**We are looking for**

**Airline Tickets and Hotel Services Framework Agreement**

**Vientiane | Lao – PDR**

 **PRN01158**



* **Organization:**  SNV - Netherlands Development Organisation
* **Location:**  Vientiane | Lao – PDR
* **Announcement:** Airline Tickets and Hotel Services Framework Agreement
* **Closing Date: 17th March 2023**

**Company Description**

SNV is a not-for-profit international development organisation that applies practical know-how to make a lasting difference in the lives of people living in poverty. We use our extensive and long-term in-country presence to apply and adapt our expertise in agri-food, energy, and Water to local contexts. SNV has over 1250 staff in more than 25 countries in Asia and Africa.

*For more information on SNV and our operations in Laos PDR, visit our website:*laos@snv.org

**Announcement Description**

**SNV in Laos seeks to enter into a framework agreement for the provision of airline tickets and hotel services for a term of one year.**

The travel agent or the service contract is expected to be signed for a period of twelve months, with a possible extension subject to the availability of funding.

**Responsibilities**

* Communication in English is mandatory.
* Respond to requests from SNV as quickly as possible, taking into account the nature of each request and the time required to respond.
* Respect the agreed delivery times.
* Issue the travel and accommodation documents ordered by SNV according to the modalities indicated.
* Always apply the most advantageous rates on the market and those resulting from special agreements, if they exist, by submitting at least 3 alternatives for each flight, route, and hotel service, as well as any other service requested.
* Use competent and capable staff in terms of technical and professional aspects, with at least three years of experience in the respective sector, to carry out the services.
* Ensure an effective and transparent cancellation policy, including refunds and related penalties.
* Provide analytical statistics for the services provided.
* Air tickets and accommodation reservations.
* Provide the lowest price quotation for all destinations worldwide upon request.
* Reservations shall be made at the lowest fare available, including on any low-cost airlines.
* The use of electronic tickets shall be standard whenever feasible.
* Reservation and ticketing services are to be provided during the SNV Laos working hours of 08:00 to 17:00, from Monday to Friday.
* Private reservations are to be made available to the SNV staff on equal terms but to be invoiced directly to staff members for payment.
* Arrangements for meetings, conventions, catering and more (booking of meeting facilities, meals, coffee, hotel rooms etc.).
* An overview of the current air market situation, both domestic and international (airlines’ new destinations, discount fares, special offers, promotions, etc.)
* Airlines’ policy changes.

**Requirements:**

* Air Ticketing Services for Domestic Air Travel - Economy Class
* Air Ticketing Services for Domestic Air Travel - Business Class
* Air Ticketing Services for International Air Travel - Economy Class
* Air Ticketing Services for International Air Travel - Business Class
* Hotel Accommodation - Standard Room (Location: Vientiane; Savannakhet; Oudonxay; Houaphan)
* Hotel Accommodation - Deluxe Room (Location: Vientiane; Savannakhet; Oudonxay; Houaphan)
* Hotel Accommodation - Superior Room (Location: Vientiane; Savannakhet; Oudonxay; Houaphan)
* Hotel Conference / Meeting Room (Location: Vientiane; Savannakhet; Oudonxay; Houaphan)
* Catering Services (Location: Vientiane; Savannakhet; Oudonxay; Houaphan)
* Penalties applicable on cancellations, modifications of reservations, no show, etc.

**Expression of Interest**

To all interested travel agencies or service contractors, we invite you to submit your expression of interest by completing the request form and details on ToR and others.



Please contact our procurement officer for clarifications and proposal submissions.

Email: laprocurement@snv.org

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