

## **THE WORLD COALITION AGAINST THE DEATH PENALTY BASED IN PARIS, FRANCE, IS LAUNCHING A CALL FOR TENDERS FOR THE CONTRACTING OF TRAVEL MANAGEMENT SERVICES.**

### **1. BACKGROUND**

The World Coalition Against the Death Penalty is an alliance of more than 160 NGOs, bar associations, local authorities, and trade unions. The aim of the World Coalition is to strengthen the international dimension of the fight against the death penalty. Its ultimate goal is the universal abolition of the death penalty. The World Coalition works to achieve this goal by urging international organizations and States; by organizing international campaigns, including the World Day Against the Death Penalty; and by supporting national and regional abolitionist forces.

### **2. PURPOSE**

The World Coalition requires travel management services, on a non-exclusive basis, for World Coalition staff, members and partners.

There are different reasons that justify the non-exclusivity of the contract: differentiated travel policies that force direct contracting with suppliers; existence of negotiated rates by other beneficiary organizations; rates negotiated and offered more beneficially by other private distributors; and more beneficial rates from other emission markets, among many others.

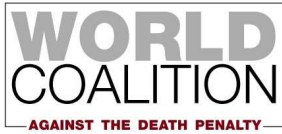
### **3. RECRUITING COMMITTEE**

According to the internal procedure of the World Coalition, the recruiting body will be the Steering Committee, depending on the size of the contract and in accordance with Article 3: Internal Financial Control.

### **4. DESCRIPTION OF THE SERVICES REQUIRED**

The World Coalition is looking for a company with experience in travel management for civil society organizations at the national and international levels. The selected company must be able to:

1. Manage the reservation, emission, modification, cancellation (if necessary) and delivery of travel tickets that may be necessary for trips and stays made by personnel assigned to the World Coalition and, in general, people who make national or international trips at the expense of the World Coalition, when such services are requested by the World Coalition.
2. Make reservations for accommodation, conference rooms or car rentals, both national and international, which may be necessary for the purposes described.
3. Take charge of the organization of events requested by the World Coalition, as well as the provision of any services of a similar nature relating to travel management.



The services required are described in TWO LOTS which are attached as annexes to this document. **Tenderers are free to position themselves on one or more lots:**

- LOT 1: Intercontinental travels in Africa
- LOT 2: Travels between Europe and the rest of the world

## **5. DURATION OF CONTRACT**

The service will be provided for a period of one year from the date of signature of the contract, renewable three times. This extension will be automatic if no notice is given at least fifteen days before the end date.

The World Coalition reserves the right to terminate the contract at any time if it finds that the services provided are unsatisfactory.

## **6. TENDER BUDGET AND BILLING**

The estimated value of the tender will be 50,000 EUR (48 months), based on the average annual expenditure of the World Coalition in the previous years.

Invoicing will be made to the name of: World Coalition Against the Death Penalty SIRET: 51987869800025 for work/service performed, per month due.

The amount will vary depending on the services or supplies requested throughout the contract, the World Coalition's prior approval and the submission of an invoice by the selected tenderer. The invoice must specify the actions carried out throughout the month and the type of service provided.

Payment will be made by bank transfer within a period not exceeding thirty days from the presentation of the invoice.

## **7. SUBCONTRACTING**

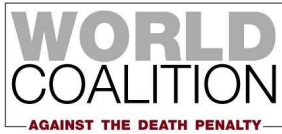
In the event that activities covered by this contract are subcontracted by the awarded tenderer, the awarded tenderer shall be liable to the World Coalition for the actions of the subcontracted individual or legal entity in all areas, including quality of service, delivery time, completion, obligations related to data and information processing, and compliance by the subcontracted company with its social and tax obligations.

## **8. EVALUATION CRITERIA**

The proposals submitted will be evaluated based on the economic and technical offer. The breakdown of the evaluation consists of:

Economic proposal: 60 points

Technical proposal: 40 points

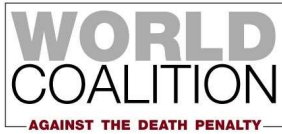


The best offer will be awarded the maximum points for each of the criteria presented in the Annex. Other tenderers will be given a score that is proportional to the quality of their offer, in comparison to that of the best offer.

### **9. SUBMISSION OF PROPOSALS**

Interested applicants that meet the requirements set out in these terms of reference may send their offer by email to [recrutement@worldcoalition.org](mailto:recrutement@worldcoalition.org) before 11 July 2021.

Interested suppliers can obtain further information through the above contact address.



## **ANNEX: TECHNICAL AND ECONOMIC CRITERIA**

The following is a description of the services that may be required throughout the duration of the contract, in an estimated, predictable, and indicative manner. The list below does not imply any commitment either in terms of services or quantities.

The World Coalition invites eligible suppliers to express their interest in providing the services described below.

**Interested suppliers must submit demonstrable information showing that they possess the required qualifications and relevant experience for the performance of these services.**

**Selected providers must have the following minimum qualifications:**

1. Travel agencies duly approved by IATA in their country, with a minimum of three years' experience;
2. Experience and good relations with the voluntary sector and/or international organizations;
3. Employment of competent and experienced travel experts, in particular in ticketing and fare calculation, as demonstrated by their experience in their curriculum vitae;
4. Facilities to make online bookings and airline reservations (e.g., Amadeus, World Span) and equipment for international ticketing and ticket printing; and
5. Authority to make decisions for quick resolution of problems;

**Conditions to be fulfilled in the execution of the service:**

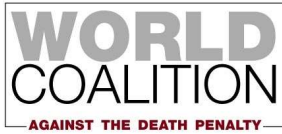
Reception and management of applications:

Agents must verify that all booking requests are identified with the following information, at the very least:

- Name of the passenger
- Dates of service
- Project and, if applicable, activity
- Method of payment (at least in the case of hotels)

Presentation of offers:

- A minimum of three options will always be provided. Priority will be given to bookings of direct flights, followed by those with the smallest number of stopovers, and among these, those with the shortest connection time.
- In cases where a limit is indicated, both in terms of budget and technical specifications, for carrying out the activity, proposals must comply with this limit.



- Alternative flights must also be offered if the travel agent considers these to be a significantly cheaper option or a better service, albeit with a limit: one transfer more than the minimum necessary and twice the minimum waiting time required to make the connection.
- Reservations will always be made at the lowest available rate on the routes and dates reserved at the time of application, without consideration for the conditions of the price (i.e., changes and reimbursements), unless there is an expressed indication.
- Reservations for several passengers on the same locator will not be made, unless it is a group or the applicant authorizes it.

#### Dossier management and communication:

- Any request for emissions or changes, which may be subject to a fee, must be made in writing (via email), and a copy of the communication must be kept in the travel file.
- The reservations will be made in the same email thread where the services had been requested:
  - o Keeping in copy all those recipients that were in the request;
  - o Keeping all original communications; and
  - o Separating services and passengers with different requests (even if the recipients of the email are the same).

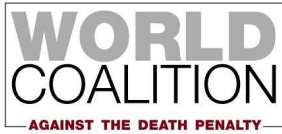
#### Hotel reservations:

- Hotel reservations must clearly indicate the following information:
  - o Arrival date;
  - o Departure date;
  - o Number of nights;
  - o Accommodation possibilities; and
  - o Rate conditions.
    - If the rates are flexible, the date until which cancellations are accepted must be communicated at the time of booking confirmation.

#### Service Level Agreement:

An SLA proposal must be submitted. The proposal will be unrestricted, but the following minimum requirements must be respected:

- Response time - service request (emails) – maximum 24 hours.
- Response time - invoice request - maximum 24 hours from the document request for corporate traffic invoices (excluding groups).
- Customer complaint management (quality and response time).
- Passenger complaint management (quality and response time).
- Other aspects to be assessed include (but are not limited to):
  - o Customer satisfaction;
  - o Traveler satisfaction;
  - o Booking accuracy;
  - o Billing of services; and
  - o Processing of refunds.



**Billing:**

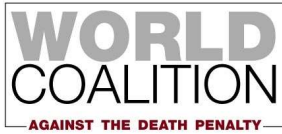
1. A separate invoice must be issued for each of the services provided (never receipts, notes or other documents), unless the applicant for the services requests grouping, in which case it will indicate how it should be done.
2. Grouping of services must only be carried out upon the request of the person requesting the services. It is not usual to group together all the relevant services, although in any case the billing system must be flexible enough to allow this.
3. Invoices should include as much travel-related information as possible. In particular, they should include the following:
  - Name of the person requesting the service and responsible for the expense;
  - Project name;
  - Activity name;
  - Name of the passenger;
  - Service document number (e.g. ticket number, reservation number); and
  - Start and/or end date of the trip, stay or service.
4. Monthly billing report.
  - A monthly data sheet must be submitted with all invoices for the month.

**Finally, please send us a quotation for the following:**

- **LOT 1: INTERCONTINENTAL TRAVELS IN AFRICA**
  - 1 group reservation for a flight to Banjul for 6 people from September 10th to 17th, 2021, from Niamey (Niger), Kampala (Uganda), Dar Es Salam (Tanzania), Brazzaville (Republic of the Congo), Goma (DRC) and Freetown (Sierra Leone);
  - 1 hotel reservation in Niamey for 20 people in separate rooms, and an air-conditioned meeting room with internet for 30 people from September 21st to 25th, 2021;
  - 1 flight from Conakry (Guinea) to Addis Ababa.
- **LOT 2: TRAVELS BETWEEN EUROPE AND THE REST OF THE WORLD**
  - 1 flight from Paris to Taipei from September 15th to 23rd, 2021;
  - 1 flight from London to Manilla from September 15th to 23rd, 2021;
  - 1 flight from Minneapolis to Paris from September 16th to 21st, 2021;
  - 1 train ticket from Paris to Berlin for September 20<sup>th</sup>, 2021.

**Your quotation must include the following information:**

- The service fee;
- Flight information, itinerary, departure and arrival times;
- Price of the ticket both excluding and including taxes;
- E-Ticket confirmation deadline;
- Means and terms of payment; and
- Corporate discounts.



**Summary table of evaluation criteria**

<b>Headings</b>	<b>Criteria description</b>	<b>Examples of awarded points</b>
<b>Quality of the service</b>	Service Level Agreement	<b>20</b>
	Supplier expertise and experience in the field	<b>10</b>
	Travel insurance	<b>10</b>
	Competent customer service	<b>5</b>
	International network of agencies	<b>5</b>
<b>Coherence of the financial offer</b>	Service Price (Total quotation)	<b>50</b>
	Balance between total cost and service fee (%)	<b>10</b>
<b>TOTAL POINTS AWARDED</b>		<b>100</b>