# CONTEXT

Danish Refugee Council (DRC) Türkiye is inviting suitably qualified companies to submit a proposal to provide DRC with the event organizing and management, accommodation, ticketing and airport transfer services. The Framework Agreement (FWA) modality being sought for this contract is intended to stand as a mutual agreement with the supplier/s to provide DRC with integrated event management services as required over a specific time period with the fixed pricing for services required. Multiple events are envisaged, and specific Terms of Reference (ToR) shall be submitted to the supplier/s once fully developed within the time and price limitation defined in this FWA. In this regard prices quoted for the services described in the price schedule will be the basis for calculating the cost for all services requested under the FWA.

# GENERAL PROVISIONS

1. The Contract shall be concluded for a period of 1 (one) year and may be extended for 1 (one) additional year at the discretion of the DRC subject to satisfactory performance by the Contractor/s.
2. The Prices/service fee rates for key services (which are specified in the Annex A2 Financial Bid) shall be maintained for the whole contract duration and quoted in USD.
3. This tender is divided into 3 LOTs. Bidders may submit their bids for any LOT(s) as long as they bid for the entirety of the LOT(s) offered. Any LOT(s) offered with incomplete line item will be deemed ineligible for further evaluation.

* LOT 1: Conference Support and Accommodation Services
* LOT 2: Ticketing Services
* LOT 3: Airport Transfer Service

1. DRC may choose to cancel the agreement if deemed necessary.
2. DRC may choose to split the contract award to more than one supplier.
3. Regarding the services stated in the LOT 1, the response time to DRC order/query shall not exceed 24 hours.
4. Regarding the services stated in the LOT 2 & LOT 3, the delivery time of the service shall be within 6 hours of placing order.
5. DRC may terminate the contract or impose other penalties if supplier fails to deliver services within this period.
6. No advance payment will be paid to the awarded supplier. The awarded supplier is expected to mobilize its own resources to deliver the agreed material.
7. The Contractor/s must comply with DRC General Conditions of Contract and Supplier Code of Conduct.
8. The Service Provider shall prepare an individual invoice for each event, accommodation, flight ticket and/or transportation services and submit the invoices after service completion.
9. The requester/focal point shall review and clear the invoice with the supporting documents within one week from invoice(s) submission date to DRC.
10. After the confirmation and acceptance of the invoices by DRC, the bank payment shall be processes in 30 days to the Service Provider’s bank account.

**LOT 1: Conference Support and Accommodation Services**

# SCOPE OF WORK & GENERAL SERVICE REQUIREMENTS

The suppliers will be expected to deliver a set of services listed below. Each **event** and/or **accommodation request** will be covered by an individual Purchase Order, issued on as-needed basis.

The Contractor(s) (Service Provider) shall, upon request and receipt of duly authorized instructions from DRC, facilitate, organize, and make all necessary arrangements for:

* Venue Arrangement and Accommodation (if required) for event(s)
* Individual Accommodation Requests

The exact requirements for each Event and/or Accommodation request shall be detailed in the corresponding “Purchase Order” issued by DRC.

## Venue Hiring (Including Arrangement of Equipment & Services as Requested for Each Event):

* 1. For each event, the Service Provider shall present a minimum of three (3) venue options meeting DRC's requirements. These options must be clearly documented, including official quotes and supporting documentation (e.g., offers and invoices from hotels/venues).
  2. The proposed hotels should have a maximum of 4 stars.
  3. Individual meeting attendance will be a minimum of 6 people. The facilities proposed in the proposal must have at least one (1) meeting room for 25 persons and at least one (1) meeting room for 50 persons.
  4. Meeting rooms for 25 and 50 persons should be arranged as ‘U’ seating arrangement.
  5. For full day meeting programme, 2x Coffee Break and 1x Lunch should be included.
  6. For half day meeting programme: 1x Coffee Break and 1x Lunch should be included.
  7. Upon instructions from DRC, the Service Provider shall make the booking of the venue of the event in a timely manner – that is usually within 2 working days from receipt of order and submit the booking confirmation to DRC.
  8. Conference Package to be provided as per instructions, sustainable and recyclable materials to be used for the products included in the package till maximum possible extent.
  9. The Service Provider shall provide secretarial services for assisting in event’s registration and coordination with hotel management throughout the event’s executing period.
  10. The Service Provider shall organize the required services at the proposed agreed time.
  11. The Service Provider shall assign at least one focal point to provide the needed support during the Event as per instructions received from DRC.
  12. The Service Provider shall nominate clearly the supervisor(s) responsible for the overall management of DRC account.
  13. As per DRC request for each event, the Service Provider shall take into consideration the available facilities, such as adequate size of the meeting facilities (if multiple options are available), required equipment/material.
  14. The Service Provider shall arrange the venue in accordance with DRC instructions;
  15. The Service Provider shall ensure that the event venue is clean and well prepared;
  16. The Service Provider shall ensure all required audio-visual & stationery equipment is available and operational in all the

meeting rooms as required;

* 1. The Service Provider shall ensure service maintenance is promptly available as would be required for all equipment/services and facilities in and around the meeting rooms;

***The events are mostly held during the weekdays and on occasion they may also be held at the weekends.***

## Accommodation Arrangements:

## For Event Related Accommodation

* 1. The Service Provider shall present a minimum of three (3) hotel options for each request, with official offers and invoices attached.
  2. The proposed hotels should have a maximum of 4 stars, with single standard rooms and breakfast included.
  3. Dinner and/or lunch should be provided in case requested by DRC (optional).
  4. For event-related accommodation, the hotel shall ideally be the same as the event venue.
  5. DRC may require additional arrangements for VIP persons as all-inclusive.
  6. The Service Provider shall make reservations for all accommodation requests (event-related or individual) and provide a confirmed reservations list to DRC.
  7. The Service Provider is required to book for the participants’ accommodation. This is required when workshops or trainings are being held.
  8. The Service Provider is required to compile room list for all participants, liaise directly with the hotel and allocate rooms;
  9. The Service Provider shall ensure accuracy of arrival/departure information;
  10. The Service Provider shall ensure that the provided accommodations are clean, well heated and air conditioning is available as required.
* **For Individual Accommodation Requests**

1. The Service Provider shall present a minimum of three (3) hotel options for each request, with official offers and invoices attached.
2. Accommodation requests may be independent of an event (e.g., for participants requiring accommodations unrelated to workshops or meetings).
3. The proposed hotels should have a maximum of 4 stars, with single standard rooms and breakfast included.
4. Dinner and/or lunch should be provided in case requested by DRC (optional).
5. For event-related accommodation, the hotel shall ideally be the same as the event venue.
6. DRC may require additional arrangements for VIP persons as all-inclusive.
7. The Service Provider shall make reservations for all accommodation requests (event-related or individual) and provide a confirmed reservations list to DRC.
8. The Service Provider is required to book for the participants’ accommodation. Usually, this is required when workshops or trainings are being held.
9. The Service Provider is required to compile room list for all participants, liaise directly with the hotel and allocate rooms;
10. The Service Provider shall ensure accuracy of arrival/departure information;
11. The Service Provider shall ensure that the provided accommodations are clean, well heated and air conditioning is available as required.

### Requirements to Personnel:

* 1. The Service Provider guarantees that the personnel assigned to handle the DRC’s conference arrangements shall have a strong logistic, administrative and communication skills.
  2. The Service Provider shall assign adequate personnel to service satisfactorily the volume of work and to fulfill its obligations under the Contract with DRC. In general, the Contractor shall assign the relevant personnel according to their technical know-how and reliability.
  3. The Contractor’s employees shall perform their functions in a highly efficient and professional manner.
  4. The Contractor’s employees should be fluent in English and Turkish languages.

### Security Requirements to Venues/Hotels:

1. Hotel/venue should not be located in the vicinity of government premises and other locations where the demonstrations and large public gatherings usually occur.
2. Hotel/venue should have reasonable standoff distance from the main road (minimum 50 meters).
3. Hotel/venue personnel should duly have screened in the recruitment process. Hotel/venue personnel should be also

regularly screened to prevent potential occurrence of theft.

1. Hotel/venue should have CCTV with at least 2 weeks recording capacity working 24/7, monitoring exterior and interior of the hotel. There should be dedicated staff for monitoring the CCTV, ideally also on 24/7 basis.
2. Entry and exit of vehicles from the parking should be monitored by hotel/venue security.
3. Hotel/venue should comply with all fire safety standards as required by Türkiye legislation. Hotel should have at least one alternative emergency exit from all premises, fire hoses and fire extinguishers should be deployed in sufficient numbers on each floor, hotel personnel should be periodically trained on fire safety procedures and on building evacuation procedures. Fire safety equipment of the hotel should be periodically inspected and certified by respective state authority. Hotel should have enough capacity to accommodate all DRC Personnel.
4. Hotel/venue should have sufficient number of First Aid kits and at least one defibrillator (AED). Hotel/venue staff should be trained on the first aid. First aid kits must be regularly checked and replenished as needed.

### Other Requirements:

* 1. The Service Provider must ensure transparency by submitting all official offers and invoices from hotels/venues along with their service fee.
  2. A minimum of 3 (three) options shall be presented for each event or accommodation request.
  3. The Service Provider should negotiate the best possible deals for DRC with Hotels and other sub-vendors where DRC shall have access to such deals. A minimum of 3 (three) options should be presented to DRC for each event.
  4. Any commissions provided by the Hotels and other sub-vendors to the Services Providers should be passed into DRC. The Service Provider’s sole income for the services under the FWA should be the management fee. If found otherwise, DRC may terminate the FWA.
  5. Any information provided to the Service Provider in terms of location of event, number of participants and any other related information shall be dealt with strict confidentiality.

### Reporting Requirements

The Contractor shall provide DRC with management information reports consisting, at a minimum, of the following:

1. The Contractor shall establish and monitor on a regular and continual basis the quality of conference services provided to the DRC. These procedures shall include a self-inspection system covering all the services to be performed under the Contract and shall include a method for monitoring, identifying and correcting deficiencies in the quality of service furnished to DRC.
2. DRC reserves the right to conduct the own quality control of the services provided as well as documentation or other spot check and, if required, suggest the possible improvements to the Contractor.
3. The Service Provider shall include in their management reports a detailed breakdown of all venue and accommodation options presented for each event or request. This report must include:
   * A summary of the minimum three (3) proposed options for venues and/or accommodations, including names, locations, and star ratings (if applicable).
   * The associated costs for each option, including a breakdown of venue/accommodation fees, additional service charges, and taxes.
   * Supporting documentation such as official quotes and invoices from the venues or hotels.
   * A justification for the final selection made by DRC, including any considerations related to price, location, or specific event requirements.

**LOT 2: Ticketing Services**

**SCOPE OF WORK & GENERAL SERVICE REQUIREMENTS**

DRC travel policy requires the Travel Agent(s) in all cases to book the lowest available fares/the most direct and economical options and to research alternate itineraries (at least three options, if available) in order to provide the lowest appropriate fares, which satisfy the DRC travel polices and mission requirements. The DRC travel policies embody the following basic principles which, however, are subject to subsequent revision:

1. Where available, use of the lowest applicable fare (including penalty fares) is the preference.
2. Full economy fares may be used if no appropriate reduced fares are available.
3. Business class travel or equivalent may be applicable only in limited situations if required by DRC.
4. The first-class travel is organized only on specific request from authorized DRC staff.
5. The Travel Agent must be knowledgeable of and prepare to offer special fares, restricted fares, discount fares, and bulk fares for use whenever appropriate. Fares which entail restrictive conditions (such as penalties or stay-overs), however, shall only be booked with the express approval of DRC.
6. The Travel Agent shall, where appropriate, attempt to obtain free business class and first-class upgrades for DRC travelers.

**IMPORTANT:** Travel service provider/s are requested to provide a 24/7 contact support person for the purposes of DRC staff travel support. The DRC-dedicated Travel Consultant must have 24/7 access to the booking system and have the possibility to provide support as may be requested in the emergency situations.

The travel agencies shall provide full, prompt, accurate and expert international travel products and services to staff of DRC. The products and services include, but are not limited to, the following:

## Reservation and Ticketing:

* 1. Upon request from authorized focal point nominated DRC Staff travel agency shall immediately make bookings and prepare appropriate itineraries and formal quotation based on the lowest fare and the most direct and convenient routing.
  2. In the event that required travel arrangement cannot be confirmed, travel agency shall notify DRC of the problem and present alternative routings/quotations for considerations.
  3. For wait-listed bookings, travel agency shall provide regular daily feedback on status of the flight.
  4. Travel agency shall promptly issue tickets and detailed itineraries, (in electronic format) showing the accurate status of the airline on all segments of the journey.
  5. Travel agency shall accurately advise DRC of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings.
  6. Travel agency shall provide information on airline tickets schedules.

## Airfares and Airlines Routings / Itineraries

* 1. Upon the request of DRC for each ticketing request, the travel agency must provide at least 3 flight options (if available) for DRC's selection and approval. These options should include details of the airline, fare class, total cost, and routing, ensuring compliance with DRC's travel policy and budgetary considerations.
  2. Travel agency shall propose fares/airline routings and guarantee that it shall obtain the lowest available airfare for the journey concerned. Such journeys shall be the most direct and economic routing.
  3. The travel agency shall advise DRC of market practices and trends that could result in further savings for them, including the use of corporate travel booking tools with automated travel policy.

## Travel Information / Advisories

* 1. Travel agency shall provide travelers with a complete automated itinerary document to include carrier(s), flight and voyage numbers, departure and arrival times for each segment of the trip, tax exempt information, etc.
  2. Travel agency shall inform travelers, upon booking confirmation, of flight/ticket restrictions, involuntary stop-overs, hidden stops, and other inconveniences of the itinerary and provide required documentation for travels.
  3. Upon request of DRC, travel agency shall provide travellers with online and offline relevant information on official destinations, i.e. visa requirements, security procedures, airport transfers/land transportation facilities, local points of interest, currency restrictions/ regulations, health precautions, weather conditions, etc.
  4. Travel agency shall promptly notify DRC Admin FP or traveller/s (if contacts are provided by DRC) of airport closures, delayed or canceled flights, as well as other changes that might affect or will require preparations from travellers, sufficiently before departure time.

## Flight Cancellation / Rebooking and Refunds

* 1. Travel agency shall process duly authorized flight changes/ cancellations when and as required.
  2. Travel agency shall immediately process airline refunds for cancelled travel requirements / unutilized pre-paid tickets (if applicable) and credit these DRC as expeditiously as possible.
  3. Travel agency shall refund tickets within one (1) months only (shorter period than 1 month offered will be an advantage)
  4. Travel agency shall limit refund charges at airline rate only, i.e. no additional charges will accrue to the travel agency.
  5. Travel agency shall absorb cancellation and / or change reservation date charges which are due to no fault of DRC or the traveler.
  6. Travel agency shall report back to DRC on the status of ticket refunds.

## Management Reporting System

Travel agency shall submit the following reports on a regular basis:

* 1. Quarterly Production Statistics in consolidated format.
  2. Yearly Carrier – Route – Fare Analysis and Production / Volume of Business.
  3. Monthly reports on the status of ticket refunds.
  4. Changes and Update on Airline Rates, promotions, policy changes, etc., immediately upon the receipt of the advice;
  5. Complaint Analysis.

## Availability of Other Products and Services as May Be Requested

1. Travel Agent(s) shall indicate any special features, programmes or services that would be beneficial to the DRC and its travelers (e.g. "Meet and Greet", lost baggage follow-up, insurance, preferred seating arrangements etc.)
2. Any additional services or discounts/incentives that the applicant wishes to identify.

**LOT 3: Airport Transfer Service**

# SCOPE OF WORK & GENERAL SERVICE REQUIREMENTS

The suppliers will be expected to deliver a set of services listed below (each transfer will be covered by an individual Purchase Order). These will be requested on an as needed basis.

The Contractor/s (Service Provider) shall upon request and receipt of duly authorized instructions from DRC, organize and make all necessary arrangements for airport transfers.

The exact requirements for each transfer shall be instructed by a “Purchase Order” (i.e. request for each transfer) to be issued by DRC. This shall include arranging airport pick-up, airport drop-off and all associated services required for the transfer(s) as described below:

1. **Transfer Coordination**
2. Coordinate and schedule transfers for all participants based on flight arrival and departure details.
3. Update schedules promptly in response to any changes in flight details.
4. **Vehicle Provision**
5. Provide a fleet of vehicles that can accommodate varying group sizes, ranging from individual transfers to larger group requirements.
6. Ensure vehicles are clean, well-maintained, and equipped with air conditioning and other safety and comfort features.
7. All expenses, taxes and/or all extra expenses that may arise belonging to the vehicle and the driver shall belong to the contractor company.
8. All fuel, motorway, bridge, car parking etc. expenses will belong to the supplier.
9. **Driver Assignment and Management of Arrivals**
10. Assign professional, licensed drivers with a proven track record of reliability and extensive knowledge of local routes.
11. Provide bilingual or multilingual (English at minimum) drivers, to facilitate communication, particularly for international guests.
12. The assigned driver must wait at the designated exit gate (domestic or international, depending on the arriving flight) holding a prominently displayed DRC sign to ensure easy identification by the traveler.
13. Assist passengers with luggage handling when required, ensuring a seamless and comfortable experience.
14. **Compliance**
15. Supplier must comply with the most up to date directive of “Transportation Coordination Centre” of the city where transportation will take place.