



BUDGET AND FINANCIAL AFFAIRS SERVICE

**Open call for tender to provide Travel Agency Services to the
European University Institute**

Ref: ***EUI/BFA/2015/001***

•

YEAR 2015

Contents

CHAPTER I - GENERAL CONDITIONS	5
1. Introduction to European University Institute (EUI)	5
2. Definitions	5
3. Objectives of tender.....	5
4. Contract information	6
CHAPTER II – DESCRIPTION OF THE REQUIRED SERVICE	6
5. Service description.....	6
6. Contractor’s personnel involved in the service	13
7. Service Supervisor.....	14
8. Service control	14
9. Additional services and improvements	15
CHAPTER III – PRESENTATION AND EVALUATION OF TENDERS	16
10. Submission of tenders.....	16
11. Additional information for submitting tenders	20
12. Opening session	21
13. Grounds for exclusion	21
14. Selection criteria	22
15. Award criteria	24
16. Indicative procedure timetable	26
17. Steps necessary for the award	26
CHAPTER IV - DEFAULTS AND PENALTIES	27
18. Sanctions and penalty mechanisms.....	27
CHAPTER V - ADMINISTRATIVE INFORMATION	28
19. Administrative information.....	28
20. Payments.....	29
21. Subcontracting and outsourcing contract.....	29
CHAPTER VI - FINAL REGULATIONS	29
22. General information	29

23.	Contract Management	30
24.	EUI's representative for the contract	30
25.	Final provisions and Annexes	31

CHAPTER I - GENERAL CONDITIONS

1. Introduction to European University Institute (EUI)

The European University Institute (EUI) offers a unique post-graduate and post-doctoral programme in the social sciences. It was set up by the [Convention](#) 19/4/1972, including a “Protocol on privileges and immunities”, which was ratified by the then Member States of the European Communities to provide advanced academic training to doctoral researchers and to promote research at the highest level. It opened its doors to the first researchers in 1976.

The EUI Community numbers approximately 1000 members. Researchers, teaching and administrative staff are mainly but not exclusively recruited from EU Member States. The EUI excels with an integrated, multidisciplinary approach to both teaching and research and transcends national academic traditions.

The legal seat is located in the Badia Fiesolana, Via dei Roccettini 9, 50014 - San Domenico-Fiesole (Italy).

Further information can be found on the Institute’s web site at www.eui.eu.

2. Definitions

The company that has been awarded with the tendered contract with which it is entrusted with the service (or services) referred in this Special Technical Specifications (Tech. Specs) will be hereinafter referred as the “Contractor”; the company that presents a bid will be hereinafter referred as the “Tenderer”.

The European University Institute (EUI), which entrusts the Contractor with the service covered by this Special Technical Specifications, will be hereinafter referred as the Institute.

3. Objectives of tender

The present Tech. Specs launches a procedure to conclude a Framework Contract with an experienced Travel Agency able to provide a service for the organisations of travel and accommodation and handle the volume of such service as detailed below.

4. Contract information

Type of contract	The contract will be complemented by this Tech. Specs and its Annexes, the Letter of Invitation and the offer presented in the tender by the awarded Contractor including all the enclosed documentation.
Duration	5 years from the signature of the contract.
Budget information	The financial turnover foreseen for the services under the present contract over a five-year period is approximately 6.500.000€ (six million five hundred thousand), excluding VAT. The abovementioned amount is not guaranteed. Signature of the contract imposes no obligation on the Institute to purchase. The amount is based on a EUI marked evaluation of the annual average turnover (see Table I article 5.h). Any expenses and/or costs not stated in the tender will not be recognised.

CHAPTER II – DESCRIPTION OF THE REQUIRED SERVICE

5. Service description

Scope

The purpose of this call for tenders is to conclude a framework contract with a Travel Agency able to provide the services and handle the volume of travel arrangements by air/rail/sea/road, hotel and restaurant bookings for the staff members of the Institute and persons participating in the Institute's activities. All the services must be provided **in Italy and/or outside Italy** as requested in these Tech. Specs.

More particularly, provision of the following services is required:

- a. Issuing and delivering of flight/train/ship tickets moreover:
 - i. proposing and developing specific special price agreements with flight/shipping companies, car rental companies (with and/or without driver) and Railways;
 - ii. providing prepaid tickets for Institute's guests;
 - iii. providing consultancy and assistance to the Institute in organising travels;
 - iv. providing consultancy and assistance to travellers;
 - v. Management of trade agreements with air carriers in order to obtain clearance (monthly checks and comparisons with the carriers, verification of the accuracy data carriers, managing personal miles).
- b. Accommodation and restaurant reservations and, moreover:
 - o Negotiating specific agreements for special tariffs with accommodation structures and restaurants, especially the ones more frequently used by the Institute.
- c. Providing assistance in obtaining visas.
- d. Organising events.
- e. Providing monthly detailed statistics on services issued, classified by providers and quality levels.

- f. Individual and collective transport (coach and bus rental, etc.).
- g. Cancellations and rebooking.
- h. Checking the correct issuing of receipts in compliance with the Institute's favorable tax regime.
- i. Managing unforeseen events, such as strikes, delays, cancellations, etc.
- j. Making available means of contact for special services and emergencies arising outside normal working hours, weekends and/or during holidays.

The required service shall be provided within two (2) working hours from the original inquiry. The ability of the Travel Agency to provide shorter response times than the ones mentioned above and more different option with the related rates available will be considered advantageous in the evaluation of the tenders.

High level of professionalism and "client-orientation" is required. More details under articles 6 and 7.

The Travel Agency shall be in a position to provide the aforementioned services, including the delivery of tickets and vouchers, during Institute's working hours (Monday to Thursday 9:00-17:30; Friday 9.00 -17.00 - lunch break included). Flexibility during weekends and holiday periods would be appreciated.

- Private requests: all the special conditions for services to be applied to the Institute for its official activities negotiated by the Travel Agency will be applicable also to private travels and accommodations/restaurants for the Institute's staff members. Any arrangements made for private reasons must be paid by the staff member directly to the Travel Agency. The Institute will check the application of special conditions also to the private requests, but under no circumstances may the private proportion of a trip and/or other services be invoiced to the Institute.
- Request for service: any request will be submitted to the Travel Agency in writing by any staff member of the Institute. The request for services will indicate the arrangements requested in details. Oral communication will be used only for urgent requests or for urgent announcements regarding sudden changes in the travelling arrangements.

Even if the Contractor will be considered the sole provider of the services listed herein, the Institute, at its own discretion, will reserve the right to ask other agencies and/or to use methods of purchasing in order to provide the necessary services, in particular where a cheaper price can be obtained with other ways.

In the case of the proven existence, on equal terms, of flight/train/ship/bus fare or hotel/restaurant more convenient than the Agency's proposal, the travel Agency shall be required to apply the more favourable rate. On its sole discretion, the Institute may decide to proceed on its own charging the Travel Agency for the penalty fee (see article 18).

Minimum service requirement

The minimum service requirements constitute the basic needs of the Institute for measuring the quality of services provided. The Contractor undertakes to provide services at or above the minimum required and

accepted by the Institute. The Contractor may be asked to provide other services connected to the ones described below. In case the services are not complying with the minimum level as required, the Institute, at its sole discretion, will apply the related penalties as defined under article 18.

5.a Issuing flight/train/ship/bus tickets

The Travel Agency must reserve and issue tickets for all air, rail, sea and road travels, as requested, at the best possible price and in the least possible time, with national and international providers. If requested, other alternatives shall be proposed.

Travel arrangements will be made on the basis of the most convenient trip (shortest schedule possible in terms of the time schedule from departure to destination and vice-versa) at the best possible price to the Institute, combining client's requests and any private "special programs" with most direct and least expensive routes, ensuring the same level of service and the respect of timing.

Any request shall be submitted to the Travel Agency in writing, clearly indicating place and time of departure/arrival and any other detail and/or special need.

Each ticket, issued with delivery voucher and identified by a number, shall clearly mention:

1. Final date of issue (re. price quote, agency fee, detailed breakdown of the final cost, etc.).
2. Itinerary (detailed flight/train/boat hours of departure/arrival, any changes).
3. Information on ticket flexibility and related costs regarding possible changes or cancellation.
4. Ticket class.
5. Data of the provider.
6. Booking code.
7. Travel Agency normal contacts and means of communication in case of emergencies and outside working hours.

The travel tickets will normally be delivered electronically at the latest 24 hours before the day of departure, or will be made available for collection in paper or electronic form at the nominated airport or other point of departure as agreed. No additional charge shall be made for this delivery service.

Upon request, the Travel Agency will provide travel tickets for external participants to Institutional activities (e.g. meetings, interviews, etc.), at the abovementioned conditions. The Institute will confirm the chosen travel arrangements as quickly as possible in order to allow the Travel Agency to issue the flight/train/boat ticket.

It is expected that adequate emphasis is given to the feasibility of the proposed transport options. In particular, connecting flights shall be proposed in such a way to allow sufficient time for boarding, taking

into account the specificities of airports, city traffic conditions etc.

The Travel Agency may be asked to provide information on the means of public transport and more specifically timetables of busses, metro and train available from and to the airport, from and to the hotel as well as within the town.

The Travel Agency will often be asked to provide quick information to staff on flight/train/bus/boat ticket prices/itineraries. This information must be provided at the earliest time possible and in any case within (1) one hour from the time of the request.

The Travel Agency will inform the Institute immediately of upcoming changes in scheduled flights, new routes established to/from frequent destinations, possible new regulations applicable, planned strikes, or other events which may affect the travel of Institute staff members or invited persons.

The Travel Agency shall ensure that travelling staff members are informed in due course of any delays, changes, cancellations or bad weather conditions, which will affect the travelling schedule.

The Institute can request the Travel Agency to hire cars with and/or without driver on its behalf at the best possible conditions, taking care of any necessary administrative requirements.

The Travel Agency shall provide information and details regarding the best routes to take in order to reach the destination.

5.b Hotel and restaurants

If requested to do so, the Travel Agency will arrange for accommodation/restaurant, within a price range communicated by the Institute, on an ad hoc basis, for staff members or external participants involved in institutional activities.

To this regard, the Travel Agency shall have at its disposal a broad selection of hotels/restaurants across Tuscany and Italy (list to be presented to the Institute at the submission of the bid).

In addition, an electronic dynamic list of suitable accommodation with guaranteed rates up to the threshold communicated by the Institute at EU Member States' locations that are mostly visited by the Institute staff at the disposal of the Institute's staff members is requested.

Each hotel booking shall clearly mention:

1. Data and contacts of the hotel.
2. Hotel category.
3. Times for check-in and check-out.
4. Room information and services included.
5. Number of nights.
6. Number of persons.

7. Final price and agency fee.
8. Travel Agency normal contacts and means of communication in case of emergencies and outside working hours.

Each restaurant booking shall clearly mention data and contacts of the restaurant; due to the special fiscal peculiarities of the Institute, the price in the booking shall show two options, VAT excluded and VAT included.

As a general rule, the Travel Agency will have to settle the accommodation/restaurant costs directly with the provider, unless otherwise requested by the Institute. Convenience should also be taken into account.

The Travel Agency shall indicate its ability to provide a quotation for an alternative hotel of the same or superior standard at the same rate in case of non-availability of hotel accommodation on requested dates. In addition, the Travel Agency must indicate its flexibility with regard to deadlines for last minute changes/cancellations.

Information on booking flexibility and related costs regarding possible changes or cancellation should be communicated by Travel Agency in each quotation for accommodation.

The travel agency is requested to manage special agreements for special price with hotels and restaurants suggested by the Institute. It may be asked to negotiate and manage new agreements.

5.c Visa

When any member of the Institute, for any reason, requires a visa for a specified journey, the Travel Agency shall endeavour and possibly mediate with the appropriate visa-issuing authorities to obtain it before the departure date

5.d Events

If requested to do so, the Travel Agency will be responsible for either fully organising or providing assistance in organising institutional events for delegations of various entities (e.g. transport from airport to hotel, from the hotel to the venues, etc.).

For each event the Travel Agency must guarantee continuous support for resolving all the problems and unforeseen events that may occur (flight cancellations, changes of itineraries, changes and expansion of reservations, emergencies, etc.).

5.e Statistics

The Travel Agency will be requested to provide detailed statistics each month on the services carried out for the Institute and on specific request including information on:

- Flights: list of travellers (with indication of the service/unit/department), flight company, routes,

official fares compared with discounts applied and the consequent savings made.

- Hotel: list of hotels classified by category, country and services, indicating official fares compared with discounts applied and the consequent savings made.
- Other services.
- Volume of services generated by requests from administrative and teaching staff.
- Summary of the collected fees by category of service.

Such reports shall be delivered within the 15th of the following month at the latest.

The Travel Agency may also be asked to prepare other type of reports to be delivered within 5 working days from inquiry and with no extra costs.

5.f Individual and collective transport (coach and bus rental, etc.)

For events organised by the Institute, requiring the presence of external participants, the Institute may submit the details of the event (including date and place and the name and address of each participant) to the Travel Agency for organising transports from/to the chosen premises and/or meeting points.

This service includes also the renting of luxury cars with or without driver, bus and van (capacity 9-54 people), during work days and holidays, during and outside normal working hours, day and night.

The Institute may ask the Travel Agency to provide assistance on insurance covers for travellers and their belongings.

The Travel Agency will be sole responsible with the Institute for the quality level of such services. The personnel involved shall speak English, wear work uniforms decent and suitable for their job (fitted with the necessary personal protective equipment-PPE) and behave professionally. The vehicles must be clean and comfortable in order to ensure the provision of the services according to the book. For each service, the Travel Agency must provide the telephone number of the service manager and the driver in order to better manage possible changes of the program directly with the referent of the Institute. The vehicles used for performing the service must be easily recognizable by users, for this reason the provider of the service has to make sure that a sign with the logo of the Institute and the title of event object of the service is visible on the windscreen or in any another part of the vehicle.

The Institute reserves the right to verify, on a random basis and on its sole discretion, the conditions and the quality level of the services.

5.g Cancellations and rebooking

In the event of cancellation or rebooking, staff members must inform the Travel Agency immediately in writing.

In the case of cancellation/rebooking at short notice, the best alternative option shall be provided. In

addition, the Travel Agency will endeavour to minimise any penalties incurred. Penalties regarding any additional charges attributed to a fault of the Travel Agency will not be paid by the Institute.

The Travel Agency will inform the Institute immediately regarding changes in the scheduled flights and any significant circumstances that can incur changes in the scheduled flights, e.g. planned strikes, or any new carriers operating which might be of interest to the Institute, as well as any particular discount/offers proposed by carriers.

If possible, in case of cancellation, the Agency is requested to proceed with the reimbursement procedures within 15 days of the original inquiry. If documents are missing, the Travel Agency shall immediately ask for the missing information.

5.h Turnover and volumes

Table I – Estimation of the yearly market turnover	
Service	Annual volume
Rail tickets	€20.000
Flight tickets	€540.000
Hotel/restaurant reservations	€590.000
Agency fees	€60.000
Bus reservations	€90.000

Table II – Estimation of number of tickets and nights	
Number	Annual market (units)
Flight tickets	approx. 1300
Nights	approx. 7000

Along the volumes indicated in the tables above, the tenderer must consider also an important additional turnover generated by the private services (estimated approx. 1/5 of the business turnover).

5.i Managing unforeseen events, such as strikes, delays, cancellations, etc.

The Travel Agency must ensure the replacement of employees both during periods of programmed absence (vacations, leave, etc.) and in cases of illness or unforeseen absences.

The staff members involved in the provision of the services must be trained and able to deal with any kind of inconvenient (cancellations, delays, etc.) in order to ensure the business continuity.

5.j Making available means of contact for special services and emergencies arising outside normal working hours, weekends and/or during holidays:

- Dedicated mailbox where to address any requests outside normal working hours.
- Phone number/Call Center active h24/7 for any requests outside normal working hours with English-speaking operator.

6. Contractor's personnel involved in the service

The Contractor must provide expert/s with appropriate skills and qualifications in terms of numbers, experience, training, knowledge of language and expertise, in order to carry out the requested services in full compliance with the terms of these Tech. Specs, the Invitation Letter and the attached documents.

The person/s designated by the Contractor must have good professional skills, a positive attitude towards interpersonal relationships with peers and with users, plus the ability to understand and carry out the provisions of the work given by the staff representatives of the Institute for the contract. They are obliged to maintain secrecy regarding any facts and/or circumstances of which they become aware during the carrying out of activities.

It is forbidden to disclose to persons other than the staff themselves and the contact persons of the Institute information concerning the activities carried out, problems encountered and possible resolutions. In case of leakage of information or direct communication with users, the Institute will immediately terminate the contract.

The Contractor must ensure the replacement of employees in cases of illness or unforeseen absences.

The Institute reserves the right to request immediate replacement for obvious unsuitability, any grievances and/or improper behaviour. The replacement must take place no later than five (5) days after the receipt of a formal request.

Minimum requirements for staff

All staff must have:

- Language skills: high standard of both written and spoken English and Italian; knowledge of a third EU language.
- Appropriate education.
- Knowledge and at least 5 years of experience in the fields the mentioned above activity.
- Basic accounting skills (issuing invoices, vouchers, etc.).
- Good knowledge of the hotels and restaurants operating in the Florence area.
- Client-oriented.

Minimum requirement: 1 person available at the Institute during Institute's working hours (Monday to Thursday 9:00am-5:30pm; Friday 9:00am-5:00pm - lunch break included), except public holidays which shall be communicated by the Institute at the beginning of each year (see Annex I-Vacancy days 2015 as example). The Institute will make available an equipped workstation at its premises.

Proposal of more staff members and backup will be considered advantageous in the evaluation of tenders.

The Tenderer must include name/s and CV/s of any proposed member in the technical offer.

During working hours the Travel Agency staff must be available at any moment; for this reason the Contractor is required to provide a dedicated direct telephone line and a functional mailbox to be used for real time communication between the Institute and its staff.

For questions arising the normal working hours and emergencies, please refer to article 5, point j.

The Travel Agency shall guarantee enough resources to support via telephone and e-mail the volume of activities during normal working hours for each Institute working day. Therefore, replacement of staff for any reason (sickness, holiday, training etc.) must be foreseen by the Travel Agency. For the same reason, the travel Agency must be prepared to ensure the services also in situation of emergency, as strikes.

If during the service the Contractor needs to substitute any member, it will ask the EUI for prior authorization submitting in the meantime CVs of the replacements. Only new members with same or superior skills are allowed.

The Coordinator is the point of reference for the Institute and has to ensure their availability, providing telephone number and e-mail for all communications regarding the services covered by this contract.

Personnel working with the Contractor in this service must comply with all EUI regulations.

The Contractor shall be solely responsible for all tasks assigned to and executed by the personnel.

7. Service Supervisor

At least fifteen (15) days before the signing of the contract, the Contracted firm must inform the Institute of the name of a management representative, called the Service Supervisor, to whom the representatives of the Institute will send any requests, complaints and/or clarifications during the course of all activities. The Coordinator may be also the Service Supervisor.

8. Service control

The Institute reserves the right to check on a random basis the quality level of the services object of this contract.

Quality level

The verification activities certify that the services have been performed in compliance with the minimum requirements and the conditions offered in the bid (if improvements).

By way of example, please find below a non-exhaustive list of questions for customers to check their satisfaction:

1. Please indicate:
 - a. The level of general satisfaction about your relationship with the Travel Agency .

- [Range 1 (minimum satisfaction)-10 (full satisfaction)].
- b. The level of comprehensibility of Travel Agency's documents.
[Range 1 (minimum satisfaction)-10 (full satisfaction)].
 - c. Your rating of the hotel/restaurant proposed by the Travel Agency.
[Range 1 (minimum satisfaction)-10 (full satisfaction)].
 - d. Your rating of comprehensibility and completeness of the invoices issued by the contractor.
[Range 1 (minimum satisfaction)-10 (full satisfaction)].
2. Are the Travel Agency personnel competent and helpful?
[Range 1 (minimum satisfaction)-10 (full satisfaction)].
 3. Would you suggest using this Travel Agency to your colleagues?
[Range 1 (full disagree)-10 (full agree)].
 4. Do you have any suggestions to improve the services?

The value will be equal to the arithmetic average of the responses; if final value is:

- Between 1-3 included: negative → penalties will be applied (article 18); the Institute reserves the right to terminate the contract.
- Between 4-6 included: neutral.
- Between 7-10 included: positive.

In the case of negative response, the Institute communicates to the Travel Agency the results of the check. The Contractor has an opportunity to present their counter no later than three (3) days from receipt of the official communication. After this period with no answers or insatisfactory replies, the Institute will apply the penalties (article 18) deducting the amount from the subsequent invoice (or from the deposit if the value of the invoice is not sufficient; in such case, the Travel Agency must reintegrate the deposit within maximum 10 days).

9. Additional services and improvements

In the technical offer the Tenderer may propose improvements and additional services to those indicated in the tender documents without any increase of costs and/or expenses for the Institute. For the methods of scoring, please refer to article 15-Award criteria.

Additional services

- a. Coordination meetings between the Travel Agency and the Institute will be organised should the need arise. These meetings will not be reimbursed by the Institute.
- b. The travel agency may be required to provide a presentation on updates/upgrades of travel

services to Institute staff dealing with staff missions as it might be needed and/or requested.

Improvements

During the assessment phase, the Institute will take into account any proposed improvements and/or additional services in respect to the minimum level required.

The Institute will appreciate proposals as:

- Proposal of a dedicated English speaker staff member available on the phone the day/s of a specific event.
- Provision of more staff members for managing high peak workload.
- Proposal of incrementing the number of staff members working at the Institute's premises, e.g. part time and/or full time workers additional to the unit requested as minimum requirement.

CHAPTER III – PRESENTATION AND EVALUATION OF TENDERS

10.Submission of tenders

Both the technical proposal and the financial proposal should be signed and perfectly legible in order to rule out any ambiguity.

The offer must be submitted to the following address:

EUROPEAN UNIVERSITY INSTITUTE

Protocol Office

Via dei Roccettini, n. 9

50014 San Domenico di Fiesole (FI)

The documentation must be contained, under penalty of exclusion, in perfectly sealed envelopes signed along the seal. Tenders must be sent by courier (for overnight courier, the date of delivery to the courier service shall be considered) or hand delivered to the Protocol Office (from Monday to Friday during business hours of 8.30 am-1.00 pm and 2.00 pm-5.00 pm) no later than **3:00 pm on the day 12/11/2015**, being the final deadline. Any other type of sending and/or delivery of the documentation shall result in exclusion from the tender procedure.

Competitors will have to confirm to the address BFA.Tender@EUI.eu the sending of the documentation. The Institute will acknowledge receipt of the aforementioned email.

Once the EUI has received the offer, the documents shall become the property of EUI and the offer shall be

treated confidentially.

Under penalty of exclusion from the tender, each offer must comply with **ALL** the following instructions.

Tenders must be submitted in accordance with the double envelope system.

The outer envelope or parcel should be sealed with adhesive tape and signed across the seal and carry the following information:

- The reference number of the call for tender: EUI/BFA/2015/001.
- The title: "Provision of Travel Agency Services to the European University Institute".
- The name of the Tenderer.
- EUI's name and address (for submission of tenders, as indicated above).

The three innermost envelopes:

1st: sealed with adhesive tape and signed across the seal, with, externally, the name of the competing firm and the following statement: "**Envelope n. 1 – Technical**", must contain three paper copies (one original and two photocopies easily distinguishable from the original) and one in digital forms of the detailed description of the service offered on the basis of the points indicated in the following paragraph, including any additional services and improved conditions proposed. Particular emphasis will be given to the degree of detail, clarity and descriptive method of the technical project presented.

The technical offer must be signed by the legal delegate of the company.

The technical offer will form an integral and substantial part of the contract, carrying the obligation for the company awarded the contract to carry out the service in accordance with that stated and contained in the documents submitted in the tender.

Content of the technical offer:

The technical proposal shall be outlined on the template provided at Annex E- Technical bid, describing:

1. Organisation and methodology: detailed presentation and description of the company, emphasising previous similar services (not longer than 3 pages).
2. Provision of the services: description of the organisation and the proposed methods for providing the services object of the present call for tenderer, in compliance with all requirements of the present Tech. Specs, including a description of procedures for replacements (not longer than 7 pages).
3. Qualification of team members: in line with the requirements in article 6 of these specifications, giving a full description of previous experience, education and trainings for the personnel proposed. Previous experience in European agencies/bodies will be an asset. Each proposed staff member has to fill in the form at Annex F.

4. Reports: give example and description of the proposed reports to check the level of the service and the savings made.
5. Additional services and/or improvements: description of any auxiliary services and/or improvements (if any) that the tenderer wishes to offer to the Institute at no additional cost, clearly distinguishing the ones connected to the daily provision of the services from the ones subsequent any increase of turnover. The Institute will consider these additions only if valid, effectively useful for the improvement of service and well described. Otherwise, the assigned score to these sub-criteria will “zero” (0). The decision will be taken at Institute’s indisputable discretion. For more details, please refer to article 9.

The competitor company must declare which information provided concerning the tender submitted constitutes technical or trade secrets, and therefore deemed covered by an obligation of confidentiality.

2nd: sealed with adhesive tape and signed across the seal, must bear externally the name of the competing firm and the following statement: “**Envelope n. 2 – Financial**”. This envelope must contain, in triplicate hard copy (original plus two photocopies distinguishable from the original) and in digital forms, the bid drawn up solely on the forms provided in Annex G and be signed by the legal representative of the tenderer.

The offer consists in (see also article 15 and Annex G):

- a. Proposing agency fees for the services object of this procedure.
- b. Presenting a plan for incremental discounts (and additional services) proportional to the increase of the turnover for transactions; the discounts shall be indicated using Annex G. These discounts will become valid the year following the one during which the increase of turnover is registered.

Please be aware that in case the turnover registers an increase equal or higher than 50% in comparison to the estimated yearly financial volume, accordingly to the EUI rules, a new open call for tender will be launched.

In proposing the fees, the incremental discounts and the related additional services, the tenderer should be aware that the amount due must cover all types of costs, expenses and obligations.

Please be also aware that the EUI is exempt from payment of Value Added Tax (VAT) pursuant to art. 151, para 1 (b) and para 2 of Council Directive 2006/112/EC, as last amended by Council Directive 2009/162/UE.

This exemption applies to goods imported and services provided for the Institute’s official activities for amounts exceeding €300.00 (three hundred/00).

3rd: sealed with adhesive tape and signed across the seal, with, externally, the name of the competing firm and the following statement: “**Envelope n. 3 – Supporting documents**”, must contain three paper copies (one original and two photocopies easily distinguishable from the original) and one in digital forms of the

following documents:

1. **Checklist** completed and signed (Annex A).
2. **Request for participation**, dated and signed by the legal company representative or by a person duly authorised to sign, using the form attached (Annex B).
3. **Declaration in lieu**, signed by the legal representative of the company using exclusively the form provided in Annex C.

The declaration must be accompanied by a photocopy of a valid identity document of the undersigning persons.

4. **All the supporting documents and certificates** for declarations stated in Annex C and all the evidence requested in articles 13 and 14 of the present Tech. Specs.
5. The **Declaration on honour** signed by the legal representative accompanied by a photocopy of a valid identity document of the undersigning persons (Annex D).
6. Possession (or to be in process to obtain) the quality certification according the UNI EN ISO 9001:2008 standard with on-going validity; in case of TGCs certification will have be possessed by all within the TGC; in case of consortium, the entire consortium in consideration.
7. **A copy of the Special Technical Specifications and the Letter of Invitation**, without any additions, modifications or integrations, signed on each page and bearing on the last the stamp of the competitor and the full signature of the owner or legal representative.
8. **Pre-existing TGC**: a special collective mandate with representation given by the principals, resulting from authentic private agreement documentation, or certified copies thereof. Proxy must be given to the legally representative agent as well as the company in a statement issued by the company concerning the elements of the service to be carried out by the individual companies, including the mandated company.

Not yet established TGC: the commitment, if awarded the contract, to confer the special collective mandate with representation by one party (to be explicitly specified) as qualified agent, who will sign the contract in the name and on behalf of the principals, including an indication of the elements of the service to be carried out by individual companies, including the mandated company (or designated as such).

Participation by companies competing singling and also as part of a TGC is not permitted, **under penalty of exclusion** from the tender for both the company and the TGC concerned.

It is not allowed the participation of company, including as TGC, in situations of control (either as a parent or subsidiary), with other companies participating in the tender individually and as members of

TGC, **under penalty of exclusion** from tender for both the parent company and their subsidiaries, as well as the TGC which may participate.

9. **Insurance:** possession of a specific employer liability and public liability police concluded with a leading insurance company, maximum insured at least €1.000.000,00 (one million/00).
10. **Provisional deposit** corresponding to 1,5% of the estimated value of tender, equal to € 97.500 (ninety –seven thousand five hundred/00).

The deposit must be issued according the instructions laid down II.15.6 of the Draft Framework Contract.

Such a bid bond shall be released and returned entirely once the Contractor has submitted its performance bond, approx. 3% of the estimated value of tender, equal to € 200,000 (two-hundred thousand/00) - (see article 17);

The deposit issued by tenderers other than the Contractor shall be returned within thirty (30) days from the awarding of the contract.

11. If deemed necessary, the tenderer might other informative documents that wishes to submit and are not included in the previous list, e.g. selection of hotels/restaurants with which the Travel Agency has already special agreements, etc. Such documents must be easily recognisable from the requested ones (e.g. sent in an inner envelope).

11. Additional information for submitting tenders

Documents relating to the present call for tenders are available at the following address:
www.eui.eu/About/Tenders.aspx.

Information and clarification on the bid documents may be requested only by e-mail to the address BFA.Tender@EUI.eu no later than the final time of **3:00pm on 05/11/2015**.

All clarification requests received before the abovementioned time shall be replied to in an anonymous manner via a response published on the above web page.

The addressing of the envelope is at the sole risk of the sender, if for any reason the same does not arrive to the destination in valid time.

No compensation or refund will be due to the companies for the compiling of the offer, for any project or any other documentation submitted.

Documentation submitted shall not be returned even if the bidder does not prove successful in the tender process.

The name of company awarded the procedure will be stated via publication on the EUI's website and

followed by communication due to all participating companies.

Fulfilment of adjudication or invitation to tender procedure shall not involve the EUI in any obligation to award the contract.

The Institute reserves the complete discretion to not proceed at all with the present call for tender, without competitors having any rights to complain and/or expect compensations.

The penal responsibilities incurred in the case of providing false declarations are hereby reiterated. The Institute will execute appropriate checks on the veracity of affidavits and, if they prove to be not valid due to the contents therein, the declarant shall not proceed to any eventual benefits and shall forfeit the deposit paid as well as facing any resulting criminal complaint.

In accordance with the provisions of legislation of Institute on Data Protection, available at the address www.eui.eu/AboutTheWebsite/DataProtection.aspx, it is stated that data provided by competitors shall only be used for purposes connected to the reasons for which they have been requested.

12. Opening session

The opening session is settled to check whether the offer received was dispatched within the set deadline for tender submission and using the prescribed double envelope system.

The EUI does not foresee a public opening session.

13. Grounds for exclusion

Tenderers must not be in one of the exclusion situations listed below:

- a. Bankrupt or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are the subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations.
- b. Have been convicted of an offence concerning their professional conduct by a judgement which has the force of res judicata.
- c. Have been guilty of grave professional misconduct proven by any means which the Institute can justify.
- d. Have not fulfilled obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country of the Institute or those of the country where the contract is to be performed.
- e. Have been the subject of a judgement which has the force of res judicata for fraud, corruption, involvement in a criminal organization or any other illegal activity detrimental to the Communities' financial interests.

- f. Following another procurement procedure or grant award procedure financed by the Community budget, they have been declared to be in a serious breach of contract for failure to comply with their contractual obligations.

In addition to the above, contracts may not be awarded to tenderers who, during the procurement procedure:

- g. Are subject to a conflict of interest.
h. Are guilty of misrepresentation in supplying the information required by the Institute as a condition of participation in the contract procedure or fail to supply this information.

Evidence requested:

Tenderers must certify that they are not in one of the exclusion situations by providing in the tender a signed and dated Declaration on Honour available in Annex D. In case of a consortium submitting an offer, or in case of subcontracting, such declaration on honour should be included in the offer for each member of the consortium and for each identified subcontractor.

In addition, the tenderer to whom the contract is to be awarded shall provide, within 15 days following notification of award and preceding the signature of the contract, the following documentary proofs to confirm the declaration referred to above:

- For points a, b and e: a recent extract from the judicial record or, failing that, an equivalent document recently issued by a judicial or administrative authority in the country of origin or provenance showing that those requirements are satisfied.
- For point d: a recent certificate issued by the competent authority of the State concerned.

Where the document or certificate referred to above is not issued in the country concerned, it may be replaced by a sworn or, failing that, a solemn statement made by the interested party before a judicial or administrative

EUI reserves the right to verify the information and to request further supporting evidence prior to the signature of the contract.

14. Selection criteria

General requirements

The tenderer must have the following technical capacity to perform the contract.

1. To be a recognised legal entity and registered in the Chamber of Commerce Register of Companies (in case of the undertaking company having their head office abroad, subscription with one of the Professional or Trade Registries from the State of residence), with the object company being in accordance or otherwise consistent with the tender object.

2. Anti-mafia self- declaration; whether the successful tenderer has its registered office in Italy, the Institute reserves the right to request the competent Prefecture to issue the related Anti-mafia certificate; an equivalent document will be requested in case the successful tenderer's registered office is located outside of Italy.
3. Compliance with provisions aimed at legalizing the position of undeclared employees (Individual legalization plans - Piani Individuali di Emersione).
4. Compliance with obligations relating to the payment of social security contributions for workers, according to the current legislation, and application of employment conditions envisaged in the sector's national collective labour agreement.
5. Compliance with the labour regulations applicable to people with disabilities.
6. To undertake, in the event it is awarded the tender, to provide any and all required documentation in order to prove that it is fully up-to-date in its payment of social security and insurance contributions (e.g., through a DURC certificate), in compliance with existing legislation.
7. Declaration confirming that it has taken note of all general, particular and local circumstances, barring none, and of all other elements which may directly or indirectly influence the performance of the service, or the calculation that has led to the Offer submitted with its bid; and that this Offer is profitable, and that the Company undertakes to hold said Offer valid and binding for one-hundred-and-eighty (180) days, starting from the deadline for submission of its bid.
8. Compliance with safety laws and regulations.

Technical and professional requirements

9. To be enrolled in the register of Travel Agencies of the country in which the tenderer is established.
10. To have extensive and demonstrable experience in the provision of services described in the technical specifications, presenting a list of the principal services similar to those put forth for tender having been carried out in the last three (3) financial years (2012-2013-2014) with the descriptions of the object, the respective amount, dates and recipients, public or private.
11. To be able to provide, for the provision of any of the services described in this call for tenders, staff with profiles in compliance with the descriptions in article 6 (Contractor's personnel involved in the service);
12. To have (or to be in process to obtain) a quality certification complying with UNI EN ISO 9001:2008 (or equivalent certificate).

Economic and financial capacity

The tenderer must have the following economic and financial capacity to perform the contract:

13. to be in a stable financial position (financial viability) → Possession of two (2) bank references issued by major banks or authorised dated after the invitation to the present Letter of Invitation, in which it is shown that the company has always met its commitments with regularity and punctuality and to be in possession of the economic and financial capacity to perform the services forming the object of

the tender.

14. To have generated an annual turnover in the last 3 closed financial years of at least €2.500.000,00 (two million five hundred thousand/00) VAT excluded.

15. Award criteria

Only the tenders meeting the requirements of the exclusion and selection criteria will be evaluated in terms of quality and price. The contract shall be awarded on the basis “**best value for money**” criterion following the assessment made by the competent authority of the Institute (the Consultative Committee for Procurement and Contracts), which will assign a score to each offer to a maximum of 100, apportioned based on the following parameters:

MAXIMUM SCORE	
Technical and quality evaluation	40/100
Financial evaluation	60/100

The total score of the offer shall be the sum of the technical and financial score obtained:

$$\text{Offer P} = \text{technical evaluation P} + \text{financial evaluation P}$$

The bidder obtaining the highest overall score shall result as the winner of the tender.

The services provided must comply with the requirements as described in the present Tech. Specs. along with its Annexes, Draft of Framework contract, Letter of invitation and contractor’s bid, if improvements.

The Institute reserves the right to random check the fees applied.

A - Allocation of points for service methodology, techniques and quality

Each parameter will be assigned a certain weight, with the maximum amount being equal to 40, which, multiplied by the coefficient of quality assigned at the discretion of the deciding commission (between 0 and 1, as shown in Table IV), will determine the score attributed to each individual bid, as indicated in the following Table III.

TABLE III – Technical score			
DESCRIPTION			MAXIMUM SCORE
A1	Organisation and methodology		<u>7</u>
A2	Provision of the services		<u>10</u>
A3	Qualification of team members		<u>10</u>
A4	Reports		<u>3</u>
A5	A5.1	Additional services and/or improvements	5
	A5.2	Additional services related to turnover increase	5
TOTAL TECHNICAL SCORES			<u>40</u>

The minimum score for contract suitability is 25/40. Competitors who fail to achieve this minimum shall not proceed to the point of assessment for the financial offer.

In the case of award, the entire technical offer and all provisions within the Special Contract Specifications shall form part of the contract.

It should be noted that the coefficients of quality will be attributed on the basis as set out in Table IV.

TABLE IV		
EVALUATION	EVALUATION	COEFFICIENT
GREAT	Well-structured project that develops the requested project in a clear, precise and in-depth manner, adding additional value in respect to the expectations of the Institute.	1.00
GOOD	Suitable project that develops the topic with no particular insights.	0.75
SUFFICIENT	Acceptable design but poorly structured with limited application to the provisions of the Tech. Specs.	0.50
LOW	Mediocre project that is under-developed.	0.25
INSUFFICIENT	Insufficient project that is generic and inadequate.	0.00

B - Allocation of points based on price

The maximum financial score is 60 points composed of the sum of the sub-scores as indicated in Table V.

TABLE V – Financial score			
DESCRIPTION			MAXIMUM SCORE
	Fee agency: flights		<u>22</u>
B1	B1.1	Fee agency: flights with low cost companies	6
	B1.2	Fee agency: flights major companies	16
B2	Fee agency: hotel		<u>17</u>
B3	Fee agency: restaurants		<u>3</u>
B4	Fee agency: individual and collective transports (coach and bus rental, etc.)		<u>5</u>
B5	Fee agency: rail		<u>3</u>
B6	Plan for incremental discounts proportional to the increase of turnover		<u>10</u>
TOTAL FINANCIAL SCORES			<u>60</u>

For each sub-criterion, the maximum sub-score will be assigned to the bidder that proposing the best price.

The other companies shall be given scores (rounded to two decimal places, if necessary) proportional to the ratio between the best price and that offered by each bidder.

$$P = (\text{maximum score}) \times \frac{\text{Minimum Price}}{\text{Price offered}}$$

P = points assigned to the offer.

Deemed ineligible and therefore to be excluded from the proceeding, shall be the offers in which the cost of labour is abnormally lower than the average cost in the European labour market.

16. Indicative procedure timetable

Table VI – Calendar (see invitation letter)	
Action	Date
Launch date	13/10/2015
Deadline for sending requests for clarifications	05/11/2015 h3:00pm
Submission of offers	12/11/2015 h3:00pm
Opening session (not public)	November 2015
Evaluation session	November/December 2015
Notification of results	December 2015
Contract signature	December 2015

17. Steps necessary for the award

The company offered the contract, on the date set by the Institute for the purposes of final award, will have to present:

1. Copy of the definitive deposit corresponding to approx. 3% of the estimated value of tender, equal to € 200,000 (two-hundred thousand/00). The performance bond shall be issued as a guarantee of the Contractor fully performing all obligations relating to the contract, and as a guarantee for costs and penalties that may be applied for breaches or non-performances of contractual obligations. This bond shall be issued according to the conditions laid down in Article II.15.6; it shall have validity equal to the duration of the Contract; it shall envisage the waiver of the right to enforce prior payment from the main debtor, and shall be operational within fifteen (15) days, upon a simple written request by the Institute. If the Contractor fails to raise and submit its performance bond according to the required terms, the Institute shall have the right to withdraw its tender award, to enforce and take possession of the Company's bid bond, without prejudice to its right to hold the Company liable for damages greater than the amount of the bid bond.
2. insurance adequate to cover all risks associated with the contractual activities (articles 10 of these tech. Specs and II.3.6 of the Annex H - Draft Framework Contract);

3. a copy of original compliance certifications demonstrating all requirements stated in the tender.

In the event that the awarded company does not promptly execute the fulfilment of the above, fails to present all documentation requested or does not provide proof of possession of all requirements declared in the tender, as well as if any checks reveal failure of compliance with the declarations submitted during the bidding process, the Institute reserves the right to declare a compliance failure and to award the tender to the following contender in the list or to instigate a new call for tender, which in either case shall result in the forfeited bidder having to bear any addition costs incurred by the Institute. In these circumstances, in respect to the failing company, a temporary deposit will be forfeited, whilst proceedings for the application of any additional penalties provided by law may be pursued.

In case of a positive result from the above verification activities, the award shall be in favour of the winning competitor who will be then formally invited to sign the contract.

The Institute reserves the right to proceed to request clarification and/or completion of product documentation.

The work may start only after the contract has been signed.

CHAPTER IV - DEFAULTS AND PENALTIES

18.Sanctions and penalty mechanisms

The Contractor has the obligation to implement a schedule to ensure each task is carried out according to the timeframes and means provided for within these specifications.

The Institute may, at any time, undertake checks and controls on the exact delivery of the services required.

Unless otherwise provided for by legislation, the Institute reserves the right to apply penalties to the Contractor, if for any reason the contracted tasks were not carried out in their entirety or were not in compliance with the provisions of this tender and the proposals for improvement made by the Contractor, in accordance with the penalties listed below.

In case of:

- a. Interruption or delay of the services due to non-compliance of the Contractor with the requirements of the present Tech. Specs., a daily penalty of €250 (two hundred fifty/00) will be applied from the starting day of the non-conformity, without prejudice to the right of the Institute to claim for reimbursement of further damages.
- b. Evidenced and proven existence, on equal terms (analogous service at the same conditions), of

flight/train/ship/bus fare or hotel/restaurant more convenient than the Contractor's proposal, the one-off penalty will be €100 (one hundred/00) and the related fee will not be paid by the EUI.

- c. 5 of more administrative mistakes (e.g. lack of control of the correct application of profitable fares for the Institute, double billing, lack of transparency, etc.), a penalty of €200 (two hundred/00) will occur;
- d. Negative responses of "customer satisfaction analysis", a penalty of €500 (five hundred/00) will be applied. The Institute reserves the right to terminate the contract in case of repeated negative response and/or official complaints by Institute's staff members.
- e. Delay in delivering the reports defined in article 5.e, a penalty of €100 will be applied.

The application of penalties shall be preceded by a regular contestation of the failure, during which the Contractor has an opportunity to present their counter no later than five (5) days from receipt of the official communication of protest sent by the Institute.

In case of absence or non-acceptance of the counter-arguments, the Institute will proceed to the application of the above penalties.

The Institute, in addition to proceeding with the application of the penalties referred to in the preceding paragraphs, will not compensate for the services not performed, whilst also reserving the right to enforce other sanctions for service failure or incompleteness.

The application of the penalties provided for in this Article shall not preclude the right of the Institute to claim compensation for damages.

CHAPTER V - ADMINISTRATIVE INFORMATION

19. Administrative information

All the information and conditions included in the Technical Specifications and its Annexes, the Letter of Invitation, the Declaration on honour, all the supporting documents and all the documentation related to the "best value for money" shall be bidding for the awarded Contractor and form an integral part of the final contract.

20. Payments

The Institute will communicate the payment model for issuing invoices to the Contractor at the beginning of the contract.

The Contractor is requested to issue a single invoice for all the transaction fees necessary for a provided service (e.g. one single invoice even if for an event multiple flight tickets were issued, etc.), with no extra margin being added to the costs of each service provided by the Contractor in the bid.

In case extra costs not included in the contractor fees are charged, the Institute reserves the right to reduce the amount of the invoice for the same amount (price revision agreed with the Institute excluded).

Deductions resulting from economic penalties for non-compliance or reimbursement of expenses will be compensated simultaneously with the payment of invoices for the period of reference.

For more details, please refer to article I.4 and II.15 of Annex H – Draft Framework Contract.

21. Subcontracting and outsourcing contract

The contract may NOT be reassigned, at risk of nullity.

Subcontracting is NOT allowed.

CHAPTER VI - FINAL REGULATIONS

22. General information

All aspects of the tender procedure shall be performed in compliance with the Institute's internal regulations, and especially in accordance with High Council's Decision No.2/2013 laying down the EUI's regulatory and financial provisions (lastly amended with High Council decision No. 5/14 Of 5 December 2014), and with the President's Decision No.44/2014, all of which are available on the EUI's website: <http://www.eui.eu/About/Tenders/Index.aspx>.

Participation in this tender procedure implies full acceptance of the above-mentioned regulations.

The rules governing the future relationship between the Institute and the Contractor that is awarded the tender, including payment terms, processing of personal data, dispute settlement methods, both in the tender procedure and in the implementation and performance of the contract, are all contained in the Draft Framework Contract in Annex H.

23.Contract Management

For the Institute, the manager of this contract is the Director of the Budget and Financial Affairs service.

The Manager is responsible for the dealings and communications with the awarded Contractor concerning all aspects of the execution of the contracted activities and shall supervise the observance of contractual obligations by adopting coercive measures and applying penalties where required.

24.EUI's representative for the contract

In order to ensure that the contract is performed satisfactorily and to guarantee a correct contractual relationship with the Contractor, the Director of Budget and Financial Affairs service shall appoint a member of the staff as reference person for the contract, who will have, among others, the following tasks:

- Liaise with the operational Contractor through the service Supervisor appointed by the same.
- Make requests for any eventual variations/new regulations that may be necessary during the term of the contract.
- Ensure the proper execution of the services and check the results.
- Propose to the Contract Manager the application of penalties and the possible termination of the contract.
- Regulate all the invoices issued by the contractor via endorsement.

25.Final provisions and Annexes

This Tender is made up of 25 articles, n. 31 pages and n. 9 Annexes which form an integral part thereof, and which the Contractor approves and accepts with the signing of this document.

List of Annexes:

- Annex A - Checklist
- Annex B – Request for participation
- Annex C - Declaration in lieu module
- Annex D – Declaration on honour
- Annex E - Technical bid module
- Annex F – Declaration of confidentiality and absence of conflict of interest
- Annex G - Financial offer form
- Annex H – Draft Framework Contract
- Annex I – Vacancy days 2015

Stamp

Signature of the Legal Representative