

NRDC-GR HQ



TRAVEL AGENCY SERVICES CONTRACT

PART III

***SPECIAL PROVISIONS AND TECHNICAL
SPECIFICATIONS***

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PART III**SPECIAL PROVISIONS AND TECHNICAL SPECIFICATIONS****1. PURPOSE OF THE CONTRACT**

The purpose of this contract is to establish cooperation with a travel agency which will take charge of managing the national and international travel reservations, as well as any other service included in the contract. The Travel Agency binds itself to furnish all the resources to render the best service possible.

2. HQ NRDC-GR AUTHORIZED COORDINATION AND INSPECTION AGENTS

a. For its direct official co-ordination and inspection requirements, HQ NRDC-GR designates the Travel Officer and the Contracting Officer as the staff elements that have the authority to co-ordinate, survey and track the way the contractor is performing the service, regarding the release of tickets for official travels.

b. They are warranted to have the right to check at any time, via internet or elsewhere, the data from the contractor concerning the prices of issued travel tickets or prices that the Agency booked on behalf of NRDC-GR HQ interest. In any way the final price should be lower, after the percentage discount, from any other transporters that serve the specific destination.

3. TRAVEL POLICY**a. ISSUE OF TICKETS**

Issue of travel tickets shall stick to the following provisions:

(1) The travel officer is the person (unless it will be diverted otherwise by NRDC-GR HQ) to request official travels to the contractor. He will enter into contact with the contractor, and usually by phone or e-mail, will ask for possible flights, indicating both, arrival and departure destinations and arrival and departure dates.

(2) The contractor binds himself to offer the most financially beneficial flights taking into account the data given by the Travel Office which has the means to compare and verify the lowest fares.

(3) As many of the proposed fares have a maturity date deadline, the contractor will have to warn it to the travel Officer one day before its closing date.

Contractor binds itself to offer HQ NRDC-GR the most advantageous option in terms of price and traveller convenience for every service requested. This commitment particularly refers to fares for flights, but is likewise valid for other

services.

Notwithstanding the above, HQ reserves the right to make a thorough online research through a specialized booking software and buy tickets from another Travel Agency, if one ticket with similar services at the same date, has a lower fare than the one offered by the contractor.

b. SERVICE REQUEST

The service request will be through one of these means:

- Telephone
- Fax
- E-mail

The travel officer will be the sole point of contact (unless it will be diverted otherwise by NRDC-GR HQ) between the contractor and the HQ NRDC-GR concerning official travels. For private travels of NRDC-GR personnel this HQ assumes no liabilities.

c. DELIVERY OF DOCUMENTATION

Contractor binds itself to render this service for free (ordinary and urgent documentation). As otherwise specified by the traveller officer, the documentation will be delivered to the HQ NRDC-GR premises, taking into account the following issues:

(1) Standard Documentation

Normal Delivery:

Request: Carried out with at least a 48-hour margin prior to the service itself.

Delivery deadline: 24 hours prior to the service itself.

(2) Urgent Documentation

Urgent delivery:

Request: Made with a margin of time between 24 hours and two hours prior to the service itself.

Delivery deadline: Defined by the minimum time required for the employee to execute the task. In some cases the tickets might be delivered at home.

4. SERVICE TO BE RENDERED

The contractor binds itself to manage the following services:

- a. FLIGHT/SHIP/RAIL/HOTEL RESERVATIONS
- b. ANY OTHER PRIVILEGED OFFERS BY THE SUPPLIERS.

Contractor binds itself to offer special prices in its Services Guide Corporate Agreements with discounts on published tariffs.

5. NEGOTIATION WITH SUPPLIERS

The contractor binds itself to enter into contact with different suppliers in order to attain fringe benefits to this HQ. This service will be performed at no cost to HQ NRDC-GR.

6. TRAVELLER SERVICES

The contractor binds itself to offer an Emergency Service able to provide assistance to HQ NRDC-GR staff outside office hours, 24 hours a day, 365 days a year, from any spot in the world.

The service will consist of:

- a. Bookings for flights or hotels.
- b. Printing of tickets (charged to a credit card that the traveller provides at the time).
- c. Useful information (timetables, tariffs, seat availability, etc.).

Personnel in charge of management this service will know how to speak in English.

7. FINANCIAL AGREEMENTS

a. PRICES

Item	Service Fee (Euro per ticket)
Domestic flights	
Intra Europe flights	
Middle East flights	
Intercontinental flights	

Column Service Fee (Euro per ticket) is mandatory to be filled. If a service fee is not requested please fill in with "0".

Item	Service Fee (Euro per ticket)
Domestic Railway tickets	

International Railway tickets	
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Column Service Fee (Euro per ticket) is mandatory to be filled. If a service fee is not requested please fill in with "0".

Item	Service Fee (Euro per ticket)
Domestic ship tickets	
International ship tickets	

Column Service Fee (Euro per ticket) is mandatory to be filled. If a service fee is not requested please fill in with "0".

Item	% Discount on booking cost
Domestic hotel reservation	
Abroad hotel reservation	

- The offered discount should be a specific number (eg 10%); not an estimation (10-20%). If a discount is not offered please fill in with "0".
- There shall not be a service fee for hotel reservations.

Item	Number of tickets
Free flight to Munich	
Free flight to Rome	

- "Free" refers to the total cost of the ticket (face value, airport taxes, service fee, and 1 checked luggage).
- One free flight refers to "all retour" tickets from Thessaloniki airport to Munich or Rome airports including intermediate destinations if necessary.
- If a free ticket is not offered please fill in with "-".

All the mentioned discounts are valid also for the families of the members of this HQ but should be paid directly by the members of NRDC-GR; **NRDC-GR will not have the responsibility for payments which are not for services provided due to official purposes.**

All the above discounts and offers should be in force for the duration of this contract and **no request from the contractor for modifications could be acceptable which are not going to be for the benefit of NRDC-GR.**

In any case, the final price that the HQ NRDC-GR have to pay, will be lower, from the lowest price that is offered **by any Travel Services Supplier** that serves the particular asked aim, otherwise HQ NRDC-GR must proceed with the lowest cost offer **from any other Travel Services Supplier.**

b. PAYMENT INSTRUCTIONS

The following payment instructions should be followed:

- (1) All payments will be in EURO (€).
- (2) The payment of the tickets will be made by the Disbursing Officer of the HQ through bank transfer within 30 (thirty) calendar days after receipt of properly supported and acceptable invoices submitted upon completion of delivery, inspection and acceptance of the services covered herein.
- (3) All the prices should be **NON-VAT INCLUDED**.
- (4) During payment of each ticket a VAT exemption form will be given to the travel agency, in order to verify the legitimacy of the NATO purpose of the requested travel.
- (5) **The cost of transport and other relevant costs overload the supplier.**

8. LETTER OF GUARANTEE

The Contractor should deposit the amount of **five thousand euros (5.000,00 €)** at an acknowledged Bank, as a performance letter of guarantee for the services which the Agency should provide to NRDC-GR HQ. The letter of guarantee will be handed over to NRDC-GR/G8 the day of signing the contract and returned upon completion of Contractor's liabilities, which must be completed no later than 15 days after the termination/expiration of the contract. The receipt of the letter of guarantee is the contractor's responsibility. Proposals that do not meet the letter of guarantee requirement are not considered for award.

9. TERMINATION FOR DEFAULT

a. If the Contractor fails to make delivery of supplies or to perform the services within the time specified or any extension thereof, and does not rectify such failure within a period of 10 days (or such longer period as the Contracting Officer may authorize in writing) after receipt of notice from the Contracting Officer specifying such failure, the Contracting Officer may terminate the whole or any part of the contract and/or decide to apply the penalty clause when such clause has been inserted in the contract.

b. The termination for default has the following measures:

(1) Deduction of the award of this contract and from any right resulted from this.

(2) Deduction of the performance guarantee of Para 8 in favour of NRDC-GR HQ

c. The aforementioned measures are not applicable in cases of "force

majeure”, which results in non-conformation with the provisions of this contract. The evidence for “force majeure” endorses the contractor. As force majeure suggestively mentioned the follow cases:

- (1) General or partly strike which result in temporarily stop of the stoppage of the contractors business;
- (2) Flood;
- (3) Earthquake;
- (4) War;
- (5) Cut off of the electrical supply or malfunction of the machines that certified relevantly;
- (6) Commercial transportation blockage (International Net);
- (7) Commercial import blockage (Embargo).

10. TERMINATION FOR CONVENIENCE

The performance of this contract may be terminated whenever the Contracting Officer shall determine that such action is required. Contractor will be notified in writing (registered letter) at least thirty (30) days prior to date of termination, at which time contract will be automatically cancelled. Contractor will immediately submit any outstanding invoices for supplies or services delivered and accepted prior to termination date for payment. Also the letter of guarantee will be returned to the contractor in no later than ten (10) days after the expiration of the contract. The receipt of the letter of guaranty is contractor’s responsibility.

11. DATE COMING INTO FORCE

This contract shall come into force on **01 Jan 2015**.

12. DURATION OF CONTRACT

From 01 January 2015 until 31 December 2015 (included).

In the witness of the above, the Parties have hereto set their signatures.

FOR THE NRDC-GR HQ

FOR THE CONTRACTOR

DATE:

