



Disaster Preparedness and Prevention Initiative For South-Eastern Europe (DPPI SEE)

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PUBLIC CALL

Ref. No. 05-6-1-1/26

PUBLIC CALL FOR BIDDERS PROVISION OF TRAVEL AGENCY SERVICES - MEDIATION IN PROCUREMENT OF AIRLINE TICKETS

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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 DPPI SEE Secretariat plans to award service contracts to travel agencies for the above services for a three-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.

2.1 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 below and in line with a detailed list of required services and qualifications, further explained in Annex I Terms of Reference.

3.1 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 DPPI SEE Secretariat, in case of successful bid.
- Reporting minimum annual turnover in travel services of 50,000.00 EUR 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 invoice or per event for rendered services.

3.2 Required Documents

The required documents shall be submitted in the following order:

1. General documentation

- About the Company / Profile of the company (1 page).
- 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.

2. Business References

- List of Major Corporate Clients / Duration / Estimated Contract Value, at least three international organisations (for the last two (2) years, (2023 and 2024).

3. Agency Commission (see Annex II).

4. Volume of Sales in 2023 and 2024 (see Annex III).

- Contracting Authority should have a minimum annual turnover of 50,000.00 EUR in related travel services for the last 2 years (2023 and 2024).

5. Personnel Competencies

- 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 DPPI SEE 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 29.01.2026 to the DPPI SEE Secretariat address:

Disaster Preparedness and Prevention Initiative for South Eastern Europe (DPPI SEE) Secretariat
Branilaca Sarajeva, 34
71000, Sarajevo
Bosnia and Herzegovina

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.

Any offers received after the deadline will be returned unopened to the bidder. Bidders submitting offers via postal mail bear the risk of late delivery and are responsible for ensuring that their offers arrive by the specified deadline.

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 DPPI SEE procurement 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 must have 60 points minimum 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:

7.1 Technical Evaluation Forms

Criterion	Maximum score
1. Business References, Agency Commission, Volume of Sales and other relevant references (Expertise of Agency, Number of Years in the business, Corporate Airline Discount)	60
2. Personnel Competencies	40
Total	100

Sub-criterion 1	Scoring guidance	Maximum score
Business References (letters of recommendation issued by respective clients – periods 2023, 2024)	20 = 4 or more references; 15 = 3–4 references; 10 = 2–3 references	20
Agency Commission (see Annex II)	20 = Excellent; 15 = Very good; 10 = Good; 2 = Average	20
Volume of Sales for 2023 and 2024 (see Annex III)	20 = Excellent; 15 = Very good; 10 = Good; 5 = Average	20
Total		60

Sub-criterion 2	Scoring guidance	Maximum score
CVs of personnel, travel experts (at least two (2) staff members), certified diploma in ticket sales (Amadeus or equivalent)	10 = over 10 years; 8 = 8–10 years; 6 = 6–8 years; 4 = 4–6 years; 2 = 2–4 years	10 + 10 = 20
Senior travel expert appointed for management of work, certified diploma in ticket sales (Amadeus or equivalent)	10 = over 15 years; 8 = 10–15 years; 4 = less than 10 years	10
Interview (only short-listed bidders shall be contacted for an online interview)		10
Total		40

8. Information on Selection of the Most Favourable Bidder

The DPPI SEE 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 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 addresses secretariat@dppi.info and Irfan.agic@dppi.info or to the address of the DPPI SEE Secretariat:

Disaster Preparedness and Prevention Initiative for South-Eastern Europe (DPPI SEE) Secretariat
Branilaca Sarajeva, 34
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 DPPI SEE Secretariat directly. The DPPI SEE Secretariat must reply within 15 days of receipt of the complaint.

The request may be sent to the e-mail addresses secretariat@dppi.info and Irfan.agic@dppi.info or to the address of the DPPI SEE Secretariat:

Disaster Preparedness and Prevention Initiative for South-Eastern Europe (DPPI SEE) Secretariat
Branilaca Sarajeva, 34
71000, Sarajevo
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10. Cancellation of the Call Procedure

In the event of cancellation of the Call procedure, bidders will be notified of the cancellation by the DPPI SEE Secretariat.

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; exceptional circumstances or force majeure render normal performance of the contract impossible.

ANNEX I – TERMS OF REFERENCE

A. Background

DISASTER PREPAREDNESS AND PREVENTION INITIATIVE FOR SOUTH-EASTERN EUROPE (DPPI SEE) SECRETARIAT

The Disaster Preparedness and Prevention Initiative for South-Eastern Europe (DPPI SEE) is a regional cooperation framework supporting disaster preparedness, prevention and coordinated response across South-Eastern Europe, through capacity development, exchange of good practices, and facilitation of cooperation among relevant national authorities and partners.

DPPI SEE is supported and implemented through its Secretariat based in Sarajevo, Bosnia and Herzegovina, and works closely with DPPI SEE Member States and relevant regional and international stakeholders, including international organisations, regional organisations, and other partners.

The average annual volume of airline ticketing and other travel services procured by the DPPI SEE Secretariat in 2024 and 2025 was around 50,000.00 EUR. While no dedicated travel budget is foreseen, the volume of ticketing and other travel-related services is expected to remain broadly in line with current levels in the period ahead.

More information on the DPPI SEE work is available at www.dppi-see.org

B. Description of Responsibilities

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

- Issuance of travel requests, answering questions, checking and coordination of travel arrangements.
- Performing inspection of services, including verification of fares, rates, etc.
- Serve for other administration purposes.

C. Expected Qualification of the Travel Agency

The successful travel agency which will be contracted to serve the needs of the DPPI SEE 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 DPPI SEE Secretariat office, representatives of DPPI SEE member states and other staff referring to DPPI SEE projects/activities.
- Maintains facilities of on-line booking / airline reservations (i.e. Amadeus, Galileo or World Span), international ticketing and ticket printing facilities.
- 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 DPPI SEE Secretariat.
- At least two (2) full-time qualified travel experts providing dedicated services to the travel needs of the DPPI SEE Secretariat.

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 DPPI SEE Secretariat.
- 24 hours a day access to emergency service and necessary delivery of tickets as required by the DPPI SEE Secretariat to the required destinations.

Minimum qualifications of the travel experts

- At least two (2) 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 DPPI SEE Secretariat.
- 24 hours a day access to emergency service and necessary delivery of tickets as required by the DPPI SEE Secretariat 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 DPPI SEE Secretariat, their dependents and other travellers authorised/accredited by the DPPI SEE Secretariat, in accordance with DPPI SEE policies, procedures and guidelines. The products and services required by the DPPI SEE Secretariat include, but are not limited to, the following:

1. Reservation and Ticketing

- For every travel request, research alternative itinerary and provide at least three options, if available, in order to identify the lowest appropriate fares.
- For every duly approved DPPI SEE duty trip request, the travel agency shall immediately make bookings on more than one airline operating route and prepare appropriate itineraries and a 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 DPPI SEE Secretariat.

- If required travel arrangement cannot be confirmed, the travel agency shall notify the requesting party of the problem and present alternative routings/quotations for consideration.
- For wait-listed bookings, the travel agency shall provide regular daily feedback on the status of the flight.
- The travel agency shall reconfirm and revalidate airline tickets, re-issue tickets which are returned as a result of changed routing or fare structures and provide itineraries in electronic format.
- The travel agency shall promptly issue and deliver accurately printed tickets and detailed itineraries to respective offices within the time limit (in electronic format), showing the accurate status of the airline on all segments of the journey.
- The travel agency shall accurately advise the DPPI SEE Secretariat of ticketing deadlines and other relevant information every time reservations are made in order to avoid cancellations of bookings.
- The travel agency shall provide information on airline ticket schedules.
- The travel agency shall handle cases during weekends and official holidays.

2. Airfares and Airlines Routings / Itineraries

- The 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 DPPI SEE Secretariat.
- The travel agency shall assist the DPPI SEE Secretariat in negotiating with airlines on preferred fare conditions for DPPI SEE, such as flexible ticketing deadlines (i.e. until the date of commencement of particular travel) and additional luggage discounts.
- The travel agency shall advise market practices and trends that could result in further savings for DPPI SEE, including the use of corporate travel booking tools with automated travel policy compliance and enforcement, and travel management reporting.
- The travel agency shall obtain the optimum prices/rates of reduction for airline tickets.
- The travel agency shall provide DPPI SEE with the discounts granted by all airlines to the travel agents.
- The travel agency shall provide privileges such as upgrading when requested by DPPI SEE.
- Prices given to DPPI SEE staff on a personal basis will be the same as those provided to DPPI SEE.
- The travel agency shall provide DPPI SEE 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

- The travel agency shall provide quick reference for requested destinations.
- The travel agency shall provide travellers with a complete automated itinerary document to include carrier(s), flight and voyage numbers, departure and arrival time(s) for each segment of the trip, tax exempt information, etc.

- The travel agency shall, upon request, inform travellers, upon booking confirmation, of flight/ticket restrictions, involuntary stopovers, hidden stops, and other itinerary inconveniences, and provide required documentation for travel.
- The 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.
- The travel agency shall promptly notify travellers of airport closures, delayed or cancelled flights, as well as other changes that might affect or require preparations from travellers, sufficiently before departure time.
- The travel agency shall provide 24-hour 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 DPPI SEE 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: 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 lounge facilities.
- Follow-up on lost luggage and safe delivery to respective traveller.

5. Billing and Invoice

- The travel agency shall send a cumulative invoice to the DPPI SEE Secretariat, listing individual flights. Such invoice will be sent periodically – per month or by event.
- The DPPI SEE Secretariat shall provide payment to the travel agency by bank transfer after the approval of each transaction and within a maximum period of 15 days from invoice receipt.

6. Flight Cancellation / Rebooking and Refunds

- The travel agency shall process duly authorised flight changes/cancellations when and as required, taking care that cancellation fees and charges imposed by airlines are avoided; the travel agency shall provide updated information on airline ticket cancellation deadlines before processing any cancellation.
- The travel agency shall immediately process airline refunds for cancelled travel requirements/unutilised pre-paid tickets and credit these to the DPPI SEE Secretariat as expeditiously as possible.
- The travel agency shall refund tickets within one (1) month only.
- The travel agency shall limit refund charges at airline rate only, i.e. no additional charges will be accrued to the travel agency.

- The travel agency shall absorb cancellation and/or change reservation date charges which are due to no fault of the DPPI SEE traveller.
- The travel agency shall report back to the DPPI SEE Secretariat on the status of ticket refunds.

E. Compensation Scheme

The travel agency shall generate its income on a per-ticket/transaction basis.

The DPPI SEE 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 DPPI SEE. The DPPI SEE Secretariat has the right to terminate the contract with the 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:

Type of service	Commission	Comment
Airline ticketing – individual		
Airline ticketing – group		
Accommodation and hotel services – individual (optional)		
Accommodation and hotel services – group (optional)		
Rent a car (optional)		
Other travel and event management services (optional)		

ANNEX III – VOLUME OF SALES

Item	2023	2024
Total turnover including other travel services	EUR []	EUR []
Total turnover from airline ticketing	EUR []	EUR []