ANNEX II

TECHNICAL PROPOSAL FORM

The technical proposal must be consistent with the Technical Specifications (see Section 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 Section 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 six parts, as follows:

Part 1: Checklist of minimum (mandatory) requirements

Part 2: Contract implementation proposal

Part 3: Response times

Part 4: Service levels

Part 5: Description of the contract implementation team

Part 6: Proposal for selected itineraries and related accommodation proposals

# 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 eliminated.

| Ref.[[1]](#footnote-1) | Mandatory (minimum) requirements | Compliance  *(please tick)* | |
| --- | --- | --- | --- |
| YES | NO |
| B.1.2. | Ability to provide all the services required as a minimum: |  |  |
| * Booking, issuing and delivery of flight/train/ferryboat tickets, where applicable with the competent CRS (Computer Reservation Systems) |  |  |
| * Electronic ticketing |  |  |
| * Booking of accommodation (hotel rooms) on various board basis (bed & breakfast, half-board, full-board) |  |  |
| * Booking of meeting facilities and ancillary services (e.g. catering for participants to the meetings) |  |  |
| * Providing assistance in obtaining visas |  |  |
| * 24 hours assistance to travellers |  |  |
| * Booking of local transportation services |  |  |
| B.1.2. | Ability to allocate additional staff during peak periods |  |  |
| B.1.3.b. | Ability to settle the hotel bills (accommodation and meals as well as city tax and other obligatory taxes) directly with the hotel |  |  |
| B.1.3.c. | Ability to settle the bills for the meeting room and ancillary services directly with the venue provider |  |  |
| B.1.3.f. | Ability to settle the invoice for local transportation services directly with the service providers |  |  |
| B.1.4.a. | Ability to provide emergency assistance / hotline services 365 days per year, 7 days per week and 24 hours per day |  |  |
| B.1.4.g. | Ability to comply with the invoicing requirements as described in Section B.1.4.g. of the tender specifications |  |  |
| B.1.4.i. | All members of the contract implementation / customer support team must have a very good working knowledge of English of at least level B2 |  |  |

# Contract implementation proposal

| **No.** | **Question** |
| --- | --- |
| *2.1* | *Please describe how the contract implementation will be organised in order to guarantee efficiency and quality of the provision of services to CEPOL, in accordance with the requirements listed in Section B.1* |
| *2.2* | *Please demonstrate your ability to proactively provide solutions to optimize travel time and improve cost efficiency (please provide at least one example)* |
| *2.3* | *Please demonstrate the selection of hotels across EU member states and availability of lists of preferred hotels* |
| *2.4* | *Please demonstrate the ability to provide CEPOL, for consultation purposes only and free of charge, with access to its reservation system(s)* |
| *2.5* | *Please demonstrate the ability to provide competitive hotel rates (on different board basis) to CEPOL (please provide at least one example)* |

# Response times

| **No.** | **Question** | **Required by CEPOL** | **Offered by tenderer** |
| --- | --- | --- | --- |
| 3.1 | Response time for normal mission requests (the time between CEPOL sending the request for services and the Travel Agency sending the transport options and costs) | 2 hours | [please complete] |
| 3.2 | Response time for urgent mission requests (the time between CEPOL sending the request for services and the Travel Agency sending the transport options and costs) | 30 minutes | [please complete] |
| 3.3 | Response time for participant travel per pack of 30-35 travel request (time for completion of the pack from the moment of it being sent by CEPOL) | 3 working days | [please complete] |
| 3.4 | Response time for exchange travel (time for issuing of flight ticket and accommodation voucher) | 3 working days | [please complete] |
| 3.5 | Response time for requests for room only or bed & breakfast (the time between CEPOL sending the request for services and the Travel Agency sending the accommodation options and costs) | 4 hours | [please complete] |
| 3.6 | Response time for requests for half- or full board (the time between CEPOL sending the request for services and the Travel Agency sending the accommodation options and costs) | 2 working days | [please complete] |
| 3.76 | Response time for urgent requests for room only or bed & breakfast (the time between CEPOL sending the request for services and the Travel Agency sending the accommodation options and costs) | 1 hour | [please complete] |
| 3.8 | Response time for urgent requests for room only or bed & breakfast (the time between CEPOL sending the request for services and the Travel Agency sending the accommodation options and costs) | 4 hours | [please complete] |

# Service levels

| **No.** | **Question** |
| --- | --- |
| *4.1* | *Please describe the alert systems for travel disruptions and contingency plans* |
| *4.2* | *Please describe the emergency Assistance / Hotline support* |
| *4.3* | *Please describe the services provided outside the normal working hours (out-of-hours), as well as during weekends and holidays* |
| *4.4* | *Please describe the reporting/statistics provided* |

# Description of the contract implementation team

|  |  |
| --- | --- |
| **No.** | **Question** |
| *5.1* | *Please describe the contract implementation team in terms of composition and size. Please also provide a staffing plan to cope with peak times and a resource back up plan.* |

# Proposal for selected itineraries and related accommodation proposals

| **No.** | **Question** |
| --- | --- |
| *6.1* | *Please provide proposals for itineraries, times, prices[[2]](#footnote-2), transport and accommodation for the scenario no.1 (mission) described in Appendix 1 (see next pages).* |
| *6.2* | *Please provide proposals for itineraries, times, prices[[3]](#footnote-3) and transport for the scenario no.2 (participant travel) described in Appendix 1 (see next pages). The most suitable travel has to be selected in line with the rules described in Annex XI to the tender specifications.* |
| *6.3* | *Please provide proposals for itineraries, times, prices[[4]](#footnote-4) and transport for the scenario no.3 (Exchange travel) described in Appendix 1 (see next pages). The most suitable travel has to be selected in line with the rules described in Annex XI to the tender specifications.* |

APPENDIX 1 – travel scenarios

# Scenario no. 1 (mission)

|  |  |
| --- | --- |
| Number of persons on mission | 1 (one) |
| Services required | Transport  Hotel accommodation – max. 1 night |
| Date(s) and time of meeting | Starting: Wednesday 18 January 2017 at 10:00hrs  Ending: Wednesday 18 January 2017 at 17:00hrs |
| Venue of meeting  (physical address) | Council of the European Union  Rue de la Loi 175 - B-1048 Brussels, Belgium |
| Departure location | Budapest, Hungary |
| Destination location | Brussels, Belgium |
| Additional instructions | Hotel ceiling price – 148 Euro/night  Staff going on mission cannot be obliged, either at the place of employment or at the place of mission, to:  – leave their place of employment or place of mission before 07.00 (station or other transport type) or before 08.00 (airport);  – arrive at the place of mission after 21.00;  – arrive at the place of employment after 23.00 (airport, station or other transport type).  The return journey must be commenced in principle:  – in the case of travel by air, not more than three and a half hours after the end of the meeting;  – in the case of travel by any other means of transport, not more than two hours after the end of the meeting. |

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# Scenario no. 2 (participant travel)

|  |  |
| --- | --- |
| Number of persons | 10 (ten) |
| Services required | Transport |
| Date(s) and time of meeting | Starting: Monday 16 January 2017 at 13:00hrs  Ending: Wednesday 18 January 2017 at 16:30hrs |
| Place of meeting | Tampere, Finland |
| Departure location | Various:   1. London, UK; 2. Alicante, Spain 3. Paris, France 4. Lyon, France 5. Muenster, Germany 6. Wiesbaden, Germany 7. Nicosia, Cyprus 8. Valetta, Malta 9. Lisbon, Portugal 10. Tallinn, Estonia |
| Destination location | Tampere, Finland |
| Additional instructions | Outbound travel 16 January 2017, early morning arrival by 11:30 hrs or if not possible, on 15 January 2017 late afternoon.  Inbound travel – 18 January 2015, departure time after 18:00 hrs. |

# Scenario no. 3 (Exchange travel)

|  |  |  |
| --- | --- | --- |
| Number of persons | 4 (four) | |
| Services required | International travel arrangements and accommodation on half board | |
| Date(s) and time of meeting | Starting: Sunday 15 January 2017  Ending: Friday 20 January 2017 | |
| Exchange #1 | Departure location: | Banja Luka (Bosnia & Herzegovina |
| Destination location: | Porto (Portugal)  Ceiling half board (138.35 EUR = hotel 101.00, breakfast 12.45, dinner 24.90) |
| Preferred Hotels: | * Porto Antas Hotel * AC Hotels Porto |
| Exchange #2 | Departure location: | Amsterdam (The Netherlands) |
| Destination location: | Bucharest (Romania)  Ceiling half board (163.90 EUR = hotel 136.00, breakfast 9.30, dinner 18.60) |
| Preferred Hotels: | * Intercontinental Hotel Bucharest * Radisson Blu Hotel Bucharest * JW Marriott Bucharest Grand Hotel |
| Exchange #3 | Departure location: | Palanga (Lithuania) |
| Destination location: | Tbilisi (Georgia)  Ceiling half board (251.00 EUR = hotel 215.00, breakfast 12.00, dinner 24.00) |
| Preferred Hotels: | * Rooms Hotel * Holiday Inn Tbilisi * Ambassador Tbilisi |
| Exchange #4 | Departure location: | Chisinau (Moldova) |
| Destination location: | Thessaloniki (Greece)  Ceiling half board (148.90 EUR = hotel 112.00, breakfast 12.30, dinner 24.60) |
| Preferred Hotels: | * Grecotel Astir Egnatia Alexandroupolis * Thraki Palace Hotel * Alexander Beach Hotel and Convention Center |
| Additional instructions | Please provide flight and half board hotel booking for the above Exchange Programme participant(s).  Outbound travel - 15 January 2017  Inbound travel - 20 January 2017 after 15.00 pm  Accommodation including all local taxes to be based on half board (breakfast and dinner).  Please note that all hotel bookings should be within the ceiling limit of the country per night on half board including booking fee and preference given to the indicated hotels. In case these hotels are not available, please quote alternatives in the vicinity of the preferred hotels. | |

1. Section of the tender specifications [↑](#footnote-ref-1)
2. Prices indicated in this section will not be taken into consideration in the financial evaluation of the tenders [↑](#footnote-ref-2)
3. Prices indicated in this section will not be taken into consideration in the financial evaluation of the tenders [↑](#footnote-ref-3)
4. Prices indicated in this section will not be taken into consideration in the financial evaluation of the tenders [↑](#footnote-ref-4)