**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.

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 and one optional parts, as follows:

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

For tenderers who wish to be included in the “List of hotels with meeting facilities”:

* Part 6: Checklist of minimum (mandatory) requirements

# 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.

|  |  |  |  |
| --- | --- | --- | --- |
| Ref.[[1]](#footnote-1) | Mandatory (minimum) requirements | Compliance  *(please tick)* | |
| YES | NO |
| B.1.3.a. | The hotel has a 3-star rating or higher according to the hotel classification standards in force in Hungary |  |  |
| The hotel is located in Budapest and it is:   * **either** within a 15-minute walking distance from CEPOL’s premises (H-1066 Budapest, Ó utca 27.); * **or** has a good public transport connection (maximum 15 minutes scheduled travel time to CEPOL); * **or** provides a shuttle service from the hotel to CEPOL, at least twice a day for groups of guests (departure time from the hotel shall be communicated to the hotel in advance). |  |  |
| B.1.3.b. | The tenderer complies with the minimum requirements related to accommodation services as specified in the Tender Specifications. |  |  |
| B.1.3.c. | The tenderer complies with the cancellation policy as specified in the Tender Specifications. |  |  |
| B.1.3.e. | The tenderer complies with the minimum security requirements and minimum fire and safety requirements as specified in Tender Specifications. |  |  |
| B.1.4.b. | The tenderer complies with the communication and reporting requirements as specified in the Tender Specifications. |  |  |
| B.1.4.c. | The tenderer complies with service monitoring requirements as specified in the Tender Specifications. |  |  |

# 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 the accommodation services

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

|  |  |
| --- | --- |
| **No.** | **Question** |
| *2.1* | **Quality of the facilities, including:**   * *access to the hotel from CEPOL Headquarters and, if applicable, description of the available shuttle service;* * *description of the quality for cleanliness, maintenance, hospitality and delivery of services;* * *description of the tea/coffee making facilities and minibar or refreshment possibilities in the room;* * *description of how 24-hour access to guests is ensured;* * *breakfast and dinner facilities or arrangement with nearby restaurants to provide dining services to CEPOL guests;* * *description of the Wi-Fi or internet availability in rooms and in common areas.*   **Tenderers reply or reference to where in the tender the information is provided:** |
| *2.2* | **Ability to provide competitive hotel rates (on different board basis) to CEPOL**  **Tenderers reply or reference to where in the tender the information is provided:** |
| *2.3* | **(if applicable) Additional services offered:**   * + *fast-track for check-in and check-out;*   + *possibility for free upgrade to superior rooms when standard rooms are full;*   + *possibility to accommodate specific food requirements;*   + *enhanced services e.g.: parking, offer of luggage assistance, luggage-keeping, meals at lunchtime, table service on request at breakfast, secondary dining, gym/fitness, business centre with PCs and printers available free of charge, choice of newspapers/magazines in English, allergy-free (“pure”) rooms;*   + *possibility of offering preferential terms to CEPOL Third Parties.*   **Tenderers reply or reference to where in the tender the information is provided:** |

# Cancellation policy, communication, reporting and service monitoring

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

|  |  |
| --- | --- |
| **No.** | **Question** |
| *3.1* | **Cancellation policy**  *Description of the tenderer’s cancellation policy, indicating if it exceeds the requirements specified in point B.1.3.c. of the Tender Specifications.*  **Tenderers reply or reference to where in the tender the information is provided:** |
| *3.2* | **(if applicable) Availability and quality of an online-booking system**  *Where available, description of the tenderer’s online-booking system, as specified in point B.1.4.b. of the Tender Specifications.*  **Tenderers reply or reference to where in the tender the information is provided:** |
| *3.3* | **Communication system**  *Description of the tenderer’s communication system, as specified in point B.1.4.b. of the Tender Specifications, including:*   * *Description of the role of the Account Manager and availability of a backup* * *Response time, if it exceeds CEPOL’s requirements* * *Description of how the tenderer intends to handle cases of dissatisfaction effectively and in a polite and discrete manner*   **Tenderers reply or reference to where in the tender the information is provided:** |
| *3.4* | **Reporting system**  *Description of the tenderer’s reporting system, as specified in point B.1.4.b. of the Tender Specifications.:*  **Tenderers reply or reference to where in the tender the information is provided:** |
| *3.5* | **Service Monitoring**  *Description of the tenderer’s service monitoring system, as specified in point B.1.4.c. of the Tender Specifications, including:*   * *Description of how the tenderer will satisfy guests’ four basic needs:*   + *The need to feel welcome*   + *The need to be understood*   + *The need to feel important*   + *The need for comfort*   **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.1.3.b. and B.1.4.b 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 tenderer’s service monitoring system, as specified in point B.1.3.b. and B.1.4.b of the Tender Specifications, including:*   * *adequate number of staff with well-structured and dedicated teams and an account manager* * *availability of multi-lingual staff, with English as a mandatory requirement*   **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** |

# (if applicable) Placement on the “List of hotels for meeting facilities”

Hotels selected to be placed on the ‘List of hotels for accommodation facilities’ may also be placed on the ‘List of hotels for meeting facilities’ if they offer meeting facilities and the offer fulfils the below minimum requirements.

|  |  |  |
| --- | --- | --- |
| **Ref.[[2]](#footnote-2)** | **Requirements to be provided in the tenderer’s offer** | **Tenderers reply or reference to where in the tender the information is provided** |
| B.1.3.d. | an overview of their meeting facilities in square meters; |  |
| an overview of their meeting facilities in different settings (e.g. classroom, carré, theatre), including drawings of these settings; |  |
| an overview of main meeting rooms and break-out rooms; |  |
| dedicated on-site contact person; |  |
| noise-free adjoining rooms (kitchens/service corridors); |  |
| properly working and individually controlled heating/air conditioning systems; |  |
| an overview of audio-visual equipment available in each room, including details of beamers, screens and the provision of technical support; |  |
| details on Wi-Fi in all meeting rooms; |  |
| an overview of the restaurant facilities or arrangement with nearby restaurants available for breakfast, lunch and dinner, including proposals on the offered solutions for:   * Coffee break * Buffet lunch * Business lunch * Buffet dinner * Seated dinner |  |
| details on the possibility to accommodate specific food requirements (e.g. vegetarian, kosher, halal); |  |
| an overview of parking facilities; |  |
| an overview of the meeting packages offered; |  |
| details of complimentary parking spaces (for min. 5 cars) during the meetings; |  |
| details of whiteboards, flipcharts, pads, pens, mints, iced water. |  |
| ADDITIONAL SERVICES (not mandatory) |  |
| B.1.3.e. sub-point a.3. | The tenderers are required to confirm that they are compliant with the security requirements specified in sub-point a.3. of point B.1.3.e. of the Tender Specifications. |  |
| B.1.3.e. sub-point a.3. | The tenderers are required to confirm that if awarded a contract, they will enable CEPOL to verify the security requirements compliance. |  |

1. Section of the tender specifications [↑](#footnote-ref-1)
2. Section of the tender specifications [↑](#footnote-ref-2)