

Request for Proposal (RFP)

Title: Flight Booking and Ticketing Services

Helvetas invites interested parties to provide offers for the services as described below.

1. Contract description

Issued by: **Helvetas Swiss Intercooperation**

Head Office: **Switzerland**

Project Locations: **Latin America, Africa, Asia, and Europe**

Sectors: **Humanitarian and Development Projects**

Annual Flight Volume: **Approx. 2000 tickets** (International and National flights)

1. General Scope of Services

The selected travel agency will be responsible for providing high-quality air travel services to support our international humanitarian and development operations. Services must be accessible both online and via travel agents and tailored to the needs of Helvetas Swiss Intercooperation.

The required service details are elaborated in this document.

2. Timetable

	DATE	TIME - CET
Tender announcement published on the Helvetas website and advertised via various digital channels.	15 Sept 2025	-
Deadline for written enquiries to procurement.HO@helvetas.org	10 Oct 2025	17:00 CET
Last date for Helvetas to issue clarifications (clarifications can be found in the same link where this RFP was posted on Helvetas' website)	16 Oct 2025	17:00 CET
Deadline for submitting offers to the procurement.HO@helvetas.org account ¹	07 Nov 2025	17:00 CET

3. Nature of the contract

Service Framework Agreement

4. Negotiations

Helvetas reserves the right to enter into negotiations with all or part of eligible bidders in order to amend and/or complete their original offers.

Negotiations may concern the technical, financial, legal and other aspects of the contract.

5. Eligibility

Participation is open to all legal entities registered in Switzerland and abroad.

Entities or groupings of such entities (consortia) are allowed to apply. A consortium may be a permanent, legally

¹ Any application received after this deadline will not be considered.

established grouping or a grouping that has been constituted informally for a specific tender procedure. All members of a consortium (i.e. the leader and all other members) are liable to Helvetas, while the leader takes the lead responsibility.

6. Costs for preparing offers

No costs incurred by the bidder in preparing and submitting the offers are reimbursable. Such costs fall under the responsibility of the bidder, including the costs incurred during the negotiating and interviewing process.

7. Sub-contracting

Sub-contracting services to other entities than those contracted with this procurement process, is not allowed.

8. Provisional commencement date of the contract

During 2026.

9. Initial period of execution and possible extension of the contract

Services will be provided between 2026 and 2030.

10. Evaluation of offers

Each offer will be evaluated in accordance with the criteria and the weighting as detailed below. In the case of offers submitted by a consortium, these criteria will be applied to the consortium as a whole. The criteria for evaluation of services will be examined in accordance with the requirements indicated in the attachments.

The entire evaluation procedure is confidential. The Technical Evaluation Committee (TEC) decisions are collective, and its deliberations are held in a face-to-face or virtual session. The members of the TEC are bound to secrecy. The evaluation reports and written records are for official use only and may be communicated neither to the bidders nor to any party other than Helvetas.

10.1 Eligibility criteria

Only the bidders that provide a signed form below will be processed for further evaluation:

- **Eligibility Documentation Form (See ELIGIBILITY DOCUMENTATION part below)**

10.2 Evaluation criteria of eligible offers

Criteria for evaluation of the technical offer

Booking Capabilities	
Requirements	Documentary evidence
1. Online booking platform for self-booking (user-friendly, secure, responsive) with a dedicated platform account for the organization (Helvetas).	Platform demo credentials, screenshots, system overview, or any other relevant evidence.
2. Agent-assisted bookings via phone/email/chat/for all types of flight tickets, including exotic destinations.	Service process documentation, contact options, agent profiles, or any other relevant evidence.
3. Fare type options (one-way fare, return fare, and round-trip)	Description and screenshots of fare types offered, or any other relevant evidence.
4. Two-step booking workflow. For example, when the requester reserves the ticket online, the platform forwards the reservation to the	A process map or user manual describing the approval process, or any other relevant evidence.

manager for confirmation and flight booking, and ultimately issues the ticket.	
5. Electronic ticketing and itinerary	Sample e-ticket and itinerary confirmation via email.
24/7 Customer Support	
Requirements	Documentary evidence
1. Dedicated account manager for Helvetas	CV or profile, or any other relevant evidence.
2. 24-hour ticket purchasing and change of tickets support (phone and/or email and/or live chat)	Support policy, contact info, support logs, or any other relevant evidence.
3. Multilingual service, mandatory English. Preferred German, French, and Spanish	A relevant document or screenshot from the platform confirming the service provision in the required languages.
NGO Preferential Terms	
Requirements	Documentary evidence
1. Agreement with airlines about less restrictive conditions with NGOs.	Partnership documents or reference documents, or any other relevant evidence.
Reporting and Data Management	
Requirements	Documentary evidence
1. Online or via email (upon request), monthly/quarterly, or from date-to-date reporting with a breakdown of airline charges, agency fees, and discounted fares showing the total paid by Helvetas for each booked ticket (one-way or return ticket)	Sample reports or templates with a cost breakdown, or any other relevant evidence.
2. Online dashboard access for travel statistics and analytics	Dashboard screenshots or platform access info, or any other relevant evidence.
Other Services	
Requirements	Documentary evidence
1. Helvetas to be able to do spot checks (manual or online) for already booked flight tickets, confirming the airline charges for the selected ticket. For example, verification of airline charges (booked via Galileo, Amadeus, etc.) for a flight ticket from the previous day, week, or month.	A description document or screenshot confirming the ability to provide the required information, or any other relevant evidence.
2. The travel agency online platform has the possibility of integration with Helvetas internal system	Technical statement or past integration reference, or any other relevant evidence.
3. Ability to issue an invoice per ticket to the country where the booking is initiated or to the Head Office, and ability to have those invoices issued in CHF, EUR, or USD currency.	A document declaring the required ability.

The bidders that pass the Technical evaluation (**min 50% of technical evaluation scoring**) will be processed for further

evaluation.

Criteria for evaluation of the financial offer:

Requirements	Documentary evidence
Financial offer according to instructions in PART 2 of this document	Financial offer in CHF

The weighting of the criteria for evaluation of technical and financial offers is as follows:

Criteria	Max points
Technical offer*	70
Booking Capabilities	15
24/7 Customer Support	15
NGO Preferential Terms	15
Reporting and Data Management	15
Other Services	10
Financial offer	30
Total maximum score	100

Offers will be evaluated progressively from the maximum points presented in the table, based on the average score of the technical offer and the score of the financial offer, using the 'relative cost scoring' method.

Contract will be awarded to the economically most advantageous offer. The economically most advantageous offer is established by weighing technical quality against price on a 70/30 basis.

After evaluating the offers, Helvetas reserves the right to enter into negotiations with all or part of the eligible bidders to amend and/or complete their original offers.

Helvetas reserves the right to contract only part of the required services or cancel this tender procedure should it not be satisfied with the quality of offers.

11. Submission of offers

Offers must be submitted via email in electronic format only in two separate password-protected files using the standard forms provided by Helvetas (PART 1 and PART 2).

The technical offer shall contain:

- Signed Eligibility Documentation Form²** – as per ELIGIBILITY DOCUMENTATION PART 1 below
- Bidders have to supply the technical offer, accompanied by the following documentation mentioned in the technical requirements tables above, such as:
 - Booking Capabilities
 - 24/7 Customer Support
 - NGO Preferential Terms
 - Reporting and Data Management

² Electronic copies of eligibility documentation should be provided only by the winning bidder prior to contract signing.

- Other Services

The name of the file should have the bidder's name, Reference No, and the text 'Eligibility and Technical offer documents' (for example, ***Agency Name OC-0001-IS eligibility and technical offer documents***). and

The financial offer shall contain:

1. **Filled and signed Financial Offer form** - as per PART 2 - Financial offer below

The Financial offer must be presented in CHF. The fees proposed in this offer should be all inclusive; the supplier/contractor will cover all costs to perform their tasks (e.g. office accommodation, transport, internet access and equipment, administrative and secretarial support, interpretation etc.). Helvetas Switzerland isn't exempt from VAT, thus the fees offered should be with VAT. The contractor is responsible for all other taxes and duties in compliance with relevant legislation.

The name of the file should have the bidder's name, Reference No, and the text 'Financial offer documents' (for example, ***Agency Name OC-0001-IS financial offer documents***).

Electronic files should be password protected, different password for each file³. The bidders will be informed in advance once the evaluation date is confirmed so they can stay reachable on that date in order to provide the passwords. During the evaluation process the entitled TEC member will call the bidder at the spot⁴ and ask for the passwords.

The subject of the email should contain only the PRF reference number (***OC-0001-IS***).

The body of the email should contain the bidder's official name, address, and telephone number.

Offers must be submitted in English exclusively to the following email address: procurement.HO@helvetas.org. Offers submitted after the deadline mentioned under point 2, Timetable of this RFP, will not be considered. The counted official receipt time is the time shown on the email received from the bidder.

12 Alteration or withdrawal of applications

Bidders may alter or withdraw their offers by written notification prior to the deadline for submission of tenders. No offer may be altered after this deadline.

Helvetas retains ownership of all offers, which have not been withdrawn. Consequently, bidders do not have the right to have their offers returned to them.

13 Validity of offers

Bidders are bound by their tenders for 90 days after the deadline for submitting offers. In exceptional cases, before the period of validity expires, Helvetas may ask bidders to extend the period of validity for a specific number of days, which may not exceed 40.

14 Signature of the contract(s)

Within 7 days of receipt of the contract already signed by Helvetas, the selected bidder shall sign and date the contract. Failure of the selected bidder to comply with this requirement may constitute grounds for annulling the decision to award the contract. In this event, Helvetas may award the tender to another bidder or cancel the tender procedure.

15 Terms of payments

Prices in the application must be submitted, taking into account all expenses.

The payment will be made via bank account transfer to the winner of the tender in CHF, EUR or USD within a maximum of 30 working days from the date of acceptance of goods or execution of services or works. Cases of non-performance

³ Offers received without password will not be considered for evaluation

⁴ If the bidder is not reachable on the phone during the evaluation process, the offers will not be considered for evaluation

of obligation and their legal consequences will be separately indicated in the contract.

16 Terms of cooperation

In the case of a contracting, the parties will have to perform according to the established time and in accordance with Helvetas – Supplier purchase order or Helvetas – Service provider contract. Helvetas has the right to increase or decrease the number of ordered items. Helvetas has the right to choose a supplier/ implementer on the given offer according to its own discretion. Helvetas has the right to re-formulate the Request for Quotation (RFQ), Invitation to Bid (ITB) or Request for Proposal (RFP) to its own discretion, if any additional items are needed. In case of failure or non-compliance with contractual obligations, Helvetas has a unilateral right to terminate the contract without incurring any legal obligation.

The bidder has to be familiar with all instructions, forms and requirements mentioned in the RFQ, ITB or RFP documents. The responsibility for the submission of the offer in accordance to these requirements lies entirely with the Applicant. Helvetas signs a purchase order/contract with the winning bidder. The contract will come into force upon signature by both parties.

17 Ethics clauses/Corruptive practices

Bidders making false declarations may be subject to financial penalties representing 10% of the total value of the purchase order/contract being awarded. This rate may be increased to 20% in the event of a repeated offence.

Any attempt by a bidder to obtain confidential information, enter into unlawful agreements with competitors or influence the TEC or Helvetas during the process of examining, clarifying, evaluating and comparing offers will lead to the rejection of its offer and may result in penalties as described above.

Bidders must not be affected by any conflict of interest with other bidders or parties involved in the project. Helvetas reserves the right to suspend or cancel the RFP procedure and/or purchase order/contract if corrupt practices of any kind are discovered at any stage of the award process or during the execution of a contract.

Bidders will be rejected or purchase order/contracts terminated if it emerges that the award or execution of a contract has given rise to unusual commercial expenses. Such unusual commercial expenses are commissions not mentioned in the main contract or not stemming from a properly concluded contract referring to the main contract, commissions not paid in return for any actual and legitimate service, commissions remitted to a tax haven, commissions paid to a payee who is not clearly identified or commissions paid to a company/organisation which has every appearance of being a front company/organisation.

Contractors found to have paid unusual commercial expenses related to this project are liable, depending on the seriousness of the facts observed, to have their contracts terminated and/or be penalised.

Helvetas reserves the right to suspend or cancel the procedure, where the award procedure proves to have been subject to substantial errors, irregularities or fraud. If substantial errors, irregularities or fraud are discovered after the award of the purchase order/ contract, Helvetas may refrain from concluding the purchase order/contract and/or terminate the purchase order/ contract.

18 Operational language

English is primary language for all written communications for this tender procedure and contract.

19 Additional information

The conclusion of the tender and the award of any purchase order/contract are subject to the availability of funds.

Helvetas reserves the right to annul this tender procedure at any time, without any liability on its side.

PART 1 - ELIGIBILITY DOCUMENTATION FORM
LIST OF REQUIRED DOCUMENTS
Eligibility criteria

Requirements	Documentary evidence
Legal registration	Certificate of incorporation or business registration issued by the relevant authorities, or any other relevant evidence.
Tax compliance	Recent tax clearance certificate OR official statement from tax authorities indicating taxes are paid or under a payment plan, or any other relevant evidence.
Secure data handling (GDPR/ISO)	Valid certificates: GDPR compliance policy or ISO 27001 or ISO 27701, or any other relevant evidence.
IATA and BSP license	Copy of a valid IATA license, including IATA code and BSP membership proof, or any other relevant evidence.
No pending legal/financial issues	Signed & dated Affidavit or Declaration of Honor by CEO/legal representative confirming no open case of a dispute, an execution procedure, a reorganization, a bankruptcy, or an insolvency procedure ⁵
Minimum 5 years in operation	Ensure the entity's first registration date is provided in the certificate of incorporation or business registration issued by the relevant authorities.

STATEMENT⁶

I, the undersigned (for consortiums, every consortium member should sign a separate statement as part of this application) hereby declare that we have in possession all documents listed above. All documents are valid as requested in the table above and hard copies or electronic copies can be distributed as/when needed.

Signed on behalf of the bidder

Name	
Signature	
Date	

⁵ Helvetas reserves the right to do a background check if needed

⁶ Statement should be signed by each member of the consortium, if a consortium.

PART 2 - FINANCIAL OFFER
Financial offer

Helvetas isn't exempt from VAT, thus the cost should be with VAT. The contractor is responsible for all other taxes and duties in compliance with the relevant laws.

Services item – specifications	Estimated Quantity pa	Fee per ticket / CHF	Total
Fee per ticket for online bookings for all types of flight tickets	1500		
Fee per ticket for agent-assisted bookings via phone /email /chat /for all types of flight tickets	450		
Fee per ticket for agent-assisted bookings via phone /email /chat /for exotic destinations	50		
The total amount (sum of units) will be used for scoring			

Signed on behalf of the bidder

Name	
Signature	
Date	