

## Call for tenders' details

Title: Provision of Travel Desk Services for Frontex

Start date: 18/03/2019

Time limit for receipt of tenders: 17/04/2019

Contracting authority: European Border and Coast Guard Agency (Frontex)

Status: Closed

## Call for tenders question list

#	Submission date	Publication date	Question subject	Question	Answer
1	20/03/2019 12:16	20/03/2019 17:27	Annex II	May we ask for more details related to the number of business trips within 2018. How many of the trips started in Poland (ordered in Poland) how many of them started in different point of origin and what kind of countries were included.	<b>20/03/2019</b> Out of the total number of missions that took place in 2018 (3973), 3409 missions started in Warsaw; The remaining missions started from other EU and non-EU countries e.g. 82 from Italy; 60 from Belgium; 45 from Greece; 34 from Portugal; 32 from Romania; 29 from Bulgaria, 24 Austria, 21 France, 20 The Netherlands, 20 from Turkey, 9 from Niger.
2	20/03/2019 17:08	22/03/2019 13:49	Question to Annex VII „Scenario 1"	Please explain, whether the employee starts missions in Warsaw and returns to Warsaw after each meeting? Or is on a constant journey?	<b>22/03/2019</b> It is a continuous business trip.

## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
3	21/03/2019 11:12	22/03/2019 13:52	Annex III order form - process	Within point 11.1 orders we can't find out information's how/when during all ordering process we should fill in the order form as per Annex III. May you please explain how it works. Should we send it to every duty trip separately follow individual Purchase Order.	<b>22/03/2019</b> The template of the Specific order is attached for your information only. It will be filled in and sent to the contractor by Frontex authorised person.
4	21/03/2019 11:28	22/03/2019 13:54	New documents Frontex/OP/258/2019/KM	I have received information that new documents have been published . May you please let us know what has been changed or what is new vrs. original version just to avoid going through all documentation again.	<b>22/03/2019</b> The information concerned the reply to question that has been published. If any changes to the documents are made those are indicated in questions and replies section or indicated in the text of the document that has been amended.
5	20/03/2019 17:44	22/03/2019 17:31	Hotline services	Do you need support 24h for all services and markets including ferry, train, visa, car or only air and hotel?	<b>22/03/2019</b> Hotline services 24h must provide support to all services and markets mentioned in the Terms of Reference

## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
6	20/03/2019 17:44	22/03/2019 17:35	Frontex/OP/258/2019/KM	May you please let me know do you require our branch offices around the Word or just one main contact Center in Poland who will serve all countries around the world?	<b>22/03/2019</b> Localisation of contractor's seat is not defined in this tender procedure, nor it is required to place branch offices around the world. It is up to the tenderer to decide how the organisation of services will be defined in order to guarantee provision of services according to the requirements of the Terms of reference.
7	20/03/2019 17:44	22/03/2019 17:44	Payments	Within point 4 you have inserted a note that the invoicing period may change during the contract performance. If something like this appears would it be possible to change the transation fee charge ?	<b>22/03/2019</b> Regadless of the invoicing period the transaction fee cannot be changed after award of the contract. As indicated in the financial offer template "Prices shall be valid throughout the duration of the contract and for all services performed under the contract." The only possibility to amend the prices is price revision envisaged under the contract, according to the article 1.5.2. Please see amended Annex III Draft contract attached.

## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
8	27/03/2019 13:54	27/03/2019 15:52	Data concerning business travels - Flights /destinations	May we ask for more data as below: Flights - the most frequent destinations in 2018	<b>27/03/2019</b> In 2018, 23 tickets were issued for domestic flights and 5382 for international flights. Our top destinations were: 1. Brussels – 466 tickets 2. Amsterdam – 180 3. Sofia – 114 4. Vienna – 120 5. Lisbon – 59 But please note that this data should not be regarded as a forecast data for the prospective contract performance. It is only the historical data.
9	27/03/2019 13:53	29/03/2019 12:20	Data concerning business travels Accommodation	Can we get more details related to business travels per Accommodation: the most frequent destinations Accommodations in the country (in Poland) Accommodations abroad (outside Poland)	<b>29/03/2019</b> Accommodations in the country (in Poland) City No. of bookings in 2018 1. Warsaw – 88 bookings Accommodations abroad (outside Poland) in 2018 1. Brussels – 241 bookings 2. Athens - 115 3. Sofia - 105 4. Rome – 102 5. Hague – 90 &Other
10	27/03/2019 14:09	29/03/2019 12:23	Hot Line service statistics 2018.	May we ask for more data related to hot line service. Type of service (hotel/air ect) / Reason to use hot line service / No. of calls serviced by hot line in 2018	<b>29/03/2019</b> As the hotline services are provided by the Contractor we do not have the data related to those services. Furthermore, it is possible to retrieve such data without electronic ticketing service which is not required in the current contract.

## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
11	27/03/2019 13:58	29/03/2019 12:24	Data concerning business travels - Car rentals / destinations	Car rentals - the most frequent destinations International car rentals trips (outside Poland) Destinations No. of trips in 2018	<b>29/03/2019</b> We do not possess data for those services.
12	27/03/2019 13:56	29/03/2019 12:26	Data concerning business travels - Rail / destinations	Rail - the most frequent destinations Train trips (in Poland) Destinations No. of trips in 2018 International train trips (outside Poland) Destinations No. of trips in 2018	<b>29/03/2019</b> We do not possess statistical data related to destinations in travels by rail.
13	28/03/2019 16:54	29/03/2019 15:40	Question to Annex VII „Scenario 1"	We know it is a constant journey. Please explain if the employee starts mission in Warsaw and returns to Warsaw.	<b>29/03/2019</b> Yes, the mission starts and ends in Warsaw.
14	02/04/2019 12:27	03/04/2019 11:58	Changes statistics 2018.	We would like to understand what was the aprox percentage of changes follow 5443 flight tickets and 2453 hotels booked in 2018.	<b>03/04/2019</b> We do not possess such statistics.

## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
15	02/04/2019 12:46	03/04/2019 12:02	Annex IV Financial Offer - definition of "Unit";	1.Net fee for one booking/arrangement – are we talking about one fee for one booking per passenger or per one booking only e.g.: 3 people are flying to the same destinations and we have one pnr for them but 3 tickets will be issued - what fee will be applicable per booking or per passenger? 2. Net fee for one booking – re hotel reservations the same question if we have 2 people in one room, are we talking about one fee per booking or one fee per pax?	<b>03/04/2019</b> Question 1 - "unit" means fee for one ticket Question 2 - "unit" means fee per one room
16	02/04/2019 12:29	03/04/2019 12:07	Entry into force date after tender award	When would you like to start cooperation with the new Travel Agent.	<b>03/04/2019</b> The contract signature is estimated at May 2019 if the tender evaluation process will allow for it. Execution of the contract will be based on the specific order issued right after the contract signature. Currently it is not possible however to indicate the specific date.

## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
17	01/04/2019 15:02	03/04/2019 12:22	eligibility criteria	Please advise IF a company established last year is eligible to apply, concerning that it has closed account only for one year - 2018. Is it eligible for a consortium leader to propose a Letter of undertaking for references from non EU, EEA and SAC country?	<b>03/04/2019</b> For the approach related to the verification of selection criteria of joint tenders please see point III.6.1 of Tender Specifications (page 8). As regards references there is no requirement in relation to the contracts place of performance.
18	04/04/2019 13:39	05/04/2019 09:48	Case study	I have a question regarding accomodation requests in scenario 1. Could you please specify the preferred locations of accommodation in each destination - city centre, near some station etc.? For example Rhodes: would you like to have accommodation somewhere in Rhodes Island or in Rhodes city, if city then in city centre or you have a location which should be near the hotel?	<b>05/04/2019</b> The case study is not detailed in this respect and it is up to the tenderer to define the replies to questions according to its own approach.

## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
19	08/04/2019 09:44	08/04/2019 12:43	Submission of offer: number of master envelopes.	<p>Within the Invitation to the Open Tender procedure, point 5 (page 2) is</p> <p>it requested "Tenders must be placed inside two sealed envelopes...</p> <p>The inner envelope should contain 3 separate envelopes (A+B+C)".</p> <p>Kindly please confirm whether or not FRONTEX expects to receive ONE or TWO master envelopes, EACH of them containing three separate envelopes (A+B+C). The word "inner envelope" is not clear enough regarding the final number of master envelopes that FRONTEX expects to receive.</p>	<p><b>08/04/2019</b></p> <p>Inner envelope means double packing system - not two offers. Outer envelope and inner envelope should contain one set of 3 packages - A B C envelopes. Double envelope system is required to make sure that the offer (inner envelope) is not opened mistakably or the content damaged during transportation.</p>

## Call for tenders questions summary

#	Submission date	Publication date	Question subject	Question	Answer
20	09/04/2019 14:27	09/04/2019 16:44	Case Study - scenarion 1, point 3	I would like to ask for clarification regarding case study, scenarion 1, point 3: "The proposal has to be accompanied by the appropriate documentation (bookings)" Please let us know what kind of documentation for the purpose of case study are considered as appropriate. For travel, screens from booking platform showing all essential information about flight is sufficient ? As for the hotel booking – what is the type of appropriate documentation (booking) required ?	<b>09/04/2019</b> Please be kindly informed that the print screens are considered as the appropriate documentation.
21	17/04/2019 14:42	17/04/2019 14:59	Conditions for opening of tenders 24/04 11:00	Do companies that did not submit an final offer will be able to receive information about who won the tender with details of terms & conditions. Would it be available on the eTendering platform?	<b>17/04/2019</b> After signature of the contract with the winner the award notice will be published on TED eNotices within maximum 30 days from the signature of the contract. However, it will indiate the name of the contractor and address only. No other conditions of the winning tender will be published on eTendering nor eNotices portals.