



CALL FOR EXTERNAL SERVICE.

TRAVEL AGENCIES

**GOETHE
INSTITUT**

Sprache. Kultur. Deutschland.

CALL FOR FRAMEWORK AGREEMENT – TRAVEL AGENCY SERVICES

Subject of the Call: The Goethe-Institut Armenia is seeking to conclude a framework agreement with a qualified travel agency. The aim is to ensure professional support in booking tickets and related travel services for guests of the Goethe-Institut Armenia.

OBJECTIVES:

- Provide reliable and cost-efficient travel arrangements.
- Ensure smooth organization of international and domestic travel for invited guests and staff.
- Guarantee high-quality customer service and flexibility in handling changes or cancellations.

SCOPE OF SERVICES:

- **Flight bookings:** Reservation, rebooking, and cancellation of international and domestic flights.
- **Reservation management:** Booking of international and domestic flights according to Goethe-Institut Armenia's requirements. Ensuring access to multiple airlines and fare classes to provide cost-effective options.
- **Rebooking and cancellations:** Handling changes in travel dates, times, or routes promptly. Managing cancellations and refunds in line with airline policies.
- **Fare optimization:** Offering competitive pricing and monitoring fare fluctuations. Advising on flexible ticket options to minimize costs for changes. Ensuring compliance with Goethe-Institut's travel policies.
- **Emergency support:** Assistance for urgent changes, missed flights, or disruptions.

CONTRACT DURATION: Two years, with the option to extend for an additional two years.

PROCEDURE: Open procedure in line with national procurement regulations.

EVALUATION CRITERIA:

- Price (50%)
- Service quality and availability (30%)
- Technical capacity to handle larger amounts of bookings, travel agencies should outline their infrastructure, processes, and resources that guarantee reliability and scalability. (20%)

SPECIAL REQUIREMENTS:

- Ability to provide a test access for booking within 10 days after submission.
- Demonstrated experience working with international cultural institutions or NGOs.

APPLICATION

Interested applicants are invited to submit their offers by 25.05.2026.

Please send your applications to:

hasmik.muradyan@goethe.de

APPLICATION FORMAT

- **Cover letter:** Brief introduction of the company and confirmation of interest.
- **Offer documents:** Structured into administrative, technical, and financial sections. 3 possible options for a round-trip flight Munich-Yerevan-Munich for 30 May-5 June 2026. Specify in detail how much the ticket costs, how much the service fee costs, and how much the cancellation penalty costs.

CONTACT PERSON

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