Provision of Travel Agency Services

Summary

Call for Nomination ITER/CFN/12/70000044/PBS

Purpose

The purpose of this Framework Contract is to select an experienced Travel Agent to provide travel arrangements and related services for the ITER Organization staff, travelling worldwide, mainly for business purposes ("mission travel"), mostly within the territory of the ITER Members: China, European Union, India, Japan, Russia, South Korea and the United States.

The supplier should be a recognized travel agency in the business travel sector, approved by IATA, with sufficient staff to arrange complex travel itineraries worldwide, often at short notice.

The estimated budget for the required services, based on current volume, is of the order of 1 M € (without VAT) per year, covering both the cost of the tickets/vouchers and the related service fees, for approximately 1 000 trips involving the services of the travel agent (one trip may involve different transactions). The biggest volume of foreseen transactions is represented by the flight tickets.

The duration of the Framework contracts shall be 3 (three) years. The IO may exercise the option to extend these services for one further year twice. Such option shall be exercised by written notice to the Contractors no later than 30 days before the expiration of the initial term of the contract or of the additional period.

Background

The ITER Organization intends to set up a new framework contract for the provision of travel agency services.

Scope of work:

The supplier should provide the following main travel services:

- Planning, bookings and issuing flight/train/ship tickets as appropriate;
- Car rental;
- Visa requests
- Providing list of hotels for the different destinations, and support to accommodation when needed;
- Providing information and advising on transport means at the place of meeting and other information of importance to the traveler, such us entry formalities, security aspects etc
- Web check in, as appropriate;
- Information and advice to travelers in case of disruptions, re-routings etc

The Travel Agency shall provide the different travel options and rates available, organising the travel in the most cost-effective way, and at the best price conditions.

Bookings for mission travel must be made within the framework of the ITER Organization Official Duty Expenses provision or other applicable rules laid down by the Organization, which the travel agent will

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have to observe when making the travel arrangements, and ensure that the travel is compliant with those rules before any costs are engaged.

The offer should include:

1) On-line travel booking tool/software for direct bookings by the client mainly for simple trips;
2) Off-line services for complex itineraries shall also be available through a platform with travel advisors. The service shall be provided mainly during working hours, but the travel agent shall ensure out of office services, 24/7 services, to deal with changes, queries, disruptions, reroutings etc.
3) As an option, the possibility to implement a travel office on site, dedicated to the client (part-time could be accepted). The agency could also benefit from travel request from employees, on a private basis.

Integration with SAP system may be required for some functionalities, such as invoicing, etc

Timetable

The tentative timetable is as follows:

| Call for Nomination          | August 2012 |
| Call for Pre-qualification (if needed) | September 2012 |
| Call for Tender             | End of September 2012 |
| Tender submission          | October 2012 |
| Contract signature         | November/December 2012 |
| Start of Contract          | January 2013 |
| First Order                | January 2013 |

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Candidature

Participation is open to all legal persons participating either individually or in a grouping (consortium) which is established in an ITER Member State. A legal person cannot participate individually or as a consortium partner in more than one application or tender. A consortium may be a permanent, legally-established grouping or a grouping, which has been constituted informally for a specific tender procedure. All members of a consortium (i.e. the leader and all other members) are jointly and severally liable to the ITER Organization. The consortium cannot be modified later without the approval of the ITER Organization.

Legal entities belonging to the same legal grouping are allowed to participate separately if they are able to demonstrate independent technical and financial capacities. Bidders’s (individual or consortium) must comply with the selection criteria. IO reserves the right to disregard duplicated references and may exclude such legal entities from the tender procedure.