

AWARD NOTICE

PROVISION OF BUSINESS TRAVEL SERVICES ICMPD VIENNA, BRUSSELS AND REGIONAL OFFICES

AUSTRIA

1. Publication reference

ICMPD/19.030/SER/TSV/HQ

2. Date of publication

12 February 2020

3. Lot number and lot title

One lot only - Provision of Business Travel Services

4. Contract value

The individual prices per service are as follows:

Item number	Costs for Travel Services	Unit price (EUR) without VAT
1	Flight ticket issuing, Travel Agency (TA)	18
2	Ticket issuing, Online booking tool (OBT)	12
3	Online booking (low-cost carriers, flights not bookable via system)	18
4	Change of ticket/ Rebooking (TA)	15
5	Change of ticket/ Rebooking (OBT)	15
6	Cancellation of tickets (refunds), (TA)	0
7	Cancellation of tickets (refunds), OBT	0
8	Group booking (10+ travellers)	50
9	24 hotline service fees (booking, rebooking, cancelation)	0
10	Train tickets, TA	10
11	Train tickets, OBT	5
12	Train tickets delivery per courier	25
13	Assistance in obtaining VISA	10
14	Invoice amendments	10
15	Complaints processing	0
16	Hotel booking (TA)/booked directly via hotel or via other channels besides EStravel partners systems	6
17	Hotel booking (TA)/booked via EStravel partner consolidators	0
18	Hotel booking (OBT)	0

19	Visa/Immunisation information	10
20	Organisation of airport transfers	10
21	Emergency evacuation flights	300
22	On-site assistance	50

5. Date of award of the contract

18 June 2020

6. Number of tenders received

5

7. Name, address and nationality of the successful tenderer(s)

Estravel AS / Tallinn / Estonia

8. Duration of the contract

3 calendar years from the start date

9. Contracting Authority

ICMPD

10. Legal basis

ICMPD Procurement Rules



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Procurement Officer

On behalf of

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Procurement Manager / Manager du bureau des achats