



BUDGET AND FINANCIAL AFFAIRS SERVICE

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

Ref: ***OP/EUI/BFA/2020/001***

•

YEAR 2020

Contents

CHAPTER I – GENERAL CONDITIONS.....	4
1. Presentation of the European University Institute (EUI).....	4
2. Definitions	4
3. Subject of the Tender	4
4. Contract information	5
CHAPTER II – DESCRIPTION OF THE SERVICE.....	5
5. Service description	5
5.a - Travels	8
5.b - Accommodation	11
5.c - Local transports	12
5.d – Other services: restaurants	14
5.e – Additional Services on demand.....	15
5.f – Administrative and financial support.....	16
6. Contract manager	17
7. Customer care team.....	18
8. Service control	20
9. Additional services and improvements	21
CHAPTER III – PRESENTATION AND EVALUATION OF TENDERS	22
10. Exclusion criteria	22
11. Selection criteria	24
12. Award criteria	25
13. Award requirements	29
CHAPTER IV - DEFAULTS AND PENALTIES	29
14. Sanctions and penalty mechanisms.....	29
CHAPTER V - ADMINISTRATIVE INFORMATION	31
15. Administrative information.....	31
16. Subcontracting and outsourcing contract.....	31
CHAPTER VI - FINAL PROVISIONS	31
17. General information	31

18.	Contract Management	31
19.	EUI's referent person	32
20.	Indicative procedure timetable	32
21.	Final provisions and Annexes	33

CHAPTER I – GENERAL CONDITIONS

1. Presentation of the European University Institute (EUI)

The European University Institute (EUI) is a postgraduate and post-doctoral research Institute in the field of social sciences, established by a Convention dated 19 April 1972, ratified by the Member States of the European Union, with the aim of providing advanced academic training for doctoral researchers and of promoting research at the highest levels. The Convention setting up the EUI includes the “Protocol on the Privileges and Immunities of the EUI”.

The EUI's headquarters are at the Badia Fiesolana, Via dei Roccettini 9, in San Domenico di Fiesole (near Florence, Italy).

For more information, please see the EUI's official website at www.eui.eu.

2. Definitions

“Tenderer” refers to the economic operator that submits a tender.

“FWC” refers to the service framework contract to be awarded at the end of the procedure.

“Contractor” or “Travel Agency” refers to the successful tenderer awarded with the FWC.

“Contracting Authority”, “EUI” and “Institute” mean the European University Institute, which entrusts the services which are the object of these Tender Specifications to the Contractor.

“BFA” refers to the Budget and Financial Affairs service of the EUI.

“TS” refers to Annex I - Tender Specifications.

3. Subject of the Tender

The purpose of this Call for Tenders is to award a single FWC to an economic operator, with extensive and proven experience, able to provide the EUI with travel agency services.

The purpose of these TS is to provide instructions and guidance to potential tenderers about the nature of the offer they shall submit and to explain clearly the services which the Contractor will have to provide during contract implementation, including the minimum requirements with which they will need to comply.

4. Contract information

Type of contract	The “FWC” will be complemented by Annex I-Tender Specifications, the Letter of Invitation and other annexes presented in the tender by the Contractor including all the tender documents. Indicatively the FWC will be implemented on a yearly basis by “Specific Contracts” updating/adjusting the fees (in no case beyond Eurostat indexes) and the services to be provided (if applicable) and defining the annual performance guarantee, Euro 45.000 per financial year (3% of the annual estimated market value)
Duration	5 years from the signature of the FWC.
Budget information	The financial turnover foreseen for the services under the present FWC over a five-year period is approximately € 7.500.000,00 (seven million five hundred thousand/00), excluding VAT. The above mentioned amount is not guaranteed. Signature of the contract imposes no obligation on the Institute to purchase the services. The amount is based on the annual average turnover (see Table I article 5). Any expenses and/or costs not stated in the tender will not be recognised.

CHAPTER II – DESCRIPTION OF THE SERVICE

5. Service description

The Contractor shall provide the services as described in these TS and handle the volume of travel arrangements by air/rail/sea/road, hotel/apartments, local transports, restaurant bookings and other services as listed in the offer 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.**

More particularly, provision of the following services is required (please refer to the below details)

- a) Travel
- b) Accommodation
- c) Local Transport
- d) Other Services
- e) Additional Services on demand
- f) Administrative and financial support

All the required services shall be requested using electronic forms/ad hoc software (templates/samples to be submitted with the tender) and provided within two (2) working hours from the original inquiry. The ability of the Contractor to provide shorter response times than the one mentioned above and more different options 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 Contractor shall communicate to the providers all the necessary information about EUI's exemptions (VAT, city tax in Florence, etc.).

The Contractor shall deal mainly with institutional requests. Private requests will be accommodated too at the below conditions.

- Institutional requests: any request submitted to the Travel Agency by a staff member of the Institute for institutional purposes. The request for services will indicate the details of the service required. Oral communication will be used only for urgent requests or for urgent announcements regarding sudden changes in the travelling arrangements.
- Private requests: all special conditions for services applied to the Institute for its official activities will be also applicable to 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 private requests. Under no circumstances a private trip (or also part of a trip) will be invoiced to the Institute.

The Contractor shall provide options at the best possible rates available in line with the EUI's requests.

The Contractor shall secure for the EUI all promotions or preferential rates negotiable.

The Contractor is requested not to apply shadow fees hidden in the final price. In case of evidence of hidden fees, the EUI after a formal enquiry, shall terminate the contract.

The Contractor shall make available to the stakeholders a list of the main insurances for travellers, covering travel and accommodation.

The tenderer shall submit a short description of the invoicing system applied.

The Contractor will issue invoices for the services provided, including agency fees, in compliance with the applicable laws.

In principle all services and fees will have to be analytically billed directly by the Contractor to the EUI. However, in special cases, upon prior agreement, the EUI may accept direct billing from the provider for the cost of the service and from the Contractor for the agency fees.

Even if the Contractor will be considered the sole provider for the services listed in these TS, the Institute, at its own discretion, will reserve the right to procure the necessary services through other suppliers, in particular where a cheaper price can be obtained or specific partnerships (i.e. projects, etc.) makes it appropriate or necessary.

The EUI will not be responsible and will not provide any compensation for "services" not formally requested.

In case of the proven existence on the market, on equal terms, of services with cheaper prices than those proposed by the Contractor, the EUI shall ask the Contractor to apply the most favourable

rate/price. On its sole discretion, the Institute may decide to proceed on its own, charging the Contractor for the penalty fee (see article 14).

The tenderers shall submit their proposals for agency fees using the Annex IIB “Economic offer” included in the tender documentation. The fee shall be all inclusive (booking, modification, cancellation, etc.). Rebooking is considered a new request.

The fees, along with the agreed procedures, will be published on the EUI website.

In defining the proposal, the tenderers shall consider the following details (yearly estimation based on data of 2019).

Table I – Estimation of the yearly market turnover	
Service	Annual volume
Travels	€650.000
Accommodation in Florence	€650.000
Bus reservations	€150.000
Other (Restaurants, etc.)	€ 50.000

Table II – Estimation of number of tickets issued in one year	
Number	Annual market (units)
Flight tickets	approx. 1.300
Rail tickets	approx. 300

Along with the volumes indicated in the tables above, the tenderer must consider also an important additional turnover generated by the private services.

The Contractor will be requested to attend a number of meetings at EUI’s premises at the start of the Contract in order to define the details for a prompt and effective take over from the incumbent supplier and in order for the Contractor to become familiar with EUI rules and procedures, as well as a number of periodic coordination meeting (indicatively on monthly basis, to be defined in agreement with the EUI).

Interruption of the services due to *force majeure* will not give right to any compensation.

Cancellation

Cancellation shall be included in the fee for providing the service. Any other costs related to cancellation shall not be charged to the EUI.

In the event of cancellation, staff members must inform the Contractor immediately in writing.

In case of cancellation at short notice, the best alternative option shall be provided. In addition, the Contractor will endeavour to minimise any penalties incurred. Penalties regarding any additional charges attributed to a fault of the Contractor will not be paid by the Institute.

The Contractor 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 Contractor is requested to proceed with the reimbursement procedures within 15 days from the original inquiry. If documents are missing, the Contractor shall immediately ask for the missing information.

In case of cancellation due to *force majeure*, the Contractor shall assist the EUI for the entire procedure to get reimbursed.

5.a - Travels

The Travel Agency must book 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.

The Contractor must have a dedicated online booking tool (OBT). The EUI wishes to consider using a combination of offline and online communication channels for requesting travel management services. Tenderers are welcome to propose alternative communication channels to manage the travel booking process.

The Contractor shall propose a fixed agency fee for booking of flights and rail travel.

Rail fee will be applicable also for booking of travels by ferry and by long distance bus (e.g. Flixbus, etc.).

The “travel” fee shall be applied per individual booking request also if operated by different companies, even if the single request includes return travel and/or intermediate trips.

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 for 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.

The Contractor shall propose two **cheaper alternative travel options** (if available), that may be compatible with the itinerary, travel date and time frame requested by the traveller taking into account the airports/train stations close to the EUI. For all travel involving a transfer or connection, the Contractor must always ensure there is sufficient time for the traveller to make the transfer or connection. All connection details shall be clearly presented at the time of the ticket quotation, especially in case transportation is required between airports or terminals or stations.

Should travellers need any special services, the Contractor shall arrange and book these services. There is no dedicated fee for this service to be indicated in the financial offer. The service is expected

to be covered by the fee for issuing a travel ticket.

Please find below a short list of additional services to be offered to travellers and covered by normal “travel” fee (not exhaustive list, just some examples):

- Assistance for disability
- Travel insurance
- Clear specification of the type of luggage included in the ticket
- Etc.

The negotiation of specific agreements for travellers to access the lounge areas to allow the performance of work activities and/or to relax will be considered a technical advantage.

The Contractor must allow the award of miles to be credited in the frequent flyer fidelity programmes (fff) of the Institute and redeeming the accumulated credits (cash or via voucher in the name of the Institute). This does not preclude the possibility to credit also miles to private fff cards, however, in no case the choice of travel modalities/companies should be conditioned upon a personal enrolment in one fidelity programme.

Travel booking

Any request submitted will provide the Contractor with the main details necessary for ensuring the service: place and time of departure/arrival, details of the passenger, any other details and/or special needs necessary to issue the ticket(s).

The OBT shall originate a receipt with at least the following details:

1. traveller name and surname;
2. Itinerary (detailed flight/train/boat hours of departure/arrival, any changes).
3. Ticket information:
 - a. booking code;
 - b. e-ticket n°;
 - c. ticket class;
 - d. flight code;
 - e. ticket price and agency fee;
 - f. Booking and fare conditions: (fare restrictions, cancellation policy - change or refund permissions).
 - g. carriage terms and conditions;
 - h. seating arrangements (if applicable);
 - i. Baggage allowance.
4. Data of the provider.

5. Travel Agency contacts and means of communication in case of emergencies and outside working hours.

Only for booking proposals, the following information should also be provided:

- j. booking validity / latest deadline for issuing the ticket;
- k. alternative routes: at least two cheaper travel options;
- l. price comparison (if requested by the EUI).

The booked option must be valid for a sufficient time (travel schedule with a validity of less than 24 hours shall be clearly indicated and possibly avoided).

The travel tickets will normally be delivered electronically upon request, 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 Contractor 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 Contractor may be asked to provide information on the means of public transport and more specifically timetables of bus, metro and train available from and to the airport, from and to the hotel as well as within the town.

The Contractor will often be asked to provide quick information to staff on flight/train/bus/ferry 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 submission of the request.

The Contractor 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 that may affect the travel of Institute staff members or invited persons (visitors).

The Contractor 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, sending alerts and travel warnings to the EUI and to the affected travellers, via email and SMS, in order to support them in rescheduling their trips. The Contractor shall perform any logistical arrangements for

affected travellers including rebooking, relocation, etc. and send to the EUI and traveller(s) the rescheduled details via email and SMS.

The EUI reserves the right to request additional supporting information about the travel assistance provided to travellers in the event of complaints

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

To be submitted in the tender (synthetic summary please refer to the above details):

- brief description of the procedure for issuing tickets
- sample of the software/form for submitting request
- sample of electronic ticket(s)/booking proposal
- agency fee(s) for flights and rail travels (only in economic offer)
- Lounge services: list any agreement applicable to EUI's users (i.e. companies, airports, rail stations, etc.).

5.b - Accommodation

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

The Contractor shall propose agency fees applicable to request (guest) and stay, as described below:

- A. When the request concerns **just booking services**: fixed agency fee.
- B. When the request concerns **accommodation services plus management** of the rooming list including related dynamic adjustments and assistance to guests through all the booking steps (so-called "Accommodation plus" option): fixed agency + percentages of the final cost for covering additional services.

The final price offered by the Contractor (composed of accommodation cost + agency fee) shall not be higher than the cheapest rate on the market for the same option (e.g. rates from on line service providers such as Booking, Expedia, Trivago, etc.)

The Contractor shall communicate to the providers all the necessary information about the EUI's exemptions (VAT, city tax in Florence, etc.).

The Contractor, upon the award of the contract and before the execution of the services, will provide to the EUI a list with a broad selection of hotels/Apartments in Florence. The EUI reserves the right to approve the list and/or request modifications.

Such list will be dynamically updated taking also into consideration the requests of the EUI administration (to add or remove hotels, etc.). A similar list should be provided upon EUI's request for some key locations for the Institute (i.e. Brussels, etc.).

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

Accommodation Booking

Each booking confirmation (or receipt of the OBT) shall clearly mention, at least:

1. Name and surname of guest(s);
2. Relevant unit/budget/fund centre
3. if the accommodation is prepaid by the travel agency (electronic voucher) or if it is to be paid by the traveller;
4. Data and contacts of the hotel/Apartment.
5. Category.
6. Times for check-in and check-out.
7. Room information and services included.
8. Number of nights.
9. Number of persons.
10. Final price and agency fee.
11. Contractor's contacts and means of communication in case of emergencies and outside working hours.

To be submitted in the tender (synthetic summary please refer to the above details):

- brief description of the procedure
- sample of the software/form for submitting request
- sample of electronic booking
- extra services, if any, provided in case of direct management (accommodation plus option)
- agency fee(s) (only in economic offer)

5.c - Local transports

If requested to do so, the Contractor will arrange for Local transport (i.e. from/to the chosen premises and/or meeting points, etc.).

The request will be submitted by the EUI with all the necessary details.

This service includes:

- Transport for 1 guest (e.g. luxury car, etc.)
- Transport for small groups up to 8 guests plus driver (e.g. minivan, etc.)
- Transport for big groups, larger than 9 guests plus driver (e.g. bus, coach, van, etc.)

The above mentioned services may be rendered during working days and holidays, during and outside normal working hours, day and night.

The Contractor shall propose two fixed agency fees:

- transport for individuals and small groups
- transport for big groups

The Contractor shall communicate to the providers all the necessary information:

- on the EUI's exemptions (VAT, etc.);
- to access Florence and downtown.

In line with EUI Green Policy, the Contractor shall propose the best option to ensure the minimum environmental impact possible. In case old categories of vehicles (more polluting) are used for delivering the services, the EUI will be reducing/cancelling the relevant fee (if applicable). Please consider the following scheme for the application of the fee based on the category of vehicle proposed:

- Full fee for electric vehicles
- 75% of the fee for hybrid, methane LPG and EURO 6 vehicles
- 50% of the fee for EURO 4 and 5 vehicles
- No fee for EURO 0-1-2-3 vehicles

The Contract shall negotiate with providers special prices for services purchased by the EUI. It is responsibility of the Contractor to be updated about any changes regarding "ZTL" access rules.

The Contractor shall propose options at the best possible price including the Contractor's fee. In case of cheaper rates on the market, the EUI reserves the right not to book through the contractor or to require the contractor to apply the more favourable price and/or apply the relevant penalty.

The Institute may ask the Contractor to provide assistance on insurance covers for travellers and their belongings. This assistance shall be covered by the normal fee.

The Contractor will be sole responsible with the Institute for the quality level of such services. The personnel involved shall speak English, wear work uniforms in the respect of the EUI's relevant policies and suitable for their job and behave professionally. The vehicles must be clean and comfortable accordingly to ordinary standards. For each service, the Contractor must provide the telephone number of the service manager and of the driver in order to better manage possible changes of the program directly with the contact person of the Institute. The vehicles used to perform 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 the event object of the service is visible on the windscreen or in any other 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 provided.

To be submitted in the tender (synthetic summary please refer to the above details):

- brief description of the procedure(s)
- sample of the software/form for submitting request
- sample of electronic booking
- agency fee(s) (only in economic offer)

5.d – Other services: restaurants

Restaurant

If requested to do so, the Contractor will arrange for restaurants, 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 Contractor, upon the award of the contract and before the execution of the services, shall have at its disposal a broad selection of restaurants in Florence. The EUI reserves the right to approve the list and/or request for modifications.

Such list will be dynamically updated taking also into consideration the requests of the EUI administration (to add or remove restaurants, etc.). A similar list should be provided upon EUI's request for some key locations for the Institute (i.e. Brussels, etc.).

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

The Contractor shall communicate to the providers all the necessary information about EUI's exemptions (VAT, etc.).

To be submitted in the tender (synthetic summary please refer to the above details):

- brief description of the procedure
- sample of the software/form for submitting request
- agency fee(s) (only in economic offer)

5.e – Additional Services on demand

If requested to do so, the Contractor will provide services on demand. If so, the EUI will ask for special quotations to be evaluated through benchmarking prior the execution. Please find below some examples (not exhaustive list).

Events

The Contractor may be required to provide assistance in organising institutional events for delegations of various entities and/or be responsible for either fully organising (e.g. transport from airport to hotel, from the hotel to the venues, etc.). If so, the Contractor will be required to submit a specific quotation subject to prior approval from the EUI.

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

The Contractor shall communicate to the providers all the necessary information about EUI's exemptions (VAT, city tax in Florence –or elsewhere, etc.).

In occasion of special events, both in and outside Italy (e.g. State of the Union), the Contractor may be required to ensure special assistance, for example (not exhaustive list):

- Appointment of a person responsible for “the project”
- ensuring 24h assistance (with special contact numbers, mailbox, etc.)
- direct organisation/management of catering, rooming lists, delegations, transportations for individual and/or groups inside and outside the town
- assistance to participants (e.g. insurance, airport transfer, hotel and restaurant booking, cancellations etc.)
- renting conference rooms

Support for obtaining VISA

The Contractor shall inform travellers and the EUI if a Visa is required.

The Contractor may be requested to offer assistance and support to travellers about requirements and procedures for obtaining VISA. If so, the Contractor will be required to submit a specific quotation subject to prior approval from the EUI.

If possible, the Contractor shall mediate with the appropriate visa-issuing authorities to obtain it before the departure date.

To be submitted in the tender (synthetic summary please refer to the above details):

- brief description of the procedure

5.f – Administrative and financial support

Business continuity and emergencies

The Contractor shall provide prompt travel assistance to the EUI and to travellers informing them of any changes that may occur in the scheduled flights along with any other significant circumstance - e.g. planned strikes, changes, cancellations, overbooking, crises and emergency situations, crime, terrorist attacks, health risks, disaster - that may impact their travel. Travel assistance must be available in English.

The Contractor 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 inconvenience (cancellations, delays, etc.) in order to ensure the business continuity.

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.

Travel assistance must be provided free of charge.

To be submitted in the tender (synthetic summary please refer to the above details):

- brief description of the procedure(s) (methods of monitoring, availability, etc.)

Statistics / Invoicing system

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

- Travels: means of transport, list of travellers (with indication of the service/unit/department), providers, routes, official fares compared with discounts applied and the consequent savings made;
- Accommodation: list of hotels/apartments (etc.) 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 day of the following month at the latest.

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

All reports must be provided in English and free of charge.

An *ad hoc* reserved website area accessible for the EUI would be an asset.

The tenderer shall submit a short description of the invoicing system applied taking in due consideration that in principle all services and fees will have to be analytically billed directly by the Contractor to the EUI.

To be submitted in the tender (synthetic summary please refer to the above details):

- Description invoicing system (completed by samples)
- Sample of reports

Providing information

Replies to general inquiries must be provided within 2 hours from the submission of the request.

The Contractor shall provide health and security information and risk assessment for the destination country to travellers, liaising with the relevant authorities when needed (e.g. crime, terrorist attacks, health risks including vaccinations, disaster).

Standard travel risk consultation shall be provided within 5 working days from the request, whilst urgent requests (to be defined at the kick off meeting at the start of the contract) within 2 working days from the submission of the request. Only the EUI (not the traveller directly) can ask for this service and decide if the requested consultation is urgent or not.

The Contractor will not be authorised to charge fees for simply providing preliminary prices/costs estimates for general inquiries. There is no dedicated fee for this service to be indicated in the financial offer.

6. Contract manager

At least fifteen (15) days before signing the FWC, the Contractor must provide the Institute with the name of a contract manager to whom the representative(s) of the Institute will send any requests, complaints and/or clarifications during the course of all activities.

The contract manager will coordinate the provision of the services to EUI, handle official communications, supervise and manage the requests, assist the EUI on both technical and administrative contract issues or in case of special requirements and participate in all the meetings with the EUI.

To be submitted in the tender (synthetic summary please refer to the above details):

- proposal timetable (working time, extra time, etc.)
- CV
- description of means of communication

7. Customer care team

The Contractor must provide a dedicated customer care team 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 TS, the Invitation Letter, the FWC and the attached documents. It is at the discretion of the Contractor the number of individual contact persons to be appointed to deliver the required services.

The team members shall comply with the EUI's safety, health and security regulation when working at EUI's premises.

Tenderers shall specify the envisaged number of contact persons in their technical offer.

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 confidentiality regarding any facts and/or circumstances of which they become aware during the carrying out of their 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 provide the replacement of members of the dedicated customer care team in cases of illness or unforeseen absences to ensure business continuity.

The Institute reserves the right to request immediate replacement of Contractor's staff members 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.

All the services must be delivered in English (including travel documents).

Minimum requirements for Contractor's 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 field;
- Basic accounting skills (issuing invoices, vouchers, etc.);
- Good knowledge of the hotels and restaurants operating in the Florence area;
- Client-oriented behaviour.

The Institute will make available a dedicated office space at its premises. The Contractor shall pay all direct costs (i.e. telephone, internet connections, etc.) and a monthly contribution for the use of the office (rate €70/m²).

Minimum requirement: 1 person available at the EUI's premises during Institute's working hours (Monday to Thursday 9:00am-5:30pm; Friday 9:00am-5:00pm - lunch break included), except EUI holidays which shall be communicated by the Institute at the beginning of each year (see Annex II – E - EUI Vacancy days 2021, as example). Flexibility during weekends and holiday periods will be appreciated.

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 Contractor's staff must be available at any moment; for this reason the Contractor is required to provide a dedicated direct telephone line (or as many as necessary) and a functional mailbox to be used for real time communication between the Institute and its staff. All means of communication will be published on the EUI website.

For questions arising during the normal working hours and emergencies, please refer to article 5

The Contractor 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 duly foreseen ahead. For the same reason, the Contractor must be prepared to ensure the services also in situation of emergency, such as strikes.

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

The contract manager is the contact person for the EUI and has to ensure his/her availability, providing telephone number and e-mail for all communications regarding the services covered by this FWC.

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 its personnel.

To be submitted in the tender (synthetic summary please refer to the above details):

- proposal timetable (working time, extra time, etc.)
- CVs of the proposed team
- Description of means of communication

8. Service control

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

Quality level

The verification activities certify that the services have been performed in compliance with the minimum requirements and the conditions offered in the offer (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 the 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 Travel Agency;
[Range 1 (minimum satisfaction)-10 (full satisfaction)].
2. Is the Travel Agency's staff 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 14); the Institute reserves the right to terminate the FWC.
- Between 4-6 included: neutral.
- Between 7-10 included: positive.

In case of negative response, the Institute communicates to the Contractor 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 unsatisfactory replies, the Institute will apply the penalties (article 14) deducting the amount from the invoice, if applicable.

To be submitted in the tender: (synthetic summary please refer to the above details):

- Procedure for quality check
- Sample of questionnaire

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 EUI. For the methods of scoring, please refer to article 12-Award criteria.

Additional services

- a. Coordination meetings between the Contractor 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:

- a dedicated English speaker staff member available on the phone the day/s of a specific event;
- additional staff members for managing high peak workload;
- additional 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;
- online monitoring tools and dashboards to check the trips;
- mobile applications available to travellers;

- proposals for reducing the environmental impact.

To be submitted in the tender (synthetic summary please refer to the above details):

- description of additional services/improvements, if any
- samples of tools, if any

CHAPTER III – PRESENTATION AND EVALUATION OF TENDERS

10.Exclusion criteria

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

- Are 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.
- Have been convicted of an offence concerning their grave professional conduct by a final judgment of a competent judicial authority or administrative decision or decisions of international organisations.
- Are not in compliance with the 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 Italy being the country of establishment of the Institute or those of the country where the contract is to be performed. This breach needs to have been established by a judgement or administrative decision having final and binding effect in accordance with the legal provisions of the country in which the economic operator is established or of those of Italy being the country of establishment of the Institute;
- Have been the subject of a final judgment for fraud, corruption, involvement in a criminal organisation, money laundering, terrorist-related offences, child labour or other forms of trafficking in human beings or any other illegal activity, where such illegal activity is detrimental to the Institute's financial interests;
- Have been in serious breach of a contract financed by the Institute or have been the subject of an offense of serious irregularity established by a final judgment of a competent judicial authority or administrative decision;
- Are subject to an administrative penalty for being guilty for grave professional misconduct, or for having made substantial errors or committed irregularities or fraud, or have been declared to be in breach of their obligations under contracts covered by the Institute's budget (Article 41 of the EUI's Public Procurement Regulation (President's Decision No. 19/2018 of 16th May 2018)).

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 Contractor shall provide, within 15 days following notification of award and preceding the signature of the FWC, the following documentary proofs to confirm the declaration referred to above:

- For points a, b, d 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 the situation described in point (c) above, recent certificates or letters issued by the competent authorities of the State concerned are required. These documents must provide evidence covering all taxes and social security contributions for which the tenderer is liable, including for example, VAT, income tax (natural persons only), company tax (legal persons only) and social security contributions.

For any of the situations (a), (b), (d) or (e), where any document described in two paragraphs 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 authority, a notary or a qualified professional body in his country of origin or provenance.

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 FWC.

11. Selection criteria

General requirements

The tenderer must have the following technical capacity to perform the FWC:

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 tender; 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 tender;
8. Compliance with health and safety laws and regulations;
9. Compliance with environmental laws and regulations.

Technical and professional requirements

10. To be enrolled in the register of Travel Agencies of the country in which the tenderer is established;
11. To have extensive and demonstrable experience in the provision of services described in these TS, 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 (2017-2018-2019) with the descriptions of the object, the respective amount, dates and recipients, public or private;
12. To be able to provide staff with profiles in compliance with the descriptions in articles 6 and 7 (Contractor's staff members involved in the performance of the service);

13. 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 FWC:

14. 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. The EUI may accept only one bank reference if duly justified by the tenderer.
15. 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.

To be submitted in the tender (synthetic summary please refer to the above details):

- General requirements:
 - Certificate of the Chamber of Commerce Register of Companies
 - Anti-mafia self- declaration
 - Declaration as point 7
- Technical and professional requirements:
 - Proof of being enrolled in the register of Travel Agencies
 - Certificate as point 13
- Economic and financial capacity:
 - Bank references
 - Financial statement(s)

12.Award criteria

Only the tenderers meeting the requirements of the exclusion and selection criteria will have their tenders evaluated in terms of quality and price.

The FWC shall be awarded on the basis of the “**most economically advantageous tender**”.

Under this criterion, the tenders shall be evaluated according to the best quality/price ratio by the competent evaluation committee, 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	50/100
Financial evaluation	50/100

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 tenderer obtaining the highest overall score shall result as the successful tenderer.

The services provided must comply with the requirements as described in the present TS along with its Annexes, Draft of FWC, Letter of invitation and Contractor's tender, 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 50, which, multiplied by the coefficient of quality assigned at the discretion of the evaluation committee (between 0 and 1, as shown in Table IV), will determine the score attributed to each tender, as indicated in the following Table III.

TABLE III - Technical award criteria			
DESCRIPTION (please refer to Chapter II-Description of the services)			MAXIMUM SCORE
A1 (art. 5.a)	Travel: brief description of the procedure(s), online booking tool (or other tool), means of communications, emergency management, cancellation, agreement with providers, etc.	9	10
	Lounge areas access and related agreements with providers	1	
A2 (art. 5.b)	Accommodation: brief description of booking procedure(s), past experience with national and international (European) providers, etc.	7	10
	Accommodation plus: brief descriptions of booking services plus management of the rooming list and assistance to guests through all the booking steps (so-called “Accommodation plus”).	3	
A3 (art. 5.c)	Local transport: brief description of procedure(s), past experience with national and international (European) providers, etc.	7	
A4 (art. 5.d)	Other services: e.g. restaurants	2	
A5 (art. 5.e)	Additional services on demand	4	
A6 (art. 5.f)	Administrative and financial support		6
	Business continuity and emergencies plan	2	
	Statistics	1	
	Invoicing system	3	
A7 (art. 6 and art. 7)	Staff proposed		9
	Contract manager: cv	3	
	Customer care team: cv(s)	3	
	Organisation of the work (availability, means of communications, additional staff members, etc.)	3	
A8 (art. 9)	Additional services and improvements	2	
TOTAL TECHNICAL SCORE			50/100

The minimum score for technical award criteria is 30/50. Tenderers who fail to achieve this minimum score shall not proceed to the phase of opening and evaluation of the economic offer.

In case of award, the entire technical offer and all provisions within the TS shall form part of the FWC.

It should be noted that the coefficients of quality will be assigned according to 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 TS	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 50 points, composed of the sum of the scores as indicated in Table V. For each sub-criterion, the maximum sub-score will be assigned to the tenderer proposing the best price.

Notwithstanding the compliance with the provisions on abnormally low tenders (art. 33 EUI's Public Procurement regulation), please note that for technical reasons agency fees at "zero" will be considered as "1€" fee for the application of the below formula.

In case no value is indicated, the tender will be considered "incomplete".

TABLE V - Financial score			
Description		Sub-scores	Scores
B1-Travels (art. 5a)	Flights	16	20
	Rail(*)	4	
B2 – Accommodation (art- 5b)	Hotel/Apartment booking (fee per guest per stay)	16	20
	Booking Plus (fixed + %)	4	
B3 - Local transport (art. 5c)	Local transport for small groups transports (up to 8 guests + driver)	3	8
	Local transport for big groups	5	
B4 – Other (art. 5d)	Restaurant booking (fee per event)		2
TOTAL FINANCIAL SCORE			50/100

*(also for bus/ferry)

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

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

P = points assigned to the financial 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.

13.Award requirements

The Successful tenderer, on the date set by the Institute for the purposes of final award, will have to present:

1. insurance adequate to cover all risks associated with the contractual activities (articles 11 of these TS and II.3.6 of the Draft FWC);
2. a copy of original compliance certifications demonstrating all requirements stated in the TS.

In the event that the Successful tenderer 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 tendering process, the Institute reserves the right to declare a compliance failure and to award the tender to the following tenderer in the list or to launch a new call for tender, which in either case shall result in the forfeited tenderer having to bear any addition costs incurred by the Institute. In these circumstances, in respect to the failing tenderer, 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 successful tenderer who will be then formally invited to sign the FWC.

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

The execution of the service may start only after the FWC has been signed.

CHAPTER IV - DEFAULTS AND PENALTIES

14.Sanctions and penalty mechanisms

The Contractor has the obligation to perform each task according to the timeframes and means provided for within these tender specifications.

At any time, the Institute may 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, in case of breach of the requirements of these TS and/or the improvements offered by the Contractor, with reference to the penalties listed below.

In case of:

- a. Interruption or delay in the provision of the services due to non-compliance of the Contractor with the minimum service requirements, a daily penalty of €300 (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. Proven existence, on equal terms (analogous service at the same conditions), of service price more convenient than the Contractor's rate, the one-off penalty will be €100 (one hundred/00); in addition the EUI will charge the Contractor the difference between the market price and the proposed rate and the relevant fee will not be paid;
- c. In case of administrative mistakes (e.g. lack of control of the correct application of profitable fares for the Institute, double billing, lack of transparency, etc.), the following scheme will be applied on annual basis:
 - a. Up to 10 mistakes: mistake will be notified, no penalty;
 - b. From 11 to 20 mistakes: a penalty of €100 for each occurrence will be applied;
 - c. Over 20 mistakes: a penalty of €200 for each occurrence will be applied
- d. Mistakes concerning issued tickets and accommodation reservations due to Contractor's negligence, any additional costs will be charged to the Contractor;
- e. In case of repeated negative responses of "customer satisfaction analysis", the Institute reserves the right to terminate the FWC;
- f. Delay in delivering the reports defined in article 5f, 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 complaint 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.

In addition to the application of penalties, the EUI will not compensate the Contractor 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 and/or to terminate the FWC.

CHAPTER V - ADMINISTRATIVE INFORMATION

15. Administrative information

All the information and conditions included in Annex I-Tender Specifications, the Letter of Invitation, the Declaration on honour, all the other Annexes and supporting documents and all the documentation related to the “most economically advantageous tender” shall be binding for the Contractor and form an integral part of the final FWC.

16. Subcontracting and outsourcing contract

The FWC shall not be reassigned.

Subcontracting is not allowed.

For further details, please refer to art. II.7 and art. II.9 of the FWC.

CHAPTER VI - FINAL PROVISIONS

17. 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.6/2015 laying down the EUI's regulatory and financial provisions, and with the President's Decision No.19/2018 on Public Procurement, all of which are available on the EUI's website: <https://www.eui.eu/About/Tenders>.

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

The rules governing the future relationship between the Contracting Authority and the Contractor, 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 FWC provided by the Institute and included in the tender documents.

18. Contract Management

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

The manager is responsible for the dealings and communications with the 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.

19. EUI's referent person

In order to ensure that the contract is performed satisfactorily and to guarantee a correct contractual relationship with the Contractor, the Director of the BFA shall appoint a member of his staff as referent person for the contract. Among other tasks, the referent person shall:

- act as contact person for all operational and practical exchanges with the Contractor;
- follow up and act on requests for interventions in cases when it becomes necessary to introduce changes and/or new provisions, during the implementation of the contract;
- oversee the correct performance of the service and verify the results;
- where necessary, and on the basis of serious and proven motives, demand that a member of the Contractor's staff be removed from the premises and replaced, providing justification for the request;
- propose to the Director of the BFA the application of penalties and, if necessary, the termination of the contract

20. Indicative procedure timetable

Table VI – Calendar (see invitation letter)	
Action	Dates
Launch date	15 September 2020
Deadline for sending requests for clarifications	07 October 2020 h12:00am
Submission of tenders	15 October 2020 h3:00pm
Evaluation of tenders	October/November 2020
Notification of results	November 2020
FWC signature	November/December 2020

21. Final provisions and Annexes

The tender documents are composed of the Draft FWC provided by the Institute, the Annex I - Tender Specifications and the Contractor's tender – Annex II including the following annexes:.

List of Annexes:

- Annex II.A – Technical offer
- Annex II.B – Economic offer
- Annex II.C - Self-declaration
- Annex II.D – Declaration on honor
- Annex II.E - EUI holidays 2021

Stamp

Signature of the Legal Representative