



Agence Universitaire de la Francophonie (AUF)
Middle East Regional Directorate
Rue de Damas, Cité Bounoure, Villa F
Beirut, LEBANON

CALL FOR TENDERS
TRAVEL AGENCY SERVICES
Reference: DRMO/2025/01

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Deadline for submission: May 25, 2025

1. Introduction

The Agence Universitaire de la Francophonie (AUF) is a global network of over 1,000 universities, graduate schools, academic networks, and scientific research centers using the French language in 120 countries. Founded more than 60 years ago, it is one of the world's largest associations of higher education and research institutions. It also acts as the operator for higher education and research for the Francophonie Summit.

The Middle East Regional Directorate, based in Beirut (Lebanon) since 1993, manages a network of 105 members across 18 countries: Afghanistan, Saudi Arabia, Cyprus, Djibouti, Egypt, United Arab Emirates, Ethiopia, Iraq, Iran, Jordan, Lebanon, Palestine, Pakistan, Qatar, Somalia, Sudan, Syria, and Yemen.

In this region, the AUF has five offices across two countries: Lebanon and Egypt.

2. Purpose of the Call for Tenders

The AUF Middle East Regional Directorate is launching a call for tenders to select a travel agency based in Lebanon.

The expected services include:

- Booking and issuing transportation tickets (air, rail, road, domestic or international);
- Hotel accommodation reservations;
- Additional services (car rental, taxi services)

These services will be provided as part of the organization of AUF business trips and missions.

3. Technical Specifications and Standards

3.1 Scope of Services

AUF is seeking an experienced agency capable of managing all necessary travel and accommodation arrangements for its personnel.

The selected agency must:

- Propose the most advantageous travel options based on optimized routes offering the best cost/duration/comfort ratio, in economy class;

- Provide at least two travel options per mission, with identical or different itineraries;
- Book and issue air or other travel tickets upon AUF's authorization, within a maximum of 24 hours after the request;
- Book, modify, or cancel a reservation, accommodation, or transport upon AUF's request;
- Immediately inform AUF of any changes affecting a mission;
- Include all applicable taxes and fees in quotations.

3.2 Ticket Issuance

E-tickets and related documents must be delivered electronically to AUF at least 48 hours prior to the mission. No additional fees will be charged for this service.

3.3 Working Hours

The agency must be able to provide its services, including ticket issuance and delivery, during AUF's regular working hours (Monday to Friday, 8:00 a.m. to 4:00 p.m.). A 24/7 telephone hotline must be available for urgent requests outside these hours, especially in case of disruptions (strikes, flight cancellations, medical emergencies, etc.).

3.4 Cancellations

In case of last-minute cancellations, the agency must strive to minimize applicable penalties. Penalties due to the agency's fault or negligence will not be accepted.

3.5 Visas

The agency must notify AUF in writing of all cases where visas are required, including transit. Upon AUF's request, the agency must obtain, pay for, and deliver the visas before the mission.

4. Tender Criteria

4.1 Selection Criteria

Agencies responding to this call must demonstrate the financial, economic, technical, and professional capacity to fulfill their contractual obligations. Specifically, they must:

- Be legally registered in Lebanon;
- Hold a valid IATA registration number;
- Provide a 24/7 emergency contact phone line;
- Not be involved in or threatened by any litigation or administrative proceedings that could significantly impact their ability to perform;
- Be in compliance with all applicable legal obligations.

4.2 Exclusion Criteria

An agency will be excluded from this call for tenders if:

1. It is bankrupt, in liquidation, or under similar proceedings;
2. It has committed serious professional misconduct;
3. It is not up to date with its social security and tax obligations under Lebanese law;
4. It has been convicted of fraud, corruption, money laundering, or illegal activities;
5. It is in a situation of conflict of interest.

The agency declares that it has acted in good faith and provided accurate, sincere, and complete information to the contracting authority in the context of this procurement procedure. It acknowledges that the contract will be terminated if any of the declarations or information provided is found to be incorrect.

5. Conditions and Submission of Applications

This call for tenders is considered a contractual commitment. Therefore, the agency must sign and date each page, including the technical and financial offers and all related documents.

Offers must meet the following conditions:

- Service rates must be:
 - Quoted in US dollars, including all taxes;
 - Final, non-modifiable, and non-revisable;
- Submitted documents may not be altered after submission.

Interested agencies must submit a file including:

- A presentation of the agency (history, references, certifications);
- A detailed financial proposal, including service fees and pricing conditions;
- A sample invoice.

If any of the required documents is missing or incomplete, the offer will be considered non-compliant and rejected.

Submission Procedures

Applications must be sent by email to: **appel-offres-drmo@auf.org**

Deadline: Sunday, May 25, 2025.

AUF reserves the right to reject all or part of the present call for tenders.

6. Confidentiality

The agency agrees to strict confidentiality regarding all information exchanged under the contract, including personal data.

The agency undertakes to:

- Not use this information for other purposes without written permission;
- Ensure the same level of protection as for its own confidential data;
- Not disclose the information to third parties without prior AUF approval.

Personal data will be processed in accordance with Lebanese law (Law No. 81/2017).