

Invitation to submit a tender 2016 for Travel Agency

1. Date of launching: 19/07/2016

The Rosa-Luxemburg-Stiftung Southeast Asia is pleased to invite you to submit an offer in response to the present call for tender for travel services.

2. Scope of work

The purpose of this call for tenders is to conclude a Framework Agreement with a Travel Agency capable of providing the services and handling flight tickets - for both RLS SEA staff and external persons.

More particularly, provision of the following services is required:

2.1. Handling of ticketing requests to the Travel Agency sent by e-mail/telephone, concerning and respecting the following:

- a) Air tickets
- b) Reservations shall be made mainly in Economy class or in special cases, in Business class (if required), always at the lowest fare available which is changeable and refundable
- c) Itineraries shall be presented with a price quotation including all of fare + taxes, the deadline for issuing the ticket and condition of the ticket
- g) Upon request, the Travel Agency shall provide the lowest price quotations (changeable and refundable), but also the most convenient connections for destinations worldwide.

2.2. Tenderers shall quote a total (all-inclusive) price (fee per issued ticket). The price tendered must be all-inclusive and expressed in either VND or USD. The exchange rate will be negotiated and fixed between two parties at the beginning of each year and applied for that whole year.

2.3. Reservation & ticketing services are to be provided during working hours 9.00h to 18.00h, from Monday to Friday. However, the Client has the rights to contact the Travel Agency staff anytime in case of emergency especially when there is any help needed from the Travel Agency in regards of flight issues.

2.4. The Travel Agency shall send the payment request enclosed with all price list of issued flight tickets breakdowns provided in alignment with the needs of RLS SEA.

2.5. The Travel Agency shall appoint (a) contact person(s)

3. Selection criteria

- a. Legal capacity

Company's profile should include copies of relevant business registration

b. Economic and financial capacity

The RLS SEA will select a preferred supplier on the basis of RLS SEA's evaluation of the extent to which their tender documents demonstrate that they satisfy the following criteria:

- Technical capability and relevant travel service experiences including references.
- Qualified personnel to undertake the travel service requirements.
- Demonstrate ability to conduct the customized travel service in a competent, enthusiastic and professional manner.
- Provide with information on changes to Travel Company Airline policies, flight schedules, airfare basis.

4. Content and presentation of tender

The tender, to be submitted in Vietnamese or in English, shall consist of the following components:

- An official application of tender;
- Information concerning service fee;
- Information concerning the experience of the company;

5. Contract/Invoicing

The Framework Agreement signed with the agency chosen will be concluded for 3 years.

The Framework Agreement shall be cancelled if the Client or the Travel Agency ceases operations. Nevertheless, both sides are able to mutually agree on terminating this agreement at any time. A valid termination shall be approved and signed by both parties. The Client remains the right to cancel this Framework Agreement at any time if the performance of the Travel Agency does not meet the expectations of the Client. The Client shall inform party B about the cancellation in written.

The supplier accepts responsibility for all legal obligations entailed by the contract and is/are required to submit, in their country of origin, the requisite tax statements in respect of their supply of services.

6. Deadline to receive tender

If you are interested in providing these services, you are requested to submit your offer, no later than:

Wednesday, 10th of August 2016 at 5 PM

You must submit your offer by email to: nguyen.lehang@rosalux.vn

Or by post to RLS SEA office at No. 72 Xuan Dieu Street, Hanoi, Vietnam.