the RAI Secretariat, listing individual flights. Such invoice will be sent monthly. The RAI Secretariat shall provide payment to the travel agency by bank transfer after the approval of each transaction and within a maximum period of 15 days from invoice receipt.**

ANNEX II FINANCIAL OFFER

Airlines Discounts: Please indicate if the travel agency has a corporate discount with an airliner

AIRLINES	DISCOUNT (%)
Austrian Airlines	
Lufthansa	
Turkish Airlines	
Other	

RAI SECRETARIAT destination (Air Ticket)	Airline fee including airport taxes and fees 1	Agency fee Ticket Service Charges (TFC) EUR 2	Any other charges or fees 3	Gross Ticket Price 4
Tirana				
Sofia				
Zagreb				
Skopje				
Chisinau				
Podgorica				
Bucharest				
Belgrade				
Vienna				
Brussels				
Ljubljana				
Prishtina				
Warsaw				
Tbilisi				

Istanbul				
Rome				
Paris				

Notes:

- All prices to be indicated in EUR,
- Most direct/most economy return air tickets to be quoted,
- Departure from Sarajevo / arrival to Sarajevo for all above mentioned quotations required,
- Fare rules: change reservation dates not permitted, 1 piece of checked baggage
- Date of Travel: departure from Sarajevo **19 March 2018**, return to Sarajevo **21 March 2018** (in case there is no flight option on specified dates, the option on previous date closest to the specified date shall be quoted)

ANNEX III VOLUME OF SALES

Turnover statements			
	2014	2015	2016
Total turnover from airline ticketing	EUR	EUR	EUR
Number of travellers	xxx	xxx	xxx

ANNEX IV STATEMENT OF EXCLUSION

/DRAFT/

Statement

<As part of their Application, each legal entity must submit a signed declaration using this format. >

We have examined and accept in full the content of the dossier for Request for Proposals No <.....> . We hereby accept its provisions in their entirety, without reservation or restriction.

This offer is valid for a period of <....> days from the final date for submission of Proposal.

We are not in any of the situations excluding us from participating in procurement procedure, namely;

- we are not bankrupt or being wound up, or having our affairs administered by the courts, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
- we have not been convicted of an offence concerning our professional conduct by a judgment of a competent authority;
- we have fulfilled obligations relating to the payment of social security contributions and the payment of taxes
- we have not been the subject of a judgment which has the force of *res judicata* for fraud, corruption, involvement in a criminal organisation, money laundering or any other illegal activity

If required, we can provide the proof usual under the law of the country in which we are established that we do not fall into these exclusion situations.

.....

NAME/DATE/SIGNATURE

ANNEX V PROPOSAL SUBMISSION FORM

One signed original of this proposal submission form must be supplied.

1 SUBMITTED by:

	Name(s) and address(es) of legal entity or entities submitting this RfP
Full Company Name	

2 CONTACT PERSON (for this RfP)

Name	
Company	
Address	
Telephone	
e-mail	

3 STATEMENT

[Name of the company] _____ hereby declares that we have examined and accepted without reserve or restriction the entire contents of the RfP dossier for the procurement procedure referred to above. **We offer to provide the services requested in the RfP on the basis of the documents, which comprise our technical offer, and our financial offer:**

We accept to send a cumulative invoice to the RAI Secretariat, listing individual flights. Such invoice will be sent monthly. The RAI Secretariat offices shall provide payment to the travel agency by bank transfer after the approval of each transaction and within a maximum period of 15 days from invoice receipt.

This proposal is subject to acceptance within the validity period stipulated in the instructions to apply.

Name	
Signature & Stamp	
Date	