



Call for tenders

Selection of a travel agency

1. PRESENTATION OF THE AUF

The Agence Universitaire de la Francophonie (AUF) brings together more than 1,000 universities, “grandes écoles”, university networks and scientific research centers using the French language in 119 countries. It was founded just over 60 years ago and is now one of the largest associations of higher education and research establishments in the world. The AUF is also the higher education and research operator of the Francophonie Summit. As such, it implements, within its field of competence, the resolutions adopted by the Conference of Heads of State and Government of Countries Using French as a Common Language.

The AUF promotes solidarity between higher education and research establishments in order to set up projects that will transform the university system in concrete terms. It works with many partners: private companies and their foundations, states and governments, national development aid agencies, international organizations, non-governmental organizations, and university, scientific and cultural associations. Its teams around the world provide support and advice in designing and monitoring projects, and facilitate the sharing of best practices, expertise and innovation.

The Asia-Pacific Regional Division covers all the countries in this region, but mainly Vietnam, Cambodia, Laos, Vanuatu and Vietnam, where some 38 AUF employees work.

2. DESCRIPTION OF REQUIREMENT

By this invitation to tender, the AUF - Asia-Pacific wishes to select a travel agency able to bring at the same time a professional service of quality and an optimization of the total cost of the voyages while answering the requirements clean of the AUF and our financial partners.

The services requested may concern the AUF Asia-Pacific geographical area and any other destination in the world according to the needs of the missions.

This contract covers all the services provided by a travel agency and mainly the following services:

- 2.1 Ticketing:** negotiation of flight plans, quotations, reservations and provision of air and rail tickets,
- 2.2 Hotels:** negotiating and proposing hotel quotes and making hotel reservations,
- 2.3 Building customer loyalty:** negotiating and obtaining air and rail season tickets,
- 2.4 Consulting:** precise monitoring of expenditure and production of annual statistics,
- 2.5 Local travel:** car hire,



2.6 Immigration: information on entry conditions and alerts to any restrictions imposed by the various countries of destination.

2.7 Visa service (incoming and outgoing)

3. ESTIMATED VALUE OF THE ANNUAL AUF CONTRACT

The total amount of travel, the subject of this call for proposals, expected for 2024 is estimated at between €100,000 and €150,000. This estimate does not commit the AUF.

4. APPLICATION PROCESSING PROCEDURE

The service provider receives a request by e-mail from the Asia-Pacific Regional Office. In response to this request, the service provider must be able to propose at least two offers, whether for flight plans, trains, hotels or car hire.

Proposals must be flexible, i.e. they must be modifiable and, ideally, cancelled free of charge. Offers must take account of safety constraints, reducing the number of connections and waiting times to a minimum in the event of unavoidable transit. Proposals must also include the stopovers envisaged and details of the documents required at the stopovers.

Any modification/cancellation costs and the cost of additional baggage must be specified. All flights must be economy class unless otherwise specified at the time of booking.

In the purchasing process, the service provider must be able to issue an option in order to guarantee the place and price of a proposed offer. In this case, they must specify how long the option is valid for. It must revise the rates if the price falls or if cheaper options become available before the final issue.

- Each booking proposal must include: The reservation number (or file number),
- Tenders ranked by price with:
 - indication of flight times, stopovers and duration for tickets,
 - description of the quality and nature of services for hotels and car hire.
- The maximum duration of the booking option.
- The deadline for issuing the ticket (or confirming the service) and the conditions for changes, cancellations, penalties, etc.,
- The name of the transport company, the departure and arrival times, the terminals (names of the station, airport, town, etc.) and the number of baggage items and kilos authorized for holding baggage or cabin baggage for tickets.

5. CONDITIONS FOR PURCHASING SERVICES

5.1. For transport, the service provider undertakes to:

- Booking and invoicing for economy or premium class rail travel and economy or premium class air travel (unless specifically requested otherwise),

- Make the ticket available by e-mail,
- If necessary, modify or cancel the booking within two hours of receiving the written request by e-mail.

5.2. For hotels, the service provider undertakes to:

- To ensure the reservation and invoicing of hotel services in the Region and abroad, close to the mission sites, according to the comfort criteria described in each AUF request,
- Offer an equivalent replacement if the hotel requested is not available,
- Reservations can be changed or cancelled as soon as a written request is received by e-mail.

5.3. For immigration and obtaining visas, the service provider undertakes to:

- Provide information on entry conditions and warnings of any restrictions in the various countries of assignment Offer an equivalent replacement if the hotel requested is not available,
- To advise and support you, if necessary, through all the stages and requirements of a visa application,
- Assist in the collection and preparation of files, guide the preparation of documents required for the visa application process, check and ensure that all information and documents are complete, accurate and comply with legal requirements,
- Communicating with authorities such as embassies, consulates and immigration authorities. Ensuring that information and files are transmitted and processed accurately and efficiently.

6. DURATION OF THE AUF CONTRACT

The duration of this contract is two years, with two possible extensions of one year each. These extensions will be automatic except in the case of express notification from the AUF terminating the contract. The contract resulting from this call for tenders therefore has a maximum total duration of four years.

However, the AUF reserves the right to terminate it with one month's notice. The contract resulting from this call for tenders will be signed in July 2024 and will come into force on 15 July of the same year. This is a provisional timetable which is not binding on the AUF. Execution of the contract will only begin once the contract has been signed.

7. OBLIGATIONS OF THE SUCCESSFUL TENDERER

The services referred to in these specifications must be provided in strict compliance with the legislation in force in Vietnam, as well as with the law applicable in the matter.

It is the responsibility of the travel agency selected in the context of this call for tenders to ensure that it obtains the permits, licenses and access rights to professional software necessary



for the execution of the contract, in accordance with the legal framework in force. In this respect, where applicable, the travel agency selected shall immediately notify AUF of any withdrawal of these authorizations during the performance of the contract.

Any breach of this obligation constitutes valid grounds for terminating the contract. In the event of a change of legal status, following its absorption by another company or its merger with another company, the travel agency must inform the AUF immediately. If the conditions of performance of the contract are no longer guaranteed because of these changes or if they have not been communicated in good time, the AUF reserves the right to terminate the contract.

The service provider undertakes to inform and advise AUF on the best possible conditions in terms of security, price and speed. In this respect, it must :

- Provide all relevant travel information, respecting the applicant's wishes in terms of departure and return dates,
- Advise on the choice of the most economically advantageous offer,
- Provide clear information on the financial consequences of changes and/or cancellations,
- Clearly indicate the additional cost incurred by your choice before prices are validated according to time slots, dates of arrival and departure days, etc.
- Play a permanent advisory role, including by training the AUF during the implementation of new tools capable of ensuring its autonomy in the search for flight plans.

8. CONDITIONS OF PERFORMANCE

The selected service provider undertakes to seek the best tariff conditions for the benefit of travelers from the AUF Asia-Pacific Regional Directorate. It must consider the specifically advantageous tariffs granted to certain travelers, particularly the holders of subscription/fidelity cards. To do this, the service provider must:

On receipt of the request, research the flight plan and make proposals for a quote within no more than 24 hours.

- 8.1.** Set up a 24-hour telephone number for telephone bookings, without waiting for office opening hours, to provide a service including at weekends and on public holidays, for last-minute orders and for assistance in the event of problems before departure or during the journey.
- 8.2.** Issue electronic air or rail tickets no later than 24 hours before departure. If the service provider is unable to provide all or part of the services ordered within the deadlines set by the AUF, it must immediately notify the AUF before the expiry of these deadlines. In this case, the AUF reserves the right to have recourse to another service provider.
- 8.3.** To show flexibility considering the nature of the missions and activities of the AUF, and consequently, to be attentive to the conditions of reservations and cancellation. The service provider will have to be able to leave an option on the pre-reservation during at least 24 hours to leave time to the AUF to validate the proposal by the beneficiary then to



transmit it. The modification and cancellation conditions must be specified for each ticket issued and/or the associated vehicle rental service.

- 8.4.** Cancel the ticket and/or hotel at the request of the AUF Missions and Travel Manager by e-mail. Any cancellation communicated must be considered by the service provider within a maximum period of two hours. In the event of cancellation, the ticket issued will be returned in full to the service provider. The service provider will issue a credit note for the total amount of the order (less agency fees) and possibly reduced by the penalties applied by the transport companies.
- 8.5.** Deal with the complaint when an anomaly is noted in the travel reservation (hotel, transport, vehicle hire, etc.). The manager of the missions and voyages of the AUF contacts the provider who must take all the necessary measures to propose an alternative solution, as soon as possible. The service provider must offer, in its offer, assistance for any complaint (telephone number, opening hours, e-mail).

9. PROVIDER SELECTION CRITERIA

9.1. Legal and regulatory capacity

The service provider must hold an authorization proving that it has the legal capacity to execute the contract resulting from this call for tenders. The AUF expects the selected provider of the subscription of insurance against professional risks to thus cover the risks mentioned in the file of the invitation to tender and the obligations related to it, in particular the risks of exploitation.

9.2. Professional experience and knowledge of the higher education and university research environment

The service provider must have sufficient experience to enable it to carry out the contract in compliance with the contractual provisions and considering its value and scope. Particular attention will be paid to a service provider who is well acquainted with the higher education and university research environment or with social and solidarity economy organizations or with local authorities receiving public funds and/or international donors. If the AUF establishes that a service provider is in a situation of conflict of interests which could have an incidence on the execution of the contract, it will draw the consequences from it by concluding that the service provider does not have the quality required to carry out this contract.

9.3. French-language services

The working language being French, the AUF could give preference to a service provider who has one or more agents who master this language.

10. CONTRACT AWARD CRITERIA

The contract will be awarded to the service provider offering the best value for money.

Tenders will be assessed based on the detailed technical file and financial offer submitted by

each service provider.

10.1. Assessment of the technical offer

This technical assessment will cover the following points in particular:

- 10.1.1.** The quality of the travel agency's internal management,
- 10.1.2.** The quality of the control procedures planned by the service provider to supply the services referred to in the technical clauses,
- 10.1.3.** Reservations available 24/7, including emergency service provided by the agency,
- 10.1.4.** Measures to optimize travel costs,
- 10.1.5.** Flexible air, rail and hotel offers, including ticket changes and cancellations at a controlled cost,
- 10.1.6.** The responsiveness and efficiency of the services offered.

10.2. Evaluation of the financial offer

The financial offer will be assessed based on the total management fee proposed by the service provider, the amount of the post-sales discounts and the amount of the pre-sales discounts (negotiated rates, group rates).

The best response will be assessed and selected based on the following criteria:

- 10.2.1.** Financial offer: it will count 60%.
- 10.2.2.** Technical offer: this will count for 40% of the price

The bid that obtains the highest score by combining the scores for both the financial bid and the technical bid will be ranked first.

11. DOCUMENTS REQUIRED FOR THE APPLICATION

The service providers are invited to provide a file with the **reference "Provision of travel agency services" to the AUF, 6th floor Ta Quang Buu library, Hanoi Polytechnic Institute, 1 Dai Co Viet.**

The application can be sent by e-mail **no later than 4.00 pm (Hanoi time) on Friday 28 June** to nguyen.thi.tra.my@auf.org.

The following must be included in the file:

11.1. The financial offer

The financial offer must include a complete and detailed quotation specifying the total amount of the management fee for each service. The amount of the quotation will be considered firm and non-revisable. The financial offer will also specify the amount of the a posteriori discounts



on sales, the amount of the a priori discounts (negotiated rates, group rates).

11.2. Technical offer

This is a presentation of the services proposed, highlighting the know-how and relevant experience of the applicant company for this type of contract. This offer will also specify the payment terms and invoicing methods proposed, as well as the time taken to process credit notes.