

CLARIFICATION no. 2

Procurement procedure CEPOL/PR/OP/2014/002 – Travel Arrangement Services

Answers to questions sent by potential tenderers

No.	Question	Answer
1	Please provide an estimate of number of room nights in Hungary and abroad	In 2013 CEPOL booked a total of 5,700 bed nights. For 2015 CEPOL estimates that 600 bed nights will be booked in Budapest.
2	What are your TOP 5 air destinations?	Budapest, Brussels, The Hague. Other destinations are dispersed quite equally among the EU member states.
3	What are your TOP 5 hotel locations?	Budapest, Brussels, The Hague. Other destinations are dispersed quite equally among the EU countries.
4	What is CEPOL annual air spend?	In 2013 CEPOL booked a total of 3,130 flights.
5	What is CEPOL annual hotel spend?	In 2013 CEPOL booked a total of 5,700 bed nights.
6	Can CEPOL provide a breakdown of intra-European flights compared to outside European flights?	98% of all flights are within the European Union. Other flights are within Europe but outside European Union. There are no more than 5 intercontinental flights annually.
7	What are the top destinations CEPOL would require meeting rooms to be booked?	This information is not available. The destinations will depend on the EU member states where events will be organised.
8	What is the average value of the meeting room & ancillary services that are to be booked?	The average cost of renting the meeting room and of the ancillary services is estimated at €3,000. This figure is indicative only and is based on the experience from 2013 where CEPOL has paid separately the cost of meeting room and ancillary services. In other cases the cost of meeting

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		room and ancillary services was included in the cost of participant's accommodation (as part of a package deal) and was not charged separately.
9	Does CEPOL have any preferred hotel rates or relationship with hotels where they have B&B or DBB rates? If so can CEPOL detail these hotels and the cities?	CEPOL does not currently have a list of preferred hotels. There are some hotels in Budapest that have expressed their willingness to offer preferential rates for accommodation or events booked for CEPOL. Additionally, some hotels in Brussels, Belgium and in other cities in the EU that offer preferential rates for the European Commission and other EU Institutions and Agencies. A list such hotels is not available currently, but will be provided by CEPOL to the successful tenderer once it becomes available. When booking accommodation in such hotels, the preferential rate has to be always asked by the contractor.
10	Would CEPOL consider allowing a % figure to be used in line 15 of the pricing grid regards meeting venue bookings?	No, this is not allowed. The fees charged by the tenderer for the services listed must be expressed as a fixed amount (flat rate) in Euro , except for transactions listed in Lines 16 and 17 of the Financial Proposal form , which may be expressed either as a fixed amount (flat rate) or as a percentage of the bill amount
11	What is the average size of a group hotel reservation?	35-40 participants
12	We note there is no line item for any refunds would CEPOL consider adding a line item within the pricing template for this?	No, it is not allowed to modify the Financial Proposal form. Any cost elements that are not specifically listed in the Financial Proposal form, but might be incurred by the tenderer in the course of the execution of the contract must be included in the transaction fees already provided for in the Financial Proposal form.

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13	What is the value of local transportation bills and which country / city would this requirement be needed most?	The value of transportation bills vary annually depending where the activities take place. The maximum is EUR 60 per person per event. There is no prevalence of any particular country or city.
14	Do CEPOL have any preferred hotels?	Please see the answer to Question 9.
15	What is the CRM based travel management application that is used by CEPOL?	It is a Microsoft application allowing registration of participants, processing, monitoring and recording bookings.
16	What is the ratio of Bed & Breakfast and Half Board/Full board accommodation bookings?	Around 30% is Bed and Breakfast, 70% half board bookings are made annually.
17	What is the percentage of travel where CEPOL requests the Travel Agency to settle the hotel bills?	All, except staff missions. There are around 300 staff missions annually.
18	Can you confirm that CEPOL will pay at point of sale for all airline transactions?	<p>No, CEPOL will not pay at the point of sale for the airline transactions. The tenderers are referred to point B.1.4.g. Invoicing of the Tender Specifications.</p> <p>For example, if the contractor has booked a flight and issued the ticket in January 2015, CEPOL will pay the cost of the ticket and the transaction fee within 30 days from the date of the receipt of January 2015 monthly invoice. This monthly invoice will include the cost of all services (including the cost of tickets, accommodation, etc and the transaction fees) provided from 1st to 31st January 2015 and sharing the same commitment number.</p>
19	Do you use any lodge or credit card to settle payment? If not, are you open to discuss the implementation of such	No, CEPOL does not use any corporate lodge or credit card. Such a

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	payment methods?	<p>method of payment is outside the scope of this contract.</p> <p>In cases where CEPOL staff settle the hotel bills on departure, they might use their personal debit/credit cards or cash to make the payment to the hotel.</p>
20	Can you please confirm the expected 'go live' date of the new contract?	CEPOL estimates that the new framework contract will come into force by the end of December 2014.
21	Can you please detail current challenges of CEPOL travel booking and main objectives that you would like to see achieved within the new contract?	With the new contract CEPOL is changing its business model outsourcing most of the steps in booking of flights.
22	There is no line item on the pricing grid to allow billing a fee for calls made to the 24/7 assistance team, would CEPOL consider adding a line?	No, it is not allowed to modify the Financial Proposal form. Any cost elements that are not specifically listed in the Financial Proposal form, but might be incurred by the tenderer in the course of the execution of the contract must be included in the transaction fees already provided for in the Financial Proposal form.
23	Can CEPOL detail the number of calls made outside of office hours?	No, CEPOL does not hold statistics on such calls neither monitors them.
24	Do you pay the agency fee in EUR?	All the payments to the contractor (including the transaction fees, cost of tickets, cost of accommodation) under the new framework contract will be made in EUR.
25	Do you pay the services (air ticket, accommodation, transportation etc.) in EUR or in local currency?	All the payments to the contractor (including the transaction fees, cost of tickets, cost of accommodation) under the new framework contract will be made in EUR.

