



**FRA**

EUROPEAN UNION AGENCY FOR FUNDAMENTAL RIGHTS



# **ANNEX A.1**

F-SE-13-T04

Travel Agency Services

TECHNICAL SPECIFICATIONS





The purpose of these technical specifications is to give instructions and guidance to tenderers about the nature of the offer they will need to submit and to serve as the contractor's terms of reference during project implementation.

The technical specifications will become part of the Contract that may be awarded as a result of this Tender.

## **INTRODUCTION**

The European Union Agency for Fundamental Rights (the "Agency") is a body of the European Union (EU), established through Council Regulation (EC) No 168/2007 of 15 February 2007. It is based in Vienna and is being built on the European Monitoring Centre on Racism and Xenophobia (EUMC). The European Union Agency for Fundamental Rights carries out its tasks independently. It cooperates with other national and international bodies and organisations, in particular with the Council of Europe.

The objective of the Agency is to provide the relevant institutions and authorities of the Union and its Member States, when implementing the Community law, with assistance and expertise relating to fundamental rights in order to support them when they take measures or formulate courses of action within their respective spheres of competence to fully respect fundamental rights. (Article 2 of the Regulation)

The FRA currently employs around 100 staff members from the European Union Member States. Many of the staff members are required to travel for business purposes. In addition, the FRA organises events and meetings where the presence of the Management Board members, the Scientific Committee members and external experts is required.

The European Union Agency for Fundamental Rights requires an experienced travel agency in order to make travel and accommodation arrangements mainly for the Agency's staff members, and exceptionally also for external experts travelling across Europe and beyond.

## **DESCRIPTION OF SERVICES**

### For staff members

Under the framework contract concluded with the successful tenderer(s), the Agency expects to cover the travel expenditure for approximately 100 member staff, while travelling on business trips (i.e. "missions").

For environmental and cost reasons, tickets issued electronically (e-tickets) are to be prioritised: if not possible to issue them, the Travel Agency may use any other means of delivery.

The ticket offer should clearly mention the following:

- a. final date of issue (re. price quote),





- b. itinerary (detailed flight/train/boat hours of departure/arrival),
- c. ticket class (economy by default – business class ticket is an exception and could only be issued following prior authorisation by the contracting authority).

The travel tickets will be delivered at the premises of the Agency at the latest 24 hours before the day of departure, or will be made available for collection in paper or electronic form at the nominated airport or other point of departure as agreed. No additional charge should be made for this delivery service.

Any arrangements made for private reasons linked to a mission must be paid by the staff member directly to the Travel Agency at the time of booking.

No costs related to detours made for private reasons shall be invoiced to the Agency or paid by the Agency.

Travel arrangements will be made on the basis of the most convenient trip (shortest schedule possible in terms of the time schedule from departure to destination and vice-versa) at the best possible price to the Agency.

For other the Management Board members, the Scientific Committee members and external experts attending Agency's meetings or events

For events organised by the Agency, requiring the presence of the Management Board members, the Scientific Committee members and external experts, the Agency may submit the details of the event (including date and place and the name and address of each participant) to the Travel Agency or to the external experts themselves, in order that the Travel Agency may make available travel tickets.

The same provisions referred to under "For staff members" will apply.

The Agency will confirm the chosen travel arrangements as quickly as possible in order to allow the Travel Agency to issue the flight/train/boat ticket.

#### Other Services

- Accommodation:

If requested to do so, the Travel Agency will arrange for accommodation reservation, within a price range communicated by the Agency, on an ad hoc basis. Convenience (proximity to the mission venue) should also be taken into account. All information shall be provided at the earliest time possible and in any case within (1) one working day from the date of the request.

- Car hiring:

Should the travel by plane, train or boat not be possible, the Agency can request to the Travel Agency to hire cars on its behalf at the best possible conditions.

- Providing assistance in obtaining visas:

Where any member of the Agency staff, by reason of nationality requires a visa for a specified journey from Vienna, the Travel Agency shall endeavour and possibly mediate with the appropriate visa-issuing authorities to obtain it before the departure date.



Other services might additionally be provided as requested by the Agency.

## **OTHER REQUIREMENTS**

The Travel Agency will be requested to provide detailed statistics at the end of each quarter on the services carried out for the Agency. They should include monthly information on ticket purchases by month and by destination, cancellation of tickets, accommodation requests, visas issued by country, etc.

Occasionally, coordination meetings between the Travel Agency and the Agency might be organised should the need arise.

### **Flexibility of working hours**

The Travel Agency shall be in a position to provide the aforementioned services, including the delivery of tickets and vouchers, during normal working hours (Monday to Friday 9.00 -17.30).

Flexibility during weekends and holiday periods would be appreciated. In particular, a contact for queries arising outside normal working hours or additional services through for example a 24/7 call centre would be desirable.

### **Cancellation**

In the event of the cancellation or rebooking, staff members must inform the Travel Agency immediately in writing (fax/e-mail).

In the case of cancellation at short notice, the best alternative option to facilitate mission to be realised should be provided. In addition, the Travel Agency will endeavor to minimise any penalties incurred.

Penalties regarding any additional charges attributed to a fault of the Travel Agency will, however, not be paid by the European Union Agency for Fundamental Rights.

The Travel Agency will inform the European Union Agency for Fundamental Rights immediately of changes in the scheduled flights and any significant circumstances that can incur changes in the scheduled flights, e.g. planned strikes, or any new carriers operating which might be of interest of the European Union Agency for Fundamental Rights, as well as any particular discount/offers proposed by carriers.

## **TRAVEL AGENCY**

High level of professionalism and "client-orientation" is required. The staff proposed shall have a very good working knowledge of English and German. The Travel Agency must provide the direct telephone numbers, fax numbers and e-mail addresses, including the functional mailbox addresses, to the staff member dealing with this contract in the Agency .



It is highly recommended that the Travel Agency has an on-line booking system that could be used by the Agency.

As a minimum standard, the following profiles are required:

### **Contract Manager**

#### Education:

- secondary level education,
- commercial studies in the relevant field,
- IATA certificate/diploma

#### Experience:

- minimum of five years in relevant fields of which a minimum of three years experience as a coordinator in Business Travel,
- good working knowledge of spoken and written English language

### **Travel Agent**

#### Education:

- secondary level education,
- commercial studies in the relevant field (desirable),
- IATA certificate/diploma

#### Experience:

- minimum of three years in Business Travel,
- good working level of spoken and written English language

### **FINANCIAL ARRANGEMENTS**

The Travel Agency will issue separate invoices as per the Agency's specific orders. They will have to mention the corresponding user reference provided by the Agency ("commitment reference"). One invoice could include several tickets/services, providing that the user reference is the same.

Fees will be detailed separately in the invoices.