

Request for Proposal (RfP)

**for TRAVEL RELATED SERVICES**

**Date: 2020-06-10**

Eurasian Harm Reduction Association (EHRA) is a non-for-profit public membership-based organization uniting harm reduction activists and organizations from Central and Eastern Europe and Central Asia (CEECA) with its mission to actively unite and support communities and civil society organizations to ensure the rights and freedoms, health, and well-being of people who use psychoactive substances in the CEECA region. The EHRA’s office is based in Vilnius, Lithuania.

More information about EHRA you can find at [*https://harmreductioneurasia.org*](https://harmreductioneurasia.org)

1. EHRA invites to submit your price proposal in *EUR* for the following services:

***Reservation and Ticketing***

* *For every duly approved Travel request, Travel Agency shall propose three (when available) options and prepare appropriate itineraries and formal quotations based on the most direct, the lowest fare and convenient routing;*
* *In the event that required travel arrangements cannot be confirmed, Travel Agency shall notify the requesting party of the problem and present three (when available) alternative routings/quotations for consideration;*
* *Travel Agency shall promptly issue and deliver accurately electronic tickets and detailed itineraries, showing the accurate status of the airline reservations on all segments of the journey; and shall notify EHRA of carrier schedule changes, as well as all other alterations and new conditions affecting travel and make appropriate adjustments for any change(s) in flight, train, bus schedules prior to or during the traveler’s trip. When necessary, tickets and billings shall be modified or issued to reflect these changes;*
* *Travel Agency shall accurately advise EHRA of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings;*
* *Travel Agency shall advise EHRA on visa requirements to the selected destination and assist with visa issuing;*
* *Travel Agency ensures that all travelers have complete travel documents required for their journeys, sufficiently before departure;*
* *Travel Agency shall be given complete copies of the various EHRA travel policies and procedures and shall be fully familiar and comply with these policies and procedures for all travel;*
* *Travel Agency shall provide an information service to notify EHRA and the traveler of such events as airport closings, canceled or delayed flights, buses voyages and strike situations as well as of local political or safety conditions which may affect travel to any particular destination. Travel Agency shall provide a replacement option to get to the travel destination;*
* *Travel Agency shall provide all travelers with last seat availability, advance seat assignments and advance boarding passes on all airlines for which the Travel Agency can offer these services. The Travel Agency is expected to expand these services, as they become available on additional carriers.*

2. Special conditions.

Travel Agency must be based in, or have an office in Vilnius, Lithuania. The contracted Travel Agency will provide a wide range of travel management services and should have the capacity to handle commercial accounts. The Travel Agency should provide travel services (embedded person) from 8.00 am to 5.00 pm during working days. In addition, Travel Agency shall provide for 24/7 emergency service, as well as for services during weekends and official holidays where emergency travel service is required. One of the Travel Agency’s employees shall always be reachable by phone.

Much of the travel must be organized on short notice, thereby placing a premium on efficiency and rapid communication in handling all travel related matters.

3. The proposal should be delivered to Irena Zubkova by e-mail *irena@harmreductioneurasia.org* by **COB 22 of June, 2020**

4. The proposal must include the following information:

*- filled out application form (Annex 1 to this RfP)*

5. This RFP shall not be construed as a contract or a commitment of any kind. This RFP in no way obligates the EHRA to award a contract, nor does it commit the EHRA to pay any costs or expenses incurred in the preparation or submission of proposals.

Annex 1

Application form

|  |  |
| --- | --- |
| Date of proposal: | Click or tap here to enter text. |
| Legal name of Agency: | Click or tap here to enter text. |

1. Please provide answers to the questions listed below:

|  |  |  |
| --- | --- | --- |
| The Travel Agency: |  | Comments (if necessary) |
| is an accredited IATA service provide  | Yes/no |  |
| maintains a good track record in serving international organizations and medium to large multi-national corporations; | Choose an item. | Click or tap here to enter text. |
| provides a global program management including a comprehensive online booking tool which supports business and personal travel and/ or hotel booking services; and produces separate reports/tracking for each type of travel and hotel stays; | Choose an item. | Click or tap here to enter text. |
| provides a global travel and/or hotel booking service, employing competent and experienced travel consultants, especially in ticketing and fare computations, as evidenced by their trackrecord in their Curriculum Vitae; | Choose an item. | Click or tap here to enter text. |
| provides assistance with visas (including direct communication with embassies and consulates)  | Choose an item. | Click or tap here to enter text. |
| willing to facilitate negotiations with vendors and identify program savings opportunities; | Choose an item. | Click or tap here to enter text. |
| has adequate authority to make decisions for the timely resolution of problems; | Choose an item. | Click or tap here to enter text. |
| has a 24 hours a day access and necessary delivery of tickets as required by EHRA; | Choose an item. | Click or tap here to enter text. |
| personnel serving the EHRA account is fluent in English and/or Russian | Choose an item. | Click or tap here to enter text. |

EHRA may request evidence of answers from the shortlisted Travel Agencies

2. Please provide your commission rate (EUR, VAT included) and calculation details

Click or tap here to enter text.

3. Please provide any other rates (EUR, VAT included) necessary to complete your services

Click or tap here to enter text.

4. Please provide any additional information to support your application

Click or tap here to enter text.