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| **No** | **MIBP Travel Agency Service - Application Form** |
| 1. Quality
 | Please explain how the contract implementation will be organised to guarantee efficiency and quality of the services to MIBP in accordance with the requirements listed in the Scope of Service of this document.Please describe how you will proactively:* provide solutions to optimize travel time and improve cost efficiency (please provide at least two examples)
* provide a broad selection of hotels across EU member states and overseas countries, and availability of lists of preferred hotels.
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| 1. Compliance
 | Please describe your proposed services in terms of:* Response times (providing quotes, issuing and delivering tickets, booking accommodation)
* Alert systems for travel disruptions and contingency plans
* Services provided outside the normal working hours (out-of-hours), as well as during weekends and holidays.
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| 1. Team
 | Please describe team size and composition, and the balance of skill mix of proposed team: profiles, team roles and responsibilities of all team members, including resource back-up. |
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| 1. Previous experience
 | Please describe your previous relevant experience of travel service provision, please provide two examples to support your case. |
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| 1. Budget
 | Please provide a detailed breakdown of the costs for the proposed services (travel agency fees should be clearly specified)  |
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| 1. Conflict of Interest
 | Please provide details of any (potential) conflicts of interest that may rise through working on this project. |
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