Call for Tender

Travel agency services

Terms of Reference

Eurochambres' Mission

Eurochambres strives to improve the general conditions in which businesses operate, to facilitate access to markets within and beyond the EU and to ensure the availability of human, financial and natural resources.

Established in 1958 as a direct response to the creation of the European Economic Community, Eurochambres acts as the eyes, ears, and voice of the business community at EU level.

Eurochambres – the association of European chambers of commerce and industry – represents more than 20 million businesses through its members and a network of 1700 regional and local chambers across Europe. Eurochambres is the leading voice for the broad business community at EU level, building on chambers' strong connections with the grass roots economy and their hands-on support to entrepreneurs. Chambers' member businesses – over 93% of which are SMEs - employ over 120 million people.

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CALL FOR TENDER – TRAVEL AGENCY SERVICES

1. BACKGROUND INFORMATION

Eurochambres is the Association of European Chambers of Commerce and Industry. Established in 1958 as a direct response to the creation of the European Economic Community. Eurochambres acts as the eyes, ears and voice of the Chambers and business community.

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Eurochambres is an international non-profit association (AISBL) registered under Belgian Law and headquartered in Brussels, Belgium.

2. PURPOSE OF THIS CALL FOR TENDERS

The scope of this call is to procure travel agency services to Eurochambres.

3. REQUIREMENTS FOR THE SERVICES

Eurochambres is seeking to procure corporate travel booking and management services by a travel services agency (hereinafter the Tenderer). The proposed solution should allow travellers to book their travels (e.g., flights, trains, etc.) and accommodation through a single digital platform in line with Eurochambres established internal travel policy. The assistance 24/7 is required. If available, the Tenderer should also be able to offer domestic accommodation and travel booking services within Türkiye.

Eurochambres reserves the right not to contract all its bookings with the selected Tenderer.

4. DURATION OF SERVICES

The service contract shall be signed for an initial period of 3 years.

5. ELIGIBILITY AND SELECTION CRITERIA

The Tenderer shall meet the following criteria:

- Be a legal entity,
- Be effectively established in the EU,
- Be effectively established for at least 3 years by the date of the submission deadline for the tenders,
- Be able to provide examples of similar services, demonstrating its experience in this field at least for 3 years.

6. TIMETABLE OF THE TENDERING PROCESS

	DATE	TIME*
Invitation to the Tenderers	23.10.2026	-
Deadline for requesting clarification from Eurochambres	30.10.2026	23:59 CET
Last date for Eurochambres to issue clarifications	06.11.2026	-
Deadline for submitting tenders	**23.11.2026**	**23:59 CET**
Completion date for evaluating technical offers (indicative)	30.11.2026	-
Contract signature (indicative)	04.12.2026	-

7. HOW TO APPLY AND DEADLINE

Tenderers are invited to submit offers for the services as outlined above BY EMAIL, to the following address: eurochambres@eurochambres.eu by **23:59pm CET on 23 November 2026**, the latest. Submitted offers after said deadline are automatically rejected.

Tenderers should use the following subject line when sending the application email: *TENDER: TRAVEL AGENCY SERVICES*. By submitting an offer, Tenderers accept to receive a notification of the outcome of the procedure by electronic means.

Tenderers may alter or withdraw their offers by written notification prior to the deadline for submission of tenders. No offers may be altered after this deadline.

For any clarifications regarding this call for tenders, please submit your requests to eurochambres@eurochambres.eu. Responses to the clarification requests will be sent to all Tenderers at the same time in writing to ensure equal treatment of all Tenderers.

8. LANGUAGE, CURRENCY AND CONTENT OF THE TENDER

All correspondence, exchanges of emails, documentation, offers related to this tender procedure must be done in English. The currency of the tender procedure and the resulting contract will be in Euro.

The same Tenderer may submit their offer only once. Partial, incomplete or multiple offers for the tender shall not be considered.

As part of the tender procedure, Tenderers shall provide Eurochambres with a trial or demonstration access to the digital platform proposed for the provision of the services. Such access shall be provided free of charge and for the duration of the evaluation process, allowing Eurochambres to test the platform and verify its functionality, usability and compliance with the requirements set out in this Call for Tender. Therefore, the Tenderer shall provide, together with this tender, all necessary access details and instructions required to use the platform. Any booking functionality available in the trial or demonstration environment must be testable without creating an actual booking, financial commitment or other binding obligation for Eurochambres.

The Tenderer's offer shall include the following documents and information:

- Tender submission form (Annex I);

- Financial offer (Annex II);
- Trial or demonstration access to the proposed digital platform, including the necessary access credentials and instructions;
- Contract template.

9. SELECTION PROCESS

The received offers shall be checked and evaluated as follows:

- The eligibility and administrative compliance of the received offers shall be checked first. Only eligible applicants will proceed to the next step of the evaluation.
- The evaluation committee will then evaluate offers against the award criteria detailed below.

10. AWARD DECISION

The contract shall be awarded to the Tenderer whose offer represents the best value for money, taking into account the award criteria set out in this Call for Tender, including the price and the quality and functionality of the proposed digital platform.

11. CANCELLATION OF THE TENDER PROCEDURE

In the event of cancellation of the tender procedure, Eurochambres will notify the Tenderers of the cancellation.

In no event shall Eurochambres be liable for any damages whatsoever including, without limitation, damages for loss of profits, in any way connected with the cancellation of a tender procedure, even if Eurochambres has been advised of the possibility of damages. The publication of a call for tender does not commit Eurochambres to implement the programme or project announced.

Attachments:

1. Annex I – Tender Submission Form
2. Annex II – Financial Offer template