

Call for Tender (CFT)

For Travel Agency Services

PEFC Council

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1. Introduction

PEFC is a leading global alliance of national forest certification systems. As an international non-profit, non-governmental organisation, it promotes sustainable forest management through independent third-party certification. PEFC provides forest owners, from the large to the small, with a tool to demonstrate their responsible practices, while empowering companies to buy sustainably. The PEFC label enables consumers to recognise products originating from a PEFC-certified forest - a forest managed in line with the strictest environmental, social, and economic requirements.

For more information, see <https://pefc.org/>.

PEFC International is seeking to engage a qualified travel agency to provide travel management services for its staff and related stakeholders globally located. This Call for Tender (CFT) outlines the scope of services, requirements, and submission requirements.

2. Scope of Services

The selected travel agency will be responsible for providing the following categories:

A. Core Travel Services

- **Flight Bookings:** Domestic and international flight reservations (including low-cost airlines) for around 20 staff based in Geneva, around 8 based mostly in Europe, and our Governance members based globally. Plus ad-hoc participants.
- **Accommodation Services:** Booking of hotels and other accommodation options, as required.
- **Tour Packages:** Group or custom tours, should the need arise while a trip is planned for several days
- **Itinerary customisation:** Multi-destination planning and route optimisation
- **Concierge services** for trip planning and local referrals.
- **Transportation Arrangements:** Organizing airport transfers, car rentals, and other transportation services.

- **Group and corporate travel:**
 - Organizing conferences, business trips, or team-building travel
 - Managing group bookings, travel logistics, and accommodations

B. Support & Assistance

- **Travel Advice and Support:** Offering expert travel guidance on destinations, etc.
- **Visa Assistance:** Support with visa applications and related paperwork.
- **24/7 Customer Support:** Availability to resolve travel-related issues during business hours and outside of office hours.
 - Assistance with flight cancellations or delays,
 - Help with lost luggage or travel documents,
 - Rebooking services if plans change suddenly.
- **Security Risk Management:** Real-time security alerts and risk assessments for global travellers.
- **Travel Policy Compliance:** Ensuring bookings adhere to the organization's travel policies.

C. Added Value

- **Financial and package deals:** Access to discounted rates not always available to the public, such as NGO rates.
- **Online platform:** for ease of booking, together with a focal person
- **Preferred billing/invoicing processes:** monthly, combining all tickets purchase over a given period.
- **Sustainability criteria:** e.g., eco-conscious travel, etc.
- **Contract duration:** two years + renewable
- **Quick response time**

3. Eligibility Criteria

To be considered for the tender, the travel agency must meet the following criteria:

- Be legally registered in Europe and licensed to provide travel services.
- Have several year's proven experience in providing travel management services to organizations of a similar size or scope.
- Demonstrate a proven track record of reliable and efficient service delivery.
- Ability to provide a dedicated account / travel manager.
- Must be able to offer competitive rates and cost-effective travel options, through multi quote proposals.
- Have experience working with NGOs, international organizations, or similar entities is preferred.
- Ability to provide services in compliance with international travel regulations and standards.

4. Tender Submission Requirements

Interested travel agencies must submit the following documents:

- **Cover Letter** outlining interest and suitability for the contract.
- **Company Profile** with details of services, history, and relevant experience.
- **Proposed Methodology** for delivering the required services.
- **Pricing Proposal** including a breakdown of rates for flight bookings, accommodation, transportation, etc.
- **References** from at least two (2) previous clients in a similar sector or with similar needs.
- **Proof of Insurance** covering public liability, professional indemnity, and travel-related coverage.
- **Copy of Certification/License** to operate as a travel agency.

5. Evaluation Criteria

Proposals will be evaluated based on the following:

- **Experience and Qualifications (30%)**: Proven ability to deliver services based on the organization's needs.
- **Cost (25%)**: Competitive pricing for travel services, including any volume discounts, if applicable.
- **Service Offerings (20%)**: Quality and breadth of services offered, including customer support and added-value services.
- **References and Reputation (15%)**: Positive feedback from previous clients in similar sectors.
- **Sustainability and Compliance (10%)**: Ability to support sustainable travel practices and compliance with travel policies.

6. Submission Instructions

All tenders must be submitted in the following manner:

- Tender submissions must be received by Tuesday 30 September 2025 at 17:00 (CEST).
- Late submissions will not be considered.
- Please submit your tender electronically to sandrine.laffitte@pefc.org
- Ensure that all required documents are included with the submission.

7. Terms and Conditions

- PEFC International reserves the right to accept or reject any tender based on its own discretion.
- The selected agency will enter into a contract with PEFC International detailing the terms, conditions, and service level agreements.
- Any queries regarding this Call for Tender should be sent to Ms. Sandrine Laffitte (sandrine.laffitte@pefc.org).
- PEFC International is not responsible for any costs incurred by agencies during the tender process.

8. Confidentiality

All information provided in this Call for Tender is confidential and should only be used for the purposes of preparing a response.

9. Notification

The successfully identified travel agent will be notified in writing at the end of the search process, when PEFC International may enter into a formal contract with the selected travel agency effective from 09 November 2025.