

SERVICE ADVERT FOR Travel Service & Travel Management

The **European Union Network for the Implementation and Enforcement of Environmental Law (IMPEL)** is an international non-profit association of the environmental authorities of the European Union Member States, acceding and candidate countries of the EU, EEA and EFTA countries. The association is registered in Belgium and its legal seat is in Brussels. Currently, IMPEL has 55 members from 36 countries and its working language is English.

The Network's **objective** is to create the necessary impetus in the European Community to make progress on ensuring a more effective application of environmental legislation. It promotes the exchange of information and experience and the development of environmental legislation. IMPEL has developed into a widely known organisation in the environment field and is mentioned in several EU legislative and policy documents.

To achieve its objectives, IMPEL **funds specific projects** and other activities. To disseminate results and supporting tools to environmental authorities and other interested stakeholders. Members of our organization are involved in many activities within Europe. Therefore Impel requests professional travel service & Travel Management.

Service specification

1. Setting up a Travel procedure to enable outsourcing to the highest extent
2. Approval of alternative travel opportunities under environmental conditions to the highest possible level
3. Setting up a cost centre structure, provide a sustainable cancellation and refund procedure

Time schedule

As soon as the Corona pandemic makes travel safe again within Europe, we will resume our travel activities. Hopefully from spring 2022.

Volume

We were budgeting our travel volume before Corona with about 1,000 trips and a volume of about € 500,000.

Essential Requirements

1. Travel Requests

1. Group or individual bookings
2. Bookings of travel, accommodation, conference rooms or halls, catering, individual transportation
3. bookings only within the Travel Policy of IMPEL, like maximum cost per transport and accommodation, alternative transportation
4. Travel Insurance

2. User Experience:

1. **Online** tool for our members or **App** for:
 - a) placing their travel requests for a group or individual
 - b) CO2 offsetting alternatives
 - c) Automatic suggested alternatives for date, time or kind of travel to fulfil the IMPEL travel policy
 - d) opportunity to change or cancel
 - e) automatic approval flow
 - f) considering the Impel Travel Policy

3. User Support:

1. Confidential, easy log-in area, **online** or per **App**
2. Hotline for travellers for travel issues during travel
3. Hotline for our members for booking issues

4. Admin requests:

1. Access only for entitled members of our organisation
2. Maintaining and updating those member lists
3. Handling the access of the members by the service provider
4. User role management
5. Monitoring System with analytics and reporting system
6. Online Archive

5. Financial request:

1. Establish a cost center structure
2. Invoices per cost centre with block costs for each trip
3. Provide a sustainable cancellation and refund procedure
4. Traceable refunds, short term repayments
5. Online archive for all invoices and credit notes

6. Conditions

1. Your offer should contain detailed financial data and include VAT.
2. The service provider will be bound by IMPEL's confidentiality, IP, GDPR rules and regulations and conflict of interest agreement which should be signed along with the acceptance of the contract.
3. All communication will be conducted in English.
4. Changes and more details to this tender requests will be discussed beforehand with IMPEL and the board and implemented only after written approval.
5. The service provider will report to the IMPEL Secretariat Management and, if requested, to the IMPEL Chair or Vice-Chair.
6. The service provider, upon request of the IMPEL Secretariat Management and/or the Board will take part to IMPEL virtual meetings regarding this project.
7. Earlier termination of the service contract may be initiated by IMPEL if:
 - a. The quality and quantity of services rendered is not sufficient and
 - b. Adequate warning, consultation and request to improve within a deadline of 20 days of receipt of IMPEL's notice has been provided without satisfying results. In that case, IMPEL has the right to retain payments for obligations rendered with insufficient quality or quantity.

Application

1. All applications should be made in English via e-mail and include:
 - a. References of companies you worked for
 - b. Details to your company (legal form, Tax number, number of the commercial register, number of employees, If- international co-operations)
 - c. Contact in your company and the appropriate data

Recipient:

We would welcome expressions of interest before submission of full applications. For more information on the tendered service, please email info@impel.eu

Shortlisted service providers will be informed by 17.12.2021

Teleconference (Skype/TEAMS) interviews with those shortlisted will be conducted in the following days or early in 2022/