

Call for supply of services

Travel agencies

09 October 2023



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1. Background

EUN Partnership aisbl (EUN) is a Belgian international non-profit association based in Brussels. In the last 15 years, it has become one of the key organizations involved in transforming teaching and learning at school and in using the integration of ICT as a force for improvement. It consists of a network of 34 Ministries of Education from across Europe which organizes its activities around three main areas: exchange experience gained at national level; gather evidence to feed policy development and implement innovative pilot projects for schools. EUN also operates key European services in education on behalf of the European Commission through EU funded programmes either as a coordinator or as a partner and develops privately- funded initiatives such as the Future Classroom Lab. More information is available on our website: www.eun.org.

EUN typically manages between 30 to 35 projects at any time funded by EU programmes and/or commercial sponsorships. All projects include organisation of events including workshops and conferences.

2. The services to be supplied

EUN would like to appoint a limited number of travel agencies for the provision of travel, accommodation, and related services as listed below for a period of three years. The overall expenditure foreseen is between 300.000 and 400.000 euros per year (figures from 2022).

The companies selected shall have substantial experience in the activities to be carried out, they should be able to work in English, and work during standard office hours (9.00-18.00 Brussels time), even during summer holiday periods, with the necessary staff and resources to provide the services covered by this call.

The method of appointment of the tenderer(s) and the contractual conditions are more particularly described in section 4 of this call.

Short Description of the service(s) or purchase(s)

- Issuing transport tickets (air, rail, sea).
- Provision of related services, if necessary, including but not limited to hotel booking, car rental, transfer and other connected services, general advice, and guidance.
- Provision of any information deemed necessary for the organization of various missions involving different sizes of groups, i.e:
 - one-person mission
 - small groups (2-15 persons)
 - larger groups (15 - 40+ persons)

The information required shall include: the flight schedule, flight availability, airline companies, prices, including 'low cost' air fares, clear presentation of the terms and conditions tickets are subject to and any other information deemed necessary by EUN.

- Assisting event participants in case of flight cancellations by airlines, including but not limited to requesting refunds in the name of the participants/EUN.
- Sharing with EUN an emergency phone number and providing ad hoc assistance in case of emergencies which may arise outside of working hours over the weekends/public holidays.
- Provision of prompt and reliable technical assistance to EUN staff acting as liaison with any third party involved in an organized event.
- Provision, at EUN's request, of reports with detailed analysis of all the services provided with comprehensive statistics and feedback to EUN.
- For group bookings, provision of excel sheet for each group booking with the flight schedule and cost per passenger.

We expect the selected contractor(s) to do the work themselves but, if necessary, in specific circumstances or for specific products, subcontracting may be authorized provided EUN agrees in writing after having received advance written notification.

3. The conditions

To reply to this call, the applicants should supply the following information and details in English:

- The general background information on the company including resources available (VAT number, member of professional associations etc.)
- Experience and examples of the activities carried out and additional added value services.
- Types of organizations the company worked for (including services performed for EU funded projects)
- Details and experience of the staff which will be supplying the service(s) specified in the call and in particular experience of working with large groups (more than 40 persons)
- The price in Euros per service as detailed in the Annex II (Price list)
- A signed declaration of honour (see Annex I)

The selection of the successful applicants will be based on a number of factors including:

- The quality and experience of the company performing the services and the ability to handle travel booking for large groups;
- Geographical location of the company;

- The available resources of the company;
- The experience of working with the EU funded projects;
- The cost of the services and payment terms stated in the Annex II.

EUN may decide, at its entire discretion, to give a weighting to the various selection criteria.

Please note that EUN is not bound to make a selection if the offers received are not of sufficient quality or the prices quoted are too high or are not within the budget allocated by EUN for this type of work. In such circumstances, EUN may re-issue this call or cancel it completely.

EUN may, at its entire discretion, decide to call the highest scoring candidates for an interview in Brussels in order for them to present their offer directly to EUN and to resolve any outstanding issues or questions. In case that an interview at the premises of EUN is considered necessary, the interview will be made at the expense of the applicants concerned.

Upon completion of the process of evaluation the results of the evaluation will be communicated to all the applicants both successful and unsuccessful. A Framework Agreement will be signed with the successful applicant(s) for an initial period of 3 years plus two renewal periods of one year each (see below).

4. Appointment

Applicants should note that it is the intention of EUN to appoint a limited number of suppliers which will be used to provide travel agency services to EUN. These companies will be selected based on the results of the evaluation and the number and quality of bids received. This is not a Cascade arrangement and staff at EUN will be free to choose either of the companies selected when a particular travel needs to be organized or arranged. Although the overall intention is, as far as possible, to try to distribute the work equally among the selected companies, this may not always be possible or feasible. Much will also depend on the way the companies respond to individual requests and the quality and speed of the service.

The signature of the Framework Agreement is not a guarantee that any specific work shall be issued by EUN during the period of the Framework Agreement. Being selected for the Framework Agreement does not guarantee work will be given to the contractor(s); for specific tasks or large events, EUN reserves the right to go outside the Framework Agreement as needed.

5. Exclusion criteria

Applicants will be automatically excluded from selection and from an award if it falls within one of the situations which are exhaustively listed in the declaration of honour- Annex 1. The applicants shall submit with its offer a signed copy of the declaration of honour stating that it does not fall within any of the situations listed thereunder.

The applicant shall also be automatically excluded if the application together with any supporting documents (including its annexes) is not received by EUN by the deadline stated in section 6 of this call.

6. Timescale and deadline for receipt of the applications

The deadline for the actual receipt of applications is **17.00 CET on 17 November 2023**.

Interested applicants are invited to send their applications with the information requested in section 3 by either e-mail or mail to EUN at the following address:

Silvia Spinoso

EUN Partnership aisbl

61 rue de Trêves

B-1040 Brussels Tel. +32 2 790 75 65

e-mail: fwctravel@eun.org

Applications received after the deadline will not be accepted and will be rejected from the tender process.

Interested tenderers may send their questions until **6 November 2023 17.00 CET** to the above-mentioned e-mail address. Answers will be sent to the tenderer who submitted the inquiry concerned. Questions received after this date will not be responded to.

Following evaluation of the submitted proposals, the decision will be communicated via e-mail to the applicants.

Annex 1: Declaration of Honour by Legal Representative of Candidate Organisation

Annex 2: Price List



 www.eun.org

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