



RegionalCooperationCouncil



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## **CALL FOR PROFESSIONAL SERVICES**

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

Reference: 033-025

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## **1. SUBJECT OF THE CALL**

**Subject of the Call:** Procurement of travel services-airline ticketing, other related travel and event management services, as further explained in Annex I Terms of Reference.

**Period of Services:** The RCC SECRETARIAT plans to award service contracts to travel agencies for the above services for a two-year period.

## **2. PARTICIPATION**

Participation in this procedure is open to the respective legal entities, travel agencies registered for provision of airline ticketing services and other related travel services further explained in the Section Eligibility Criteria.

### **CONTENTS OF BIDS**

The offers, all correspondence and documents related to the Call exchanged by the bidder must be written in English.

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

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

## **3. TECHNICAL OFFER**

The Technical Offer must be prepared in accordance with the instructions bellow and in line with a detailed list of required services and qualifications, further explained in **Annex I Terms of Reference**.

### **ELIGIBILITY CRITERIA**

Eligible bidders are those that are fulfilling the following criteria:

- Registered for required services;
- A member of IATA;
- Have minimum 3 (three) staff members, whereas at least two (2) staff members are qualified and competent to sell international flight tickets, and minimum one senior staff member with relevant experience that will be assigned to manage the work with the RCC Secretariat, in case of successful bid;
- Reporting minimum annual turnover in travel services of EUR 500,000 in the past two years, 2023 and 2024;
- Having successfully accomplished at least three contracts with international organisations for provision of related services in the past two years (2023 and 2024);
- Operates on a basis of monthly invoicing for rendered services.

### **REQUIRED DOCUMENTS:**

#### **1. General documentation**

- About the Company/Profile of the company (up to 3 pages);
  - Actual copy of company and tax registration;
  - Certificate of paid employee taxes and contributions dated no more than three months previously;
  - Copy of IATA Accreditation Certificate;
- a) Business References:
- List of Major Corporate Clients / Duration / Estimated Contract Value, at least three international organisations (for the last two (2) years, 2023, 2024);
  - Letters of recommendation issued by respective Clients (relevant periods should be 2023 and 2024);
  - Letters of recommendation issued by respective Airline Operators (relevant periods should be 2023 and 2024);
- b) Agency Commission (see Annex II)
- c) Volume of Sales in 2023 and 2024 (see Annex III);
- Contracting Authority should have a minimum annual turnover of equivalent EUR 500,000 in related travel services for the last 2 years (2023 and 2024).

## **2. Personnel Competencies**

- a) Curriculum Vitae of the personnel. Professional Competencies of Senior Travel Expert
- Please appoint one senior staff member, with relevant experience that will be assigned to manage the work with the RCC Secretariat, in case of successful bid;

The technical offer **must** be provided with strict adherence to the chronological order. The technical offer must follow the requirements described in Section 3. Technical Offer and Annex I Terms of Reference.

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 be subsequently made responsive by the bidder by correction of non-conformity.

## **4. SUBMISSION OF BIDS**

Applications need to be submitted by **21 April 2025** through the website link [Apply now](#).

Please make sure that the application is submitted with strict adherence to the chronological order provided in Section 3. Required Documents. The documents should be submitted in a form of copies of the originals.

## **5. COSTS OF PREPARING BIDS**

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

## 6. EVALUATION OF TECHNICAL OFFER

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

The offers will be evaluated based on the following requirements:

1. Expertise of the Agency, Business References, Volume of Sales, Corporate Commission Rate;
2. Personnel Competencies.

## 7. SELECTION AND AWARD CRITERIA

Selection of the most favourable bidder 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 bidder based on the skills and expertise and the quality of technical proposal.

The best value for money is established by weighing technical quality against the set evaluation criteria.

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:

| <b>Evaluation of the Expertise of the Agency and Personnel</b> |  | <b>Scores Obtainable</b> |
|--|--|--------------------------|
| 1.   | Expertise of Agency, Number of Years in the business, Business References, Volume of Sales, Corporate Airline Discount | 60                       |
| 2.   | Personnel Competencies   | 40                       |
| <b>Total</b>   |  | <b>100</b>               |

|   |                                  |
|---|----------------------------------|
| <b>1. Evaluation of the Expertise of the Agency</b> | <b>Maximum Scores Obtainable</b> |
|---|----------------------------------|

|              |   |  |
|--------------|---|--|
| 1.1          | Business References <ul style="list-style-type: none"> <li>Letters of recommendation issued by respective clients (periods 2023, 2024)</li> </ul>   | 20<br>20 = 4 or more references<br>15 = 3 – 4 references<br>10= 2 – 3 references |
| 1.2          | Agency Commission (see Annex II)  | 20<br>20 = Excellent<br>15 = Very good<br>10 = Good<br>2 = Average               |
| 1.2          | Volume of Sales for 2023 and 2024 (see Annex III) <ul style="list-style-type: none"> <li>Total volume of sales including other travel services</li> <li>Total volume of sales of airline ticketing</li> </ul> | 20<br>20 = Excellent<br>15 = Very good<br>10 = Good<br>5 = Average               |
| <b>Total</b> |   | <b>60</b>  |

| <b>2. Personnel Competencies</b> |   | <b>Maximum Scores Obtainable for each individual</b>   |
|----------------------------------|---|--|
| 1.1                              | CVs of personnel, travel experts, at least two (2) staff members, certified diploma in ticket sales (Amadeus or equivalent) | 10 + 10= 20<br>10 = over 10 years<br>8 = 8-10 years<br>6 = 6-8 years<br>4= 4-6 years<br>2= 2-4 years |
| 1.2                              | Senior travel expert, appointed for the management of work, certified diploma in ticket sales (Amadeus or equivalent)       | 10<br>10 = over 15 years<br>8 = 10 – 15 years<br>4 = less than 10 years                              |
| 1.3                              | Interview*  | 10   |
| <b>Total</b>                     |   | <b>40</b>  |

\*Only short-listed bidders shall be contacted for an online interview.

## **8. INFORMATION ON SELECTION OF THE MOST FAVOURABLE BIDDER**

The RCC Secretariat shall inform bidder 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 Calling or to recommence the procedure.

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

The candidates and bidder 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

## **9. APPEALS PROCEDURE**

Bidders 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

## **10. CANCELLATION OF THE CALL PROCEDURE**

In the event of cancellation of the Call procedure, bidders will be notified of the cancellation by the bidder.

Cancellation may occur where: the Call 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. It works under the political guidance of the SEECP to promote regional cooperation and European and Euro-Atlantic integration of South East Europe (SEE). RCC's activities are guided by its triannual Strategy and Work Programme and the South East Europe (SEE) 2030 Strategy, as its integral part and a principal working document until 2030.

The RCC consists of 46 participants. The RCC and its Secretariat receive operational guidance and supervision from the RCC Board. The RCC has a Secretariat based in Sarajevo, Bosnia and Herzegovina, headed by the Secretary General, and Liaison Office in Brussels. The organisational structure of the RCC Secretariat consists of: Office of the Secretary General, Political Department, Programme Department and Administration Department. The organisation maintains close working relations with all relevant actors, such as governments, international organisations, international financial institutions, regional organisations, private sector and civil society.

The average annual volume of airline ticketing and other travel services procured by the RCC Secretariat in **2023 and 2024 was above EUR 500,000**. 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;
- Performing inspection of services, including verification of fares, rates, etc.

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

The successful travel agency which will be contracted to serve the needs of the RCC Secretariat shall have the following minimum qualifications:

- IATA 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 office and Projects;

- Maintains facilities of on-line booking / airline reservations (i.e. Amadeus, Galileo or World Span), international ticketing and ticket printing facilities;
- Have experience in event management services;
- 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 assign:**

- **One Senior Travel Expert who shall be responsible for the management of travel services of the RCC Secretariat offices; and**
- **At least two (2) 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), at least 10 years of relevant 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 senior 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:

- At least (2) two travel experts 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;
- Have good written and verbal English language skills;
- Have 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 travel request to research alternative itinerary, at least three options, if available in order to provide the lowest appropriate fares;

- For every duly approved RCC Secretariat duty trip request the travel agency shall immediately make bookings **on more than one airline operating 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 that required travel arrangement cannot be confirmed, travel agency shall notify the requesting party of the problem and present 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 the 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 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 airline 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 abroad.

#### 4) Other travel and event management services

- Based on RCC requests carry out market research and survey, providing at least three options;
- Hotel reservation and lodging accommodation;
- Car rental reservations and discount rates whenever possible;
- Support in organisation of seminars and conferences; rent of facilities, including equipment, interpreters, photographers and similar;
- Emergency services, i.e. sickness, injury, death, etc.;
- Open book policy: to have access to the Service Provider's commission rates, overrides, rebates, etc.;
- 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, 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 airline 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 be accrued 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 document.

## ANNEX II

### Agency Commission

The travel agencies are asked to state the commission they will apply to the listed services:

| <b>Type of service</b>                      | <b>Commission</b> | <b>Comment</b> |
|---|-------------------|----------------|
| Airline ticketing individual                |                   |                |
| Airline ticketing group                     |                   |                |
| Accommodation and hotel services individual |                   |                |
| Accommodation and hotel services group      |                   |                |
| Rent a car                                  |                   |                |
| Other travel and event management services  |                   |                |

### ANNEX III VOLUME OF SALES

|  | 2023 | 2024 |
|--|------|------|
| Total turnover including other travel services | EUR  | EUR  |
| Total turnover from airline ticketing          | EUR  | EUR  |