**ANNEX II - TECHNICAL PROPOSAL FORM**

The technical proposal must be consistent with the Technical Specifications (see Title B.1. of the Tender Specifications). In preparing the technical proposal the tenderers should bear in mind the award criteria against which it will be evaluated (see Title B.7. of the Tender Specifications).

Tenderers shall use the following format to submit their technical proposals.

**Lot: Choose item**

Name of the tenderer \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |
| --- |
| **Authorised signature on behalf of the Tenderer** |
| Name and address of the tenderer |   |
| Name and function of the authorised representative |  |
| Signature |   |
| Date |   |

The tenderers shall answer the questions below and shall provide the required information in the text boxes provided. Tenderers can extend the answers to questions in the Technical Proposal form on as many pages as needed and there is no restriction on how long the answers can be. The text boxes can be expanded for as long as needed and additional information/documents can be attached if necessary. In case additional information is provided as annex(es) to this technical proposal form, a reference to the annex(es) should be included in the box corresponding to the relevant question.

This technical proposal form is divided in five mandatory parts, as follows:

* Part 1: Checklist of minimum (mandatory) requirements
* Part 2: Quality of services
* Part 3: Cancellation policy, communication, reporting and service monitoring, data protection policy
* Part 4: Description of the contract implementation team
* Part 5: Environmental considerations

# Checklist of minimum (mandatory) requirements\*

\* **Important**: Please note that the questions in “Checklist of minimum (mandatory) requirements” require an unconditional answer. In order for the tender to be evaluated against the award criteria, it should first meet all the minimum (mandatory) requirements, i.e. all the answers to the below question must be positive. If no answer is given or if an affirmative answer is qualified in any way (e.g. a “yes, but …” answer), it will be deemed as a negative answer and your offer will be disqualified and not evaluated any further.

 **Please fill in the table in the section corresponding to the Lot you are applying for.**

| Ref.[[1]](#footnote-1) | Mandatory (minimum) requirements | Compliance*(please tick)* |
| --- | --- | --- |
| YES | NO |
| **Minimum (mandatory) requirements related to Lot 1** – ability to provide the following services: |
| B.1.6.a | Booking accommodation in Jordan for individuals (room only/bed and breakfast/halfboard) |  |  |
| B.1.6.a | Booking meals in hotels for individuals |  |  |
| B.1.6.a | Booking a restaurant not linked to the accommodation |  |  |
| B.1.6.a | Booking a meeting venue and ancillary services (conference packages) |  |  |
| B.1.6.a | Booking catering services in designated venues (including law enforcement premises) |  |  |
| B.1.6.a | Organising car(s) for local transportation (within the city where the project activity is organized) |  |  |
| B.1.6.a | Organising car(s) for transportation from airport to hotel and back |  |  |
| B.1.6.a | Print outs and photocopies of conference material (black and white/colour) |  |  |
| B.1.6.a | Name tag/badges for meetings |  |  |
| B.1.6.a | Name holders/plates for meetings |  |  |
| B.1.6.a | Settling bills for unexpected services |  |  |
| B.1.4.a | Ensure all communication in English  |  |  |
| B.1.4.b | Comply with the reporting on services |  |  |
| B.2.6 | Comply with the invoicing requirements  |  |  |
| **Minimum (mandatory) requirements related to Lot 2 –** ability to provide the following services: |
| B.1.6.b | Booking accommodation in Lebanon for individuals (room only/bed and breakfast/halfboard) |  |  |
| B.1.6.b | Booking meals in hotels for individuals |  |  |
| B.1.6.b | Booking a restaurant not linked to the accommodation |  |  |
| B.1.6.b | Booking a meeting venue and ancillary services (conference packages) |  |  |
| B.1.6.b | Booking catering services in designated venues (including law enforcement premises) |  |  |
| B.1.6.b | Organising car(s) for local transportation (within the city where the project activity is organized) |  |  |
| B.1.6.b | Organising car(s) for transportation from airport to hotel and back |  |  |
| B.1.6.b | Print outs and photocopies of conference material (black and white/colour) |  |  |
| B.1.6.b | Name tag/badges for meetings |  |  |
| B.1.6.b | Name holders/plates for meetings |  |  |
| B.1.6.b | Settling bills for unexpected services |  |  |
| B.1.4.a | Ensure all communication in English  |  |  |
| B.1.4.b | Comply with the reporting on services |  |  |
| B.2.6 | Comply with the invoicing requirements  |  |  |
| **Minimum (mandatory) requirements related to Lot 3 –** ability to provide the following services: |
| B.1.6.c | Booking accommodation in Tunisia for individuals (room only/bed and breakfast/halfboard) |  |  |
| B.1.6.c | Booking meals in hotels for individuals |  |  |
| B.1.6.c | Booking a restaurant not linked to the accommodation |  |  |
| B.1.6.c | Booking a meeting venue and ancillary services (conference packages) |  |  |
| B.1.6.c | Organising car(s) for local transportation (within the city where the project activity is organized) |  |  |
| B.1.6.c | Organising car(s) for transportation from airport to hotel and back |  |  |
| B.1.6.c | Print outs and photocopies of conference material (black and white/colour) |  |  |
| B.1.6.c | Name tag/badges for meetings |  |  |
| B.1.6.c | Name holders/plates for meetings |  |  |
| B.1.6.c | Settling bills for unexpected services |  |  |
| B.1.4.a | Ensure all communication in English  |  |  |
| B.1.4.b | Comply with the reporting on services |  |  |
| B.2.6 | Comply with the invoicing requirements  |  |  |

# Technical tender

The technical tender will be evaluated against the pre-defined award criteria as indicated in Title B.7 of the Tender Specifications.

In order for CEPOL to evaluate each criterion, the tenderer is requested to provide the information indicated below.

The mere repetition of information already found in the Tender Specifications will not be considered in the scoring.

CEPOL shall assess the quality, suitability and relevance of the proposed services as well as the comprehensiveness and clarity of the description and transparency of the processes.

# Quality of services

*Having in mind the requirements specified in points B.1.6., B.1.3. and B.1.4.a of the Tender Specifications, please describe your services providing at least the following information:*

| **No.** | **Question** |
| --- | --- |
| *2.1* | **Quality of the arrangements for ensuring administrative, technical and logistical support before and during the event :*** *Description of the approach for processing the request of services received from the contracting authority*
* *Description of the approach for ensuring the principle of good financial management and value for money when processing the request of services received from the contracting authority*
* *Description of the arrangements foreseen for ensuring the communication during the events with the project officers and with other parties involved in the organization of the event*

**Tenderers reply or reference to where in the tender the information is provided:** |
| *2.2* | **Quality of the facilities proposed for meetings and accommodation of participants** * + *Description of the security arrangements that will be considered when booking hotels, restaurants and meeting venues (metal detectors at the entrance of the venue, security guards in place, etc),*
	+ *Description of the quality standards that will be considered when booking hotels, restaurants and meeting venues (accessibility, Wi-Fi availability, etc)*
	+ *Possibility of having enhanced services that might be available within the booked hotels, restaurants and meeting venues e.g.: parking at premises of the venue, offer of luggage assistance, luggage-keeping, PCs and printers available free of charge for the guests, etc;*

**Tenderers reply or reference to where in the tender the information is provided:** |
| *2.3* | **Quality of arrangements for meals and catering for participants in hotels and/or other premises:*** + *Possibility to accommodate specific food requirements;*
	+ *Description of the quality for cleanliness, hospitality and delivery of services.*

**Tenderers reply or reference to where in the tender the information is provided:** |
| *2.4* | **Quality of the local transportation services*** + *Description of the quality of vehicles to be used (minimum number of seats, minimum luggage capacity, air-conditioning option availability, cleanliness of the vehicle, etc).*
	+ *Possibility to provide English speaking drivers*

**Tenderers reply or reference to where in the tender the information is provided:** |

# Cancellation policy, communication, reporting and service monitoring, data protection policy

*Having in mind the requirements specified in points B.1.3. and B.1.4. of the Tender Specifications, please describe your cancellation policy, communication, reporting and service monitoring:*

|  |  |
| --- | --- |
| **No.** | **Question** |
| *3.1* | **Cancellation policy for participant(s)***Description of the tenderer’s cancellation policy for one or more participant(s) attending the event who is subject of the following services:*1. *Booking accommodation for individuals*
2. *Organising car(s) for transportation from airport to hotel and back*
3. *Booking catering services in designated venues* ***(valid only for Lot 1 and Lot 2)***

**Tenderers reply or reference to where in the tender the information is provided:** |
| *3.2* | **Communication system***Description of the tenderer’s communication system, as specified in point B.1.4.a. of the Tender Specifications, including:** *Description of how the tenderer intends to handle cases of dissatisfaction (notified by participants or by the contracting authority) effectively and in a polite and discrete manner*
* *Description of the capacity to use English as the main language of communication*

**Tenderers reply or reference to where in the tender the information is provided:** |
| *3.3* | **Reporting system***Description of the tenderer’s reporting system, as specified in points B.1.4.a and B.1.4.b. of the Tender Specifications.***Tenderers reply or reference to where in the tender the information is provided:** |
| *3.4* | **Service Monitoring***Description of the tenderer’s service monitoring system, as specified in point B.1.4.c. of the Tender Specifications, considering the specific requirements regarding the services to be provided (point B.1.3. of the Tender Specifications)***Tenderers reply or reference to where in the tender the information is provided:** |
| *3.5* | **Data Protection Policy***Description of the quality of the tenderer’s system (e.g data protection policy, privacy statements) in place to ensure compliance with data protection requirements.***Tenderers reply or reference to where in the tender the information is provided:** |

# Description of the contract implementation team

*Having in mind the requirements specified in points B.1.4.a of the Tender Specifications, please describe the offered contract implementation team.*

|  |  |
| --- | --- |
| **No.** | **Question** |
| *4.1* | **Team size and composition and resource back up plan*** *Description of the human resources mobilized for the implementation of the contract*
* *Description of the role of the Contract Manager and availability of a backup*
* *Description of the technical, financial and logistic resources (including a back-up plan) involved in the implementation of the contract*

**Tenderers reply or reference to where in the tender the information is provided:** |

# Environmental considerations

|  |  |
| --- | --- |
| **No.** | **Question** |
| *5.1* | *Description of how the tenderer intends to adopt a suitable environmental policy and sustainable measures, including, but not limited to the following aspects:** *the use of recycled materials or materials coming from responsible sources;*
* *minimisation of the use of polluting materials in favour of reusable or recyclable materials;*
* *selection of subcontractors respecting the same principles;*
* *provision of digital information packs and virtual files.*

**Tenderers reply or reference to where in the tender the information is provided** |

1. Section of the tender specifications [↑](#footnote-ref-1)