



EDCTP

European & Developing Countries
Clinical Trials Partnership

Terms of Reference for the provision of travel related services

The European & Developing Countries Clinical Trials Partnership (EDCTP) is a public-public partnership between countries in Europe and sub-Saharan Africa, and the European Union. EDCTP aims to support collaborative research that accelerates the clinical development of new or improved interventions to prevent or treat HIV/AIDS, tuberculosis, malaria and neglected infectious diseases in sub-Saharan Africa. The second EDCTP programme is implemented as part of the European Framework Programme for Research and Innovation, Horizon 2020.

EDCTP organises a lot of meetings. Some of these meetings bring together up to 700 participants. The types of meetings EDCTP organises include:

- Stakeholder meetings;
- Scientific review committee meetings;
- Strategic Advisory Committee meetings; and
- Official missions by EDCTP staff.

We require the services of an experienced IATA accredited Travel Agent with a wider branch network in Africa and Europe to provide air travel related services to EDCTP staff and professionals travelling on EDCTP business. These services include:

- Making flight reservations, bookings and issuing of flight tickets for international travels, including ensuring EDCTP obtains a competitive airfare for all flight ticket purchases
- Providing a user-friendly online booking tool for use by EDCTP staff
- Providing periodic statements to the EDCTP detailing the flight tickets purchased during the relevant period
- Providing 24-hour telephone support service for travellers
- Notifying travellers of known flight cancellations and delays
- Assisting travellers, where required, to recovery lost packages
- Ensuring that EDCTP receives all refunds it is entitled to on a timely basis.

Procedures and deadline for submission of proposals

The proposal must include a technical and a financial section. The technical section must include: the travel agent's experience of providing similar services to international organisations, including names of past and present customers; names of airlines, if any, the travel agent has discount ticket agreements with; description of the booking tool; names of strategic partners, including branch networks; description of the nature of 24-hour telephone support service for travellers; and the names and experience of the personnel that are going to manage this assignment. The financial section must clearly show the transaction fee that will be charged for each service.

The proposal should be submitted by email to coelho@edctp.org clearly marked "Tender for Travel Services" no later than 8 April 2018.

Further information may be obtained from Ms. Andreia Coelho, EDCTP Administrative Support Officer (coelho@edctp.org) during working hours (Tuesday – Friday, 9.30 -17.30).

Please note that enquiries and requests for information will be made available to the public on the EDCTP website. Any proposals or enquiries received after midnight 8 April 2018 will not be considered.

Currency of the proposal

The proposed fee shall be in euros.

Basis of proposal evaluation

The proposals will be evaluated based on the following criteria:

- Overall capabilities of the travel agent to provide travel related services, including: experience of providing similar services to international organisations; user-friendliness of the online booking tool; offices or branch networks in Europe and Africa, particularly in South Africa and The Netherlands; and price discount agreements, if any, with major airlines
- Transaction fee for each service in euros.

A minimum score for the technical proposal will be specified by the evaluation committee. A quality-price ratio will be calculated only for the proposals that exceed the minimum score for the technical proposal, and the proposal with the highest quality-price ratio will be selected.

Qualifications of the travel agent

The travel agent shall have the appropriate experience, financial, technical and contractual capacity to provide this service. The tenderer should provide relevant documents to demonstrate that it has necessary capabilities

Language

The language of the proposal shall be English.

Legal framework

Any subsequent contract shall be governed by Dutch law.