



# Request for Proposals (RfP)

## IUCN Congress 2025 Travel Agency Services

**IUCN Secretariat, Headquarters Gland Switzerland,  
Global Convenings and Events Unit  
RfP Reference: IUCN-24-03-P04213-003**

Welcome to this Procurement by IUCN. You are hereby invited to submit a Proposal. Please read the information and instructions carefully because non-compliance with the instructions may result in disqualification of your Proposal from this Procurement.

### 1. REQUIREMENTS

IUCN invites you to submit a Proposal for Travel Agency Services for the IUCN Congress taking place in Abu Dhabi from 9 to 15 October 2025. The detailed description of the Requirement can be found in [Annex II Specification of Requirements / Terms of Reference](#) of this RfP.

### 2. CONTACT DETAILS

- 2.1. During the course of this procurement, i.e. from the publication of this RfP to the award of a contract, you may not discuss this procurement with any IUCN employee or representative other than the following contact. You must address all correspondence and questions to the contact, including your Proposal.

**IUCN Contact: Converset Céline, Logistics Officer, [congress@iucn.org](mailto:congress@iucn.org)**

### 3. PROCUREMENT TIMETABLE

- 3.1. This timetable is indicative and may be changed by IUCN at any time. If IUCN decides that changes to any of the deadlines are necessary, we will publish this on our website and contact you directly if you have indicated your interest in this procurement (see Section 3.2).

DATE	ACTIVITY
14 March 2024	Publication of the Request for Proposals
22 March 2024	Deadline for expressions of interest
29 March 2024	Deadline for submission of questions
05 April 2024	Planned publication of responses to questions
19 April 2024	Deadline for submission of Proposals to IUCN (" <b>Submission Deadline</b> ")
03 May 2024	Clarification of Proposals
10 May 2024	Interviews / presentations
24 May 2024	Planned date for contract award
02 June 2024	Expected contract start date

- 3.2. Please email the IUCN contact to express your interest in submitting a Proposal by the deadline stated above. This will help IUCN to keep you updated regarding the procurement.

## 4. COMPLETING AND SUBMITTING A PROPOSAL

4.1. Your Proposal must consist of the following four separate documents:

- Signed Declaration of Undertaking (see [Annex VIII](#))
- Pre-Qualification Criteria (see [Section 4.3](#) below)
- Technical Proposal (see [Section 4.4](#) below)
- Financial Proposal (see [Section 4.5](#) below)

Proposals must be prepared in English.

4.2. Your Proposal must be submitted by email to the IUCN Contact (see [Section 2](#)). The subject heading of the email shall be [RfP Reference – bidder name]. The bidder name is the name of the company/organisation on whose behalf you are submitting the Proposal, or your own surname if you are bidding as a self-employed consultant. Your Proposal must be submitted in PDF format. You may submit multiple emails suitably annotated, i.e., Email 1 of 3, if attached files are too large to suit a single email transmission. You may not submit your Proposal by uploading it to a file-sharing tool.

**IMPORTANT:** Submitted documents must be password-protected so that they cannot be opened and read before the submission deadline. Please use the same password for all submitted documents. After the deadline has passed and within 12 hours, please send the password to the IUCN Contact. This will ensure a secure bid submission and opening process. Please DO NOT email the password before the deadline for Proposal submission.

### 4.3. Pre-Qualification Criteria

IUCN will use the following Pre-Qualification Criteria to determine whether you have the capacity to provide the required goods and/or services to IUCN. Please provide the necessary information in a single, separate document.

Pre-qualification criterion	Information to be provided	Requirement met
Reference check and case study	3 relevant references of clients similar to IUCN / similar work as well as a case study for a similar type of event.	Yes/No
Legal registration	Confirmation of having all the necessary legal registrations to perform the work	Yes/No
Turnover	Candidate to state annual turnover for each of the past 3 years.	Yes/No
Provide all services in all IUCN official languages	Information on language capacities of online systems (if applicable), email and phone enquiries (including emergency line); Number of dedicated staff per official language.	Yes/No
Travel coverage guarantee in case of bankruptcy	A certificate of the Travel Agency's "Travel Guarantee Fund" or any similar document which would ensure IUCN the delivery of the services booked even if the provider would go bankrupt.	Yes/No
Collection of Travellers data	Short description and example of how Travellers data will be collected and how GDPR (General Data Protection Regulation) and security will be respected.	Yes/No

A Proposal needs to meet all requirements listed in the above table in order to be evaluated further.

### 4.4. Technical Proposal

All Proposals passing the pre-qualification criteria (first quality threshold) will be scored against the criteria in the following table.

The Technical Proposal must address each of the criteria explicitly and separately, quoting the relevant criteria reference number (left-hand column).

The Proposer shall set forth its overall technical approach and plans to meet the requirements of the RFP in a narrative format. The narrative should convince IUCN that the Proposer understands the objectives that the contract intends to meet and the nature of the required work level necessary to successfully complete the contract while implementing international travel standards and regulations as well as the IUCN's Booking Guidelines. The Proposers should limit their response to a maximum of 50 pages and sections shall be clearly organised in line with the table below.

Proposals in any other format will significantly increase the time it takes to evaluate, and such Proposals may therefore be rejected at IUCN's discretion.

Where CVs are requested, these must be of the individuals who will actually carry out the work specified. The individuals you put forward may only be substituted with IUCN's approval.

As previously mentioned, IUCN will evaluate Technical Proposals with regards to each of the following criteria and their relative importance:

Evaluation criterion	Information evaluated/to be provided in the proposal	Weighting	Points
Handling of 680-840 air tickets bookings within 8 months period	<ul style="list-style-type: none"> <li>a. Detailed Proposer's implementation plan and operational activities to deliver the travel booking services for all categories of participants as described in <a href="#">Annex II Specification of Requirements / Terms of Reference</a> within the allocated period including management of peak demand period both online and calls in the official languages of IUCN. This should include detailed operational activities (including a detailed description of the Traveller data collection process and Travel management process) and timeline.</li> <li>b. Proposed travel option presentation in line with the IUCN criteria (clear, functional, readable by all, precise, detailed and customisable).</li> <li>c. Contingency, disaster recovery, and succession plans to troubleshoot unforeseen situation (management of peak booking period (680-840 travel booking over 8 months period and mitigate potential staff power shortage/turnovers); guarantee to respect response time for normal and urgent Traveller issues, etc.).</li> <li>d. Confirmation that the Proposer can provide travel services from all countries worldwide without limitation.</li> <li>e. Process for handling changes, cancellations, upgrade requests and use of airline mileage upgrades, etc.</li> </ul>	<ul style="list-style-type: none"> <li>a. 45%</li> <li>b. 10%</li> <li>c. 30%</li> <li>d. Yes/No (cannot be no)</li> <li>e. 15%</li> </ul>	30
Additional services	<ul style="list-style-type: none"> <li>a. Description of support services during Congress, as outlined in section <a href="#">2.3 Additional services</a> of the Annex II, to manage changes, new bookings and troubleshoot any problems including approach for handling potential high number of changes.</li> <li>b. Management of VIPs, VVIPs and Speakers as described in section <a href="#">2.3</a>.</li> <li>c. Confirmation that regular checks of accommodation booking dates can be handled as described in section <a href="#">2.3</a>.</li> </ul>	<ul style="list-style-type: none"> <li>a. 45%</li> <li>b. 50%</li> <li>c. 5%</li> </ul>	20
Service level agreement and general contract management	<ul style="list-style-type: none"> <li>a. Detailed Terms and conditions of the Service Level Agreement (<a href="#">SLA</a>).</li> <li>b. Candidate's willingness to agree to all of the terms and conditions of the Contract as set forth in Section 10 of the RFP; and if not, the reasonableness of the Candidate's proposed alternative terms and conditions.</li> </ul>	<ul style="list-style-type: none"> <li>a. 30%</li> <li>b. 30%</li> <li>c. 20%</li> <li>d. 20%</li> </ul>	20

	<p>c. Detailed project governance plan and quality control process to assess performance of services delivery as well as communication process with IUCN detailing responsiveness and accessibility. In case the Proposer is based in a different time zone please specify the working process.; the quality control process needs to include</p> <ol style="list-style-type: none"> <li>a complaints procedure, involving at least one escalation step before problems are raised with the IUCN Congress Focal points, in order to resolve any issues Travellers and bookers may have;</li> <li>process for ensuring offers are the best that can be found, and process for dealing with situations where a Traveller believes to have found a cheaper option elsewhere.</li> </ol> <p>d. Description on how Proposer will implement IUCN's approval processes outlined in section <a href="#">3.3 IUCN Booking Guidelines and process.</a></p>		
Experience and qualification	<p>a. Outline of the team that the Proposer will assign to the project for all aspects, including information on roles and responsibilities as well as experiences, skill and languages spoken for each team member.</p> <p>b. Experience and qualification of dedicated key account manager.</p> <p>c. Experience and qualification of VIP focal point assigned.</p> <p>d. Short presentation of the Travel Agency including technical and geographical scope of work with details of three relevant examples of past work demonstrating the capacity of the Proposer to deliver the requirements listed in <a href="#">Annex II.</a></p>	<p>a. 20%</p> <p>b. 30%</p> <p>c. 30%</p> <p>d. 20%</p>	10
Handling invoicing, payments, and reports as per IUCN needs	<p>a. Confirmation that reports will be in line with template provided by IUCN (<a href="#">Annex V</a>), sample reports submitted to demonstrate this capability and describe process for coordinating reports with invoice dates in case lodge card or equivalent system are proposed.</p> <p>b. Submit sample invoice.</p> <p>c. Description of payment process (corporate credit cards, travel cards or lodge cards) including information on how these cards are to be integrated into the Proposer's systems and processes and how the process would work for non-IUCN staff.</p>	<p>a. 40%</p> <p>b. 30%</p> <p>c. 30%</p>	20
<b>Total points technical score</b>			<b>100</b>

### OPTIONAL services

Proposers should provide information on whether they are able to provide any of the optional services as listed in [section 2.5](#) of Annex II Specification of Requirements / Terms of Reference. These optional services will not influence the technical score. The below information will be taken into account to determine whether the optional services offered by the winning Proposer will be added to the Contract. The minimum requirement for an optional service to be included in the contract is listed in the table.

Services	Description
Travel insurance services	<ul style="list-style-type: none"> <li>o Coverage, General and Special Terms and Conditions of the travel insurance that Proposer would supply.</li> </ul>

	o Confirmation that travel insurance certificate will be provided to all travellers
Travel insurance plus	Process for handling claims.
Professional visa services	Describe specific information you could provide for visa required for the UAE and transit countries and process for doing that plus any sub-providers involved (if applicable) and the justification of the choice of such provider.

#### 4.5. *Financial Proposal*

- 4.5.1. Only Proposals that pass the pre-qualification criteria will be included in the Financial Evaluation. Financial Proposals will be evaluated on the basis of the estimated total cost (Estimated Total Cost). The Financial Proposal must be a menu of fixed and firm unit prices for the provision of all the aspects of the goods/services stated in the RfP in their entirety.

The Service fees of each Proposal shall detail the fees / forfeit structure for performing the required above services. The Proposers will be required to fill in [Annex III – Financial proposal template](#).

Note: The travel booking management service cost for extra costs (upgrades, add-on trips) or additional Travellers not covered by IUCN (spouse, colleagues, etc.) shall be charged directly to each individual and IUCN cannot be deemed responsible for such costs.

Any financial proposal for optional services shall be listed separately from the above financial proposal.

##### 4.5.2. *Prices include all costs*

Submitted rates and prices are deemed to include all costs, insurances, taxes (except VAT, see below), fees, expenses, liabilities, obligations, risk and other things necessary for the performance of the Terms of Reference or Specification of Requirements. IUCN will not accept charges beyond those clearly stated in the Financial Proposal. This includes applicable withholding taxes and similar. It is your responsibility to determine whether such taxes apply to your organisation and to include them in your Financial Proposal.

##### 4.5.3. *Applicable Goods and Services Taxes*

Proposal rates and prices shall be exclusive of Value Added Tax.

##### 4.5.4. *Currency of proposed rates and prices*

All rates and prices submitted by Proposers shall be in CHF.

##### 4.5.5. *Breakdown of rates and prices*

It will be the Proposer's responsibility to ensure all charges are included in their financial proposal.

As a starting point, IUCN proposes the table in [Annex III – Financial proposal template](#), but the Proposer will need to make sure individual line items correspond to their service proposal and provide clarifications if need be (comments). All fees for bookings need to be indicated per Traveller for an entire trip (not per leg).

In case the handling fee changes if the total number of tickets is around 680 or 840, the Proposer should add a column to provide different fees. It needs to be clearly stipulated as of how many tickets, the fee would change.

The Proposer can list as optional any additional cost for recommended services or additional functionalities not described in this RfP.

- 4.6. Additional information not requested by IUCN should not be included in your Proposal and will not be considered in the evaluation.

- 4.7. Your Proposal must remain valid and capable of acceptance by IUCN for a period of 90 calendar days following the submission deadline.

4.8. *Withdrawals and Changes*

You may freely withdraw or change your Proposal at any time prior to the submission deadline by written notice to the IUCN Contact. However, in order to reduce the risk of fraud, no changes or withdrawals will be accepted after the submission deadline.

**5. EVALUATION OF PROPOSALS**

5.1. *Completeness*

IUCN will firstly check your Proposal for completeness. Incomplete Proposals will not be considered further.

5.2. *Pre-Qualification Criteria*

Only Proposals that meet all of the pre-qualification criteria will be evaluated.

5.3. *Technical Evaluation*

5.3.1. *Scoring Method*

Your Proposal will be assigned a score from 0 to 10 for each of the technical evaluation criteria, such that '0' is low and '10' is high.

5.3.2. *Minimum Quality Thresholds*

Proposals that receive a technical a score under 70% will not be considered further.

5.3.3. *Technical Score*

Your score for each technical evaluation criterion will be multiplied with the respective relative weight (see Section 4.4) and these weighted scores added together to give your Proposal's overall technical score.

5.4. *Financial Evaluation and Financial Scores*

To compare Proposals, IUCN will assume a fictive number of units per service in line with the numbers provided in the Annex IV to determine the Estimated Total Cost. It is understood that the actual number of bookings/units that IUCN will purchase under the Contract to be issued to the winning Proposer does not have to be in line with the numbers provided in Annex IV. They merely serve the purpose of comparing the financial offers.

The financial evaluation will be based upon the full total price you submit. Your Financial Proposal will receive a score calculated by dividing the lowest Financial Proposal that has passed the minimum quality thresholds (see Section 5.3.2) by the total price of your Financial Proposal (Normalised Financial Score).

Thus, for example, if your Financial Proposal is for a total of CHF 100 and the lowest Financial Proposal is CHF 80, you will receive a financial score of  $80/100 = 80\%$ .

5.5. *Total Score*

Your Proposal's total score will be calculated as the weighted sum of your technical score and your financial score.

The relative weights will be:

<b>Technical:</b>	<b>65%</b>
<b>Financial:</b>	<b>35%</b>

Thus, for example, if your technical score is 83% and your financial score is 77%, you will receive a total score of  $83 * 65\% + 77 * 35\% = 53.95\% + 26.95\% = 80.9\%$ .

Subject to the requirements in Sections 4 and 7, IUCN will award the contract to the bidder whose Proposal achieves the highest total score.

## **6. EXPLANATION OF PROCUREMENT PROCEDURE**

- 6.1. IUCN is using the Open Procedure for this procurement. This means that the contracting opportunity is published on IUCN's website and open to all interested parties to take part, subject to the conditions in Section 7 below.
- 6.2. You are welcome to ask questions or seek clarification regarding this procurement. Please email the IUCN Contact (see Section 2), taking note of the deadline for submission of questions in Section 3.1.
- 6.3. All Proposals must be received by the submission deadline in Section 3.1 above. Late Proposals will not be considered. All Proposals received by the submission deadline will be evaluated by a team of three or more evaluators in accordance with the evaluation criteria stated in this RfP. No other criteria will be used to evaluate Proposals. The contract will be awarded to the bidder whose Proposal received the highest Total Score. IUCN does, however, reserve the right to cancel the procurement and not award a contract at all.
- 6.4. IUCN will contact the bidder with the highest-scoring Proposal to finalise the contract. We will contact unsuccessful bidders after the contract has been awarded and provide detailed feedback. The timetable in Section 3.1 gives an estimate of when we expect to have completed the contract award, but this date may change depending on how long the evaluation of Proposals takes.

## **7. CONDITIONS FOR PARTICIPATION IN THIS PROCUREMENT**

- 7.1. To participate in this procurement, you are required to submit a Proposal, which fully complies with the instructions in this RfP and the Attachments.
  - 7.1.1. It is your responsibility to ensure that you have submitted a complete and fully compliant Proposal.
  - 7.1.2. Any incomplete or incorrectly completed Proposal submission may be deemed non-compliant, and as a result you may be unable to proceed further in the procurement process.
  - 7.1.3. IUCN will query any obvious clerical errors in your Proposal and may, at IUCN's sole discretion, allow you to correct these, but only if doing so could not be perceived as giving you an unfair advantage.
- 7.2. In order to participate in this procurement, you must meet the following conditions:
  - Free of conflicts of interest,
  - Registered on the relevant professional or trade register of the country in which you are established (or resident, if self-employed),
  - In full compliance with your obligations relating to payment of social security contributions and of all applicable taxes,
  - Not been convicted of failing to comply with environmental regulatory requirements or other legal requirements relating to sustainability and environmental protection,
  - Not bankrupt or being wound up,
  - Never been guilty of an offence concerning your professional conduct,
  - Not involved in fraud, corruption, a criminal organisation, money laundering, terrorism, or any other illegal activity.
- 7.3. You must complete and sign the Declaration of Undertaking (see [Annex VII](#)).
- 7.4. If you are participating in this procurement as a member of a joint venture, or are using sub-contractors, submit a separate Declaration of Undertaking for each member of the joint venture and sub-contractor, and be clear in your Proposal which parts of the goods/services are provided by each partner or sub-contractor.
- 7.5. Each bidder shall submit only one Proposal, either individually or as a partner in a joint venture. In case of joint venture, one company shall not be allowed to participate in two different joint ventures in the same procurement nor shall a company be allowed to submit a Proposal both on its behalf and as part of a joint venture for the same procurement. A bidder who submits or participates in more than one Proposal (other than as a subcontractor or in cases of alternatives that have been permitted or requested) shall cause all the Proposals with the bidder's participation to be disqualified.
- 7.6. By taking part in this procurement, you accept the conditions set out in this RfP, including the following:



- It is unacceptable to give or offer any gift or consideration to an employee or other representative of IUCN as a reward or inducement in relation to the awarding of a contract. Such action will give IUCN the right to exclude you from this and any future procurements, and to terminate any contract that may have been signed with you.
- Any attempt to obtain information from an employee or other representative of IUCN concerning another bidder will result in disqualification.
- Any price fixing or collusion with other bidders in relation to this procurement shall give IUCN the right to exclude you and any other involved bidder(s) from this and any future procurements and may constitute a criminal offence.

## **8. CONFIDENTIALITY AND DATA PROTECTION**

- 8.1. IUCN follows the European Union's General Data Protection Regulation (GDPR). The information you submit to IUCN as part of this procurement will be treated as confidential and shared only as required to evaluate your Proposal in line with the procedure explained in this RfP, and for the maintenance of a clear audit trail. For audit purposes, IUCN is required to retain your Proposal in its entirety for 10 years after then end of the resulting contract and make this available to internal and external auditors and donors as and when requested.
- 8.2. In the Declaration of Undertaking (Attachment 2) you need to give IUCN express permission to use the information you submit in this way, including personal data that forms part of your Proposal. Where you include personal data of your employees (e.g. CVs) in your Proposal, you need to have written permission from those individuals to share this information with IUCN, and for IUCN to use this information as indicated in 8.1. Without these permissions, IUCN will not be able to consider your Proposal.

## **9. COMPLAINTS PROCEDURE**

If you have a complaint or concern regarding the propriety of how a competitive process is or has been executed, then please contact [procurement@iucn.org](mailto:procurement@iucn.org). Such complaints or concerns will be treated as confidential and are not considered in breach of the above restrictions on communication (Section 2.1).

## **10. CONTRACT**

The contract will be based on IUCN's template in Attachment 3, the terms of which are not negotiable. They may, however, be amended by IUCN to reflect particular requirements from the donor funding this particular procurement.

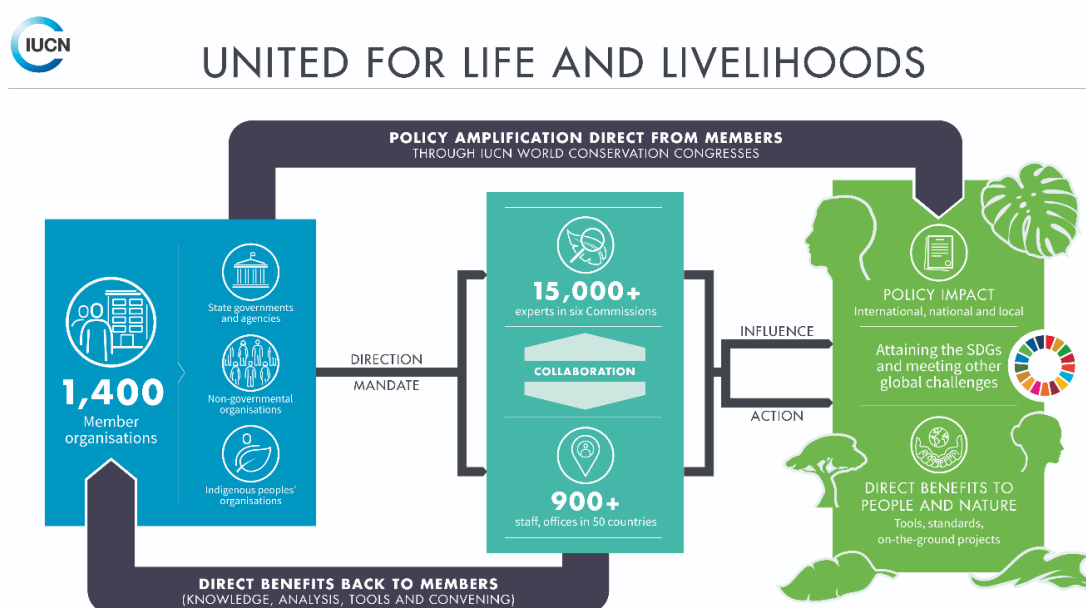


## 11. ABOUT IUCN

IUCN, [International Union for Conservation of Nature and Natural Resources \("IUCN"\)](#)<sup>1</sup>, is a [membership Union](#) uniquely composed of both government and civil society organisations. It provides public, private and non-governmental organisations with the knowledge and tools that enable human progress, economic development and nature conservation to take place together.

Headquartered in Switzerland, IUCN Secretariat comprises around 900 staff with offices in more than 50 countries.

Created in 1948, IUCN is now the world's largest and most diverse environmental network, harnessing the knowledge, resources and reach of more than [1,400 Member organisations](#)<sup>2</sup>, are represented by the [IUCN Council](#), and some [15,000 experts](#). It is a leading provider of conservation data, assessments and analysis. Its broad membership enables IUCN to fill the role of incubator and trusted repository of best practices, tools and international standards.



IUCN provides a neutral space in which diverse stakeholders including governments, NGOs, scientists, businesses, local communities, indigenous people organisations and others can work together to forge and implement solutions to environmental challenges and achieve sustainable development.

Working with many partners and supporters, IUCN implements a large and diverse portfolio of conservation projects worldwide. Combining the latest science with the traditional knowledge of local communities, these projects work to reverse habitat loss, restore ecosystems and improve people's well-being.

[www.iucn.org](http://www.iucn.org)

<https://twitter.com/IUCN/>

<sup>1</sup> Watch our [IUCN 70th anniversary video](#).

<sup>2</sup> To have an overview of our current membership visit the following link: <https://www.iucn.org/our-union/members/members-directory>

## 12. ATTACHMENTS

Annex I	<a href="#"><u>About the IUCN World Conservation Congress</u></a>
Annex II	<a href="#"><u>Specification of Requirements / Terms of Reference</u></a>
Annex III	<a href="#"><u>Financial proposal template</u></a>
Annex IV	<a href="#"><u>Number of Members eligible for sponsorship (category A) and IUCN Congress staff (category B1) by country office</u></a>
Annex V	<a href="#"><u>Customised reports</u></a>
Annex VI	<a href="#"><u>IUCN Booking Guidelines (draft)</u></a>
Annex VII	<a href="#"><u>Declaration of Undertaking</u></a>
Annex VIII	<a href="#"><u>Contract Template</u></a>

## **Annex I      About the IUCN World Conservation Congress**

RFP No. **IUCN-24-03-P04213-003**

Issued 11 March 2024

### **About the World Conservation Congress**

Through their affiliation with IUCN, Member organisations are part of a democratic process, meeting every four years at the [IUCN World Conservation Congress](#) (hereafter also referred to as the “Congress”) to set priorities, agree on the Union’s work programme and discuss and approve Resolutions, which lay the foundations for the global conservation agenda.

Past IUCN Congresses have produced numerous key international environmental agreements, including the Convention on Biological Diversity (CBD), the Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES), the World Heritage Convention and the Ramsar Convention on Wetlands. IUCN continues to support these conventions, as they grow stronger and evolve so that they can respond to emerging challenges.

Therefore, the IUCN World Conservation Congress is the IUCN’s highest profile event. Held once every four years, the Congress brings together leaders and decision-makers from government, civil society, indigenous peoples, business, and academia, with the goal of conserving the environment and harnessing the solutions nature offers to global challenges. IUCN is anticipating hosting several thousand participants from 180 countries for the IUCN World Conservation Congress 2025 (“IUCN Congress”). The next Congress will be hosted by the Environment Agency – Abu Dhabi Government from 9 to 15 October 2025 in Abu Dhabi.

The Congress has three main components: The Forum, the Exhibition and the Members’ Assembly. After the official opening ceremony of the Congress, there is a Forum, which kicks off with a high-level segment. The Forum is 3.5 days long and is open to all registered participants. The Exhibition runs over the same days as the Forum. The Assembly is also estimated to last 3.5 days and is attended by IUCN Members and observers. In total, the Congress lasts 7 days (not including the time required for set-up and dismantling).

The IUCN Congress is dedicated to leading by example, which is why organising a sustainable event is at the core of IUCN Congress preparations. The Congress will follow the ISO 20121 Event Sustainability Management System and a dedicated Congress sustainability policy will be issued in due time (e.g.: [IUCN Congress 2020 Marseille Sustainability Policy](#)). The Congress also follows the [Anti-harassment policy for IUCN events](#) and [the Gender mainstreaming strategy for IUCN events](#).

IUCN is looking to contract a travel agency (“Travel Agency” or “Contractor”) specialising in events to organise the travel of IUCN staff (Congress staff and other staff) and sponsored participants to the IUCN Congress. IUCN estimates the number of travellers at approximately 680-840 persons.

To learn more about the last Congress, visit <https://www.iucncongress2020.org/>.

## **Annex II**                      **Specification of Requirements / Terms of Reference**

RFP No. **IUCN-24-03-P04213-003**

Issued 11 March 2024

### **1 Introduction**

The Proposers are invited to tender for the provision of the following services. The Proposers are welcome to incorporate additional services that they believe would be relevant as optional.

IUCN is looking at establishing a contract with a Travel Agency who will provide travel-booking services for the IUCN World Conservation Congress taking place in Abu Dhabi from 9 to 15 October 2025.

Detailed service requirements can be found in section 2 below.

The Travel Agency will be responsible for:

- Organising the travel of approximately **680-840 Congress participants** as per categories of participants listed in [3.1](#), collectively referred to as “Travellers” (total number, all categories included). These Travellers will be travelling from all around the world to Abu Dhabi.
- Providing 280 to 340 Sponsored Members with personalised travel services including but not limited to travel booking, collecting personal data needed for travel insurance, ensuring Delegates’ hotel bookings match surface travel dates by regularly comparing the hotel rooming lists with flight details.; Optional services: a) organise travel insurance for each individual and/or b) manage insurance claims for Sponsored Members.
- Providing exclusive services for VIPs and VVIPs and other speakers.
- Providing travel services for approximately 20 Young Changemakers (recruited through a dedicated call) with personalised travel services including but not limited to travel booking, collecting personal data needed for travel insurance, ensuring Travellers’ hotel bookings match surface travel dates by regularly comparing the hotel rooming lists with flight details.; Optional services: a) organise travel insurance for each individual and/or b) manage insurance.

The Travel Agency shall support the sustainability efforts outlined in the Congress sustainability policy (available at a later stage – please refer to the [IUCN World Conservation Congress 2020 Sustainability Policy, Marseille](#), as an example) and ensure that IUCN is able to collect a maximum amount of information on carbon emissions linked to travel bookings. The Travel Agency will need to comply with several policies including but not limited to the [Anti-harassment policy for IUCN events](#) and the [Gender mainstreaming strategy for IUCN events](#).

### **2 Service Requirements**

The Contractor will be required to work according to the detailed Terms of Reference contained in the following sections. Some requirements are marked as “optional”, meaning that we will accept proposals even if they do not meet these requirements, and IUCN will make a final decision whether or not to include these requirements in the eventual contract based on the proposals received. The Proposers are also welcome to incorporate additional services that they believe would be relevant as optional.

The below requirements include the following services:

- General travel booking services (minimum requirements)
- Detailed travel management
- Additional travel services
- Invoicing, payment and financial reports
- Optional services

## **2.1 General travel booking service**

The minimum requirements for the travel booking management services include broadly the seven services detailed below:

1. Collection of Traveller data
2. Simple Travel Bookings
3. Complex Travel Bookings
4. Manage Travel options presentation
5. Services response time and quality for regular and urgent requests
6. Provide all services in all IUCN official languages
7. Compliance with [GDPR regulation](#)

Specifically, the Travel Agency will be able to provide the below range of services:

- Issue the large bulk of trips between mid-February and early October 2025 following the process outlined in the IUCN Booking Guidelines (draft available in [Annex VI](#)).
- Take into account special conditions and discounts that IUCN has negotiated with specific airlines when booking tickets and, where possible, assist IUCN in negotiating further such conditions for Congress.
- Offer competitive ticket options within 24 hours (working days only) following receipt of the individual request, with worldwide origin, minimal number of stopovers and possibly minimum number of hours of travel, using common sense and considering the best value for money in accordance with the IUCN Booking Guidelines.
- Ensure that prices of offers are maintained between the time of offer and final ticket issuance.
- Provide special services for particular cases (rail tickets to point of departure, accommodation for overnight stopovers if unavoidable and/or if this makes the flight considerably cheaper, more than cost of hotel and daily subsistence allowance for that particular location – please refer to the IUCN Booking Guidelines).
- Handle requests for bookings for accompanying persons, colleagues, etc. and charge the costs for such bookings as well as any upgrades not covered by the IUCN Booking Guidelines directly to the Traveller. This comes in addition to the total number of bookings listed in this RfP. IUCN cannot be deemed responsible for any expenses stated in this section.
- Provide general information on passport, visa (including transit) and immunisation/vaccination requirements to enter the United Arab Emirates (UAE) or transit countries via a link to an official website which should be clearly visible on the ticket confirmation e-mails (note that general visa information for the United Arab Emirates will be made available by IUCN via the Congress official website, when available).
- Offer a pro-active and effective support service, whereby potential issues/problems are raised early and at the Travel Agency's initiative (i.e., potential knock-on effects of flight delays/cancellations, stopover destinations with long transit times, etc.).
- Communicate travel updates and similar information pro-actively to the Traveller, including flight delays/cancellations, strikes and/or acts of force majeure that could impact travel and instigate the identification and arrangement of travel alternatives as a matter of priority.
- Handle cancellations and reimbursements in a responsive and smooth manner.

- Assistance to Travellers facing emergencies during their journey must be available to arrange travel accordingly and offer especially sympathetic and diligent services. The Travel Agency should offer processes for dealing with unused tickets.
- The number of IUCN Staff travelling on the same airplane needs to be monitored and should be limited within reasonable limits, with a maximum of 5 staff on the same flight.
- Provide data to ease the calculation of CO<sub>2</sub> emissions, which will be made through an external provider. Data report shall be provided by Traveller categories, ticket category, total flight km, origin, destination and stopovers, aircraft type, etc.
- Update the IUCN Indicative price list for flight bookings which will serve as a reference document for the entire collaboration and will ensure budget control.

Only Proposers who are able to provide all of the services listed in this section 2.1 will be considered further.

## **2.2 Detailed travel management**

The successful Travel Agency should be able to provide all services as outlined in this section.

### **2.2.1 Collection of Traveller data**

The Travel Agency will collect all the Traveller details information necessary for flight booking and insurance (note: the collection of Traveller's information for insurance purposes will be done by the Agency even if the optional service outlined in 2.5 is not provided or included in final contract so that IUCN can contract travel insurance separately).

The Travel Agent will collect all the Traveller information via an online form (or any relevant mean) including but not limited to contact information, passport information, birth date, travel dates, city of departure, traveller cards, seat and food preference, payment information (IUCN accounting codes as well as online payment mechanisms to cover personal travel costs, etc...) plus any information required by the insurance provider.

The online form must be:

- User-friendly and the visual presentation should make it easy to navigate or find relevant information.
- Available in IUCN's official languages (English, French and Spanish).
- Customisable to ensure booking form fits IUCN needs per category and to collect relevant Traveller information such as passport number, nationality, visas held and coding financial information (cost centre, project codes etc.), as well as existing frequent flyer schemes, preferences for upgrades, seating and food preferences and, in some cases, relevant admin staff to use as primary contact.
- Suitable to provide customised reports.
- Send automatic email in one of the three official languages as per Traveller's indicated preference.
- The form should work with all platforms available (Windows 10 or higher, MacOS 14.1.2 or higher, IOS 15 or higher for IOS devices, Android 14 for Android devices, latest versions of Edge, Chrome and Firefox web browsers).

If the Proposer is not using online forms, it shall describe how the collection of Travellers' data will be handled in a way that ensures effective management of data, requests and follow up (through various team members).

### **2.2.2 Travel management process**

The Proposer should review the booking process outlined in section [3.3.1](#) and confirm its acceptance of the process and/or propose modifications that would render the process more efficient.

The Proposer is expected to display excellent interpersonal, motivational and organisational skills with all categories of Travellers through the whole process, including post-Congress for potential claims and must agree on service levels both with regards to response times and service quality (service levels can be segregated into 'regular' and 'urgent', or 'office hours' and 'out of hours', or any other system the Contractor wishes to propose, as long as it can be demonstrated that this provides better value for money for IUCN.).

There must be a reliable process for dealing with queries/questions and offer a process for dealing with unused tickets and appropriate risk management to advise IUCN and Travellers on any potential global, regional or national risks impacting travel.

### 2.2.3 Simple Travel Bookings

Example: Return travel from Geneva, Switzerland, to Abu Dhabi, United Arab Emirates, for one passenger<sup>3</sup>.

The Proposer shall present the process for handling simple travel bookings from all countries worldwide without limitation. The Proposal needs to detail the number of flight options that are included in the first offer and related handling fee as well the cost for any additional flight options.

### 2.2.4 Complex Travel Bookings

Example: Sydney, Australia, to Abu Dhabi, United Arab Emirates, via Asia on the way out and Abu Dhabi, United Arab Emirates, to Sydney, Australia, via a remote location on way back for five passengers with different seat categories, including one passenger with disabilities who need travel assistance. Please note that departure points may be remote and/or in high-risk countries.

The Proposer shall present process for handling complex travel bookings from all countries worldwide without limitation. Proposal shall also include process and fee for booking accommodation for overnight stopovers, if unavoidable and/or if this makes the flight considerably cheaper (more than cost of hotel and daily subsistence allowance in that location).

### 2.2.5 Travel options presentation

Travel options must be in line with the IUCN Booking Guidelines ([Annex VI](#)).

- Travel options must include all relevant details, such as full itinerary:
  - For flight booking: use of airport codes alone should be avoided, stop-over locations and times, terminals, baggage allowance, meals provision, booking/ticket flexibility for changes/cancellations, airport taxes.
  - For train booking: wagon class, seat options, booking/ticket flexibility for changes/cancellations, stop over location and time, to name but a few.
- Where applicable the time limit during which the option(s) is/are available prior to the booking, must also be stated.
- In case of frequent flyer benefits to be used for upgrades, etc. the travel options presented should be matched to Traveller's frequent flyer / railway profile and indicate where upgrades are possible provided that the basic ticket price is not exceeded.
- Travel bookings should reflect Traveller's preferred choices including seating and food preferences, etc.
- Costs for upgrades, extra services, deviations, cancellations, or tickets for accompanying person are directly charged to the individual unless permissible under the IUCN Booking Guidelines or if agreed by the dedicated focal point.
- The Contractor should be able to give advice on airline services (i.e., people with special needs)/security and reliability based on official sources).
- Ideally, Travellers should only need to state their city and country of origin and the Travel Agency should be able to plan the best route(s) to Abu Dhabi, for selection and approval by the Traveller. The Travel Agency needs to verify that the point of departure indicated by the individual Traveller corresponds to the one provided by IUCN in the relevant passengers list before proposing ticket options. IUCN will inform the travel agency of the travellers' booking class entitlement.

---

<sup>3</sup> Sections *highlighted in grey* are examples. These are intended to help clarify what is meant but are neither exhaustive nor indicative of a particularly frequent Congress travel need. In particular, Proposers are not meant to provide specific pricing for these examples.



- General information on visa (including transit) and immunisation requirements to enter the United Arab Emirates (UAE) should be provided clearly to Travellers via a link to an official website, which should be clearly visible on all your e-mails and/or flight booking proposals.

#### 2.2.6 Services response time and quality for regular and urgent requests

The Travel Agency will be required to provide travel-booking services to an estimated number of 680-840 Travellers within 8 months period. The Travel Agency will dedicate enough staff to manage this volume of travel booking within the given period and will implement mitigation measures to overcome holidays, staff absences, staff turnover, etc. Customised travel booking tracking reports will be sent to IUCN focal points on a weekly basis or other frequency to be agreed.

The Travel Agency will be required to offer a pro-active, effective, knowledgeable, and timely human-to-human support service.

The service response time to any request is required within 24 hours (working days only) and within 08hours for VIP/VVIP/Speaker requests (if received within office hours) following receipt of the request. As far as possible, flight should be booked and confirmed within one week from the first request.

The Travel Agency should have a proactive alert system to detect any delays, cancellations, strikes, or other problems with the flights of concerned individuals. In such cases, the Travel Agency will contact Travellers with the latest information and organise any rerouting, rebooking, and/or ad hoc stopover hotels if necessary.

Emergency Service during travel dates: The Travel Agency shall offer an emergency service available during travel dates. This service should be available 24/7 and ideally in all three IUCN languages during the period of travel prior to, during and after Congress (tentative dates: from 1 to 17 October 2025). IUCN will communicate the emergency contact details to the dedicated focal points (to be confirmed). Dedicated staff from the Travel Agency must be available to reply to all queries (if outsourced during non-official working hours of the selected Travel Agency, the respective contractor needs to be fully briefed and capable of resolving issues). In case the Proposer is not able to provide such an Emergency Service, the Proposer shall describe how it proposes to support Travellers experiencing any problems during their travel.

#### 2.2.7 Services in IUCN official languages

The IUCN official languages are English, French, and Spanish. These are also the official Congress languages. The services delivered to Congress participants shall be available in all three languages at least for Sponsored Members, VIPs and VVIPs and Young changemakers. The working language with IUCN will be English. Proposer's relevant staff must have a very good working knowledge of English at least with a level C1 and need to be able to communicate well in French and Spanish (at least with a level B2).

#### 2.2.8 Compliance with GDPR regulation

Any collection and storage of personal data (online or otherwise) needs to be in line with [GDPR regulations](#) and implement any relevant data regulations as well as be adequately secured and protected against breaches such as spam, viruses, phishing, DOS attacks, site hijacking, unapproved posting and content, FTP access, personal information or database thefts. All data exchanges, storages, and processes should be clearly documented.

#### 2.2.9 Applying reduced rates

IUCN has corporate deals with major airlines and the Travel Agency is expected to implement them when issuing tickets or booking upgrades/complimentary access to airline lounges. In addition, the Contractor should also advise on which other airlines IUCN should approach to negotiate deals.

In addition, IUCN may sign an agreement with a preferred airline or railway in which case the Travel Agency needs to ensure that any preferential rate or discount is taken into consideration when making the flight reservations.

#### 2.2.10 Communication with Travellers

The Travel Agency is expected to manage communication through emails with travellers, before, during and after the Congress. IUCN will provide an email address and mailbox for this usage and the Travel Agency will be requested to only use the IUCN dedicated email address for all communications with Travellers linked to Congress.

### **2.3 Additional services**

#### 2.3.1 Support services during Congress - onsite or alternative

The Travel Agency is expected to provide onsite support during Congress as outlined in this section. In the event the Proposer is not be able to provide such service, alternatives should be proposed that would allow Travellers to be in contact with the Travel Agency during the Congress and manage any changes as necessary. Such alternative needs to include information on how a potential high volume of changes could be handled in case of strikes or natural catastrophes.

At least two staff from the Travel Agency must be onsite to staff the Travel Agency desk at Congress. Presence onsite will be required from the from 08 to 15 October 2025. Daily opening hours are expected to be as follows but are subject to change and will be confirmed in due course: 09 to the 14 October from 10:00 to 18:30 and on the 15 October from 09:30 to 14:00. The Travel Agency will be provided with a counter including desk and chairs during that period to perform these services within the venue.

The Contractor is expected to:

- Manage the Travel Agency desk and support Travellers as necessary (or suggest an efficient alternative).
- Provide support to Travellers in handling changes and cancellations.
- Provide new/additional booking services as necessary.
- Troubleshoot any issues raised during Congress (onsite or through the proposed alternative) by Travellers and liaise as necessary with airlines and railways.

For this purpose, the Travel Agency may be requested comply with all obligations of the Swiss labour law and social security law for its own personnel working onsite during Congress and will handle all necessary paperwork including but not limited to the prevention of illicit/undeclared work, handling of work permits for foreign employees, managing social security contributions, documentation and compensation of overtime. In addition, the Travel Agency will comply with any sanitary and safety measures imposed by the national or local authorities linked to the COVID-19 pandemic or other situations and will ensure that all its team members have appropriate equipment (masks, hydro alcoholic gel, gloves) in sufficient quantity to ensure their safety.

#### 2.3.2 Special services for VIPs, VVIPs and speakers

VIPs, VVIPs and speakers require high standards in comfort, discretion and time management and highly reactive response time. The Travel Agency is expected to make their booking easier and ensure their experience with the Travel Agency is as pleasant as possible.

In addition to the general services listed in sections [2.1](#) and [2.2](#), the Travel Agency will provide the following services for VIPs and VVIPs:

- Make available an experienced VIP focal point, who shall provide high standards of service through the whole process and be in weekly contact with the Congress VIP coordinator.
- Ensure highly reactive response time (see section [2.2.6](#) Services response time and quality for regular and urgent requests).

- Take extra care pro-actively to follow-up with individuals who have not confirmed their travel preferences yet to ensure that bookings can be made at reasonable prices.
- Handle any special travel request from VIPs and VVIPs at the Traveller's own charge.

### 2.3.3 Cross-check travel dates against accommodation booking report

The Travel Agency will receive accommodation-booking reports at regular intervals<sup>4</sup> to ensure that accommodation-booking dates are in line with their travel arrival and departure dates from Abu Dhabi and to send reminders to Delegates not having booked their accommodation. In case a hotel reservation does not match the travel dates, the Travel Agency will contact the dedicated focal point to obtain clarification.

## **2.4 Invoicing, payment and financial reports**

### 2.4.1 Invoicing and payment

The Travel Agency is expected to implement an invoicing and payment system and processes as follows:

- All invoices shall be issued in the same currency (acceptable currency: CHF) and should be searchable pdfs.
- For costs charged directly to Travellers, credits cards and wire transfer should be offered as payment means by the Proposer.
- For bookings covered by IUCN, payments can be charged to IUCN using a lodge card like AirPlus or similar scheme and should be accompanied by regular detailed invoices substantiating all charges bi-weekly or monthly (to be agreed with the IUCN Finance department). The Travel Agency shall send consolidated invoices, in electronic format and in a way that can be separated/filtered by codes and must include name of passenger and route/location/description as a minimum; in case of using a lodge card, the invoices sent via the lodge card system need to have the same cut-off dates and time as the reports submitted by the Travel Agency and the Travel Agency will check the invoices for errors and double charges to make sure that totals on report and invoice are identical.
- The invoice must include for each Traveller, IUCN finance coding which consists of up to 6 identifiers (cost centre, project code, activity code, donor reporting code, fund number, Travel authorisation-number when applicable).
- Invoicing systems and processes must be able to facilitate cross charging of costs as booking cost might even need to be split among several identifiers (e.g., paid out of two or more funds or cost centres) in line with the information provided in the financial reports (see Customised report in [Annex V](#)).
- Upgrades and other additional expenses must be invoiced directly to the Traveller.
- The Proposer must clearly indicate its payment terms, any early payment discounts and any other payment terms required.

---

<sup>4</sup> *The selection of hotels is not part of this RfP. Hotels will be booked by the delegates directly through an online system provided by an external supplier "The housing agency". The Travel Agency will be responsible for checking that the travel dates match the accommodation booking dates. An Accommodation report send by the Housing agency will be provided to the Travel Agency in order for him to perform the check.*

### 2.4.2 Customised reports

The Travel Agency will provide customised reports on a weekly basis (unless different frequency is agreed) that allow IUCN to:

- Access on demand summary reports per different fields (e.g., airline, route, category, country, nationality, IUCN finance coding, costs, carbon emissions, etc.) as required to allow IUCN focal points to track progress of bookings and gain an overview of dates, points of departure, flight numbers, arrival times, etc. (see Customised report in [Annex V](#)).
- Search for specific detailed information for individuals.
- View statistics on the bookings made and services provided after the Congress.
- Compile all the costs related to the participation of Travellers including flight, travel insurance (optional), and handling fee from the Travel Agency in a financial report organised by account codes (provided by IUCN) and in line with template provided by (see Customised report in [Annex V](#)).
- Reports for calculation of CO<sub>2</sub> emissions including Traveller categories, ticket category, total flight km, origin, destination and stopovers, aircraft type, etc.

## 2.5 Optional services

The following services are not mandatory but in case the Bidder provides such services, it should detail the following both in the technical and financial proposal:

- Travel insurance services:** obtain and handle full travel insurance for all Sponsored Members and Young changemakers, including the provision of a travel insurance certificate in time for their visa application. Ideally the insurance should cover medical care (including epidemic/pandemic and accident during the journey), repatriation (of the sick/deceased and the family), cancellation (including if the Delegates' visa is not granted) and should cover all passengers regardless of age.
- Travel insurance services plus:** same services as above plus processing of any eventual claims and follow-up with Delegates and insurance company as needed before, during and after the travel/Congress; the Travel Agency would collect all necessary documents (including medical receipts) from the Delegates and liaise with the travel insurance up to the reimbursement of any costs to IUCN and/or Traveller as applicable.
- Professional visa services** to facilitate visa applications including but not limited to providing specific information on visa required for final destination and transit country depending on nationality and country of residence of the Traveller including what forms and documentation are needed (hyperlinks, URLs), where the relevant consulates are situated, opening times, wait times for visa interview, etc.

## 3 Background information

### 3.1 Definition of the groups of Travellers

For a better understanding of Travellers' expectations, you will find below a description of each group of Travellers.

#### Category A

- **Sponsored Members:** Representatives from IUCN Member organisations from low- and middle-income countries sponsored by IUCN who would not otherwise have the means to attend the Congress. Please find in [Annex IV](#) a breakdown of number of potentially eligible Members by country (estimation between 280 and 340 to date). The actual number of participants sponsored is 310. This number will be adjusted depending on the funds available and the membership dues payment status of each Member. Some representatives from non-Member organisations may also be sponsored.

### Category B

- **IUCN Congress Staff:** IUCN Staff from all offices worldwide (including Headquarters in Switzerland) whose travel cost is covered by the IUCN Congress budget; the list of individuals is known in advance.
- **Council:** The IUCN Council is the principal governing body of IUCN and is composed of the President, four Vice Presidents, the Treasurer, the Chairs of IUCN's six Commissions, Regional Councillors and appointed Councillors.
- **VIPs:** VIPs are individuals that IUCN wants to honour for their engagement with our institutions in the past or who might enter such an engagement in the future, such as IUCN donors, Chief Executive Officers, former IUCN Presidents and Director Generals.
- **VVIPs:** VVIPs are all individuals falling into one or several of the following categories: Royalty, Heads of State, Ministers and State Secretaries, Heads of Intergovernmental Organisations, Ambassadors and other diplomats, global celebrities, the IUCN President and IUCN Director General.
- **Speakers:** Speakers are individuals that IUCN has selected for their expertise, global leadership in, and invaluable contributions to, the world's most pressing conservation, biodiversity and sustainability challenges.
- **Young Changemakers:** Young changemakers are individuals aged 18-35, with a track record of leadership and innovation in the fields of nature conservation, biodiversity, climate change and / or sustainable development, and who are currently working on an innovative project.
- **Other (Optional):** any other individuals whose travel may be sponsored by IUCN.

### Category C

- **IUCN Other Staff (Headquarters/Regional/ Local offices):** IUCN Staff from all offices worldwide (including Headquarters in Switzerland) whose travel cost is covered by other cost centres; the list of individuals is not always known in advance and individuals will contact the Contractor proactively.

It is understood and agreed that the below figures are only forecast estimates for travel services to be arranged by the selected Travel Agency:

Group of Travellers	Approx. quantity	Costs covered by	Additional information
<b>Category A</b>			
Sponsored Members	280-340	Congress Unit, IUCN Headquarters, Gland	The list of Sponsored Delegates will be provided by IUCN; one Membership Focal Point (IUCN staff) per region will be the focal point for the Travel Agency for the Delegates from their region (3 Regions/Focal points concerned by this RfP in total – out of the 11 IUCN regions).
<b>Category B</b>			
IUCN Congress Staff	70-80 (travel by plane)	Congress Unit, IUCN Headquarters, Gland	The list of Congress Staff will be provided by IUCN; origin: from all IUCN offices, 1 Focal point coordinating.
Council	50	Governance Unit, IUCN Headquarter, Gland	The list of Council Members will be provided by IUCN, 1 Focal point.

VIP/VVIPs/Speakers	120-160	Some tickets covered by Congress Unit, IUCN Headquarter, Gland, others will be self-payers;	The list of VIP/VVIP/speakers will be provided by IUCN, 1 Focal Point.
Young Changemakers	20	Congress Unit, IUCN Headquarters, Gland	The list of Congress Young Changemakers will be provided by IUCN, 1 Focal point.
Optional (TBC): Other	50	IUCN	The list of individuals would be provided by IUCN.
<b>Category C</b>			
IUCN Other Staff (Headquarters/Regional/ Local offices)	90-140 IUCN other staff (about 8-12 individuals for each IUCN Region)	Various IUCN Cost Centres	IUCN Other Staff will either contact the Travel Agency individually or in small groups. Each person will need to provide an approved travel authorisation when submitting request to agency.
<b>TOTAL</b>	<b>680 – 840 plane tickets (including 50 other tickets optional)</b>		

The Proposer is required to specify whether its fee structure would change based on the final numbers (680 vs 840) and how the team composition could evolve over time to adapt to a potential increase in numbers. IUCN expects to have clarity on the actual number of tickets needed by the end of 2024.

### 3.2 Regional repartition

IUCN is a highly de-centralised organisation with headquarters in Gland, Switzerland.

In order to give you an overview of the countries of origin of the different categories of passengers mentioned in the above section please refer to the following documents:

- IUCN's Regional Offices web page: <https://www.iucn.org/regions>.
- The Sponsored Members countries of origin (low- and middle-income countries), [Annex IV](#). Please note that only three IUCN Regions (Asia, Oceania and South America) will use the services offered by the selected candidates for the travel of Sponsored Members.
- The origin of IUCN Staff can be any of the locations where IUCN has an office (see <https://www.iucn.org/regions>), the IUCN Congress Staff's origin are included in [Annex IV](#).

Countries of origins for VIP/VVIPs/Speakers and Young Changemakers are not determined at this stage.

The Travel Agency should guarantee that the flight booking from all countries worldwide is doable. If there are countries for which the Proposer cannot offer services, this needs to be clearly stipulated in the Proposal, ideally with an alternative solution.

### 3.3 IUCN Booking Guidelines and process

To guide the Travel Agency throughout the project, IUCN has prepared Booking Guidelines ([Annex VI](#)) to describe all the general rules applicable to Categories A, B and C detailed in this document and how to handle exceptions. It is still in draft format but should give the Proposers a good idea about the rules to apply. A final version of the IUCN Booking Guidelines will be available by the time the work under this Contract is to start.

### 3.3.1 IUCN Congress Travel booking process

IUCN will provide the Travel Agency with lists of participants for each category of Travellers (except for Category C), including contact details, expected arrival and departure dates for Abu Dhabi and other necessary information. Only the persons included in those lists will be authorised to book a flight ticket.

The travel booking process consists of the following steps:

- 1 IUCN has an indicative price list ("Indicative Price List") for expected ticket costs from destinations around the world to Abu Dhabi; the Travel Agency will assist IUCN in updating this Indicative Price List for the Congress travel dates as necessary.
- 2 List of selected participants for category A and B will be provided by IUCN's dedicated focal points to the Travel Agency with expected arrival and departure dates, a unique identifier and relevant IUCN account codes. Any changes and cancellations will be communicated by IUCN only.
- 3 Travel Agency will actively reach out to Travellers using a dedicated IUCN email address, informing them how to proceed with their travel booking by directing them to an online form or other means.
- 4 Travel Agency will research travel options, send proposals to the Traveller and do the necessary follow-up until the flight is booked by ensuring that the cost remains within the Indicative Price List for each Traveller and travelling dates correspond to IUCN information. This includes the proposal of alternative flights/routes/dates (+/- 1 day) to remain in the allocated budget, taking into consideration the cost of the additional nights. The Travel Agency will set a deadline for the Traveller to choose an option (this deadline will be set depending on the conditions offered by the airline/train company and should be clearly mentioned in the proposal); before the expiration of this deadline the Travel Agency should contact proactively the Traveller if no answer has been received.
- 5 For any questions/exceptions linked to the booking of Traveller that are not covered by the IUCN Booking Guidelines, liaise with the relevant IUCN Focal point as indicated in the guidelines.
- 6 Make booking and send confirmation of flight booking/e-ticket to the traveller together with general information about passport, visa and immunisation/vaccination requirements to enter the UAE, or transit countries.
- 7 Charge any extras, upgrades that are not covered by the IUCN Booking Guidelines or bookings for additional persons directly to the individual.
- 8 Send a consolidated weekly invoice to IUCN with the relevant IUCN finance codes for each travel booking payment.
- 9 IUCN will check the invoice and process payment (payment via Airplus card in advance can be set up as well).
- 10 Check the accommodation booking dates against the flight booking dates and inform Traveller and IUCN Focal point in case of discrepancies (accommodation report will be provided either by IUCN or by the IUCN Congress official housing agency).
- 11 Pro-actively inform Traveller of any changes, delays/cancellations, strikes affecting the booked flights.

### ***3.4 Variations to travel booking process***

#### **- Category A - Sponsored Members**

In addition to step 3 indicated in section [3.3.1 IUCN Congress Travel booking process](#), the Agency will request a copy of the Traveller's passport as well as all information necessary for the travel insurance and transmit the personal data necessary for travel insurance in a GDPR compliant manner either to travel insurance indicated by IUCN or the insurance selected by the Contractor if such optional services have been offered and included in the Contract.



- **Category B - Council Members (only)**

In addition to step 4 indicated in section [3.3.1 IUCN Congress Travel booking process](#), the Travel Agency may be required to book the flight from a departure point that is different from the residence address of the Traveller. In such case, the Travel Agency will provide a flight quote for both the actual departure point and the usual residence address ("Residence Quote") and only charge the cost to IUCN up to the Residence Quote. In case of cost difference between the departure point and the residence address, the extra cost will be charged directly to the Traveller. In addition to step 5 indicated in section [3.3.1 IUCN Congress Travel booking process](#), please note that for bookings for Council, the IUCN Focal Point needs to be contacted for final validation of booking.

- **Category B – Young changemakers (only)**

In addition to step 3 indicated in section [3.3.1 IUCN Congress Travel booking process](#), the Agency will request a copy of the Traveller's passport as well as all information necessary for the travel insurance and transmit the personal data necessary for travel insurance in a GDPR compliant manner either to travel insurance indicated by IUCN or the insurance selected by the Contractor if such optional services have been offered and included in the Contract.

- **Category C - IUCN Other Staff**

**Introduction** is replaced by the following: For the IUCN Other Staff category, only individuals having an IUCN email address (...@iucn.org) and who send a copy of an approved IUCN travel authorisation (as per the model that will be provided by IUCN) can be considered as part of the IUCN Other Staff category.

**Step 2 and Step 3 of section [3.3.1 IUCN Congress Travel booking process](#)** are replaced by: The Traveller will proactively contact the Travel Agency with a booking request, which needs to be accompanied by a screen shot of an approved travel authorisation showing the necessary IUCN finance codes. The arrival/departure dates will be specified by the Traveller.

**Step 4 of section [3.3.1 IUCN Congress Travel booking process](#)** is replaced by: the Travel Agency will research options in accordance with the IUCN Booking Guidelines and send options to the Traveller within 24h following receipt of request (weekend excluded) and do the necessary follow-up until the flight is booked. The Travel Agency will set a deadline for the Traveller to choose an option (this deadline will be set depending on the conditions offered by the airline/train company and should be clearly mentioned in the proposal); before the expiration of this deadline the Travel Agency should contact proactively the Traveller if no answer has been received.

#### **4 Contract management, reporting and project communications**

- The Proposer must support IUCN's business case for travel management and show that using their services represents best Value for Money for IUCN.
- A dedicated key account manager is required as a single contact to deal with all performance and contractual issues as needed, and to provide regular performance reports and updates.
- The Proposer must have in place an effective and reliable quality control process, including pro-actively informing IUCN of any issues encountered.
- The Proposer must have in place an effective and reliable complaints procedure, involving at least one escalation step before problems are raised with the IUCN Congress Focal points, in order to resolve any issues Travellers and bookers may have.
- The Proposer must have contingency, disaster recovery, and succession plans to ensure that the effects of staff absences and turnover on the services provided are minimised.

## 5 Project Implementation Timeline

MILESTONES	DEADLINES
Kick off meeting with IUCN.	Mid-June 2024
Set up of the collaboration between the selected candidates and IUCN (reports, payment process, online form, etc.).	From July 2024 to 03 February 2025
Launch of the Travel booking services in EN / FR / SP, including sending communication to Travellers under categories A and B.	18 February 2025
Customised travel booking tracking reports sent to IUCN.	Starting on 03 March 2025
Customised financial report sent to IUCN on a weekly basis.	Starting on 03 March 2025
All Travellers included on the IUCN list (IUCN Congress staff, Sponsored Members, Councillors, Suppliers, VIPs/VVIPs, Young Changemakers) must have completed their travel booking.  For the Sponsored Members, VIPs/VVIPs and Young Changemakers additional services for tracking accommodation booking, insurance (optional), etc. must be finalised.	By 30 August 2025
Onsite support travel services (or other relevant mean).	From 9 to 15 October 2025
Debriefing and lessons learnt report.	31 December 2025
Closing of post Congress claims, insurance claims (if applicable), reimbursements and payment reconciliations – Note that the closing can be earlier if the selected Proposer does not provide travel insurance.	30 April 2026

**Annex III Financial proposal template**RFP No. **IUCN-24-03-P04213-003**

Issued 11 March 2024

Document available here: [Annex IV - Financial proposal template.xlsx](#)**Annex IV Number of Members eligible for sponsorship (category A) and IUCN Congress staff (category B1) by country office**RFP No. **IUCN-24-03-P04213-003**

Issued 11 March 2024

**Number of Members eligible for sponsorship (category A) by country**

The selected Travel Agency will be responsible for providing travel services to the IUCN Member representatives sponsored to attend the Congress and coming from the following [IUCN regions](#):

Asia

Oceania

South America

To date, the estimated number of potentially eligible Members per country of origin is 310 for the IUCN World Conservation Congress 2025. The actual number of Sponsored Members depends on funding that will be secured and the membership dues payment status of each Member. Therefore, there will be some fluctuation in participant numbers between contract issuance and the Congress (estimate: 5 to 10%).

The travel dates for these Sponsored Members are for the large majority identical: arrival in Abu Dhabi on 08 October, departure on 16 October 2025 from Abu Dhabi.

**Asia:**

<b>Countries</b>	<b>Remaining Members in 2024 eligible for sponsorship</b>
Bangladesh	19
Bhutan	3
Cambodia	7
China	52
India	37
Indonesia	7
Korea (DPRK)	1
Lao PDR	1
Malaysia	6
Maldives	2
Mongolia	2
Myanmar	4
Nepal	20
Pakistan	28
Philippines	6
Sri Lanka	3
Thailand	11
Viet Nam	11
<b>Grand Total</b>	<b>220</b>

**Oceania:**

<b>Country</b>	<b>Remaining Members in 2024 eligible for sponsorship</b>
Cook Islands	1
Kiribati	1
Papua New Guinea	1
Samoa	0
Solomon Islands	1
Tonga	1
Vanuatu	1
<b>Grand Total</b>	<b>6</b>

**South America:**

<b>Country</b>	<b>Remaining Members in 2024 eligible for sponsorship</b>
Argentina	6
Bolivia	8
Chile	4
Brasil	17
Colombia	10
Ecuador	10
Peru	19
Paraguay	4
Uruguay	2
Venezuela	2
Surinam	2
<b>Total</b>	<b>84</b>

Number of IUCN Congress staff (category B1) by country

The below table indicates the number of IUCN Congress staff booked for the last Congress in Marseille and their countries of origin. The actual number of people per office will evolve between the issuance of the RfP and signing of the Contract (expected change rate: 10-15%) and additional departing countries may be added to the below list. The travel dates for the IUCN Congress Staff are not 100% identical but the large majority will arrive in Abu Dhabi between 05 and 07 October 2025 and depart on 16 October 2025.

<b>Country</b>	<b>Number of IUCN Congress staff</b>
Belgium	2
Bonaire	1
Costa Rica	3
France	2
Germany	4
Guatemala	1
India	1
Kenya	7
Lebanon	1
Portugal	1
Senegal	1
Serbia	2
Spain	10
Sri Lanka	3
Switzerland	36
USA	1
<b>Total</b>	<b>76</b>

## **Annex V Customised report**

RFP No. **IUCN-24-03-P04213-003**

Issued 11 March 2024

This document gathers the travellers, financial and carbon emissions reports:

[Annex V - Customised reports.xlsx](#)

## **Annex VI IUCN Booking Guidelines (draft)**

RFP No. **IUCN-24-03-P04213-003**

Issued 11 March 2024

**The below is an example of the specific rules which can apply. The booking guidelines will be updated at a later stage and will be communicated to the selected candidate.**

It is understood that Annex VI - IUCN Booking guidelines can be amended by IUCN, without requiring an amendment of this Agreement. Any amendment to the guidelines will be communicated to the Travel Agency by the IUCN Contact person designated in this Agreement. This document gathers the variations to IUCN Travel policies ([IUCN Travel Policy for staff](#) / [IUCN Travel Policy for non-IUCN staff](#)) applicable to Congress. The Travel Agency is expected to scrupulously comply with the below.

### **1. Definition of groups of travellers**

See section [3.1 Definition of the groups of Travellers](#) of Annex II Specification of Requirements / Terms of Reference.

### **2. Eligible Travellers**

#### **Category A+B**

Excel lists (Travellers Lists) for each category of travellers covered by the IUCN Congress budget (Category A+B) with expected arrival and departure dates as well as, amongst other information the country and city of origin, will be provided by IUCN. The estimated ticket cost for each country of origin (Estimated Ticket Cost) will be provided in the Annex I Indicative Price List (as indicated in the RfP, IUCN intends the Travel Agency to support in the update of the Indicative Price List). The Travel Agency is tasked with securing tickets at prices closely aligned with those specified in the Indicative Price List.

No travel authorisation is required for these categories of travellers unless specified otherwise in the Travellers List.

#### **Category C- IUCN Other Staff**

Other IUCN Staff members whose travel is not covered by the Congress budget ("IUCN Other Staff") are entitled to book their transportation through the travel agency. The travellers under this category will contact proactively the travel agency.

Before starting the booking process, the Traveller will have to provide the Travel Agency with a travel authorisation issued by IUCN. This document features the services for which the traveller asked for financial approval from IUCN. The travel agency can only book the services approved and shown as "committed" (see in the red square on the picture below) and for which the commodity code is either SURFACE TRAVEL or AIR TRAVEL (see the green square in the picture below).

If these requirements are not met, the traveller can benefit from the travel agency services only at his/her own costs.

If the requirements are met, the travel agency will proceed to the booking and invoice IUCN providing all relevant account codes (blue rectangle in the picture below) as well as the TA-number (yellow rectangle in the picture below). Note that this information will be included in the Travel authorisation and will be provided by the Traveller as well.

TA-005987

General	
Entered By:	IUCNHQ\GRASEMANNP
Requested For:	IUCNHQ\LAHMANNE
Purchaser Code:	IUCNHQ\GRASEMANNP
Posting Date:	24/09/2018
Requisition Date:	24/09/2018
Needed By Date:	24/09/2018
Expiration Date:	24/09/2018
Currency Code:	
Requisition Description:	EL - meeting with French NatCom Paris 15Oct2018
Travel Type:	*
Status:	Committed
No. Of Pending Approvals:	
STO Confirmation:	<input type="checkbox"/>
Please attach the STO or equivalent document that clarifies the objective ...	

Defaults	
Cost Centre Code:	
Project Code:	
Activity Code:	
Donor Reporting Code:	
Subaward Code:	
Office Code:	
Staff Code:	
Fund No.:	

Lines											
Workflow	Line	New	Find	Filter	Clear Filter						
Status	Commodity Code	Commodity Description	Type	No.	Description	Quantity	Direct Unit Cost Excl. VAT	Amount Excl. VAT	Cur. Code	Cost Centre Code	Project Code
Fulfilled	MEALS_STAFF	Meals and incidentals (IUCN staff)	G/L Account	52003	EL- meals Paris 15Oct	1	123.00	123.00	CHF	6204	P90110
Committed	AIR_TRAVEL_EXT	Air travel (Non-IUCN staff)	G/L Account	52100	EL - train geneva-Paris	1	276.00	276.00	CHF	6204	P90110
Fulfilled	SURFACE_TRAVEL_STAFF	Surface travel (IUCN staff)	G/L Account	52001	EL - metro in Paris and train Nyo...	1	25.00	25.00	CHF	6204	P90110

### 3. General rules

In general, the IUCN travel policies state that when traveling the most appropriate means of transport should be selected, taking into consideration environmental, financial and time-related costs. Travel by train is preferred over air travel when the travel duration in one direction is under four hours by train.

While proposing travel itineraries the travel agency will take into consideration:

- **Route** – normally the most direct route should be taken, unless there are significant financial gains from taking an alternative route.
- **Cost** – the best possible fare should be secured and **should be as close as possible from the price indicated in the “Indicative price list”**.
- **Convenience** – the ticket chosen should take into consideration work and travel commitments and aim for the most optimal use of time.
- **Health and safety** – the time of arrival and departure, the reputation of an airline, and other health and safety factors should be taken into consideration, particularly in countries where security risk is high. [Please refer to the EU Air Safety List for more information.](#)

The above are not in order of importance. The importance of each is left to the traveller and IUCN focal point's discretion. Use of frequent flyer benefits for upgrades etc. is encouraged by IUCN's travel policy. However, frequent flyer programmes should not be taken into consideration to book only with specific airlines, unless there is a value for money.

## 4. Specific rules

### Transportation

	<b>Flight ticket</b>
Category A	<ul style="list-style-type: none"> <li>a. The ticket should be economy class, lowest applicable fare, non-modifiable and non-refundable. Some tickets may have to be modifiable and refundable. These exceptions will be communicated by IUCN on a case-by-case basis in the Travellers lists or via email by the respective focal-point.</li> <li>b. If, for a maximum price difference of 20% and providing that on average the flight costs are under the Estimated Ticket Cost (see indicative price list), a modifiable and/or refundable ticket is available, this option should be booked.</li> <li>c. Flight ticket costs can be up to 15% more expensive than the Estimated Ticket Cost provided that on average the actual flight ticket costs per category are under the Estimated Ticket Cost.</li> <li>d. When the travel duration in one direction is under four hours by train, travel should be undertaken by train rather than air.</li> <li>e. Delegates shall arrive in Abu Dhabi on 8 October 2025 and leave on 16 October 2025. Arrival before 8 October or departure after 16 October 2025 will have to be approved by the IUCN Membership Focal Points (MFPs) and will only be covered by IUCN if the airline ticket is substantially cheaper (296CHF cheaper per extra day) or if the route does not allow otherwise.</li> </ul> <p>For any specific requests, please contact the IUCN Membership Focal Points (MFPs).</p>
Category B (all)	<ul style="list-style-type: none"> <li>a. Flight should be in economy class, lowest applicable fare, non-modifiable and non-refundable. Flight ticket costs can be up to 10% more expensive than the Estimated Ticket Cost.</li> <li>b. When the travel duration in one direction is under four hours by train, travel should be undertaken by train rather than air.</li> <li>c. Arrival/departure dates can be a day earlier/later providing that the ticket is substantially cheaper (309CHF for any extra day) or if route does not allow otherwise.</li> <li>d. Economy plus / Premium economy class is authorised if the flight time is over 8h but if Economy Plus/Premium Economy is not available, Economy class should be booked; the travel options should not be selected according to the availability of Economy Plus/Premium Economy flight options.</li> <li>e. Business class may be approved if the person travelling has provided a valid medical certificate, issued by the relevant specialist, advising that the Traveller must travel in business class.</li> <li>f. All Business class travel must be approved by the dedicated focal point.</li> </ul>
Deviation from Category B for VIPs / VVIPs / Speakers	<p>The same rules as for <u>Category B (all)</u> apply with the following modification. Point a. and b. are replaced as follows:</p> <ul style="list-style-type: none"> <li>a. The ticket should be economy class, lowest applicable fare, modifiable and refundable.</li> <li>b. Does not apply to VIPs/VVIPs/Speakers.</li> </ul> <p>In addition, the following applies:</p> <ul style="list-style-type: none"> <li>g. In addition to the travellers' list, IUCN may provide the travel agency with specific requirements for each booking when needed.</li> </ul>
Deviation for Council Members	<p>The same rules as for <u>Category B (all)</u> apply with the following modification. Point a. and e. are replaced as follows:</p> <ul style="list-style-type: none"> <li>a. The ticket should be economy class, lowest applicable fare, non-modifiable, non-refundable except if the traveller requires a visa, in which case the ticket will have to be modifiable and refundable.</li> <li>b. Does not apply to Council Members.</li> </ul>



Category C - IUCN Other Staff	The same rules as for <u>IUCN Congress staff</u> . In addition, the following applies: g. Arrival and departure dates are specified by the traveller and should match the dates mentioned on the Travel Authorisation. h. The total amount authorised must not exceed the amount committed in the Travel Authorisation.
-------------------------------	---

	<b>Train ticket (optional)</b>
Sponsored Members AND Young Changemakers	Not applicable.
IUCN Congress Staff AND IUCN Other Staff	First class travel is authorized on sea, train, bus or other public transportation systems for travel durations exceeding two hours, or for shorter periods in countries where 2 <sup>nd</sup> class travel is of a particularly low standard.
VIPs / VVIPs / Speakers	First class travel is allowed and the choice between flight or train is at the discretion of the Traveller no matter the travel duration.
Council Members	First class travel is authorized on sea, train, bus or other public transportation systems for travel durations exceeding two hours, or for shorter periods in countries where 2 <sup>nd</sup> class travel is of a particularly low standard.  Train travel is allowed even when more expensive than plane or other transport, for carbon footprint reduction. Note that Councillors can choose themselves if they want to travel by plane / train, or a mixture of both.
Other	First class travel is authorized on sea, train, bus or other public transportation systems for travel durations exceeding two hours, or for shorter periods in countries where 2 <sup>nd</sup> class travel is of a particularly low standard.

	<b>Additional costs due to ticket (train or flight) modification or a different point of departure</b>
Category A+B	In the case of ticket modifications required/authorised by the dedicated focal point, costs will be covered by IUCN and should be reported in the invoicing. In some cases, and in particular if ticket flight modifications or special itineraries are asked by the Traveller, he/she should be invoiced directly for additional costs, unless IUCN advises differently.  Travel from a different departure city is covered provided the ticket cost is equivalent to the cost of a ticket from departure city indicated in the Traveller List. In such case, the Travel Agency will provide a flight quote for both the actual departure point and the usual residence address ("Residence Quote") and only charge the cost to IUCN up to the Residence Quote and the difference to the Traveller directly.
Category C	Modifications need to be requested by the Traveller, specifying whether the modification is authorised for business purposes.

	<b>Booking of the flight ticket before obtaining a Visa. What to do if the visa is not granted?</b>
All	<p>Travellers who need a visa should book first their travel as flight ticket confirmations must be provided for visa applications.</p> <p>The government will grant visa to participants fully registered to the Congress. Visa Invitation letters are available for download after registration to the Congress. The acquisition of a visa including any relevant transit visas is the responsibility of the Traveller. General information about visa for the UAE will be communicated on the official Congress website in due course.</p>
Sponsored Members +  Young Changemakers	<p>The government will grant visa to participants fully registered to the Congress. Visa Invitation letters are available for download after registration to the Congress. Visa fees may not always be covered by IUCN. In any case IUCN is not covering for third-party supplier's fee.</p> <p>The Delegate needs to cover all costs for transit visas and travel to embassy/consulate.</p> <p>In case the visa is not granted by the UAE, the flight cost will be borne by IUCN. In cases where the Traveller is at fault for not obtaining his visa on time (eg. interviews booked too late or missed, documentation not complete), the cost of the flight will be charged to the Traveller by IUCN.</p>
IUCN Congress Staff +  IUCN Other Staff	<p>The government will grant visa to participants fully registered to the Congress. Visa Invitation letters are available for download after registration to the Congress.</p> <p>IUCN will cover all costs for transit visas and travel to embassy/consulate where necessary.</p>
VIPs / VVIPs / Speakers and Other	<p>In case the visa is not granted by the UAE, the flight cost will be borne by IUCN. In cases where the VIP / VVIP / Speakers/ Other is responsible for not obtaining his visa on time (i.e., interviews booked too late or missed, documentation not complete), the cost of the flight will not be charged to the Traveller by IUCN.</p> <p>The Traveller is in charge of covering all visa related costs including transit visas and travel to embassy/consulate.</p>
Council Members	<p>Council Members who need a visa should book a refundable flight ticket.</p> <p>In case the visa is not granted by the UAE, the flight cost will be borne by IUCN. In cases where the Council Member is responsible for not obtaining his visa on time (eg. interviews booked too late or missed, documentation not complete), the cost of the flight will not be charged to the Traveller by IUCN.</p> <p>The government will grant visa to participants fully registered to the Congress. Visa fees may not always be covered by IUCN.</p> <p>IUCN will cover all costs for transit visas and travel to embassy/consulate where necessary.</p>

	<b>Changes to ticket taken on-site (Abu Dhabi)</b>
Category A+B	In the case of ticket modifications required/authorised by the dedicated focal point, costs will be covered by IUCN and should be reported in the invoicing. In some cases, and in particular if ticket flight modifications or special itineraries are asked by the Traveller, he/she should be invoiced directly for additional costs, unless IUCN advises differently.
Category C	Modifications need to be requested by the Traveller, specifying whether the modification is authorised for business purposes.

	<b>Additional costs due to a private extension (i.e., Stop- over on the way to or back from Abu Dhabi)</b>
All categories	<p>IUCN covers only the price of the ticket (train or flight) for listed Travellers' travel from the closest airport / train station in their country of origin to Abu Dhabi, unless instructed otherwise by the IUCN focal point.</p> <p>All other supplements must be covered by the Traveller and be directly invoiced to him/her.</p> <p>Note that if the price of the ticket including the requested private extension is identical or lower than the price for the dates indicated in the Traveller List or on the Travel authorisation, the Traveller will not have to pay a supplement. If the price is above that rate, the Traveller must cover the supplement which will be invoiced to him/her directly. The Agency needs to provide a price quote for both travel dates. There is no reimbursement in case price is lower.</p> <p>Please refer to the Indicative price list provided, Annex I.</p>

	<b>No-show or cancellation of travel due to exceptional circumstances</b>
All categories	<p>IUCN will only cover the costs related to a "No-Show" or cancellation of travel, due to an exceptional circumstance validated by IUCN (as listed below) and upon presentation of a certificate from an official organisation (i.e., Health institutions, police...). For non-emergency cases, IUCN will decide on a case-by-case basis. Considering that ticket will already be invoiced at the time of the travel, traveller may be requested to reimburse the ticket to IUCN in the event that the cancellation/no-show is not due to an exceptional circumstance and if no certificate has been provided. Reimbursement process will be delt directly between IUCN and the traveller. In any case, the Traveller will be requested to report the case immediately to the IUCN focal point, the travel agent and the travel insurance (if applicable) and provide all the necessary documentation in order to get the case analysed and possibly reimbursed (in the event that the insurance is provided by the travel agency, assistance from the Travel Agency should be provided to all Travellers).</p> <p><i>Exceptional circumstances validated by IUCN are: sudden serious illness, accident or death of the Traveller or close relative (parent, sibling, child), visa declined despite timely application and complete documentation, travel ban by WHO or relevant national authorities.</i></p>

	<b>Cancellation due to a strike, poor weather forecast, missed flight connection due to the Traveller or the airline / train company.</b>
Category A + B	<p>In principle these costs will be covered by the airline or the train company (incl. accommodation, meals and new itinerary). Any other fees will not be covered by IUCN.</p> <p>If the Traveller is responsible for missing his flight/train, the costs for issuing a new ticket will have to be borne by the Traveller, unless instructed otherwise by the IUCN focal point. The Traveller will be requested to report the case immediately to the IUCN focal point and the travel agent. In principle the travel insurance will not cover for such cases.</p>
Categorie C	<p>In principle these costs will be covered by the airline or the train company (incl. accommodation, meals and new itinerary). Any other fees will not be covered by IUCN.</p> <p>The issuing of a new ticket needs to be requested by the Traveller, specifying whether the issuing is authorised for business purposes.</p>

## Overnight stopover - accommodation:

	<b>Overnight stays and stop-overs</b>
All categories	<p>Overnight stays during travel may be proposed if the cost of the flight is lower than the extra cost of the hotel and per diem for the stop-over location (as per the IUCN DSA rate list) and/or if there are no other options.</p> <p>Overnight stopover accommodation should be in a 3-star hotel or equivalent, as close to the airport as possible and in a safe location, in standard, single room. Any upgrade must be covered by the Traveller and be directly invoiced to him/her.</p>
Deviation from All categories for VIPs / VVIPs / Speakers	Overnight stopover accommodation should be in a 4-star hotel or equivalent instead of a 3-star.

	<b>Cancellation or change of accommodation due to flight cancellation</b>
All categories	<p>In the event that the Traveller's flight / train is cancelled, the travel agency will inform the IUCN dedicated focal point as well as the passenger and rebook the flight.</p> <p>Any cancellation resulting in a change or cancellation of overnight stop accommodation or accommodation in Abu Dhabi, will be communicated to the hotel/housing agency by the Travel Agency. The related fees shall be borne by the airline or the travel insurance of the Traveller. IUCN would only cover the cost as a last resort.</p>

## Additional services:

	<b>Booking for an accompanying person (all services combined)</b>
All categories	The Traveller has to cover the related costs directly.

	<b>Extra services (upgrade, additional luggage, seats booking, ...)</b>
All categories	The Traveller has to pay any supplement for additional luggage, upgrades at their own cost. In cases where the luggage is lost/damaged or doesn't reach the destination, the airline is liable for any costs incurred (incl. purchase of new clothes, etc) as per the airline policy. In case the airline doesn't pay for all costs, it will be at the charge of the Traveller or his/her insurance. IUCN not cover any of those costs.
Sponsored Members+ Young Changemakers + Others	In addition to the above, the Traveller has to directly cover costs for seat booking.
IUCN Congress Staff + Council Members + IUCN Other Staff	In addition to the above, IUCN will pay up to 10CHF per advanced seat reservation (per leg), should the Traveller want to specify their seat in advance.
VIPs/VVIPs/Speakers	In addition to the above, IUCN will cover costs for advance seat booking (no limit) and the Travel Agency should ask the Traveller its preferences during the booking process.
IUCN Congress Staff + Council Members + IUCN Other Staff + VIPs / VVIPs / Speakers	In addition to the above, the cost of airport lounges is covered by IUCN for stopovers exceeding 4 hours.

## 5. Coordination between accommodation bookings and travel dates.

The Congress Housing Agency will provide a report of the accommodation system during the travel booking period including a unique identifier. The Travel Agency will compare the booking dates for all Travellers with the arrival and departure dates from its own system and alert the Traveller and the dedicated focal points in case of any discrepancies.

## 6. Dedicated focal points.

Section to be completed at a later stage.

## 7. Assistance

### During the booking process

The Travel Agency will provide the travellers with a dedicated phone number available during the office hours, free of charge. All communications verbal and written will be available in the three IUCN official languages (English, French and Spanish).

A specific phone number will be provided for IUCN. Openings hours are 8:00 to 18:30 (UTC+2) from Monday to Friday.

An emergency phone number available 24/7 will be provided by the travel agency and communicated to the IUCN Focal Points of each traveller category (to be confirmed). This service will be available and ideally in all three IUCN languages during the period of travel prior to, during and after Congress (tentative dates: from 1 to 17 October 2025).

### During the IUCN World Conservation Congress

The Travel Agency will provide onsite support during Congress. A Travel Agency desk will be available at the Congress venue from 08 to 15 October 2025. Daily opening hours are expected to be as follows but are subject to change and will be confirmed in due course: 10:00 to 18:30 from 09 to 14 October and 09:30 to 14:00 on 15 October.

## 8. Annexes

Annex I – Indicative Price List

## **Annex VII**                      **Declaration of Undertaking**

RFP No. **IUCN-24-03-P04213-003**

Issued 11 March 2024

Document available here: [Annex VII Declaration of Undertaking.docx](#)

## **Annex VIII**                      **Contract template**

RFP No. **IUCN-24-03-P04213-003**

Issued 11 March 2024

Please find the link to the IUCN contract template below and note that IUCN intends to use this document for the signature of the contract.

[consultancy agreement company template ola 24jul2020 final 0 \(4\).docx](#)

A list of annexes will also be attached to the contract and usually includes:

Annex I – Terms of Reference

Annex II – Service Level Agreement (template available here: [IUCN Contract template Annex II - SLA template.docx](#))

Annex II – Transaction Fees

Annex IV – IUCN Booking guidelines (including indicative price list)

Annex V – Reporting templates

Annex VI - Documents to provide linked to labour law obligations (if applicable)

Annex VII - Technical Proposal by Contractor