

**Invitation to Tender ITT (ITT)** **for establishment of a Framework Agreement for Provision of Travel, Accommodation and Event Organizing Services for GOAL Turkey office**

**REF: G-SY-ANK-X-21330**

|  |
| --- |
| **GOAL is completely against fraud, bribery and corruption****GOAL does not ask for money for bids. If approached for money or other favours, or if you have any suspicions of attempted fraud, bribery or corruption please report immediately to email** **speakup@goal.ie****Please provide as much detail as possible with any reports** |

# About GOAL and the services we need

Established in 1977, GOAL is an international humanitarian and development agent committed to working with communities to achieve sustainable and innovative early response in crises and to assist them to build lasting solutions to mitigate poverty and vulnerability. GOAL has worked in over 60 countries and responded to almost every major humanitarian disaster. We are currently operational in 13 countries globally. For more information on GOAL and its operations please visit [www.goalglobal.org](http://www.goalglobal.org).

GOAL has been working in Syria since late 2012, responding to the acute needs of conflict-affected communities in North West Syria, both through direct implementation and through partners, delivering food, non-food programming to highly vulnerable populations, providing Water, Sanitation and Hygiene (WASH) through support to Water units, as well as emergency support to recently displaced households.

# Proposed Timelines

|  |  |  |
| --- | --- | --- |
| **Line** | **Item** | **Date**  |
| 1 | ITT issued | 24th May 2021 |
| 2 | Closing date for clarifications  | 23:59 o’clock Dublin Time, 11th June 2021 |
| 3 | Closing date and time for receipt of Tender Submissions | 23:59 o’clock Dublin Time, 24th June 2021 |
| 4 | Tender Opening Location | GOAL Dublin HQ, Ireland |
| 5 | Tender Opening Date and time  | 12:00pm Dublin Time, 25st June 2021 |

# Overview of requirements

## Service Specification

GOAL is hereby undertaking a solicitation of bid proposals from Travel Agencies who are interested to provide various services related to travel, accommodation and conference organizing activities, regularly required by GOAL Turkey Office. The full Terms of Reference (ToR) for the services required are included as Annex 1 to this ITT document.

The below chart shows the 2019 Travel Service volume by GOAL Turkey.

 Note*: The detail below serves as only a guideline and does not therefore provide any guarantee of similar future annual expenditure.*

|  |  |
| --- | --- |
|  | Number of bookings for the period of 2019 |
| International flights | 122 |
| Domestic flights | 418 |
| Accommodation booking & events venues | 479 |

## type of contract

A framework agreement (FWA) is an agreement with a single supplier (or group of suppliers) to establish terms governing contracts that may be awarded during the period of the FWA. GOAL, as contracting authority, does not guarantee any volume of orders under FWAs as all purchases will be based on the needs and activities of GOAL.

The FWA will set prices for the FWA duration (prices are set initially for 1 year with the possibility to review on an annual basis up to a maximum of 3 years). Prices and the quality of the service received will be reviewed jointly on an annual basis by GOAL and framework suppliers to make sure it is satisfactory and within current market value.

The winning tenderer(s) will be required to enter into a Framework Agreement with GOAL for Travel services on the conditions set out in the Terms of Reference (Annex 1); Technical and Financial Offer to this ITT (Appendix 5) and the GOAL Standard Terms and Conditions (Annex 2).

Once a FWA is signed, GOAL will issue a Purchase Order (PO) to the supplier for each requirement. After receipt of a duly authorised Purchase Order, the travel service provider should complete the booking.

# Terms of the Procurement

## Procurement Process

### This competition is being conducted under GOALs Open International Tender Procedure.

### The Contracting Authority for this procurement is GOAL.

### The services as a result of this Open International Tender G-SY-ANK-X-21330 will be funded by multiple donors and the tender and any contracts or agreements that may arise from it are bound by the regulations of these donors.

## Clarifications and Query Handling

### Requests for additional information or clarifications can be made up to **11th June 2021** and no later. Any queries about this ITT should be addressed in writing to GOAL via email to clarifications@goal.ie, referencing the tender number, and answers shall be collated and shared with all bidders in a timely manner.

## Conditions for completing the ITT.

### All documentation must be completed in English or Turkish.

### Suppliers must respond to all requirements set out in this document and complete their offer in the format provided.

### Failure to complete any documentation in the required format will, in almost all circumstances, result in the rejection of the tender. Failure to re-submit correctly formatted documents within three working days of a request will result in disqualification.

### Suppliers must disclose all relevant information to ensure that all submissions are fairly and legally evaluated. Suppliers must provide details of any implications they know or believe their response will have on the successful operation of the contract or on the normal day-to-day operations with GOAL. Any attempt to withhold any information that the supplier knows to be relevant or to mislead GOAL or its evaluation team in any way will result in the disqualification.

### Suppliers must detail all costs requested in this document and any other costs whatsoever that could be incurred by GOAL in the usage of services or the availing of options that may not be explicitly identified in the ITT. Supplier’s attention is drawn to the fact that, in the event of a contract being awarded to them, the attempted imposition of undeclared costs will be considered a condition for default.

### Any conflicts of interest (including any family relations to GOAL staff) involving a supplier must be fully disclosed to GOAL particularly where there is a conflict of interest in relation to any recommendations or proposals put forward by the supplier.

### GOAL will not be liable in respect of any costs incurred by suppliers in the preparation and submission of tenders or any associated work effort.

### GOAL will conduct the ITT, including the evaluation of responses and final awards in accordance with the criteria set out in the ITT. Submissions will be opened by at least three designated officers of GOAL.

### GOAL is not bound to accept any tender submitted.

### GOAL reserves the right to split the award of any resulting contract between different suppliers in any combination it deems appropriate, at its sole discretion.

### Suppliers will seek written approval from GOAL before entering into any sub-contracts for the purpose of fulfilling any resulting contract. Full details of the proposed subcontracting company and the nature of their services will be included in the written request for approval. Written requests for approval must be submitted in accordance with the conditions set out in any subsequent contract.

### GOAL reserves the right to refuse any subcontractor that is proposed by the supplier.

### GOAL reserves the right to negotiate with the supplier who has submitted the lowest bid that fully meets requirements for the purpose of seeking revisions of such bid to enhance its technical aspects and to reduce the price.

### Information supplied by suppliers will be treated as contractually binding. However, GOAL reserves the right to seek clarification or verification of any such information.

### GOAL reserves the right to terminate the tender process at any stage.

### Unsuccessful suppliers will be notified.

### This document is not construed in any way as an offer to contract.

### GOAL and all suppliers appointed to this requirement, must act in all its procurement and other activities in full compliance with GOAL’s donor requirements. Any contracts that arise from the ITT may be financed by multiple donors or their agents who have rights of access to GOAL and any of its suppliers or contractors for audit purposes. Donors may also have additional regulations that are not practical to list here. Submission of an offer under the ITT assumes acceptance of these conditions.

### GOAL does not engage in transactions with any terrorist group or individual or entity involved with or associated with terrorism or individuals or entities that have active exclusion orders or sanctions against them. GOAL will not purchase supplies or services from suppliers that are associated in any way with terrorism or are the subject of any international exclusion orders or sanctions. All suppliers making submissions under the ITT guarantee that neither they nor any affiliate or a subsidiary controlled by them are associated with any known terrorist group or are the subject of any international exclusion order or sanctions. Any contract entered into subsequent to the ITT will reflect this requirement.

## Submission of ITT

Submissions must be delivered electronically in the following way:

Electronically to hqtenders@goal.ie and in the subject field state:

* 1. G-SY-ANK-X-21330 Name of supplier
	2. Number of emails that are sent e.g. 1 of 3, 2 of 3, 3 of 3.

All documents submitted must be in **PDF format**. No word documents will be accepted, links to share drives will not be accepted. An excel spreadsheet has been provided for the submission of financial offers but a PDF scanned version must also be submitted. Suppliers will receive an automatic reply from hqtenders@goal.ie when the emails are electronically submitted.

Proof of sending is not proof of receipt. GOAL accepts no responsibility for technical or system malfunctions that prevent bids from being properly received. Late delivery will result in your bid being rejected. All information provided must be perfectly legible.

## Tender Opening Meeting

Tenders will be opened at **12 pm, 25 June 2021**, **Dublin time** at the following location:

**GOAL Head Office,**

**First Floor, Carnegie House,**

**Library Road,**

**Dun Laoghaire,**

**Co. Dublin,**

**A96 C7W7,**

**Republic of Ireland**

One **authorised representative** of each supplier may attend the opening of the bids. Suppliers wishing to attend must notify GOAL of their intention by sending an e-mail 48 hours in advance to the following e-mail address: procurement@goal.ie. This notification must be signed by an authorised officer of the supplier and specify the name and role of the person who will attend the opening of the bids on the supplier's behalf.

Suppliers are invited to attend at their own cost.

***Note****:* ***Due to the evolving nature of the Covid19 situation, companies who send an email to notify their intention to attend will be informed by return of email whether the tender public opening will proceed. This decision will be in line with local government regulations and GOAL’s health and safety decision at that time.***

# Evaluation Process

## Evaluation Criteria

|  |  |  |
| --- | --- | --- |
| **Phase #** | **Evaluation Process Stage**  | **The basic requirements with which proposals must comply with** |
| 1 | **Administrative****instructions** | 1. **Closing Date:**

Submissions must have met the deadline stated in Section 2 of this document, or such revised deadline as may be notified by GOAL. 1. **Submission Method:**

Submissions must be delivered in the method specified in Section 3.4 of this document. 1. **Format and Structure of the Proposals:**

Submissions must conform to the response format laid out in Section 5 of this document, and the Appendices, or such revised format and structure as may be stipulated by GOAL. Failure to comply with the prescribed format and structure may result in the submission being rejected.1. **Confirmation of validity of your proposal:**

The supplier must confirm that their proposal is valid for 90 days. |
| **2** | **Essential Criteria** | 1. Copies of Chamber of Commerce registration (operating certificate) & VAT registration certificate in Turkey.
2. Copies of Accredited BSP/ IATA (Billing Settlement Payment/ International Air Transportation Association) certification
3. Submissions must have a minimum 1 year of experience with INGOs, international organizations, embassies, government and/or multinational corporations.
4. Tenderer must confirm their ability to provide emergency contact 24 hour assistance, 7 days/week, reachable line for any potential urgent requests.
5. Tenderers must confirm ability to conform with Fly America Act under “Preferred Carrier Scheme” as per USAID donor regulations (for USAID grant requirements only)." See details in Annex 1- TOR, Section C.
6. Tenderers must agree to work as an open book policy outlining clearly their commission for each quote.
7. Tenderers to confirm they have data protection processes in place to ensure GOAL staff data is protected under GDPR.
 |
| **3** | **Award Criteria** | Submissions will be evaluated as per the award criteria listed in this section to determine optimal Value for Money (VFM) in this context:1. Technical – 60%
2. Price – 40%
 |
| **4** | **Legal, & Financial Criteria** | In-depth review of legal and financial information submitted. Supplier is assessed to have requisite financial stability and legal status. |
| **5** | **Qualification Criteria** | All due diligence checks are found to be clear including but not limited to Anti-Terror Checks.  |

## Award Criteria further information

Tenders will be awarded marks under each of the award criteria listed in this section to determine best Value For Money (**VFM**).

**Technical (60 Marks)**

|  |  |
| --- | --- |
|  | **Maximum score** |
| **Previous experience in the sector providing similar type of services to international organizations, government bodies and/or multinational corporations** | **10** |
| **Service level offered (As per answers in technical questionnaire- Appendix 5)** | **50** |
| **Total:** | **60** |

**Price (40 marks)**

Suppliers that pass essential criteria will be asked to provide quotes for flight and hotel booking for a specific time and location pre-determined by GOAL (case study). Those prices along with the fixed rates submitted as per Appendix 5 will be taken into consideration for the price analysis of all bids. Weighting of marks will be calculated as follows:

* Total cost of fixed prices (as per Appendix 5): 25 marks
* Total cost of case study (real time quotes received): 15 marks

All prices must be in United States Dollars (USD). Please round two decimal places throughout. Any financial offers that contain more than two decimal places will be rounded. Further details are included in Appendix 5-Technical & Financial Offer.

Prices offered will be evaluated on full cost basis (including all fees and taxes). Marks for cost will be awarded on the inverse proportion principle (shown below):

**Scorevendor =****Maximum score x (pricemin / pricevendor)**

## Tender Evaluation

GOAL will convene an evaluation team which may include members of the Finance, Logistics, Programmes, Donor Compliance, and Internal Audit teams, as well as Third Party technical input.

During the evaluation period, clarifications may be sought by e-mail from suppliers. Deadlines will be imposed for the receipt of such clarifications and failure to meet these deadlines may result in the disqualification of the Tender or loss of marks. Responses to requests for clarification shall not materially change any of the elements of the proposals submitted. Unsolicited communications from suppliers will not be entertained during the evaluation period.

# Response Format

## Introduction

All submissions must conform to the response format set out in this document. Where a submission does not conform to the required format this may result in disqualification.

By responding to the ITT, the supplier accepts the terms and conditions of the ITT. Should a supplier not comply with these requirements, GOAL may, at their sole discretion, reject the response.

## Submission Checklist ITT

Please ensure that you have read and thoroughly understand the instruction given in the table below.

|  |  |  |
| --- | --- | --- |
| **Line** | **Item** | **Administrative Instruction**  |
| 1 | Appendix 1 - Company Details | Complete, sign, stamp and return as separate PDF entitled ‘Appendix 1 Company Details’ and **a copy** of company **registration certificate** with the Chamber of commerce or Local council. |
| 2 | Appendix 2 - Declaration of personal and legal circumstances | Complete, sign, stamp and return as separate PDF entitled ‘Appendix 2 Declaration Personal & Legal circumstances’ |
| 3 | Appendix 3 - Self declaration of finance and tax | Complete, sign, stamp and return as separate PDF entitled ‘Appendix 3 Declaration Finance & Tax’ |
| 4 | Appendix 4 – ITT Statement | Complete, Sign, Stamp and Return as separate PDF entitled “Appendix 4 ITT Statement”. |
| 6 | Appendix 5 – Technical & Financial Offer | Complete all the required fields in “Appendix 5: Technical & Financial Offer” and return the completed document.**and**Sign, Stamp and Return as separate PDF entitled “Appendix 5: Technical & Financial Offer”. |

# Appendices & Annexes

**Appendix 1 – Company Information**

**Appendix 2 – Declaration Re Personal and Legal Circumstances**

**Appendix 3 – Self Declaration Tax**

**Appendix 4 – ITT Statement**

**Appendix 5 – Technical & Financial Offer**

**Annex 1 – Terms of Reference (TOR)**

**Annex 2 – GOAL Terms & Conditions – Works & Services**

**Annex 3 – GOAL Template NDA**

**Annex 4 – GOAL Services FWA Template 2018**

# Appendix 1 - Company details

## 1.1. Contact Details

This section must include information regarding the individual or company and any partners or sub-contractors:

|  |  |
| --- | --- |
| Name of the contact person |  |
| Registered address of the supplier |  |
| Company Name |  |
| Address |  |
| Previous Name(s) if applicable |  |
| Registered Address if different from above |  |
| Company registration Number  |  |
| Telephone |  |
| E-mail address |  |
| Website address |  |
| Year Established |  |
| Legal Form. Tick the relevant box | o Companyo Partnership | o Joint Ventureo Other (specify): |
| VAT/TVA/Tax Registration Number  |  |
| Directors names and titles and any other key personnel  |  |
| Please state name of any other persons/organisations (except supplier) who will benefit from this contract (GOAL compliance matter) |  |
| Parent company |  |
| Ownership |  |
| Does supplier have associated companies? Tick relevant box. If YES – provide details for each company in the form of additional table as per **Contact Details** | o Yes o No |
|  | **Primary Contact** | **Secondary Contact** |
| Name |  |  |
| Current Position in supplier’s organisation: |  |  |
| No. of years working with the supplier: |  |  |
| Email address |  |  |
| Telephone |  |  |
| Mobile |  |  |
| Other Relevant Skills: |  |  |
| Institution (Date from – to) |  |  |
| Degrees or Diplomas |  |  |

##

## 1.2. References

Provide three relevant references who may be contacted on a confidential basis to verify satisfactory execution of contracts must be supplied. These references may or not be the same contacts provided in section 1.3- Previous Contracts. Supplier should supply this information for each of the references in the following format:

|  |  |  |
| --- | --- | --- |
| 1 | Name |  |
| Organisation |  |
| Address |  |
| Phone |  |
| Email |  |
| Nature of supply |  |
| Approximate value of contract |  |
| 2 | Name |  |
| Organisation |  |
| Address |  |
| Phone |  |
| Email |  |
| Nature of supply |  |
| Approximate value of contract |  |
| 3 | Name |  |
| Organisation |  |
| Address |  |
| Phone |  |
| Email |  |
| Nature of supply |  |
| Approximate value of contract |  |

## 1.3. Previous Contracts

Please provide details below of any similar contracts in chronological order starting with the most recent, for the provision of similar services.

|  |  |
| --- | --- |
| Contract 1 |  |
| Contract with? (Organisation name) |  |
| Start and end date of contract |  |
| Goods supplied  |  |
| Location where goods were supplied to |  |
| Value of contract  |  |
| Contact person to confirm contract details, include phone and email contact information. |  |

|  |  |
| --- | --- |
| Contract 2 |  |
| Contract with? (Organisation name) |  |
| Start and end date of contract |  |
| Goods supplied  |  |
| Location where goods were supplied to |  |
| Value of contract  |  |
| Contact person to confirm contract details, include phone and email contact information. |  |

|  |  |
| --- | --- |
| Contract 3  |  |
| Contract with? (Organisation name) |  |
| Start and end date of contract |  |
| Goods supplied  |  |
| Location where goods were supplied to |  |
| Value of contract |  |
| Contact person to confirm contract details, include phone and email contact information. |  |
|  |  |
| Contract 4 |  |
| Contract with? (Organisation name) |  |
| Start and end date of contract |  |
| Goods supplied  |  |
| Location where goods were supplied to |  |
| Value of contract |  |
| Contact person to confirm contract details, include phone and email contact information. |  |

By including the above information, tenderers confirm that they have consent from the data subject to share this information with GOAL for the purpose of providing a reference, to allow GOAL to analyse offers and award a contract under this tender; and that the data subject understands that the personal data may be shared internally within GOAL and externally if required by law and donor regulations; and may be stored for a period of up to 7 years from the award of contract.

# Appendix 2 - Declaration of Personal and Legal circumstances

|  |  |  |
| --- | --- | --- |
| THIS FORM MUST BE COMPLETED AND SIGNED BY A DULY AUTHORISED OFFICER OF THE SUPPLIER. Please tick Yes or No as appropriate to the following statements relating to the current status of your organisation | Yes | No |
| 1 | The supplier is bankrupt or is being wound up or its affairs are being administered by the court or has entered into an arrangement with creditors or has suspended business activities or is in any analogous situation arising from a similar procedure under national laws and regulations. |  |  |
| 2 | The supplier is the subject of proceedings for a declaration of bankruptcy, for an order for compulsory winding up or administration by the court or for an arrangement with creditors or of any other similar proceedings under national laws and regulations. |  |  |
| 3 | The supplier, a director or partner, has been convicted of an offence concerning his professional conduct by a judgement which has the force of res judicata or been guilty of grave professional misconduct in the course of their business. |  |  |
| 4 | The supplier has not fulfilled its obligations relating to the payment of taxes or social security contributions in Ireland or any other state in which the Supplier is located. |  |  |
| 5 | The supplier, a director or partner has been found guilty of fraud. |  |  |
| 6 | The supplier, a director or partner has been found guilty of money laundering. |  |  |
| 7 | The supplier, a director or partner has been found guilty of corruption. |  |  |
| 8 | The supplier, a director or partner has been convicted of being a member of a criminal organisation. |  |  |
| 9 | The supplier, a director or partner is under investigation, or has been sanctioned within the preceding three (3) years by any national authority of a United Nations Member State for engaging or having engaged in proscribed practices, including but not limited to: corruption, fraud, coercion, collusion, obstruction, or any other unethical practice.  |  |  |
| 10 | The supplier has been guilty of serious misrepresentation in providing information to a public buying agency. |  |  |
| 11 | The supplier has contrived to misrepresent its Health & Safety information, Quality Assurance information, or any other information relevant to this application. |  |  |
| 12 | The supplier has colluded between themselves and other bidders (a bidding ring), and/or the Supplier has had improper contact or discussions with any member of GOAL staff and/or members of their family. |  |  |
| 13 | The supplier is fully compliant with the minimum terms and conditions of the Employment Law and with all other relevant employment legislation, as well as all relevant Health & Safety Regulations in the countries of registration and operations.  |  |  |
| 14 | The supplier has procedures in place to ensure that subcontractors, if any are used for this contract, apply the same standards. |  |  |
| 15 | The supplier will ensure during the term of any contract granted under the ITT that it will maintain appropriate policies in force with a reputable insurance company, and will, on GOAL’s request, produce a copy of the insurance certificate providing details of the cover and a copies of receipts for all premiums paid. |  |  |
| 16 | Consistent with numerous United Nations Security Council resolutions including S/RES/1269 (1999), S/RES/1368 (2001) and S/RES/1373 (2001), GOAL is firmly committed to the international fight against terrorism, and in particular, against the financing of terrorism. It is the policy of GOAL to seek to ensure that none of its funds are used, directly or indirectly, to provide support to individuals or entities associated with terrorism. In accordance with this policy, **the** Supplier **undertakes to use all reasonable efforts to ensure that it does not provide support to individuals or entities associated with terrorism.** |  |  |
| I certify that the information provided above is accurate and complete to the best of my knowledge and belief. I understand that the provision of inaccurate or misleading information in this declaration may lead to my organisation being excluded from participation in future tenders. |
| Date |  |
| Name |  |
| Position |  |
| Telephone number  |  |
| Signature and full name |  |

# Appendix 3 - Self-declaration of finance and tax

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| **Turnover history** |
| **Turnover figures entered in the table below must be the total sales value before any deductions**‘Turnover of related products’ is for companies that provide items or services in multiple sectors. Please enter information on turnover of items or services that are similar in nature to the items or services requested under this ITT. Please indicate the currency.  |
| **Trading year** | **Total turnover** |
| **2020** |  |
| **2019** |  |
| **2018** |  |
| Include a short narrative below to explain any trends year to year |
|  |
| **GOAL operates within the law of the country of operation and within international legal requirements. GOAL expects all companies to fulfil their legal obligations, including meeting their tax liabilities and duties in accordance with the relevant tax legislation. Please comment below if you feel there are any matters you need to bring to GOAL’s attention.** |
| *Please continue on a separate sheet if necessary.*  |

I certify that the information provided above is accurate and complete to the best of my knowledge and belief. I understand that the provision of inaccurate or misleading information in this declaration may lead to my organisation being excluded from participation in future tenders.

|  |  |
| --- | --- |
| Signed (Director): |  |
| Print name:   |  | Date: |  |
| Company Name: |  | Company Stamp: |  |

# Appendix 4: ITT statement

**ITT STATEMENT**

**TO:** GOAL

**RE:** Invitation to Tender (ITT) ref: G-SY-ANK-X-21330 Travel Agency Services

Having examined all sections, appendices and annexes to the ITT we hereby agree and declare the following:

1. We accept all of the Terms and Conditions of this ITT.
2. We confirm our understanding that if successful, we will be commercially engaged under a GOAL Standard Form Contract and will be given time to review the Terms and Conditions contained within that contract.
3. We confirm that we have the capability to satisfy the essential criteria listed for the ITT and ability to provide all required documentation.
4. We confirm the validity period of our ITT offer to be 90 Days from date of submission.

|  |  |
| --- | --- |
| Date: |  |
| Full Name: |  |
| Position: |  |
| Signature and company stamp: |  |

# Appendix 5: Technical & Financial Offer

**Please complete all sections. Attach additional information as required.**

**Company Name:**

**Date:**

1. Experience

Have you previous experience in providing services for INGOs/UN/ government bodies or commercial companies? If so, please provide details.

|  |
| --- |
|   |
|

1. Flight Selection
2. *Please provide criteria on how you shortlist flights.*

|  |
| --- |
|   |
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|

1. *What are the cancellation terms for flights?*

|  |
| --- |
|  |
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|

1. *Do you have a system to notify passengers of upcoming booked flights?*

|  |
| --- |
|  |

iv) USAID Flights

*For USAID funded flights GOAL must comply with the Fly America Act. If notified in advance is it possible to document where a US flag carrier cannot be used? Please give details of the support you can provide on this?*

|  |
| --- |
|   |
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|

1. Accommodation

*Do you offer hotel booking service?*

1. *If yes, how do you select your hotels including customer experience?*

|  |
| --- |
|   |
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|

1. *What are your cancellation terms for hotel bookings?*

|  |
| --- |
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1. *Tell us what strategies you would recommend to reduce our hotel spend.*

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1. Event organizing

*Do you offer Event organizing services- workshops/seminars/trainings? If yes, please provide details.*

|  |
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|   |
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1. Car rental and transfers to/from airports in Turkey

*Do you offer transfers to/from airports in Turkey and car rental services?*

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| --- |
|   |
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1. Support Staff

Please provide details of key client personnel who will be allocated to this account

|  |
| --- |
|  |
|
|

1. Availability

*Please confirm you offer 24hour assistance, 7 days/week: Note: the travel agent company must meet the demands of a situation which may be fast-changing and hazardous. The requirements may include e.g. evacuation of staff and could arise at any time of the day or night.*

|  |
| --- |
|   |
|

1. **EMERGENCY POINT OF CONTACT**

*Please provide details of emergency point of contact that GOAL travel manager can reach out to in case of emergency.*

|  |
| --- |
|   |
|

1. Response Time

*Please indicate average response time for quote requests and bookings?*

|  |  |  |
| --- | --- | --- |
| Please indicate response time | 0-1 hour  |   |
| 1-2 hours |   |
| 2-3 hours |   |
| >3 hours |   |

1. Number of Quotes

*To ensure competitive prices, before issuing a Purchase Order GOAL will require three alternative quotations from the winning supplier/s for each request with full transparency of pricing.*

*Please confirm this is acceptable*

|  |
| --- |
|   |
|

1. Open-book policy

Would you provide the quotations broken down detailing the actual cost of the booking and separately the commission rate for each quote? This is a mandatory requirement as outlined in Essential criteria for this tender.

|  |
| --- |
|   |
|

1. Data Analytics

*Can you provide data analytics in respect of our flights and hotels booked on a quarterly basis (number of cancellations, ticket changes, out of office service provided, airlines used, CO2 emissions etc)?*

|  |
| --- |
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|

1. Tracking

*Do you offer a real-time system to allow for localizing all GOAL staff who are travelling at any time? If so, please provide details.*

|  |
| --- |
|  |

*Is there an additional cost for this service? Please elaborate*

|  |
| --- |
|   |
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|

1. Corporate Travel Benefits

*What corporate travel benefits do you offer e.g. lounge access, corporate air miles, frequent flyer scheme etc.?*

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| --- |
|   |
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1. GDPR Compliance

*Please provide details of your compliance to GDPR (May 2018) updated regulatory requirements.*

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| --- |
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|

*Please confirm whether your company has processes in place to ensure data protection to keep GOAL staff data safe? This is a mandatory requirement.*

|  |
| --- |
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1. Additional Services

*Please describe (in no more than 200 words) any additional services you offer that demonstrates value for money.*

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1. Credit Account for payment processing

*Does your company offer a credit account for payment of the organisation’s corporate travel spend.*

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| --- |
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1. Booking Portal

*Do you have an online booking portal that GOAL might use to place orders?*

1. *If yes, please give a brief overview of how it works.*

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1. *Is it Compatible with Microsoft SharePoint?*

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1. *Do you offer an integrated approval process for booking travel? If so, please elaborate.*

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1. *If no online booking portal is available, what do you offer instead?*

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1. Standard/fixed charges & pricing
2. *Please provide details of the following charges where applicable.*

 *If there is no standard charge and you just pass on the fixed charge levied by the airline please make that clear*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Charge** | **Price in USD$**  | **Price USD $ incl. VAT** | **Comments** |
| Flight Booking | Booking fee (Flights) |   |  |  |
| Change of Route |   |  |  |
| Change of Date/Time |   |  |  |
| Change of Name |   |  |  |
| Cancellation Fees |  |  |  |
| Other (please specify) |   |  |  |
| Accommodation Booking | Booking fee (Hotels) |  |  |  |
| Change of Date/Time |  |  |  |
| Change of Name |   |  |  |
| Cancellation fee |  |  |  |
| Other (please specify) |  |  |  |
| Event Organizing | Organizing Fee (Event organizing) |  |  |  |
| Cancellation fees (Event organizing) |  |  |  |
| Other charges (Event Organizing) |  |  |  |
| Other charges (if applicable)- please specify |  |  |  |  |

**Remark:** Travel Agency must declare their charging policy transparently- open book. GOAL shall see the origin rate provided by third companies (Hotel/Airline/other) and Travel Agency’s commission rate of hotel/flight/booking service fees shown on an acceptable official billing form accordingly.

1. *The Tenderers must confirm that the above charges are fixed for a minimum of 12 months.*

*Is this acceptable?*

|  |  |
| --- | --- |
| Yes |  |
| No |  |

1. *What is the billing model suggested?*

|  |  |
| --- | --- |
|  | Yes/No |
| Bi-weekly invoice |  |
| Monthly invoice |  |
| Other |  |

I certify that the information provided above is accurate and complete to the best of my knowledge and belief. I understand that the provision of inaccurate or misleading information in this declaration may lead to my organisation being excluded from participation in future tenders.

Signed: (Director) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Print Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Company Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Annexes 1 – 4

See attached