

CALL FOR PROPOSALS (Terms of Reference)

EBN seeks a travel agency to manage the travels of the start-ups participating in the AEDIB|NET Bootcamp in Cape Town, which will take place between the 28th and the 30th of November 2023.

Introduction

The [AEDIB|NET](#) project, funded by the European Commission under the Horizon 2020 Programme, aims to strengthen a common African-European digital innovation ecosystem by supporting local digital innovation and ecosystems in Africa and facilitating collaboration between the two continents. The project is coordinated by [GIZ](#) -the German Society for International Cooperation-, and includes among its partners the [European Business and Innovation Centre Network \(EBN\)](#).

Following the project Work Plan approved by the European Commission, Work Package 5 (Transcontinental Cooperation of Innovators and Digital Innovation Hubs), which is led by EBN, foresees in its task 5.3 (Matching entrepreneurs with African and European ICT start-ups), among other activities, the organisation of different intensive training programmes (Bootcamps) for representatives of start-ups and SMEs from Africa and Europe.

In the last quarter of 2023, two of these programmes will take place:

- European Bootcamp, for 15 project participants (coming from different countries in Europe and Africa) in Brussels (Belgium), on the 9th, 10th and 11th of October.
- African Bootcamp, also for 15 project participants (also coming from different countries in Europe and Africa) in Cape Town (South Africa) on the 28th, 29th and 30th of November.

EBN is in charge of financing the travel of the 15 participants of each trip, as well as the subsequent justification of their expenses.

Required services

Within the framework of the AEDIB|NET Project, EBN is selecting a provider who's able to deliver travel agency services for the 15 participants in the AEDIB|NET Bootcamp that will be held in Cape Town (South Africa), between the 28th and the 30th of November 2023.

AEDIB|NET has received funding from the European Union's Horizon 2020 Research and Innovation Programme under Grant Agreement No 101017105.

The services to be carried out consist of the realization and contracting of reservation services and issuance of travel and accommodation titles that are necessary for the displacement and stay in Cape Town (South Africa) for the above-mentioned Bootcamp, including:

- Flight tickets management (round trip from the home country).
- Transport in their home country from and to the airport.
- Travel insurance.
- Accommodation in hotels in Cape Town, including breakfast and basic dinner.
- Transport from the airport in Cape Town to the hotels in Cape Town and vice versa.

The places of origin and timelines for the trips are detailed below:

- Departure from various world capitals in Europe and Africa to arrive in Cape Town on Monday the 27th of November 2023.
- Stay in Cape Town, from the 27th of November to the 1st of December (4 nights).
- Departure from Cape Town to the different countries of origin on the 1st of December 2023.

Services will comply with all the specifications set out below:

1. Arranging the reservation and purchase of airline tickets for travel from the various airports in the list of cities that will be provided by EBN to the travel agency, to any of the airport(s) in Cape Town. The prices of the airline tickets shall be those corresponding to the most economical fare in each case, according to availability, applied to the total number of passengers finally confirmed and their different origins. As a general rule subject to consideration if not possible, the maximum costs for flights for participants will not exceed 2500 EUR. Requests for tickets will be received gradually by the travel agency directly from the participants, in order to proceed with the issuing of the tickets once approved by EBN, with the deadline for the issuing of tickets being the 25th of October, excluding exceptional cases which EBN will analyse individually for approval.
2. Manage local travel in the home country of the participants from home to the airport and vice versa.
3. Manage local travel in Cape Town from the airport to the hotel and vice versa.
4. To manage the booking and contracting of the stay in the city centre of Cape Town, in hotels of recognised category, in single rooms or double rooms for single use, and on a bed and breakfast basis, also including basic dinner. It is required to try to group the maximum number of people in the maximum number of people in as few hotels as possible.



5. The hotel rate shall be, excluding any possible surcharges by the travel agency, less than 250 EUR per night (bed and breakfast + basic dinner).
6. For the coordination of all the aforementioned activities, the company awarded the contract must hold regular meetings with EBN, drawing up a schedule for this purpose, including trips, prices, schedule of coordination meetings, and final summary report of the activities carried out.
7. EBN and the travel agency will work in coordination with the aim of optimizing as far as possible the number of transfers finally required.

Time limit for performance

The contract shall be executed from the date of its formalisation until the 15th of December 2023 at the latest.

The company that is awarded the contract in the open procedure must submit a definitive work and activity plan.

Award criteria

The Contract will be awarded to the tenderer whose offer represents the best value for money - taking into account the following criteria:

- Quality and coherence of the technical offer, considering:
 - The inclusion of at least two people involved in the team to deliver the services, including minimum a Senior profile with more than 10 years of experience in the provision of similar services, and capacity of at least two people in total from the team to interact in English (spoken and written).
 - The adequacy of the timeline proposed for the delivery of all the services (issuances of the tickets / reservations).
 - Availability of the team involved of minimum 9:00 to 17:00 from Monday to Friday.
 - Availability of emergency customer service out of the time slots above-mentioned.
 - Proposed improvements on the execution of the contract.
- Financial offer.

Quotes submission

Quotes must include:

- A cover letter presenting the name of the applicant (including all entities in case of joint offer), and the name of the single contact person in relation to this project (max 1 page).
- A technical offer, including (max 2 pages):



- Members of the team involved and their organisation, including years of experience and ability to interact in English (spoken and written).
 - Proposed time plan for the delivery of the services.
 - Information about the availability of the team involved, including time slot available during weekdays and weekends.
 - Information about the availability of emergency customer service.
 - Other relevant information, including proposed improvements on the execution of the contract.
- A financial offer, following the table below:

Product	Price in EUR (without VAT)
▪ Train ticket fee, each way	
▪ Fee for changes in a train ticket	
▪ Flight ticket fee, round trip	
▪ Fee for changes in a flight ticket	
▪ Bus ticket fee, each way	
▪ Fee for changes in a bus ticket	
▪ Fee per night for accommodation in hotel	
▪ Fee for insurance per person per day	

Quotes should be sent to Rubén Carrandi (European Business and Innovation Centre Network), to the email address ruben.carrandi@ebn.eu by the 25th of September 2023 at 12:00 CET.

For any additional information, please contact EBN through the details below: ruben.carrandi@ebn.eu or +34 630 381 006.

