



## Tender Dossier

### **PROVISION OF TRAVEL AGENCY SERVICES**

Reference: 001-017

## Contents

1. SUBJECT OF THE TENDER .....	3
2. PARTICIPATION.....	3
3. CONTENTS OF BIDS .....	3
4. TECHNICAL OFFER.....	3
5. FINANCIAL OFFER.....	5
6. PERIOD DURING WHICH BIDS ARE BINDING .....	5
7. ADDITIONAL INFORMATION BEFORE THE DEADLINE FOR SUBMISSION OF BIDS .....	6
8. SUBMISSION OF BIDS .....	6
9. WITHDRAWAL OF BIDS.....	6
10. COSTS FOR PREPARING BIDS .....	6
11. EVALUATION OF TECHNICAL AND FINANCIAL OFFER .....	7
12. SELECTION AND AWARD CRITERIA .....	7
13. INFORMATION ON SELECTION OF THE MOST FAVOURABLE TENDERER.....	9
14. GROUNDS FOR EXCLUSION .....	9
15. ADMINISTRATIVE AND FINANCIAL PENALTIES .....	10
16. CONFIDENTIALITY .....	10
17. SIGNATURE OF CONTRACT(S).....	10
18. CONFLICT OF INTEREST .....	10
19. APPEALS PROCEDURE.....	11
20. CANCELLATION OF THE TENDER PROCEDURE.....	11
ANNEX I TERMS OF REFERENCE.....	13
ANNEX II FINANCIAL OFFER.....	18
ANNEX II SERVICE TENDER SUBMISSION FORM.....	21

## 1. SUBJECT OF THE TENDER

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

The RCC SECRETARIAT plans to award service contracts to travel agencies for the above services for an initial period of one year with a possibility of extension.

### TIMETABLE

ACTION	DATE	TIME
Publication of the Tender	26 January 2017	
Deadline for any clarification requests from the Contracting Authority	8 February 2017	
Last date on which clarifications are issued by the Contracting Authority	16 February 2017	
Deadline for submission of bids	27 February 2017	15:00 CET

## 2. PARTICIPATION

Participation in this tender procedure is open to the respective legal entities, travel agencies with **extensive experience** in conducting airline ticketing services and other related travel services.

## 3. CONTENTS OF BIDS

The offers, all correspondence and documents related to the tender exchanged by the tenderer and the Contracting Authority must be written in English.

Supporting documents (registration forms, balance sheet and profit and loss statements) furnished by the tenderer may be in one of local languages.

For the purposes of interpretation of the tender, the language of the procedure will prevail.

## 4. TECHNICAL OFFER

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

- **Expertise of the Agency:**
  - Profile of Travel Agency

- Classification (IATA Accreditation)
- Reliability (references, at least three (3) letters of recommendations with an indication of volume of business)
- Years of establishment
- Years of IATA membership
- Years of experience with other major international organisations in the area/list of contractors with contract value
- Size of Agency (capital, branch offices, number of employees)
- Volume of sales (no. of travellers, annual international air ticketing, other travel services)
- Personnel competences (professional experience of managerial staff/ experience of travel experts at least three (3) experts)
- Financial capabilities/office turnover for the past three (3) years
- **Professional Competencies of Senior Travel Expert**
  - Qualifications
  - Professional Experience
  - Skills (English Language, Computer Skills (Amadeus, World Span, Word, Excel))

## **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 / Estimated Contract Value
- At least three (3) letters of recommendations with the indication of approximate volume of business and duration

### **Volume of Sales for 2013, 2014, 2015 (see Annex III)**

- Tenderers should have a minimum annual turnover of equivalent EUR 200,000 in travel business area for the last 3 years (2013, 2014, and 2015).
- 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

#### Financial Capabilities:

- Volume of Sales, turnover statements for the past three years (2013, 2014, 2015).  
**See Annex III**
- Copy of a balance sheets and profit and loss statements for the past three years (2013, 2014, 2015).
- Proof of payments for IATA Membership for the last three years (2013, 2014, 2015).

#### Personnel Competencies

- Curriculum Vitae of managerial personnel and other fulltime travel experts, at least three (3) 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. It is planned that an interview shall be held at the later stage.

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

- Service Tender Submission Form (Annex II);

The technical offer **must** be provided on separate sheets of paper with strict adherence to the chronological order. The technical offer must follow requirements described in Annex I, Terms of Reference in the **Section C-Expected Qualification of the Travel Agent**.

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 Tenderer by correction of the non-conformity.

#### **5. FINANCIAL OFFER**

The tenderers are asked to state separately, in their financial proposals, the rate of discount (%) that they will apply to tickets purchased by the RCC SECRETARIAT offices.

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

#### **6. PERIOD DURING WHICH BIDS ARE BINDING**

Tenderers are bound by their bids for 90 days after the expiry of deadline for the submission of bids. In exceptional cases, before the period of validity expires, the Contracting Authority may ask tenderers 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 BIDS**

Tenderers may submit questions in writing to the following contact: [ProcurementforRCC@rcc.int](mailto:ProcurementforRCC@rcc.int) until 8 February 2017 by 17:00 Central European Time.

## **8. SUBMISSION OF BIDS**

Bids must be submitted by 27 February 2017, by **15.00 Central European Time**, via express mail providing the bid is received by the above date and time.

Or

Hand delivered directly to the Contracting Authority to the following address:

Regional Cooperation Council Secretariat  
Attention to: Administration Department  
Building of the Friendship between Greece and Bosnia and Herzegovina  
Trg Bosne i Hercegovine 1/V  
71000 Sarajevo  
Bosnia and Herzegovina

### **Bids submitted after the deadline for submission will not be considered.**

Bids must be submitted using the double envelope system, i.e. in an outer parcel or envelope containing 2 separate, sealed envelopes, one bearing the words "**Envelope A - Technical Offer**" and the other "**Envelope B - Financial Offer**".

Any infringement of these rules (e.g. unsealed envelopes or references to price in the technical offer) is to be considered a breach of the rules and will lead to rejection of the bid.

The outer envelope should carry the following information:

- Address for submission of bids indicated above;
- Reference code of the tender procedure to which the tenderer is responding: **Tender No 001-017**;
- Words "Not to be opened before the evaluation session";
- Name of the tenderer.

## **9. WITHDRAWAL OF BIDS**

Tenderers may alter or withdraw their bids by written notification prior to the deadline for submission of bids. No bid may be altered after this deadline.

## **10. COSTS FOR PREPARING BIDS**

No costs incurred by the tenderer in preparing and submitting the bid shall be reimbursable. All such costs shall be borne by the tenderer. In particular **in case of an interview of the senior expert**, all costs shall be borne by the tenderer.

## **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, managerial staff and other full time travel experts;
2. Professional competencies of the senior travel expert;
3. Financial evaluation based on Annex IV.

In evaluating the financial offer, any arithmetical errors are corrected without penalty to the tenderer such that, if applicable, where there is a discrepancy between a fee rate and the total amount derived from the multiplication of the fee rate by the corresponding number of working days, the fee rate as quoted shall prevail, unless in the opinion of the Evaluation Committee there is an obvious error in the fee rate, in which event the total amount as quoted shall prevail and the fee rate shall be corrected.

The bid with the lowest total fees 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 tenderers will be internal, in accordance with defined evaluation and award criteria and the RCC's procedures.

The contracts will be awarded to the highest qualified tenderers based on the skills and expertise of the proposed tenderer, 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 70/30 basis. This is done by multiplying:

- the scores awarded to the technical offers by 0.70
- the scores awarded to the financial offers by 0.30

Each technical average score has to have 60 points minimum in order to be eligible for further evaluation. Out of the bids reaching the 60 point threshold, the best technical offer is awarded 100 points. The others receive points calculated using the formula:

Technical score = (final score of the technical offer in question/final score of the best technical offer) x 100

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, managerial staff and travel experts	70					
2.	Expertise of Senior Travel Expert	30					
<b>Total</b>		<b>100</b>					

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"> <li>▪ Major corporate clients/contract details/contract value</li> <li>▪ References and letters of recommendations at least three (3) with an indication of volume of business</li> </ul>	10					
1.2	Capacity and Experience of Travel Agency: <ul style="list-style-type: none"> <li>▪ Year of establishment</li> <li>▪ Years of IATA membership</li> <li>▪ Size of Agency (capital, branch offices, number of employees)</li> </ul>	10					
1.3	Professional and Financial Competencies and Volume of Business: <ul style="list-style-type: none"> <li>▪ Volume of sales (annual turnover of travel services, annual international air tickets, number of travellers)</li> <li>▪ Personnel Competence (professional experience of the managerial personnel and other fulltime travel staff members)</li> <li>▪ Financial capabilities (analysis of balance sheets, profit and loss statements/ IATA turnover)</li> </ul>	50					
<b>Total</b>		<b>70</b>					



Evaluation of Senior Travel Expert		Scores Obtainable	Agency				
			A	B	C	D	E
1.1	Qualifications and Skills (English Language, Computer Skills (Amadeus, World Span, Word, Excel)	10					
1.2	Professional Experience	10					
1.3	Interview*	10					
<b>Total</b>		<b>30</b>					

\*Short listed tenderers shall be contacted and invited for in-person interview.

### 13. INFORMATION ON SELECTION OF THE MOST FAVOURABLE TENDERER

The RCC Secretariat shall inform tenderers of decisions reached concerning the award of the contract as soon as possible, including the grounds for any decision not to award a contract for which there has been competitive tendering or to recommence the procedure.

Standard letter of thanks for participation for unsuccessful tenderers shall be sent within 15 days after the contract is signed with the awarded tenderer.

The candidates and tenderers wishing to receive a feedback may send a request within 15 days after receipt of the standard letter of thanks.

The request may be sent to the E-mail address [ProcurementforRCC@rcc.int](mailto:ProcurementforRCC@rcc.int) or to the address of the RCC Secretariat:

Regional Cooperation Council Secretariat  
Attention to: Administration Department  
Building of the Friendship between Greece and Bosnia and Herzegovina  
Trg Bosne i Hercegovine 1/V  
71000 Sarajevo  
Bosnia and Herzegovina

### 14. GROUNDS FOR EXCLUSION

Candidates or tenderers will be excluded from participation in a procurement procedure if it is known that:

- (a) They are bankrupt or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are subject of proceedings concerning those matters, 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 their professional conduct by a judgment which has the force of res judicata;

- (c) They have been guilty of grave professional misconduct proven by any means which the Contracting Authority can justify;
- (d) They have not fulfilled obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country of the Contracting Authority or those of the country where the contract is to be performed;
- (e) They have been the subject of a judgment which has the force of res judicata for fraud, corruption, involvement in a criminal organisation or any other illegal activity.

Contracts may not be awarded to candidates or tenderers who, during the procurement procedure, are:

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

## **15. ADMINISTRATIVE AND FINANCIAL PENALTIES**

Without prejudice to the application of penalties laid down in the contract, candidates or tenderers and contractors who have been guilty of making false declarations or have been found to have seriously failed to meet their contractual obligations in an earlier procurement procedure will be excluded from the award of all contracts and grants financed by the RCC for a maximum of 2 years from the time when the infringement is established as confirmed after an adversarial procedure with the contractor.

## **16. CONFIDENTIALITY**

The entire evaluation procedure is confidential, subject to the Contracting Authority's policy on access to documents. 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.

## **17. SIGNATURE OF CONTRACT(S)**

The successful tenderer will be informed in writing that their bid has been accepted.

The selected tenderer is expected to sign and date the contract and return it to the Contracting Authority within 7 days from the receipt of the contract already signed by the Contracting Authority. Other candidates will be informed that their bids were not accepted by means of a standard letter.

The selected tenderer will be awarded with contract for services covering the entire period.

Contract proposal is not provided at this stage.

General Terms and Conditions for the Purchase of Services are provided in Annex V.

## **18. CONFLICT OF INTEREST**

The Contractor shall take all necessary measures to prevent or end any situation that could compromise the impartial and objective performance of the contract. 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 contract must be notified in writing to the Contracting Authority without delay.

The Contracting Authority reserves the right to verify that such measures are adequate and may require additional measures to be taken if necessary. The Contractor shall ensure that its staff, including its management, is not placed in a situation which could give rise to conflict of interests. The Contractor shall replace, immediately and without compensation from the Contracting Authority, any member of its staff exposed to such a situation.

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

The Contractor shall after the conclusion or termination of the contract, limit its role in connection with the project to the provision of the services. Except with the written permission of the Contracting Authority, the Contractor and any other contractor or supplier with whom the Contractor is associated or affiliated shall be disqualified from the execution of works, supplies or other services for the project in any capacity, including tendering for any part of the project.

Civil servants and other agents of the public administration of the RCC Participants, regardless of their administrative situation, shall not be recruited as experts in contracts financed by the RCC Secretariat.

The Contractor and anyone working under its authority or control in the performance of the contract or on any other activity shall be excluded from access to RCC Secretariat financing available under the same project unless they can prove to the Contracting Authority that the involvement in previous stages of the project does not constitute unfair competition.

## **19. APPEALS PROCEDURE**

Tenderers believing that they have been harmed by an error or irregularity during the award process may petition the RCC Secretariat directly. The RCC Secretariat must reply within 15 days of receipt of the complaint.

The appeal request may be sent to the E-mail address [ProcurementforRCC@rcc.int](mailto:ProcurementforRCC@rcc.int) or to the address of the RCC Secretariat:

Regional Cooperation Council Secretariat  
Attention to: Administration Department  
Building of the Friendship between Greece and Bosnia and Herzegovina  
Trg Bosne i Hercegovine 1/V  
71000 Sarajevo  
Bosnia and Herzegovina

## **20. CANCELLATION OF THE TENDER PROCEDURE**

In the event of cancellation of the tender procedure, tenderers will be notified of the cancellation by the Contracting Authority. If the tender procedure is cancelled before the outer envelope of any bid has been opened, the unopened and sealed envelopes will be returned to the tenderers.

Cancellation may occur where: the tender procedure has been unsuccessful, i.e. no qualitatively or financially worthwhile bid has been received or there is no response at all; the economic or technical data of the project have been fundamentally altered; exceptional circumstances or force majeure render normal performance of the contract impossible; all technically compliant bids exceed the financial resources available; there have been irregularities in the procedure, in particular where these have prevented fair competition.

## **ANNEX I TERMS OF REFERENCE**

### **A. Background**

#### **REGIONAL COOPERATION COUNCIL SECRETARIAT**

The Regional Cooperation Council (RCC) was established in 2008 as a regionally owned and led framework, consisting of 46 participants. It works under the political guidance of the SEECP to promote regional cooperation and European and Euro-Atlantic integration of South East Europe (SEE). The RCC has a Secretariat based in Sarajevo, Bosnia and Herzegovina, headed by the Secretary General, and Liaison Office in Brussels which ensures regular communication and cooperation with European and Euro-Atlantic institutions. The organisational structure of the RCC Secretariat consists of: Office of the Secretary General, Political Department, Programme Department and Administrative Department.

The areas of cooperation in the framework of the RCC are Economic and Social Development; Energy and Infrastructure; Justice and Home Affairs; Security Cooperation; Building Human Capital, as well as cross-cutting issues such as parliamentary cooperation, civil society activities and gender mainstreaming.

The RCC's activities are guided by its triannual Strategy and Work Programme and the South East Europe (SEE) 2020 Strategy, as its integral part and a principal working document until 2020.

The SEE 2020 Strategy aims at promoting creation of jobs and prosperity in a European perspective for the Western Balkans. It has five pillars, which are: Smart Growth (emphasising education, innovation, research and development, culture and creative sectors), Sustainable Growth (ensuring economic sustainability through enterprise creation and export increase, as well as energy efficiency and climate control), Inclusive Growth (supporting employment generation, social inclusion, good health and well-being), Integrated Growth (promoting closer regional integration in terms of trade and investment) and Governance for Growth (including effective public services and fight against corruption).

The organisation maintains close working relations with all actors of relevance to these areas, such as governments, international organisations, international financial institutions, regional organisations, private sector, civil society and the academia.

The RCC was established in 2008 as the successor to the Stability Pact for South Eastern Europe.

The average annual volume of tickets and other travel services procured by the RCC Secretariat in 2015 and 2016 was approximately EUR 250,000. Although there is no expected travel budget, ticketing and other travel service volume in the period to come is expected to remain at the comparatively similar levels.

More information on the RCC work is available at [www.rcc.int](http://www.rcc.int).

## **B. Description of Responsibilities**

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

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

## **C. Expected Qualification of the Travel Agent**

The successful travel agency which will be contracted to serve the needs of the RCC Secretariat 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;
- Financially capable of rendering services to the involved RCC Secretariat offices;
- Maintains facilities of on-line booking / airline reservations (i.e. Amadeus, Galileo or World Span), international ticketing and ticket printing facilities;
- Capable of deploying motorised messenger(s)/documentation clerk;
- Willing and able to guarantee the delivery of products and services in accordance with purchasers 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 RCC Secretariat offices; and**
- **At least three (3) fulltime qualified travel experts providing dedicated services to the travel needs of the RCC Secretariat offices.**

Minimum qualifications of the Senior Travel Expert:

- Senior Travel Expert with a certified diploma in ticket sales (Amadeus or equivalent), minimum ten (10) years of practical experience in the provision of travel services, operating the automated reservation and ticketing systems;
- Has excellent written and verbal English language skills;
- Has adequate authority to make decisions for the timely resolution of problems;
- In the case of emergencies (e.g. evacuation, war, etc.), the travel expert shall maintain operations necessary to support the RCC Secretariat offices; and
- 24 hours a day access to emergency service and necessary delivery of tickets as required by the RCC Secretariat offices to the required destinations.

Minimum qualifications of the travel experts:

- 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;
- In the case of emergencies (e.g. evacuation, war, etc.), the travel expert shall maintain operations necessary to support the RCC Secretariat offices; and
- 24 hours a day access to emergency service and necessary delivery of tickets as required by the RCC Secretariat offices to the required destinations.

#### **D. Scope of Work and Expected Outcomes**

The successful Contractor shall provide full, prompt, accurate and expert international and domestic travel products and services to staff of the RCC Secretariat offices, their dependents and other travellers authorised/accredited by the RCC Secretariat, in accordance with the RCC Secretariat policies, procedures and guidelines. The products and services required by the RCC Secretariat offices include, but are not limited to, the following:

##### 1) Reservation and Ticketing

- For every duly approved RCC Secretariat duty trip request the travel agency shall immediately make bookings **on more than one airline operating the route** and prepare appropriate itineraries and formal quotation based on the lowest fare and the most direct and convenient routing; if reservations made by the travel agency are not at the lowest available rate allowed at the time of ticketing, the travel agency shall refund the difference to the RCC SECRETARIAT offices;
- In the event of loss, travel agency shall immediately replace airline tickets and other travel documents;
- In the event that required travel arrangement cannot be confirmed, travel agency shall notify the requesting party of the problem and present minimum three (3) alternative routings/quotations for considerations;
- For wait-listed bookings, travel agency shall provide regular daily feedback on status of the flight;
- 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;
- Travel agency shall promptly issue and deliver accurately printed tickets and detailed itineraries to respective offices within time limit (in printed and electronic format), showing the accurate status of the airline on all segments of the journey;
- Travel agency shall accurately advise the RCC Secretariat offices of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings;
- Travel agency shall provide information on airline tickets schedules; and
- Travel agency shall handle cases during weekends and official holidays.

## 2) Airfares and Airlines Routings / Itineraries

- Travel agency shall propose fares/airline routings and guarantee that it shall obtain the best available airfare for the journey concerned. Such journeys shall be the most direct and economic routing, unless requested differently by the RCC Secretariat;
- Travel agency shall ensure that tickets issued are in accordance with entitlements prescribed in the duty trip request;
- Travel agency shall assist the RCC Secretariat in negotiating with airlines on preferred fare conditions for the RCC Secretariat offices, such as ticketing deadlines to be as flexible as possible (i.e. until the date of commencement of particular travel) and on additional luggage discounts;
- Travel agency shall advise market practices and trends that could result in further savings for the RCC Secretariat offices, including the use of corporate travel booking tools with automated travel policy compliance and enforcement, and travel management reporting;
- Travel agency shall obtain the optimum prices/rates of reduction for air tickets;
- Travel agency shall provide the RCC Secretariat offices with the discounts granted by all airlines to the travel agents;
- Travel agency shall provide privileges such as upgrading when requested by RCC Secretariat offices;
- Prices given to the RCC Secretariat staff on personal basis will be the same as those provided to the RCC Secretariat offices; and
- Travel agency shall provide the RCC Secretariat staff full economy class fares using most direct routes and least costly regularly available air carrier, for the purpose of electing lump sum options for home leave, education grant, or family visit and/or for transfers/appointments, etc., in addition to full business class fares where applicable.

## 3) Travel Information / Advisories

- Travel agency shall provide quick reference for requested destinations;
- Travel agency shall provide travellers 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, upon request, inform travellers, 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 provide travellers with online and offline relevant information on official destinations, i.e. visa requirements, security procedures, airport transfers/land transportation facilities, local points of interest, currency restrictions/ regulations, health precautions, weather conditions, hotel booking at competitive prices, etc.;
- Travel agency shall promptly notify travellers 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.



#### 4) Other Products and Services

- Hotel reservation and lodging accommodation;
- Car rental reservations and discount rates whenever possible;
- Organisation of seminars and conferences;
- Emergency services, i.e. sickness, injury, death, etc.;
- Open book policy: to have access to the Service Provider's commission rates, overrides, rebates, etc.;
- Preferred seating arrangements;
- Package tours and promotions for personal travel;
- Privileged check-in services/use of airline lounges facilities;
- Follow up on lost luggage and safe delivery to respective traveller.

#### 5) Billing and Invoice

- **Travel agency shall send a cumulative invoice to the RCC Secretariat, listing individual flights. Such invoice will be sent periodically. The RCC 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.**

#### 6) Flight Cancellation / Rebooking and Refunds

- Travel agency shall process duly authorised flight changes / cancellations when and as required and taking care that in such cases, cancellation fees and charges imposed by the airlines are avoided taking into consideration the fact that an updated information on the deadlines of air ticket cancellation should be provided before processing with the cancellation;
- Travel agency shall immediately process airline refunds for cancelled travel requirements / unutilised pre-paid tickets and credit these to the RCC Secretariat offices as expeditiously as possible;
- Travel agency shall refund tickets within one (1) month only;
- Travel agency shall limit refund charges at airline rate only, i.e. no additional charges will accrue to the travel agency;
- Travel agency shall absorb cancellation and/or change reservation date charges which are due to no fault of RCC Secretariat traveller;
- Travel agency shall report back to the RCC Secretariat on the status of ticket refunds.

### **E. Compensation Scheme**

**Travel agency shall generate its income on a per-ticket/transaction basis.**

The RCC Secretariat, shall, from time to time, evaluate and verify with other travel agencies and other industry indicators the comparability and competitiveness of the rates being given to the RCC Secretariat offices. The RCC Secretariat has the right to terminate contract with the perspective selected Travel Agency at any time if the Travel Agency charges higher rates than market standards, or does not render minimum services described in this tendering document.

## ANNEX II FINANCIAL OFFER

In addition to the below Price List Table, the travel agencies are asked to state the rate of corporate discount (%) they will apply to tickets purchased by the RCC Secretariat offices.

**Airlines Discounts:** (If travel agency has a corporate discount with an airliner)

<b>AIRLINES</b>	<b>DISCOUNT (%)</b>
Austrian Airlines	
Lufthansa	
Turkish Airlines	
Other	

<b>RCC SECRETARIAT destination (Air Ticket)</b>	<b>Airline fee including airport taxes and fees</b> <b>1</b>	<b>Agency fee Ticket Service Charges (TFC) EUR</b> <b>2</b>	<b>Profit per ticket in percentages %</b> <b>3</b>	<b>Any other charges or fees</b> <b>4</b>
Brussels				
Zagreb				
Belgrade				
Sofia				
Vienna				
Bucharest				
Athens				
Istanbul				
Tirana				
Skopje				
Prishtina				

Ljubljana				
Torino				
Ankara				

Notes:

- All prices to be indicated in EUR,
- Most direct/most economy return air tickets to be quoted, with exception if the accumulated flying time exceeds 9 hours in duration when the lowest business class fare should be quoted (no reservation needed, price confirmation will be sufficient),
- Departure from Sarajevo / arrival to Sarajevo for all above mentioned quotations required,
- Fare rules: change reservation dates permitted,
- Date of Travel: departure from Sarajevo **15 February 2017**, return to Sarajevo **17 February 2017**.

## ANNEX III VOLUME OF SALES

Turnover statements			
	2013	2014	2015
Total turnover including other travel services	EUR	EUR	EUR
Total turnover from airline ticketing	EUR	EUR	EUR
Number of travellers	xxx	xxx	xxx

## ANNEX IV SERVICE TENDER SUBMISSION FORM

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

1 SUBMITTED by:

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

2 CONTACT PERSON (for this tender)

Name	
Organisation	
Address	
Telephone	
Fax	
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 tender dossier for the tender procedure referred to above. **We offer to provide the services requested in the tender dossier on the basis of the documents, which comprise our technical offer, and our financial offer:**

**We accept to send a cumulative invoice to the RCC Secretariat, listing individual flights. Such invoice will be sent periodically. The RCC 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 tender is subject to acceptance within the validity period stipulated in the instructions to tender.

Name	
Signature	
Date	