



EUROPEAN UNION AGENCY FOR FUNDAMENTAL RIGHTS

Vienna, 30/07/2013
Reg. 000667

Subject: F-SE-13-T04 – Travel Agency Services

Contract notice: 2013/S 118-200640 of 20/06/2013, as amended

Ref.: Additional information regarding the specifications of the tender.

Dear Sir / Madam,

We received questions of general interest from the tenderers. Please find herewith the answers to these questions.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'M. Kjaerum', with a long horizontal line extending to the right.

Morten Kjaerum

Director

QUESTIONS & ANSWERS (I)

Subject: F-SE-13-T04 – Travel Agency Services

Contract notice: 2013/S 118-200640 of 20/06/2013, as amended

Question 1:

- (a) Können alle Dokumente, wie Firmenbuchauszug, Bilanz etc in deutscher Sprache beigelegt werden?
(Will documents submitted in German be considered eligible (e.g. company registration, balance sheets, etc.)?)
- (b) Können auch alle Ausschreibungsunterlagen auf Deutsch übermittelt werden?
(Will also all other tender documents submitted in German be considered eligible?)

Answer 1:

- (a) All official documents, as well as the financial statements (balance sheets, profit and loss accounts, etc.), may be submitted in German.
(Alle offiziellen Dokumente ebenso wie Bilanzen-, Gewinn und Verlustkontenauszuüge können in deutscher Sprache übermittelt werden.)
- (b) According to section IV.3.6 of the contract notice 2013/S 118-200640 of 20/06/2013, and according to paragraph 2 of the invitation to tender of 08/07/2013, you may submit your offer in any EU official language, but preferably in English.
(Gemäss Punkt IV.3.6 der Veröffentlichung der Ausschreibung 2013/S 118-200640 vom 20/06/2013 und gemäss Paragraph 2 der Einladung zur Abgabe eines Angebots vom 08/07/2013 können Angebote in jeder offiziellen EU Sprache, bevorzugt aber in Englisch, abgegeben werden.)

Question 2

Re Annex B, 1.4.4 Payment

Wie werden derzeit die Flugtickets bezahlt, verwendet FRA ein sog. Travel Account oder Kreditkarten, z.B. von AirPlus oder American Express?

(Currently, how does the FRA pay for flight tickets? Do you use either a travel account or a credit card e.g. from AirPlus or American Express?)

Answer 2:

According to Annex B, paragraph 1.4.4 the FRA pays upon reception of invoice in maximum 30 days' time to the bank account of the contractor.

Question 3:

Annex A.1 – Seite 5

Sie erwähnen den Wunsch nach einem Online Booking Tool. Es ist aber kein Pricing dafür vorgesehen, das sich für Selfbooking völlig anders gestalten würde als für Teambuchungen (Offline). (You expressed the desirability of having an online booking tool. However, you did not foresee any prices for online bookings although prices for self-booking would be different from the prices for offline bookings.)

Answer 3:

The online booking has not been included in the price list as it is assumed that tenderers offering the possibility of online booking will calculate the booking prices accordingly.

Question 4:

Bitte senden Sie uns detaillierte Informationen zum Flugvolumen (Destinationen, Anzahl Flugtickets). (Please provide information as to the flight volume (destinations, number of flight tickets).)

Answer 4:

The FRA is expecting an average of approximately 700 flight tickets per year of which 1/3 is to Brussels and the rest to other destinations in Europe, mainly to the EU countries. Intercontinental flights might occur exceptionally.

(Die FRA rechnet mit einer durchschnittlichen Anzahl von ca 700 Flugscheinen pro Jahr, von denen 1/3 fuer Fluege nach Bruessel entfallen und der Rest auf Flugziele zu anderen Orten in Europa. Intercontinentale Fluege kommen nur sehr selten vor.)

Question 5:

As you mentioned in the tender that an Online Booking Tool is also on your Agenda we kindly ask if we should include an Implementation Plan including Fees and Processes?

Answer 5:

If you offer an Online Booking Tool then please feel free to describe it.

You may also include an Implementation Plan, the Agency will evaluate the added value and the economies done if this is implemented. However, this will not be considered in the evaluation.

Question 6:

Is a travel policy on your agenda as well ? If yes we would like to take this also into consideration and ask you to send it if available. (Otherwise we could also send you an example of a Travel Policy if needed).

Answer 6:

The FRA pursues a guide to mission. Please find attached a copy.

Question 7:

Hotel Bookings, does some corporate contracts/rates exists, if so with what hotel chains or hotels, if not, do you plan to have such agreements and will you book it via our dedicated Service Team?

Answer 7:

The FRA has an agreement with Kremslener Hôtels GmbH in Vienna and also uses, when possible, the European Commission's special rates of hotels.

Question 8:

Car rentals, does some corporate contracts/rates exists, if so with what car rental group, if not, do you plan to have such agreements and will you book it via our dedicated Service Team?

Answer 8:

The FRA does not have any corporate contracts/rates. It is intended to book cars via the successful tenderer.

Question 9:

Müssen wir Annex B – Draft FWC – bereits ausfüllen, blanko unterschreiben und den Ausschreibungsunterlagen beifügen?

Oder dient der Draft nur zur Information, falls wir den Zuschlag bekommen?

(Are tenderers requested to fill in, sign and return Annex B – Draft FWC together with the tender documents? Or serves the draft only information purposes?)

Answer 9:

Annex B – Draft FWC serves as model for the purpose of contract signature with the successful tenderer(s). As specified in the invitation to tender (section 7) tenderers accept the terms and conditions set out in this invitation to tender, in the tender specifications and in the draft contract and, where appropriate, waive their own general or specific terms and conditions. Therefore tenderers do not need to fill in Annex B.

(Annex B – Draft FWC dient als Modell für die Vertragsunterzeichnung mit dem/den erfolgreichen Bieter(n). Wie in der Einladung zur Abgabe eines Angebots ausgeführt (Paragraph 7.) akzeptiert der Bieter die Bedingungen, die in der Einladung, den Ausschreibungsunterlagen und in dem Vertragsentwurf ausgeführt sind und verzichtet ggf. auf seine eigenen allgemeinen und besonderen Geschäftsbedingungen.und der Vertragsentwurf muss nicht ausgefüllt zusammen mit dem Angebot übersandt werden.)