

DK-Copenhagen: Travel agency services
EEA invitation to tender EEA/ADM/03/002
Open call for Tender, Technical Specifications

Background

The European Environment Agency, hereinafter called EEA, is part of the European Union institutions, established by the European Council Regulation (EC) No 933/1999 of 29 April 1999 which partly amended Regulation (EEC) No 1210/90. Its office is located at Kongens Nytorv 6, DK-1050 Copenhagen K, Denmark. At present its staff consists of ca 100 officials in different categories. This figure increases in the coming years.

The EEA aims to support sustainable development and to help achieve significant and measurable improvement in Europe's environment through the provision of timely, targeted, relevant and reliable information to policy-making agents and the public.

The travel volume of the EEA staff (missions) rounds up to ca 500 travels and invitees to EEA meetings (mostly pre-paid tickets) in the region of 300 travels per year totalling to 800 travels. In both cases the destinations are world wide albeit a good 80 per cent are trips within Europe, including Central and Eastern Europe. The estimated budget on the travelling is ca 550.000-600.000 EUR per year. The working language is English.

Description of the services required

The purpose for this call for tender is to find a travel agency providing services concerning travel arrangements, mainly flight tickets, for both the EEA staff members and invitees to EEA meetings. The following services are requested:

- 1) On-line booking directly by EEA staff on travel agency's reservation system
 - Air, train, ship etc tickets, rental car and accommodation reservations
 - Software and in-house user training to be provided in English language for 10-15 users.

- Off-line back-up system: Ticketing requests to the travel agency may also be made by e-mail, fax or telephone.
 - Reservations shall be made on Economy class, always searching for the lowest fare available, including Apex, crossed tickets, or equivalent. Business class may only be quoted against separate written confirmation when no Economy class is available.
 - Itineraries shall be presented in English. They shall show the actual flying hours, price quotation and issuance deadline.
- 2) Travel agency staff is required to have a satisfactory knowledge of the English language.
 - 3) Pre-paid tickets (PTAs) to be provided for destinations worldwide.
 - 4) Reservation & ticketing services are to be provided during the full length of the EEA working hours: 9.00 to 17.30h. The possibility of extended service hours would be considered as an additional asset.
 - 5) Reservations are to be kept on hold for as long a period as the airline's rules allow. The use of E-tickets shall be standard whenever feasible.
 - 6) Delivery of paper tickets on demand shall be made in good time to the EEA office or placed at the airport for pick-up before departure.
 - 7) Airport tax on unused flight coupons shall be refunded.
 - 8) The travel agency shall provide price quotations upon request, for destinations world wide, setting the reservation system to an earlier date if necessary.
 - 9) Weekly (monthly) due invoice in EUR stating the mission/meeting number (will be provided by the responsible EEA staff member separately for each separate reservation) and price of each separate ticket. Alternatively invoicing per ticket.
 - 10) One separate (electronic) itinerary to be submitted together with each separate ticket stating the amount in EUR, a complete itinerary (e.g. CPH/BRU/CPH) with departure dates and mission/meeting number.
 - 11) For the detailed payment terms we refer to Annex 2.
 - 12) The travel agency shall regularly provide the EEA with information on:
 - Overview of current air market situation, mainly in Europe (airlines' new destinations, discount fares, special offers, promotions, etc).
 - Airlines' fare policy changes.
 - Monthly statistics on travel expenses, breakdowns as per EEA's needs.

Price to be offered

The price for the offer shall consist of a percentage per issued ticket.

- This percentage/provision shall cover all the travel agency's fees including postage, management fees and equivalent.
- However, PTA fees are to be specified separately in the invoice and thus to be kept outside the percentage/provision.
- For the hotel and rental car reservations a separate unit price per reservation is to be offered.
- Software and in-house user training to be provided in English language for 10-15 users. The eventual price for this service to be specified.