

CLARIFICATION no. 4

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

Answers to questions sent by potential tenderers

No.	Question	Answer
1	Bill back - can CEPOL confirm there would be one central billing/payment point for invoices?	Yes, all invoices shall be addressed to CEPOL.
2	Pricing grid Line 5 – is the rail fee for a standalone rail fee?	The transaction fee for issuing a train ticket shall cover the entire rail journey.
3	Can CEPOL please provide details on rail ticket location requirements?	The electronic tickets are preferred. If paper tickets need to be provided they have to be posted to the travellers. The travellers can come from any European country.
4	Can CEPOL detail where local transportation would be required – is this just local in Hungary?	Local transportation may be required in any EU country.
5	The transaction fee for making a group hotel reservation – is this a fee per delegate or a fee per group booking?	The transaction fee for making a group hotel reservation is a fee per group booking, not per delegate.
6	Booking a meeting venue and ancillary services – can CEPOL please detail the ancillary services that may need to be booked?	The ancillary services may include catering, conference equipment rental, printing, in rare cases - interpreters and interpretation equipment.
7	Can CEPOL confirm if commission can be retained by the travel provider and used to offset our fees?	The cost of transport and/or accommodation (when applicable) and the transaction fees will be paid by CEPOL to the travel agency (i.e. the contractor). Any commission should be reflected in the quotations for the

No.	Question	Answer
		transport and/or accommodation options provided to CEPOL during the contract implementation.
8	Is the bill back fee 17 & 18 pricing grid per line item or per consolidated invoice	<p>The bill back transaction fees are per the entire transaction concerned, not per individual items of a transaction, for example:</p> <ul style="list-style-type: none"> <li>- In case of an individual hotel booking, the bill back fee will be for the total amount of the hotel bill related to the concerned individual's stay in the hotel, settled by the travel agency to the hotel.</li> <li>- In case of group hotel booking, the bill back fee will be for the total amount of the hotel bill related to the group's stay in the hotel, settled by the travel agency to the hotel.</li> <li>- In case of meeting venue and ancillary services, the bill back fee will be for the total cost of renting the venue and of ancillary services, settled by the travel agency to the service provider.</li> </ul>
9	Can CEPOL confirm that all commitment number invoices will be paid by CEPOL in Hungary – one central payment office in Hungary?	<p>Yes, all invoices shall be addressed to CEPOL and will be paid by CEPOL.</p> <p>The only invoicing address will be the address of CEPOL in Budapest, Hungary.</p>
10	In any one month approximately how many commitment numbers are active for invoicing?	The number of commitments and respectively of monthly invoices varies throughout the year, the busiest periods being May – June and August – October. As an indication only, in 2014 CEPOL received on average between 10 and 15 invoices for travel arrangement services per month, depending on the volume of activities in the preceding month.

No.	Question	Answer
11	<p>In the tender specifications document, page 8, you indicate an indicative annual volume. Is it possible to know the annual volume and transactions for each service? For example:</p> <ul style="list-style-type: none"> <li>• intercontinental, international and domestic air</li> <li>• cities in which the greatest number of nights are booked</li> </ul>	<p>98% of all flights are within the European Union. Other flights are within Europe but outside European Union. There are no more than five intercontinental flights annually. Domestic flights are not expected to be required.</p> <p>The hotels will be booked most frequently in Budapest, Brussels and the Hague. Other destinations will be dispersed quite equally among the EU countries.</p>