

## Call for tenders' details

Title: Hotel and Travel Booking Service

Start date: 27/02/2018

Time limit for receipt of tenders: 05/04/2018

Contracting authority: European Medicines Agency (EMA)

Status: Closed

## Call for tenders question list

**Call for tenders questions summary**

#	Submission date	Publication date	Question subject	Question	Answer
1	28/02/2018 11:51	01/03/2018 15:52	About qualification of tenderer	Is the tender open to Travel Agencies whose headquarters are based out of EU countries? China for instance.	<p><b>01/03/2018</b> Participation in procurement procedures is open on equal terms to all natural and legal persons falling within the scope of the Treaties. This includes all legal entities registered in the EU and all natural persons having their domicile in the EU. Participation is also open to all natural and legal persons registered or having their domicile in a non-EU country which has an agreement with the European Union in the field of public procurement on the conditions laid down in that agreement. The rules of access to the market do not apply to subcontractors.</p> <p>The procurement procedures of the Agency are not opened to tenderers from countries which have ratified the Multilateral Agreement on Government Procurement ("GPA").</p>

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#	Submission date	Publication date	Question subject	Question	Answer
2	05/03/2018 18:27	05/03/2018 18:28	Tender acknowledgment form	Considering that the bidding documentation stipulates for the Tender acknowledgement form to be delivered towards EMA, it doesn't clearly specify if this Acknowledgement form only (not the entire response documentation) is accepted by EMA to be received via email or a regular registered post should be used. Our company intends to submit a complete and comprehensive formal response towards this EMA tender, and in this respect we intend also to transmit our Tender acknowledgment form. Also the editable format documentation (.doc documents) do not include this Tender acknowledgement form.	<b>05/03/2018</b> The tender acknowledgement form cannot be edited electronically but it can be printed, filled in as applicable and posted to the address indicated on the form or alternatively it can be scanned and send by email to EMA2017-15-ST@ema.europa.eu.
3	07/03/2018 10:14	08/03/2018 16:21	Hotel and Travel Expenditure	Can you please provide an annual breakdown of expenditure by hotel and travel services?	<b>08/03/2018</b> The Agency estimates, without this estimate being legally binding, that 43% of our hotel and travel budget relates to travel while 57% to hotels.
4	07/03/2018 10:15	08/03/2018 16:21	Tender format	With regards to EN-Annex VI Checklist of documents, you refer separately to 'Tender' and 'Documentation requested to enable assessment of Award Criteria' (point 16.1 above). Can you please advise if you are looking for a tender as well as responses to A,B & C of 16.1 Qualitative Award Criteria?	<b>08/03/2018</b> The tender should include the response to the Qualitative Award Criteria A,B and C listed in point 16.1

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#	Submission date	Publication date	Question subject	Question	Answer
5	07/03/2018 10:15	08/03/2018 16:22	Online rail bookings	With regards to online rail bookings, is it a mandatory requirement that the OBT can access UK domestic, Eurostar and International rail?	<b>08/03/2018</b> It is mandatory that EMA travellers can view the available UK domestic, Eurostar and International rail on the OBT and can request any of those means of transport via the tool.
6	07/03/2018 10:16	08/03/2018 16:23	OBT	Will 'Candidates' be required to book via the OBT, or would it be possible for them to contact the TMC?	<b>08/03/2018</b> The candidates will initially be required to request their travel via email to TMC but booking through the OBT in the future might be required.
7	07/03/2018 10:16	08/03/2018 16:24	OBT access	Is access to the OBT via a Smartphone imperative or would App based access be acceptable?	<b>08/03/2018</b> The OBT requested must be web-based and must be accessible from smartphones and tablets. Access to OBT via App (downloaded and installed on the mobile devices) will be considered in the future, providing it is approved by EMA Information Security Office.

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#	Submission date	Publication date	Question subject	Question	Answer
8	07/03/2018 10:16	09/03/2018 17:25	Data processing	Please clarify if EU based travel and traveller data processing is a mandatory requirement?	<p><b>09/03/2018</b> According to the technical specifications, one of the minimum requirements to be met by the tenderer (cfr.: para. 3.3 pp. 18 and 19) is</p> <ul style="list-style-type: none"> <li>•Processing of personal data in connection with this service must comply with EU data protection legislation, and in particular Regulation (EU) No 679/2016, GDPR.</li> </ul> <p>Therefore, the answer is that, regardless of the location in which the service provider will process EMA data, the processing of the data by the service provider must meet the standards laid down in the applicable EU data protection legislation, including the conditions for transfer of the data outside the EU.</p>
9	09/03/2018 13:23	09/03/2018 17:25	Contract start date	Could you please confirm the anticipated timeline for the commencement of the contract?	<p><b>09/03/2018</b> The estimated start date is 1st of June 2018 without this being binding on the Agency.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
10	08/03/2018 14:06	13/03/2018 15:04	Hotel availability	We note that you have requested information on how we would ensure a minimum daily availability of 90 hotel nights. Given that you have also indicated that this does not represent an average, can you please provide details of what you consider to be an average daily requirement?	<b>13/03/2018</b> Based on figures from 2016, the Agency booked an average of 72 hotel nights per working day in London.
11	09/03/2018 13:14	14/03/2018 15:16	Hotel and travel services expenditure	To provide further clarification with regards to our question on expenditure, if available, could you please provide a breakdown of each category spend and the equivalent transactions, per year? This will enable us to create a comprehensive pricing model for EMA.	<b>14/03/2018</b> A detailed breakdown of each category is not available. However, based on information related to delegates, in 2016 the Agency booked a total of 14,443 hotel nights in London for a total amount of €2,500,000 and 6,490 trips for a total of €2,112,094.90.
12	09/03/2018 13:36	16/03/2018 15:10	Hotel Capacity	Could you please provide information on the room night production for your locations and an indication of the minimum standard of hotels required?	<b>16/03/2018</b> With regards to the room night production please refer to the answer to question 9. The Agency expects a minimum hotel standard of 3 stars.

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#	Submission date	Publication date	Question subject	Question	Answer
13	23/03/2018 17:43	26/03/2018 13:14	Clarification Questions:	<p>1. Please could you expand on this question? Structure of the team processing the online bookings (CVs should not be provided in response to these criteria). Typically online bookings are automated and do not have personnel to 'process' these bookings.</p> <p>2. What are your expectations regarding the products available through an online booking tool?</p> <p>3. Following your transition to Amsterdam, will you still have staff based in UK? If so, roughly how many?</p> <p>Many thanks.</p>	<p><b>26/03/2018</b></p> <p>1. Qualitative award criterion A, requires the tenderer to outline the team structure for requests made through OBT, as the Agency has stipulated that some human intervention (to check if the travellers requests comply with the set of all predefined reimbursement instructions as set in tender specification, point 3.2.1.2) is likely.</p> <p>Criterion A also requires indication how the tenderer will ensure that all bookings requested through OBT are made in accordance with EMA reimbursement rules.</p> <p>However, if during the transitional period the proposed tool can be customised, so it automatically assesses the requests made by the travellers, ensuring that all bookings comply with the reimbursement rules, the Agency will not require the outline of the team checking the request. Should a fully customised and automated tool be offered, the evaluation committee will only judge the quality of the proposed solution and assess the measures ensuring compliance with EMA reimbursement rules.</p> <p>2. It is mandatory that EMA travellers</p>

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#	Submission date	Publication date	Question subject	Question	Answer
					<p>2. It is mandatory that EMA travellers can book the hotels and flights through the online booking tool. Also, as indicated in answer 5, it is mandatory that EMA travellers can view the available UK domestic, Eurostar and International rail on the OBT and can request any of those means of transport via the tool.</p> <p>3. EMA will relocate to Amsterdam, the Netherlands, where it has to take up its operations as from 30 March 2019 at the latest. Beyond 2020 there is no intention for staff to be located in the UK.</p>

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