

PROGRAM OF REQUIREMENTS

All requirements set out in this chapter must be met during the execution of the assignment, unless otherwise indicated. By submitting a tender, Contractor confirms unconditional compliance with the stated requirements.

1. General requirements relating to the Contractor

1.1	By submitting a proposal, the Contractor affirms that the organization has thoroughly reviewed the contents of this Tender Document and all associated annexes, and fully and unconditionally accepts all requirements and conditions governing the intended agreement. Failure to comply with these requirements will result in disqualification from the assessment process and therefore, exclusion from further participation in the tender.
1.2	The contractor maintains active membership with ANVR, the recognized trade association for travel agents.

2. Requirements relating to the requested services

2.1	Contractor ensures business continuity during the transition phase.
2.2	Contractor provides international travel services - in accordance with Invest International's Travel Policy - for flights, train/bus tickets and hotel accommodations, as well as car rental and airport pick-up services, including both standard (AB) and complex (ABC) travel.
2.3	Contractor shall assign a dedicated travel agent who is responsible for composing, booking, and managing both standard and complex travel arrangements, as well as handling travel-related inquiries.
2.4	Contractor must provide at least three travel options for each travel request, including a quote and the applicable terms and conditions for each option. These options must include: ○ The sustainable option: a bus or train journey instead of a flight. ○ The lowest-cost option. ○ The option that best meets the traveller's personal preferences.
2.5	Contractor ensures availability by both email and telephone from Monday to Friday between 08:30 and 17:00.
2.6	Contractor ensures 24/7 customer support for travellers experiencing emergencies or critical incidents during their journey.
2.7	Contractor provides a quotation by email within 24 hours after written or telephone order.
2.8	Contractor manages urgent requests within 2 hours.
2.9	Contractor processes each request or booking regardless of its value.
2.10	The contractor ensures 100% CO2 compensation for air travel and, where possible, for train and bus travel. Emissions and compensation amounts must be automatically calculated during the booking process and included in the invoicing process. Tickets must display CO2 emissions in tonnage and the compensation amount.

3. Requirements relating to the booking platform and mobile app

3.1	Contractor provides access to a user-friendly platform for self-booking of standard international business travel.
3.2	The platform allows direct access to booking systems of airlines and other carriers.
3.3	Contractor is available to provide training or instructions on the use of the platform.
3.4	Contractor ensures that all travellers have access to a mobile app that delivers real-time updates, alerts, and travel status notifications throughout their journey.
3.5	First line support should be available for e.g. questions regarding the platform.

4. Requirements relating data protection & GDPR compliance

4.1	Contractor fully complies with the General Data Protection Regulation (GDPR). Privacy and protection of personal data must be ensured in accordance with relevant laws and regulations.
4.2	All data must be kept and processed within the EU.
4.3	Backup and disaster recovery processes should be in place to ensure business continuity.

5. Requirements relating to reporting and contract management

5.1	Contractor provides real-time reporting and dashboards for travel spend, bookings, and traveler movements.
5.2	Contractor provides comprehensive management reporting, per legal entity (B.V.), including real-time dashboards and customizable reports.
5.3	At least twice a year, both parties will evaluate the overall collaboration, covering: - Performance, including compliance with agreements, timely delivery, and any compliments or complaints regarding quality. - Opportunities for improvement.
5.4	Contractor delivers an SLA - in line with the requirements - containing quantitative and qualitative targets to allow monitoring of the services delivered and actions taken when targets are not met.
5.5	Contractor maintains a formal complaints procedure and provides clear escalation options for unresolved issues.

6. Requirements relating to prices (RP)

6.1	Prices and rates are all inclusive, which means that they include all materials needed to perform the assignment, such as wage costs, overheads, costs of support activities, costs of using equipment, etc.
6.2	Contractor submits its services fees for the fulfilment of this assignment by using Appendix 2 'Pricing sheet'.
6.3	Prices must be quoted in euros, excluding VAT.

7. Requirements relating to invoicing (RI)

7.1	Contractor shall pre-finance all travel costs and subsequently invoice Invest International after the travel has taken place. Invoicing will be based solely on the actual travel services provided.
7.2	Invoices shall be separated by the appropriate legal entity (B.V.) and must include the relevant project reference and cost centre details to ensure accurate allocation and transparency.
7.3	Invoices must be submitted in PDF format via email (one invoice per PDF, one invoice per email) to invoices@investinternational.nl .