

Provision of travel desk services for Frontex

Terms of reference

Annex II to invitation to tender no
Frontex/OP/258/2019/KM

1. Background information

The European Border and Coast Guard Agency (Frontex) was established by Regulation (EU) 2016/1624 of 14 September 2016 on the European Border and Coast Guard (OJ L 251, 16.9.2016, p. 1).

The seat of Frontex is Warsaw, Poland, as established in Article 56 of the European Border and Coast Guard Regulation, subject to the requirements set out in Article 57 of that regulation.

Frontex, the European Border and Coast Guard Agency, promotes, coordinates and develops European border management in line with the EU fundamental rights charter and the concept of Integrated Border Management.

The number of business trips, hereinafter called “missions” were approximately 4 000 in 2018. During that time 5443 flight tickets (89.25% to Europe destinations and 10.75% to other countries), 511 car rentals, 2 453 hotel reservations and 21 visas were ordered. The total cost of these travel arrangements was approx. 3.3 million €.

The annual number of missions is as follows (the trend is increasing in view of an extended mandate of the Agency and a significant increase in staff):

	2016	2017	2018
MISSIONS	2635	3154	3973

2. Contract objective

The aim of the contract is to ensure high quality travel desk services by a professional company, hereinafter called the “Travel Agency”, providing transportation and accommodation services as well as other travel related services such as visas.

General description of the services:

- Assistance in bookings, amendments/cancellations of transportation arrangements (flights, train, ferry tickets, car rentals, etc.) hotel accommodation, car rental services and visas in countries in Europe and worldwide;
- Pre-financing of incurred costs of bookings;
- Provision of the services under the contract every working day of Frontex, currently from 08h00 to 18h00;
- Provision of hotline services outside working days and above-mentioned working hours;
- Notification of any travel related alerts regarding strikes by flight operators, public traffic strikes, terrorist attacks etc.;
- Delivering relevant information related to the use of collective transport (including shuttle services organized by hotels), for travel between the airports and the town centres;
- Provide detailed and complete statistics including analysis of all the services requested.

3. Staff

The Travel Agency shall perform the tasks at its own premises.

The number of staff assigned exclusively for the provision of services for Frontex shall be minimum four (4) in order to respond to Frontex requests in a prompt and timely manner via an e-mail or by phone.

If the current trend with the growing number of missions every year continues, the number of staff may need to be increased to keep the required level of service. Experience shows that 1 staff member working full time processes 1000 missions per year.

The Travel Agency shall assign, with the view of providing the services under the contract, personnel with the necessary qualifications indispensable to the professional provision of the service i.e.: with a minimum 3 years of professional experience in the travel related sector and with a knowledge of English language (at least B1 level).

A certification of no criminal record will be required for each person assigned to provide services under the contract. The certificate should be provided after award of the contract.

In addition to the four travel agents mentioned above, the Travel Agency will nominate a Contract manager responsible for the implementation of the contract and supervising the travel agents. Contract manager must have a very good knowledge of English language (at least B2 level). Travel Agency must provide Frontex with contact details of this person as well as its full CV.

Any changes in the main team shall be communicated to Frontex in writing. The CVs of a personnel proposed as a replacement should be submitted to Frontex for its approval at least two weeks in advance. The staff proposed must have at least the same level of qualifications (both experience and language skills) to the staff replaced. If this condition is not fulfilled Frontex reserves the right to refuse the replacement.

4. Technical arrangements

The Travel Agency shall be properly equipped as to be able to provide services under the contract i.e. telephone line/s, skype and email, exclusively dedicated to Frontex as well as any connections needed to the booking system of the travel companies - air, rail, sea or any other relevant suppliers.

The Travel Agency shall inform Frontex about the telephone numbers and email account addresses assigned to it. Moreover, the full names of the staff responsible for the delivery of services must be provided. The Travel Agency is in charge of possessing all necessary licenses or permits allowing the performance of the contract.

The Travel Agency must inform Frontex immediately if any unforeseen situations influencing the continuity of the services occurs via a written report indicating the problem, the date of its start and remedy actions taken by the Travel Agency in order to limit or eliminate its possible consequences.

5. Transportation arrangements

The travel agency services provided under the contract must be carried out in strict compliance with the national legislation of the country where the travel agency is established and with the applicable European legislation on the matter.

The services are to be provided in conformity with the internal regulations on missions of Frontex. A set of rules applicable to Frontex and administrative instructions governing all aspects of missions will be provided to the contractor after conclusion of the contract.

The Travel Agency will be responsible for market research, bookings and payments in relation to the transport arrangements (flights, trains, ferries etc.) requested by Frontex based on the approved mission orders. Based on these orders, it will issue tickets in line with the most economically advantageous fares available on the market at the moment of the booking, taking into account any applicable corporate agreements.

The response time cannot be longer than 90 minutes except for urgent cases (10 % of the total number of requests) where the response time cannot be longer than 45 minutes.

Reservations should be made in Economy Class and at lowest possible fare, unless requested differently and justified according to the mission rules.

For flights, itineraries must include two optional travel connections with the indication of times of departure and arrival (local time), price, fare, taxes, deadline for issuing the ticket and fare restrictions. The validity of the booking should be at least 24 hours, except for orders placed 72 hours before the beginning of the business trip.

Reservations must be kept according to the period offered by the airlines. The e-tickets (electronic tickets) are the standard form of issuing tickets and the total price must be visible at all times. In case when an official trip is combined with a private trip, the Travel Agency must provide a cost comparison between the requested route and the most direct route to/from the place of mission in order to demonstrate the price difference (if any).

Any travel documents will be delivered to Frontex premises without any charge, at least 24 hours before departure date or made available in electronic version (e.g. train tickets).

In case of cancellations at short notice the Travel Agency should make all efforts to minimize any penalties to be incurred by Frontex.

6. Hotel accommodation arrangements

Hotel bookings should be made available whether via an online platform or by an email. The possible solutions should be presented in the contractor's tender. Selection of the final solution will be made by Frontex after award of the contract.

The rates cannot exceed the official Frontex limits for hotel accommodation indicated in Appendix 1 unless requested differently and justified according to the mission rules

The Travel Agency must provide at least 3 options of hotel accommodation for the requested destination. However, Frontex may request to make bookings in specific hotels.

The response time cannot be longer than 90 min.

7. Car rental arrangements

If a car rental at the place of destination is required, it should be guaranteed by an electronic voucher. Most advantageous car rental companies operating on the spot should be used. The Travel Agency should be able to negotiate special deals with various car rental companies in order to achieve the best possible price.

The response time cannot be longer than 90 min.

The Travel Agency is responsible for ensuring that the car rental companies do not increase the voucher amount without pre-authorisation and Frontex will not be charged with any additional payment above the initial amount.

8. Assistance in obtaining visas

If any member of Frontex staff or Frontex guest requires a visa for a specific journey or a part of it, the Travel Agency will assist in obtaining such a visa in due time before the mission/visit takes place.

In case the visa is subject to an official administrative cost of the issuing country, the cost will be reimbursed to the Travel Agency based on the proof of payment.

9. Hotline services

The Travel Agency will establish the helpdesk - hotline services available for emergency situations outside of Frontex working hours, including weekends and Frontex holidays (Appendix 2).

A telephone number and an email address for such cases will be made available 24/7.

The task of the helpdesk is an emergency assistance in case of any unpredictable travel circumstances during the mission such as cancellations, strikes etc.

Good command of English language is therefore required for the staff nominated to perform helpdesk services.

Any changes to already approved mission orders can be done in exceptional cases by the hotline services on the basis of a written request received from the traveller's official business e-mail.

10. Information management

The Travel Agency is requested to provide to Frontex the following information in English language:

- A. Regular, at least quarterly overview of the situation on the airline market - new destinations, special fares and promotions;
- B. Information on changes in airlines policies;
- C. Any other useful important information relating to services performed, e.g. upcoming strikes of travel or service providers, etc.;
- D. Provision of general statistics related to car rentals, flights/trains/ferries, hotel bookings, CO₂, etc.

11. Contract implementation

11.1. Orders

Provision of services under the contract will be made based on the specific orders issued by Frontex on an annual or quarterly basis (unless other duration that will be indicated on the specific order).

Each mission is approved in the form of a mission request in Frontex dedicated IT tool (MiMa) and an extract from this request is sent by an e-mail to the travel agency. The travel agency is responsible to send to the requestor of the mission within the time indicated in points 5-7 the most appropriate, according to the Frontex mission rules, offers of transportation, hotel accommodation or other services.

After the confirmation received from the requestor the travel agency should make the travel arrangements in line with the selected offers.

In some cases, travel arrangements for other travellers may be requested, not only Frontex staff. In those cases the request for an offer will be made by Frontex staff by e-mail. Final arrangements should be made in those cases on the basis of internal approval checklist signed by appropriate Authorising Officer. The template of this checklist will be provided after award of the contract.

11.2. Payments

1. The Travel Agency will purchase travel tickets, make payments for hotel rooms, car rentals, visa issuance etc. and cover all costs incurred in connection with the mission requested by Frontex.
2. Frontex will reimburse to the Travel Agency all costs incurred in connection with a given mission, based on invoices with all relevant supporting documents, which must provide complete details of the expenses incurred on behalf of Frontex (flight/train/ferry tickets, hotel and car rental invoices etc.)
3. In addition to these costs, Frontex will pay for the services fees for all the trips actually arranged by the Travel Agency.
4. Invoices (individual or accumulated invoices) should be issued every 2 weeks according to Frontex instructions which will be sent to the successful tenderer (the invoicing period may however change during the contract performance). Below mandatory requirements:
 - a. All tickets, vouchers and specifications should be prepared in numerical order (sorted by the mission number).
 - b. Invoices should be issued in originally charged currency e.g.: EUR for the expenses charged in EUR and PLN for the expenses born in PLN. In case of costs incurred by the contractor in a currency other than EUR or PLN, an additional supporting document will be required - excerpt from the relevant bank statement, showing the cost paid in the original currency and its equivalent in EUR with indication of the exchange rate applied. In case the exchange rate is not indicated on the bank statement, the excerpt from the exchange rates table should be provided to support information indicated on the invoice / list of costs.
 - c. Frontex reimburses to the Travel Agency mandatory costs incurred in case of cancellations made by Frontex after the travel documents were issued or hotel reservations made (complete supporting documents must be submitted for that purpose).
 - d. Payment to the Travel Agency will be made by Frontex via bank transfer, within 30 days from receipt of the invoice.
5. Penalties attributable to the fault of the Travel Agency will not be considered for reimbursement by Frontex. Any additional costs resulting from the errors committed by individual travel agents will not be reimbursed by Frontex.

Appendixes:

Appendix 1 - Hotel accommodation and daily subsistence allowances lists

Appendix 2 - Frontex public holidays for 2019

Appendix 1

HOTEL ACCOMMODATION AND DAILY SUBSISTENCE ALLOWANCES LISTS

(the tables below are indicative only and will be updated periodically in accordance with the published subsequently relevant EC decisions)

FOR COUNTRIES WITHIN THE EUROPEAN UNION

<i>DESTINATION</i>	<i>Daily subsistence allowance in euros</i>	<i>Hotel ceiling in euros</i>
<i>Belgium</i>	148	102
<i>Bulgaria</i>	135	57
<i>Czech Republic</i>	124	70
<i>Denmark</i>	173	124
<i>Germany</i>	128	97
<i>Estonia</i>	105	80
<i>Ireland</i>	159	108
<i>Greece</i>	112	82
<i>Spain</i>	128	88
<i>France</i>	180	102
<i>Croatia</i>	110	75
<i>Italy</i>	148	98
<i>Cyprus</i>	140	88
<i>Latvia</i>	116	73
<i>Lithuania</i>	117	69
<i>Luxembourg</i>	148	98
<i>Hungary</i>	120	64
<i>Malta</i>	138	88
<i>Netherlands</i>	166	103
<i>Austria</i>	132	102
<i>Poland</i>	116	67
<i>Portugal</i>	101	83
<i>Romania</i>	136	62
<i>Slovenia</i>	117	84
<i>Slovak Republic</i>	100	74
<i>Finland</i>	142	113
<i>Sweden</i>	187	117
<i>United Kingdom</i>	209	125

FOR COUNTRIES OUTSIDE THE EUROPEAN UNION

<i>DESTINATION</i>	Daily subsistence allowance in euros	Hotel ceiling in euros
<i>Afghanistan</i>	50	75
<i>Albania</i>	50	160
<i>Algeria</i>	85	85
<i>American Samoa</i>	70	135
<i>Andorra*</i>	68.89	126.57
<i>Angola</i>	105	175
<i>Anguilla</i>	75	140
<i>Antigua and Barbuda</i>	85	140
<i>Argentina</i>	75	210
<i>Armenia</i>	70	210
<i>Aruba</i>	80	185
<i>Australia</i>	75	135
<i>Azerbaijan</i>	70	200
<i>Bahamas</i>	75	115
<i>Bahrain</i>	80	195
<i>Bangladesh</i>	50	140
<i>Barbados</i>	75	140
<i>Belarus</i>	90	135
<i>Belize</i>	50	135
<i>Benin</i>	50	100
<i>Bermuda</i>	70	140
<i>Bhutan</i>	50	130
<i>Bolivia</i>	50	100
<i>Bonaire</i>	90	185
<i>Bosnia-Herzegovina</i>	65	135
<i>Botswana</i>	50	135
<i>Brazil</i>	65	180
<i>British Virgin Islands</i>	75	140
<i>Brunei</i>	60	165
<i>Burkina Faso</i>	55	90

<i>Burundi</i>	50	115
<i>Cambodia</i>	50	115
<i>Cameroon</i>	55	105
<i>Canada</i>	65	165
<i>Cape Verde</i>	50	75
<i>Cayman Islands</i>	60	135
<i>Central African Republic</i>	60	80
<i>Chad</i>	65	145
<i>Chile</i>	70	175
<i>China</i>	55	155
<i>Columbia</i>	50	120
<i>Comoros</i>	50	85
<i>Congo(Democratic Republic)</i>	105	140
<i>Congo(Republic)</i>	70	115
<i>Cooks Island</i>	50	135
<i>Costa Rica</i>	50	140
<i>Côte d'Ivoire</i>	60	130
<i>Croatia</i>	60	120
<i>Cuba</i>	75	150
<i>Djibouti</i>	65	170
<i>Dominica</i>	75	140
<i>Dominican Republic</i>	60	170
<i>East Timor</i>	50	110
<i>East Timor</i>	50	110
<i>Ecuador</i>	50	140
<i>Egypt</i>	65	140
<i>El Salvador</i>	55	125
<i>Equatorial Guinea</i>	60	85
<i>Eritrea</i>	50	80
<i>Ethiopia</i>	50	145
<i>Federal Republic of Yugoslavia (Serbia and Montenegro)</i>	80	140
<i>Fiji</i>	50	120

<i>French Guyana</i>	55	140
<i>French Polynesia</i>	60	135
<i>Gabon</i>	75	115
<i>Gambia</i>	50	120
<i>Georgia</i>	80	215
<i>Ghana</i>	70	140
<i>Grenada</i>	75	140
<i>Guadeloupe</i>	65	115
<i>Guam</i>	60	135
<i>Guatemala</i>	50	125
<i>Guinea Bissau</i>	50	90
<i>Guyana</i>	50	160
<i>Haiti</i>	65	125
<i>Honduras</i>	50	125
<i>Hong Kong</i>	60	205
<i>Iceland</i>	85	160
<i>India</i>	50	195
<i>Indonesia</i>	50	145
<i>Iran</i>	55	145
<i>Iraq</i>	60	85
<i>Israel</i>	105	210
<i>Jamaica</i>	60	170
<i>Japan</i>	130	275
<i>Jordan</i>	60	135
<i>Kazakhstan</i>	70	175
<i>Kenya</i>	60	165
<i>Kiribati</i>	60	145
<i>Kuwait</i>	85	195
<i>Kyrgyzstan</i>	75	180
<i>Laos</i>	50	145
<i>Lebanon</i>	70	190
<i>Lesotho</i>	50	100

<i>Liberia</i>	85	150
<i>Libya</i>	50	175
<i>Liechtenstein</i>	80	95
<i>Macao</i>	55	95
<i>Macedonia</i>	50	160
<i>Madagascar</i>	50	105
<i>Malaysia</i>	50	160
<i>Malawi</i>	50	165
<i>Maldives</i>	50	135
<i>Mali</i>	60	95
<i>Marshall Islands</i>	50	135
<i>Martinique</i>	70	110
<i>Mauritania</i>	50	75
<i>Mauritius</i>	60	140
<i>Mayotte</i>	50	110
<i>Mexico</i>	70	185
<i>Micronesia</i>	55	135
<i>Moldova</i>	80	170
<i>Monaco*</i>	72.58	97.27
<i>Mongolia</i>	70	90
<i>Montserrat</i>	55	140
<i>Morocco</i>	75	130
<i>Mozambique</i>	60	140
<i>Myanmar</i>	50	75
<i>Namibia</i>	50	85
<i>Nauru</i>	50	135
<i>Nepal</i>	50	135
<i>Netherlands Antilles</i>	90	185
<i>New Caledonia</i>	55	135
<i>New Zealand</i>	60	125
<i>Nicaragua</i>	135	135
<i>Niger</i>	50	75

<i>Nigeria</i>	50	185
<i>Niue</i>	50	135
<i>North Korea(P.D.R)</i>	50	180
<i>Northern Marianas</i>	70	135
<i>Norway</i>	80	140
<i>Oman</i>	70	135
<i>Pakistan</i>	50	130
<i>Palau</i>	50	135
<i>Panama</i>	50	160
<i>Papua New Guinea</i>	55	135
<i>Paraguay</i>	50	140
<i>Peru</i>	75	135
<i>Philippines</i>	60	150
<i>Puerto Rico</i>	65	140
<i>Qatar</i>	65	135
<i>Republic of Guinea</i>	50	135
<i>Réunion</i>	60	90
<i>Russia</i>	90	275
<i>Rwanda</i>	65	160
<i>Saint Lucia</i>	75	140
<i>Saint Vincent and the Grenadines</i>	75	190
<i>Samoa</i>	50	135
<i>San Marino*</i>	60.34	114.33
<i>São Tomé and Príncipe</i>	60	95
<i>Saudi Arabia</i>	85	195
<i>Senegal</i>	65	135
<i>Seychelles</i>	85	140
<i>Sierra Leone</i>	55	135
<i>Singapore</i>	75	150
<i>Solomon Islands</i>	50	120
<i>Somalia</i>	50	125
<i>South Africa</i>	50	145

<i>South Korea</i>	100	200
<i>Sri Lanka</i>	50	105
<i>St Kitts and Nevis</i>	85	185
<i>St Marteen</i>	90	185
<i>Sudan</i>	55	215
<i>Suriname</i>	55	125
<i>Swaziland</i>	50	90
<i>Switzerland</i>	80	140
<i>Syria</i>	80	145
<i>Taiwan</i>	55	200
<i>Tajikistan</i>	75	110
<i>Tanzania</i>	50	200
<i>Thailand</i>	60	145
<i>The Vatican*</i>	60.34	114.33
<i>Togo</i>	60	95
<i>Tokelau Islands</i>	50	135
<i>Tonga</i>	50	105
<i>Trinidad and Tobago</i>	60	115
<i>Tunisia</i>	60	85
<i>Turkey</i>	55	165
<i>Turkmenistan</i>	80	150
<i>Turksand and Caicos Islands</i>	55	135
<i>Tuvalu</i>	50	135
<i>Uganda</i>	55	180
<i>Ukraine</i>	80	190
<i>United Arab Emirates</i>	70	195
<i>United States of America (except New York)</i>	80	200
<i>United States of America (New York)</i>	100	275
<i>Uruguay</i>	55	160
<i>US Virgin Islands</i>	55	140
<i>Uzbekistan</i>	75	155
<i>Vanuatu</i>	60	110

<i>Venezuela</i>	85	125
<i>Vietnam</i>	50	205
<i>Wallis and Futuna Islands</i>	50	135
<i>West Bank and Gaza</i>	60	110
<i>Yemen</i>	60	165
<i>Zambia</i>	50	135
<i>Zimbabwe</i>	50	115
<i>Other countries</i>	60	145

* considered to be geographically part of :

- France: Monaco
- Italy: San Marino
- Italy: The Vatican
- Spain: Andorra

Appendix 2

Frontex public holidays for 2019

1 January, Tuesday	New Year's Day
2 January, Wednesday	Day following New Year's Day
18 April, Thursday	Maundy Thursday
19 April, Friday	Good Friday
22 April, Monday	Easter Monday
1 May, Wednesday	Labour Day
2 May, Thursday	bridging day
3 May, Friday	Polish Constitution Day
9 May, Thursday	Europe Day
20 June, Thursday	Corpus Christi
15 August, Thursday	Assumption Day
1 November, Friday	All Saints' Day
11 November, Monday	Polish Independence Day
24-31 December, 6 days	Christmas and the end of year 2019
Total number of days:	19 days