CALL FOR TENDERS for interested parties
Travel Agency Services for the EU-funded project: « Enable, Upgrade and Spread Employability, Entrepreneurship and Digital Skills of the Eastern Mediterranean youth through dedicated university centers »
EUSEEDS_A_T_3.1_0172

Call opening date: **17 November 2026**
Deadline for submission: **17 December 2026**

The purpose of this call for tenders for agencies that expressed interest following an initial call procedure, for the Center for Social Innovation (CSI, Cyprus) to select a **travel agency legally registered in Cyprus** that will be responsible for the travel and logistical arrangements of the **EUSEEDS Training Event to be held in Larnaca, Cyprus**, including:

(a) the booking and issuance of air tickets for participants travelling from the partner countries,
(b) the booking of accommodation and the organisation of the logistics of the event in Larnaca (venue, catering, airport transfers).
(c) organising the event logistics in Larnaca (conference room, catering, airport transfers), and related services such as travel medical insurance and 24/7 assistance.

The Training Event will bring together approximately 48 participants, mainly university staff designated by the 24 universities taking part in the project, as well as representatives of the project partners, travelling from Egypt, Jordan, Lebanon, Palestine and Cyprus. The event is scheduled to take place in Larnaca over 5 days, from 16 to 20 March 2027.

The above activities will be implemented within the framework of the project ''EUSEEDS_A_T_3.1_0172'', co-funded by the European Union under the Interreg NEXT MED Programme.

Project Overview

The EUSEEDS project has been selected for co-funding by the European Union up to EUR 2,499,564.20 (89%) under the Interreg NEXT MED Programme. The total project budget, including partner co-funding, amounts to EUR 2,808,499.10. The project is implemented across five Eastern Mediterranean countries to strengthen youth employability and digital skills. It foresees the establishment (creation or revitalisation) of 24 university centres across five countries (Cyprus, Egypt, Jordan, Lebanon and Palestine) to enhance professional integration and digital competences mostly among students. These centres, located on

university campuses in areas with significant social needs, will provide sustainable services (during and beyond the project):

- Internal services for universities (for students and recent graduates): employability and digital skills training, micro-certifications, and pre-incubation schemes for student entrepreneurship projects;
- External services for vulnerable community members: digital literacy and professional training delivered possibly by students, accessible to surrounding communities.

Project Consortium

The project is led by AUF Middle East (Lebanon), acting as lead partner of a consortium composed of:

- Partner 1: Center for Social Innovation (Cyprus);
- Partner 2: Enroot (Egypt);
- Partner 3: Aix-Marseille University (France);
- Partner 4: Jordan Youth Innovation Forum (Jordan);
- Partner 5: Forward Digital Mena (Lebanon);
- Partner 6: Palestine Information and Communications Technology Incubator (Palestine).

Project Duration

36 Months, from 07/08/2025 to 06/08/2028

Tasks of the Travel Agency

The selected travel agency will be responsible for the following tasks and responsibilities:

- Book and issue round-trip economy-class air tickets for all participants designated by CSI, on the most direct and cost-effective routes to Larnaca International Airport (LCA) or, where more suitable, Paphos International Airport (PFO), within a maximum of 24 hours from the validation of each booking request by CSI.
- Propose at flexible itinerary options for travellers due to certain situations in their home countries, baggage allowance and fare conditions, and apply the most economical fare compatible with the event schedule.
- Manage all potential changes, cancellations, name corrections and refunds, informing CSI in advance of any applicable penalties or additional costs.
- Book accommodation in Larnaca in a hotel of at least 4-star standard (or equivalent), located close to the event venue, in single rooms with breakfast included, for the full duration of the event.
- Book transit accommodation in Amman, Jordan, for 12 participants travelling from Palestine, for the nights required before departure and after return (indicatively one night each way), in a hotel of at least 3-star standard, full board, located conveniently for Queen Alia International Airport.

- Organise airport transfers on arrival and departure in Cyprus, as well as local transport between the hotel and the event venue where needed.
- Organise the logistics of the Training Event in coordination with CSI: conference room with audiovisual equipment, coffee breaks, lunches and dinners.
- Arrange travel medical insurance for participants, where requested by CSI.
- Provide 24/7 assistance before and during travel, including the handling of emergencies and unforeseen events (flight delays or cancellations, missed connections, lost luggage, medical issues).
- Assign a dedicated account manager and a dedicated phone line/email address for the assignment.
- Maintain an up-to-date participant tracking sheet (flights, visa status, accommodation, transfers), shared regularly with CSI.
- Issue detailed invoices in EUR showing airfares, taxes, hotel costs and service fees separately for each participant, and provide all supporting documents required for the financial reporting of an EU-funded project (e-tickets, etc.).
- Process participants' personal data (passport details, contact information) in full compliance with the EU General Data Protection Regulation (GDPR).
- Maintain regular, smooth and effective communication with the CSI team throughout the assignment and participate in coordination meetings as requested by CSI.

Scope of Work

The selected agency will cover the travel and logistical needs of the participants of the Training Event in Larnaca. The final number of participants, their nationalities and departure cities will be communicated by CSI after contract signature. The services are grouped as follows:

1. **Air travel:** Booking and issuance of round-trip economy-class tickets from the participants' countries of residence, indicatively from Cairo, Amman and Beirut, taking into account the specific travel constraints of participants from Palestine (e.g. departures via Amman).
2. **Accommodation:** Booking of approximately 48 single rooms for 4 nights in a hotel in Larnaca (minimum 4-star or equivalent, breakfast included), close to the event venue. Transit accommodation in Amman will also be required for approximately 12 participants travelling from Palestine via Jordan, for 2 nights, to be coordinated with their flight schedule and land border crossing
3. **Event logistics:** Provision of a conference room for approximately 60 persons with audiovisual equipment (projector, screen, sound system, Wi-Fi), 2 coffee breaks per day, 3 lunches and 4 dinners.
4. **Transfers and insurance:** Airport–hotel–airport transfers and, where requested, travel medical insurance for the duration of the stay.

Indicative Timeline

The assignment is expected to be implemented according to the following indicative timeline:

- **January 2026:** Contract signature and kick-off meeting with CSI.
- **January 2026:** Collection of participant data and issuance of air tickets.
- **February 2026:** Confirmation of accommodation, transfers and event logistics.
- **16 March 2027:** Departure and arrival dates & training event in Larnaca, with 24/7 assistance.
- **Within 30 days after the event:** Final reconciliation of invoices and submission of all supporting documents.

Eligibility Requirements

Interested agencies must meet the following minimum eligibility requirements:

- Legally registered in the Republic of Cyprus.
- Holding a valid travel agency licence issued by the Deputy Ministry of Tourism of the Republic of Cyprus.
- Holding an IATA accreditation number, or an equivalent arrangement allowing the direct issuance of air tickets.
- At least 3 years of demonstrated experience in corporate and/or group travel management and in the organisation of events, conferences or trainings.
- Ability to provide 24/7 assistance, with a dedicated contact person for the assignment.
- Fluency in English, both written and spoken. Knowledge of Arabic and/or French will be considered an asset.
- Previous experience with international organisations, EU-funded or donor-funded projects will be considered an advantage.

Application Requirements

Applicants must submit:

A. **Technical Proposal (Annex 1)**
   - Methodology and quality of the proposed services (35%)
   - Technical and logistical capacity (15%)
   - Relevant experience and references (20%)

B. **Financial Proposal**
   - Unit prices and service fees in EUR, exclusive of VAT, using the price schedule below (20%)
   - Financial terms: payment by bank transfer and credit period offered (10%)

C. **Supporting Documents**
   - Certificate of company registration in Cyprus
   - Travel agency licence issued by the Deputy Ministry of Tourism
   - IATA accreditation certificate or number
   - A sample invoice

Price schedule (to be included in the Financial Proposal):

Item	Unit	Price in EUR (excl. VAT)
Air ticket issuance – service fee	per ticket	
Ticket change / reissue – service fee	per change	
Cancellation / refund handling – service fee	per ticket	
Hotel booking – service fee	per booking	
Hotel room, Larnaca, 4-star, single, bed & breakfast	per night	
Hotel room, Amman (transit), 3-star or higher, single, bed & breakfast	per night	
Airport transfer	per person, per way	
Conference package (room, AV equipment, 2 coffee breaks, lunch and dinner)	per person, per day	
Travel medical insurance	per person	
Credit period offered	number of days	

Airfares and airport taxes shall be invoiced at actual cost, without any mark-up, and supported by the relevant documents. Bidders must indicate the applicable VAT rate separately.

Evaluation Criteria:

Proposals will be evaluated based on a **combined technical and financial assessment**, in line with principles of transparency, fairness, and value for money.

The evaluation will follow the weighting below:

- **Technical Evaluation: 70%**
- **Financial Evaluation: 30%**

Only proposals that achieve the **minimum technical score required by CSI** will proceed to the financial evaluation stage.

Technical Evaluation Criteria

The Technical Proposal will be evaluated based on the following criteria:

1. **Methodology and Quality of the Proposed Services (35 points):** Assessment of the proposed approach to booking and issuing tickets (optimised itineraries, response times, issuance within 24 hours), visa support, accommodation and event logistics, participant follow-up, and the handling of emergencies and unforeseen events.
2. **Technical and Logistical Capacity (15 points):** Assessment of the 24/7 availability, the dedicated team and contact person, responsiveness, flexibility, and the ability to handle group bookings.
3. **Relevant Experience (20 points):** Assessment of the agency's experience in group travel and event organisation, in visa facilitation for third-country nationals, and in working with international organisations or EU-funded projects, as well as the completeness and quality of the application file.

Total Technical Score: 70 Points

Minimum Passing Score: Only proposals that achieve at least **70% of the total technical score (49 out of 70 points)** will be considered technically qualified and proceed to financial evaluation.

Financial Evaluation Criteria

1. **Unit Prices and Service Fees (20 points):** The lowest overall offer, calculated on the basis of the price schedule, will receive 20 points; other offers will be scored proportionally (lowest offer ÷ offer evaluated × 20).
2. **Financial Terms (10 points):** Assessment of the payment conditions, including the ability to accept bank transfers and the length of the credit period offered.

Total Financial Score: 30 Points

Contract Amount

Interested tenderers are requested to submit their unit prices and service fees using the price schedule above. The total contract amount will depend on the final number of participants and services ordered by CSI during the assignment.

Submission of Applications

Interested agencies are invited to submit their application by email to olivia.georgiou@csicy.com and maria.andreou@csicy.com no later than **17 December 2026**.

The email subject line must clearly state: “Application - Travel Agency Services - EUSEEDS Training Event Larnaca.”

Structure of the Submission

Applicants must strictly adhere to the following structure. Applications should include:

Supporting Documents:

- Submitted in one or more separate PDF files
- Must be sent in the same email with the technical and financial proposals

Annex 1_Application Form:

- Submitted in a separate PDF file
- Must NOT contain any financial information, pricing, or cost references
- Must be sent in the same email with the financial proposal

Annex 2_Financial Proposal:

- Submitted in a separate PDF file, using the price schedule above
- Must be password-protected
- Password shall be shared only upon official request from the Evaluation Committee
- Must be sent in the same email with the technical proposal

The selected agency will enter into a service contract with CSI for the implementation of the assignment. The final prices, invoicing and payment terms will be mutually agreed upon and specified in the contract.

Deadline: **17 December 2026**

Opening and Evaluation Process

- The Evaluation Committee shall open technical proposals first
- Financial proposals will only be opened for applicants who successfully pass the technical evaluation
- The minimum passing threshold is 70% of the technical score
- Qualified applicants will be requested to provide the password for their financial proposal

Clarifications

Any inquiries, clarification requests, or questions regarding this call must be submitted exclusively via email no later than **30/11/2026** to: maria.andreou@csicy.com or olivia.georgiou@csicy.com

For Submissions & Inquiries

- **Inquiries and Clarification Requests:** Must be submitted no later than **30/11/2026** to: maria.andreou@csicy.com or olivia.georgiou@csicy.com
- **Submission of Proposals:** Must be submitted no later than **17/12/2026** to: olivia.georgiou@csicy.com and maria.andreou@csicy.com

About CSI

Centre for Social Innovation (CSI) is a Research and Development organization, which focuses on fostering social innovation that can bring about positive change to local, national, regional, and global entities. These entities include but are not limited to governments, local administrative agencies, non-for-profit agencies, commercial entities, and educational institutions. The CSI team is composed of open-minded, fully equipped researchers, entrepreneurs, project managers, trainers, and Information Technology Developers. CSI encompasses the capability and capacity to identify social needs, design and implement adjusted initiatives, and provide for sustainable growth. The CSI team's areas of expertise are in the fields of traditional education and e-learning, entrepreneurship, start-ups, innovation, creativity, negotiations, IP advisory services, social responsibility, business advisory solutions, data analytics, information technologies, project management, project evaluation services, product validation, training, and computer gaming. CSI draws know-how and skills from its wide global network which includes academic institutions, IT companies, public services, international organizations, start-ups, and public services.