

Title: Travel Agency Services
Contracting authority: European Network of Living Labs iVZW
Deadline of submitting tenders: 07/03/2019 (18h00 CET)
Status: open
Contract type: Services
Tender reference number: 2019-01

Call for tenders: Travel Agency Services ENoLL 2019-01

ENoLL is seeking a qualified travel Agency to make travel and accommodation arrangements for ENoLL's staff and members travelling across Europe and beyond, with emphasis on the EU Member states.

Milestones

TED Publication date 22/01/2019 (www.enoll.org)

Question/ additional information deadline 01/03/2019

Answer deadline N/A

Time limit for receipt of tenders 15/03/2019 (18h00 CET)

Announcement selected Travel agency 05/04/2019 (18h00 CET)

The following services are expected but not limited to:

- **Flight Reservations**, cost effective flight reservations to all destinations for individuals and groups.
- **Accommodation**, based on the customer needs (location and price).
- **Car Hire**, beneficial relationships with car rental companies is desired.
- **Delivery Service**, tickets, itinerary travel documents delivered on time and free of charge.

- **Travel Insurance**, support with procedures for cancelation or change of trip arrangements is highly desired. Facilitation of documentation needed to request the insurance coverage.
- **Airline Loyalty**, incentives, benefits to join loyalty programs with airlines.
- **Emergency Service**, effective contact between customers and the travel agency is desired.
- **Accounting Services**, issue of invoices and delivery to contact person (office and accountant) is required. Customer control account report/statements with all trips booked per month is desired.
- **Efficient procedure to make trip arrangements**, an efficient communication system between ENoLL members and the travel Agency to make trip arrangements is highly desired.
- **Information on fees or any other extra incurred expense**, a document with information on the travel agency policies is needed.

Please, send your application to info@enoll.org with copy to Leidyenriquez@enoll.org