



CALL FOR TENDER
TRAVEL AGENCY SERVICES

1. INTRODUCTION

Saint-Joseph University of Beirut (“the University”) is a private non-profit higher education institution established by the Society of Jesus in 1875. The University counts 13 Faculties and 18 Schools. The University also manages a university hospital center called Hôtel-Dieu de France (HDF).

2. SUBJECT OF THE TENDER

The purpose of this call for tender is to seek a competitive price for Travel Agency services for a period of 12 months from March 2022 until February 2023 included.

As a guide, and with no obligation on the part of the University as to the actual volume over the period of execution of the contract, the table below shows the turnover amount of airline ticketing made over the last two academic years:

Academic year	Turnover amount in USD
September 2019 – August 2020	298,390.00
September 2020 – August 2021	50,000

3. DEFINITIONS

The University uses the term “Invitation” to describe an authorized business trip of its staff departing from Lebanon. Each invitation has a specific invitation reference number.

The University uses the term “Mission” to describe an authorized business trip departing from any country to USJ Lebanon. Each mission has a specific mission reference number.

The University uses the term “Transportation” to describe all means of transportation including but not limited to airplane, train, car, bus and transfers.

“Notional travel” is defined as the most economic and direct travel route for work only.

4. TECHNICAL SPECIFICATIONS AND STANDARDS

4.1 Scope of the Service

The University requires an experienced Agency in order to make travel and accommodation arrangements as required, for its staff, students and visitors.

The Agency :

- shall find the most economic travel option to minimize transit/connection times and stopovers, based on the Economy Class rates unless otherwise instructed by the University.
- shall advise the University on the most suitable travel option for the trip and where applicable, to explain the appropriate options to the University.
- shall provide at least 2 comparison quotes with either the same or different route options. When possible, quotes shall be held for at least three (3) working days.
- shall reserve and issue tickets for all air, and other Transportation if requested, upon authorization to do so by the University. Whenever the University requests a fare quotation for a particular route, the Agency shall be able to present the relevant information by email within 24 hours, at the latest, of the University's request.
- shall book, modify or cancel a reservation and/or accommodation and/or Transportation upon request.
- shall handle the pre-payment to third parties such as train tickets, hotels, car rental companies, etc. on behalf of the University, once the reservation is confirmed by the University in writing.
- shall immediately inform the University of any changes in scheduled Transportation which may affect his/her travelling arrangements.
- shall inform the Client of the cancellation policy of any reservation, at the time of quotation.
- shall ensure a VIP service upon request.
- shall indicate all included fees & taxes.
- shall ensure that all taxes are included in the airfare quotation price.
- shall report statistics periodically to the University.

4.2. Ticket Issue

The travel tickets and other related documents will be delivered electronically to the University at least 48 hours before the time of departure. No additional charge shall be made for this delivery service.

4.3. Working Hours

The Agency must be able to provide services, including ticket delivery, during normal working hours of the University (Monday to Friday 7:30am-4:00pm; Saturday 8am-1:00pm electronic delivery only).

The Agency must have a hotline service for urgent requests falling any time and day outside normal working hours (the name of a contact person and a corresponding telephone number must be provided).

4.4. Cancellation

In the case of cancellation at short notice, the Agency shall do its best to minimize any penalties applicable to the University. Penalties attributable to the fault or breach of the Agency will not be accepted.

4.5. Visas

The Agency shall notify the University in writing of all instances where visas must be obtained, including transits.

If requested to do so the Agency shall obtain, pay and ensure visas are issued prior to travel.

4.6. Insurances

The Agency shall issue travel insurances upon request, including persons who are 70 years old and above. The Agency that offers a free travel insurance for 5-7 days trips shall be viewed favorably.

5. CRITERIA

There are three types of criteria under this call for tenders: (i) exclusion criteria, (ii) selection criteria, and (iii) award criteria.

5.1. Exclusion Criteria

The Agency shall be excluded from this tender if :

- a) It is bankrupt or being wound up, is having its affairs administered by the courts, has entered into an arrangement with creditors, has suspended business activities, is the subject of proceedings concerning those matters, or is in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
- b) It has been guilty of grave professional misconduct proven by any means which the contracting authorities can justify;
- c) It is not in compliance with all its obligations relating to the payment of social security contributions and the payment of taxes in accordance with the legal provisions of the Republic of Lebanon;
- d) It has been the subject of a judgement which has the force of *res judicata* for fraud, corruption, involvement in a criminal organization, money laundering or any other illegal activity.
- e) It has a conflict of interest in connection with the present tender; a conflict of interest could arise in particular as a result of economic interests, political or national affinity, family, emotional life or any other shared interest;
- f) It is in any situation considered a conflict of interest or which could give rise to a conflict of interest. For that matter, the Agency declares that it has not granted and will not grant, has not sought and will not seek, has not attempted and will not attempt to obtain, and has not accepted and will not accept any advantage, financial or in kind, to or from any party whatsoever, where such advantage constitutes an illegal practice or involves corruption, either directly or indirectly, in as much as it is an incentive or reward relating to award of the contract;

The Agency declares that it acted in good faith and that it provided accurate, sincere and complete information to the contracting authority within the context of this procurement procedure.

It acknowledges that the contract shall be terminated if any of the declarations or information provided proves to be false.

5.2. Selection Criteria

Tenderers should have the necessary financial, economic, technical and professional capacity to perform their obligations under the contract. In particular, the tenderer must:

- be a company duly established and existing under the Lebanese laws;
- have an IATA registration number;
- have a telephone number able to receive emergency situation calls 24/7;
- make sure that it does not need any permit, license or other authorization (other than those already obtained) to enter into and comply with the contract and to perform any obligations thereunder;
- not be engaged in or, to the best of its knowledge, threatened by any litigation, or administrative proceedings, the outcome of which might have a material adverse effect on performance of contractor's obligations;

- to the best of its knowledge and belief after due enquiry, not be in violation of any legislative requirement relevant for the performance of contractor's obligations;
- include a sample of the invoice that will be used for the scope of this tender. Invoices must indicate clearly the cost price of the transportation ticket (taxes separately) and the fees charged by the Agency and/or the discounts granted by the Agency; as well as the category, the name of the traveler and the date of travel.

- **5.3. Award Criteria**

The Agency is requested to propose and describe in detail in its offer the following:

- ability to present various travel options/routes (at least two) and connecting flights, if any, to the requested destination, when required;
- access to an IATA approved Global Distribution System (GDS) to enable direct access to airline booking information;
- ability to provide written reminders to the University, prior to ticketing deadline for purchasing of air tickets to avoid automatic cancellation by the airline system;
- ability to issue a single air ticket or E-Ticket for multiple airlines;
- ability to provide a description of its business, staff levels, history and highlights;
- ability to provide the University with copies of CVs for the manager and consultants dealing with the University's travel reservations together with a list of current corporate customers they service;
- ability to apply the concept of "notional travel" to its invoicing. Additional travel costs incurred from changes made to the notional travel itinerary are to be paid by the University directly to the Agency and not billed to the University. Therefore, the Agency shall issue two invoices for the travel:
 - one to the University for the cost of the notional travel; and
 - one to the University for additional travel costs from changes made to the notional travel including categories upgrades not requested by the University.

Should the cost of the actual travel be less than the notional travel, the University shall pay the full cost of the actual travel;
- ability to provide timely reimbursement of cancelled tickets. In their offer, the Agency will give a description of the proposed system and the maximum delays.

6. CONDITIONS OF TENDERS

The present tender is considered as a contractual engagement and the Agency should consequently sign and date each page including the technical bid, the financial bid and all the related documents.

Tenders must be submitted taking account of the following:

- Prices must:
 - be denominated in American Dollars and be firm and not subject to revision;
 - be inclusive of VAT.
- The forms filled in by the Tenderer may not be altered in any way.

Submission of a tender implies that the tenderer waives its own terms and conditions.

6.1. Modification or cancellation of the Tender

The University keeps the right to modify or cancel all or part of the tender without having to justify the reasons and with no compensation for the Tenderers.

6.2. Period of Validity of the Tender

Your tender must remain valid for a minimum of two (2) months from the deadline for the submission of tenders.

Documents to be submitted:

Technical Bid:

Complete Annex I.

Financial Bid:

Complete Annexes II and III.

If any of the documents listed above in "Documents to be submitted" are missing or incomplete, the tender will be judged not to conform to requirements and will be rejected.

Tenderers are reminded to sign, date and stamp all documents.

7. QUERIES

Queries must be submitted in writing no later than 4:00 pm sharp on February 21st 2022. Answers to queries will be sent to all Tenderers via email.

Please submit any questions you may have in writing to: Mrs. Gladys Zein El-Hayek: sri@usj.edu.lb

8. TENDER SUBMISSION DEADLINE

Tenders must be submitted simultaneously in 2 ways:

By mail (electronic version) & a hard copy by hand in a sealed envelope to:

Mrs. Gladys Zein El-Hayek: sri@usj.edu.lb

No later than 4.00pm sharp on February 21st 2022

Tenders submitted after this time and date will not be accepted.

The University keeps the right to extend the date of the submission of tenders.

9. PAYMENT TERMS

The standard payment terms of the University are payment within 30 days of receipt of invoice.

Payment will be made in US Dollars/Lebanese Liras/Euros.

In order to allow the University to make payments, the Agency will submit to the University properly completed accounting forms (Legal Entity and Bank Account Forms) before the contract can be signed.

The templates of Legal Entity and Bank Account Forms shall be attached to the contract.

10. IMPORTANT NOTES

The University is not obliged to accept the lowest bidder.

The University may choose more than one agency to work with.

The University keeps the right to make direct reservations outside the scope of this Tender.

ANNEX I. TECHNICAL BID

Please provide detailed descriptions and sample documents as required under all points in *5.2 Selection Criteria and 5.3 Award Criteria*.

Please find below some guidelines:

- Describe the team that will be dedicated to the University (number of persons, role of each member of the team, detailed profile of the manager/team leader, CVs, etc.)
- Provide the hotline number dedicated to the University. Specify the agents' hours, availability, and the operating methods outside office hours.
- Describe your company accompanying and guidance policy: travel coordinator, travel consultants, regularity of the reporting to the University, frequency of the meetings with the University, communication support, reporting template, etc.
- Specify the time limit to which you commit to reply to a quotation request (24h maximum during weekdays and 2 hours for emergencies).
- Specify the standard time limit to which you commit to deliver tickets and vouchers from the moment of approval of the quotation in writing (the traveler should have his ticket or e-ticket 2 days prior to the departure and his hotel voucher 2 days prior to his arrival to the hotel). 4 hours, in case of emergency.
- Describe the management of modifications and cancellations of tickets, vouchers, reservations, as well as the assets.
- Regarding the accommodation, specify the process followed by your agency to guarantee the quality of the accommodations (quality control tools, claims and complaints management process, University satisfaction evaluation tools, etc.) and the reporting tools you commit to.
- Describe the process for group reservations. What is the number of persons required to make a group reservation.
- Describe the travel insurance you offer to the University (add a sample insurance to your bid).
- Describe in details the methodology to manage claims and complaints.
- Add a sample invoice with the details identifying the subject, the amounts and the conditions.
- Add a list of references (at least 5).

ANNEX II. FINANCIAL BID

Type of fee	Commission	Comments
Air regular - Individual		
Air low cost		
Air regular – group		
Rail regular - individual		
Rail low cost		
Rail regular - group		
Accomodation		
Car rental		
Car rental insurance		

After hours requests		
After hours emergency requests		
Cancellation of ticket		
Obtaining visas		
Consular services e.g. for passport reissue		
Travel insurance		
VIP service		
Other costs e.g. courier		
Details of cancellation fees per airline and per rate		

ANNEX III. BANK ACCOUNT AND LEGAL ENTITY INFORMATION

The Tenderer is required to complete and submit, with supporting documents, the following forms:

1. Financial Identification Form (Bank Account)

2. Legal Entity Form (Private Companies)

إفادة حسن سلوك
إفادة عدم إفلاس
إفادة عدم تصفية
إفادة شاملة من السجل التجاري
براءة ذمّة من الصندوق الوطني للضمان الاجتماعي