

CLARIFICATION no. 1

Procurement procedure CEPOL/PR/OP/2018/001 - Hotel Services in Budapest

Answers to questions sent by interested economic operators.

No.	Question	
1	B.1.3.b “Tea/coffee making facilities and minibar or refreshment possibilities in the room” – Does a free bottle of mineral water in the mini fridge satisfy the requirement of “refreshment possibilities in the room” or what would be the minimum request from Your side for this point?	The minimum to fulfil the requirement of “ <i>refreshment possibilities in the room</i> ” is a complimentary one-litre bottle of still water, combined with (free or payable) 24-hour coffee/tea facilities elsewhere in the hotel.
2	B.6.2.2 Quality management system – our quality management system is not certified by a third party, in this case in which form shall we describe it for the tender? Is a short extract sufficient with the control tasks of each departments?	The tenderer is requested to provide a description of the quality management system implemented (i.e. processes, procedures, and responsibilities for achieving quality policies and objectives).

No.	Question	
3	<p>According to B.6.2.2. TECHNICAL AND PROFESSIONAL CAPACITY of the tender specification</p> <ul style="list-style-type: none"> - the hotels have to provide a document confirming their star classification. If a hotel doesn't have a Hotel stars or any other classification, can they still be accepted in the tender with a classification document? - The hotels have to provide CVs of their hotel staff, do we understand correctly that each hotel needs to provide 7 CVs of 7 hotel staff? 	<ul style="list-style-type: none"> • If the tenderer can provide clear evidence that hotel has the facilities and process control that a) meet or exceed the requirements as laid down in the technical specifications and b) are similar or exceed the requirements for a three star rating, the offer will be evaluated. However, CEPOL will be entitled for a site visit to ascertain the suitability of the facilities. • Tenderers are requested to provide 7 CVs of the staff proposed to implement the contract: <ul style="list-style-type: none"> ○ one account manager and a backup of the account manager ○ 5 hotel staff members <p>demonstrating the required length of work experience, language competencies (CEFR), relevant qualifications and training.</p> <p>To avoid misunderstanding: as the contract will be concluded with each successful hotel in the tender, the CVs need to be provided for each hotel.</p> <ul style="list-style-type: none"> ○ If one hotel manager (account manager) is responsible for 2 or more hotels, his/her CV should be included for each hotel.
4	<p>According to B.1.4.b. COMMUNICATION AND REPORTING hotel are obliged to respond within max. 4 hours unless a longer deadline is given. Please clarify if only workings hours are taken into consideration while calculating the 4 hours (weekdays between 9am and 5 pm)?</p>	<p>The 4-hour response time is considered during CEPOL working hours. Our working hours are Monday to Friday between 08:30 and 17:30 although occasionally a request might be send outside these hours. (e.g. for a request sent on Friday at 18.00, the answer must be provided by Monday at 12.30). CEPOL has public holidays which might be different from Hungarian national holidays. An overview of CEPOL public holidays for 2018 will be communicated after the signing of the framework contracts; for subsequent years these will be communicated the latest in December.</p>

No.	Question	
5	<p>In case if one legal entity represents several different category hotels, according to Annex IX shall the tenderer submit the documents for all offered hotels in one envelope with Envelope B1, B2, B3, etc. and C1, C2, C3, etc. included for each hotel? For the electronic copy, can we use 1 CD or USB per each Envelope with subfolders marked B1, B1, etc.?</p>	<p>Tenderers shall submit one envelope A and envelopes B and C for each hotel. For ease of reference (and minimising risk of confusion/mistakes) the envelopes can be marked B – hotel name/C – hotel name. If two or more hotels have the same name, we suggest the following convention: B – hotel name, address/C – hotel name, address.</p> <p>For the electronic copy we suggest the following folder structure:</p> <p>1 CD/USB : folder A\ 1 CD/USB: folder B\, technical offer and subfolders: ...B\technical offer hotelname1 (address) ...B\technical offer hotelname2 (address) 1 CD/USB: folder C\ financial offer and subfolders: ...C\financial offer hotelname1 (address) ...C\financial offer hotelname2 (address)</p>
6	<p>In case if one legal entity represents several different category hotels can CEPOL accept the invoices separately from each hotel as they are all different financial units with different bank accounts?</p>	<p>Yes. In that case you have to fill in one legal entity form and for each hotel a different financial identification form.</p>
7	<p>Concerning Annex V / C. Shall we include subcontractors offering only very small percentage of services compared to the whole tender amounts (technical equipment)? If the hotel is providing a free shuttle service, shall the provider be included as subcontractor?</p>	<p>In accordance with Chapter E.2.2., the tender shall:</p> <ol style="list-style-type: none"> 1. State which tasks it intends to subcontract and clearly indicate the already identified subcontractor(s), their roles, activities and responsibilities; 2. Specify the volume or proportion of the activities likely to be subcontracted. <p>Additional documentation shall be provided only where the tenderer intends to subcontract above 50% of the activities specified in Title B.1. to other economic operators.</p>

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8	Regarding price revision, we understand from I.5.1. Price revision index, that we shall indicate a price which is valid for 4 years, and the only adjustment possibly made to this price is by taking into consideration the HICP.	Your understanding on the price revision clause is correct.
9	The rates which are given in the Annex III., are the highest one, what you will accept or we could propose higher prices also	The ceilings mentioned in Annex III should be considered for guidance. Higher offers will not lead to exclusion of your offer.
10	<p>We would like to know, that in the CEPOL Tender, for Hungarian Hotels (resided in Budapest), in Annex III, Financial Proposal Form – 2. Meeting Facilities, there was a phrase: „Currently the total ceiling for meals (lunch and dinner) in Hungary is 40 EUR.”</p> <p>We are asking, that did you interpreted this sentence as 40 EUR for lunch AND dinner, or as 40 EUR separately for lunch and separately for dinner?</p> <p>We are asking this question, because there are relevant differences between 3-4-5* hotels.</p>	The ceiling of 40 EUR is intended for lunch AND dinner. However, please refer to the reply to question no. 9. The ceilings mentioned in Annex III are provided for guidance and higher offers will not lead to exclusion of your offer.
11	If a hotel doesn't have meeting room facilities, but would like to submit to the hotel tender to accommodate the individual guests, is it possible?	<p>Yes, this is possible. As indicated in the Technical Specification (B.1.1):</p> <p>“CEPOL shall establish two (2) lists:</p> <ol style="list-style-type: none"> 1. list of hotels for accommodation services; 2. list of hotels for meeting facilities. <p>The successful hotels may be placed either only on the first list or on both lists. The use of the lists during contract implementation is described in Chapter B.2.1.”</p>

No.	Question	
12	<p>B.1.3.b.REQUIREMENTS RELATED TO ACCOMMODATION SERVICES</p> <p>Tea/Coffee making facilities and minibar or refreshment possibilities in the room</p> <p>Is it 100% essential to have the tea and coffee making facilities in the guest room or is it also acceptable to provide these kind of services in our hotel's Lounge Bar (public area) on a complimentary basis of course, daily until 5 p.m. or 24 hours a day (depending on hotel).</p>	Please see the reply to question No. 1