



OP/EUI/BFA/2020/001

**OPEN CALL FOR TENDER TO PROVIDE TRAVEL AGENCY SERVICES TO THE EUROPEAN UNIVERSITY INSTITUTE
TECHNICAL OFFER**

I, the undersigned _____
born in _____ on _____
resident of with fiscal code _____
in the role of _____
for the company/ TGC/ Consortium _____
with registered office in _____
and administrative office in _____

PRESENT THE FOLLOWING TECHNICAL OFFER:

CRITERION A1 - TRAVELS (art. 5a TS)	
Brief description of the procedure(s), online booking tool (or other tool), tickets issuing, means of communications, emergency management, cancellation and rebooking, etc.	
Brief description of lounge areas access and related agreements with providers.	

CRITERION A2 - ACCOMMODATION/ACCOMMODATION PLUS (art. 5b TS)

ACCOMMODATION: brief description of booking procedure(s), past experience with national and international (European) providers

ACCOMMODATION PLUS: brief descriptions of booking services plus management of the rooming list and assistance to guests through all the booking steps (so-called “Accommodation plus”).

CRITERION A3 – LOCAL TRANSPORT (art. 5c TS)

Brief description of procedure(s), past experience with national and international (European) providers.

CRITERION A4 – OTHER SERVICES: RESTAURANTS (art. 5d TS)

Brief description of procedure(s), past experience with national and international (European) providers.

CRITERION A5 – ADDITIONAL SERVICES ON DEMAND (art. 5e TS)

Brief description of procedure(s), past experience with national and international (European) providers.

CRITERION A6 – ADMINISTRATIVE AND FINANCIAL SUPPORT (art. 5f TS)	
Brief description of business continuity and emergencies plan	
Brief description of statistics reports	
Brief description of invoicing system	

CRITERION A7 – STAFF MEMBERS PROPOSED FOR UNDERTAKING THE SERVICES (art. 6 and art. 7 TS)	
Contract manager: CV	
Customer care team: CV's	
Organisation of the work (availability, means of communications, additional staff members, etc.)	

CRITERION A8 – ADDITIONAL SERVICES AND IMPROVEMENTS (art. 9 TS)	
Brief description of additional services and improvements proposed.	

* Submit a detailed technical proposal, taking care to indicate specific references in the table.

Place and date _____

Signature of the Legal Representative _____

Please, attach a copy of a valid identification document of the Legal Representative who signed this document.