



ReSPA/EC/SER/003-18

18 May 2018

Call for tenders

Tender specifications

Land travel services

Contents

ANNEX I – TENDER SPECIFICATIONS	4
1. About the Regional School of Public Administration (ReSPA)	4
2. Presentation of the tender	4
3. Confidentiality and protection of personal data	6
4. Participation in the tendering procedure.....	6
4.1. Eligibility	6
4.2. Application	6
4.3. Subcontracting.....	7
5. Contractual terms and guarantees.....	7
6. Subject of the contract	7
6.1. Purpose and scope of the contract.....	7
6.1.1. Detailed requirements	8
6.2. Ad hoc information requests/service updates.....	9
6.3. Flexibility of working hours	9
6.4. Communication of interest to ReSPA and travellers	10
6.5. Confidentiality of information.....	10
6.6. Statistics	10
6.7. Contractor staff	11
6.8. Ordering process.....	11
6.9. Quality of service.....	12
6.10. Purchase order workflow	13
6.11. Invoicing process.....	13
6.12. Transparency of third -party supplier's costs – random audits	14
7. Type of the contract	15
8. Award procedure and Criteria	16
8.1. Exclusion criteria.....	16
8.1.1. Exclusion from participation and award in the procurement procedure	16



ReSPA
Regional School
of Public Administration

ReSPA Activities are
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8.1.2. Evidence to be provided by the tenderers.....	16
8.2. Selection criteria	17
8.2.1. Legal capacity	17
8.2.2. Economic and financial capacity	17
8.2.3. Technical and professional capacity	18
8.3. Award criteria.....	19
8.3.1. Technical merit.....	20
8.3.2. Number of applications	20
8.3.3. Provisional commencement date of the contract.....	21
9 Annexes	21

ANNEX I – TENDER SPECIFICATIONS

Title: Provision of land travel services for the Regional School of Public Administration
Reference: Call for tenders ReSPA/EC/SER/002-18
Closing date: 20.06.2018

1. About the Regional School of Public Administration (ReSPA)

ReSPA is an international organization set-up as a joint initiative of European Union and the Western Balkan countries working towards fostering and strengthening the regional cooperation in public administration, human resource management and civil service reform among its Member States. It seeks to offer high quality, innovative and creative training events, networking activities, capacity building and consulting services to ensure that the shared values of respect, tolerance, collaboration and integration are reaffirmed and implemented throughout the public administrations in the region. It is located in Danilovgrad, Montenegro. The foregoing is a summary of the objectives of ReSPA:

- a) To improve regional cooperation in the field of public administration reform;
- b) To support development of human resources management in line with the European Administrative Space;
- c) To promote regional professional networks both within the region and beyond;
- d) To contribute to the strengthening of administrative capacities of ReSPA Member States as required by the European integration process.

Further information about the work of the ReSPA can be found on its website:
<http://www.respaweb.eu>

2. Presentation of the tender

Tenders shall 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 call for tenders reference No “**ReSPA/EC/SER/003-18**”
- The contract title “**Provision of land travel services for the Regional School of Public Administration**”
- The name of the tenderer
- The indication “**Tender – Not to be opened by the internal mail services**”

- The address for submission of tender (as specified in the letter of invitation to tender)
- The date of submission shall be legible on the outer envelope or parcel

The outer envelope or parcel must contain three inner envelopes, i.e. Envelopes No 1, 2 and 3, corresponding to the following three sections: administrative section, technical offer and financial offer.

(a) Envelope No 1 – Administrative section shall include the following:

- The Tender submission form drawn up in accordance with the template in Annex 1
- The declaration(s) on exclusion criteria as required under section 8.1.2 drawn up in accordance with the template in Annex 2
- The legal entity form(s) as required under section 8.2.1 drawn up in accordance with the template in Annex 3 accompanied by the required supporting documents
- The financial identification form drawn up in accordance with the template in Annex 4
- The evidence and documentation demonstrating the fulfilment of the selection criteria as required under sections 8.2.2 (economic and financial capacity) and 8.2.3 (technical and professional capacity)

(b) Envelope No 2 – Technical offer shall include the following:

The technical offer addressing the elements described in sections 6 and providing all information requested under section 8.3

(c) Envelope No 3 – Financial offer shall include the following:

The financial offer drawn up in accordance with the requirements set in sections 6.13 and with the template in Annex 5.

Tenders shall be drafted in **English** (supporting evidence does not need be translated) and submitted **in triplicate** (one **signed original and two copies**).

It is important that tenders are presented in the correct format and include all documents necessary to enable the evaluation committee to assess them. Failure to respect the requirements above will constitute a formal error and may result in the rejection of the tender.

Tenderers shall carefully follow the instructions in points 2, 3, 4 and 6 of the letter of invitation to tender to ensure their tender is admissible. Late delivery will lead to the non-admissibility of the

tender and its rejection from the procedure for awarding a contract following this call for tenders. Tenders sent by e-mail or by fax will also be non-admissible and discarded. Envelopes found opened at the opening session will also lead to non-admissibility of the tender. Consequently, tenderers must ensure that their tender is wrapped in such a way as to prevent any accidental opening during its mailing.

3. Confidentiality and protection of personal data

For the processing of this tendering procedure, the ReSPA observes the rules set in Regulation (EC) No 45/2001 on the protection of individuals with regard to the processing of personal data by Community institutions and bodies and on the free movement of such data¹.

4. Participation in the tendering procedure

4.1. Eligibility

As per Practical Guide and its annexes.

4.2. Application

All eligible legal persons (as per above) or groupings of such persons (consortia) may apply. A consortium may be a permanent, legally established grouping or a grouping, which has been constituted informally for a specific tender procedure. If awarded the contract, the members of the consortium (i.e. the coordinator and all other partners) will have an equal standing towards the ReSPA in executing the framework service contract and they will be jointly and severally liable to the ReSPA.

The participation of an ineligible legal person will result in the automatic exclusion of that person. In particular, if that ineligible person belongs to a consortium, the whole consortium will be excluded.

The ReSPA will not request consortia to have a given legal form in order to be allowed to submit a tender, but reserves the right to require a consortium to adopt a given legal form before the contract is signed if this change is necessary for the proper performance of the contract. This can take the form of an entity with or without legal personality but offering sufficient protection to the ReSPA's contractual interests (depending on the country concerned, this may be for instance, incorporation or partnership or a temporary association). Consortia must identify one of their members as leader (coordinator) who will interface with the ReSPA.

¹ OJ EU L 8/1 of 12.1.2001

Each member of a consortium must fulfil the conditions for participation mentioned in this section as well as in section 4.1 above and provide the required evidence for the exclusion and selection criteria (see sections 8.1 and 8.2 of these Tender Specifications). Concerning the selection criteria 'technical and professional capacity', the evidence provided by each member of the consortium will be checked to ensure that the consortium as a whole fulfils the criteria. Therefore, each member of a consortium shall specify his role, qualifications and experience.

The participation of an ineligible person will result in the automatic exclusion of that person. In particular, if that ineligible person belongs to a consortium, the whole consortium will be excluded.

4.3. Subcontracting

Subcontracting is not allowed.

5. Contractual terms and guarantees

In drawing up their bid, tenderers should bear in mind the provisions of the standard framework service contract and standard order form particularly those on payments, performance of the contract, confidentiality, and checks and audits. Any limitation, amendment or denial of the terms of the contract will lead to the automatic exclusion from the procurement procedure.

No financial guarantee is required.

6. Subject of the contract

6.1. Purpose and scope of the contract

The contract aims to provide travel agency services to the ReSPA in regard to the Land travel and/or other means of transportation from/to the Region (i.e. ReSPA Members and Kosovo*, related to ReSPA needs – meetings, conferences, seminars, working group meetings and other events organized in the Western Balkan Region.

ReSPS requires an experienced companies) (in the following text named as a contractors) to make travel arrangements as required, for ReSPA's needs (in the following text named as ReSPA **traveller(s)**) travelling within the Western Balkan Region ReSPA's offices are established in Danilovgrad, Montenegro, while its travellers are traveling both to and from ReSPA, and to and from other departures and destinations in the Western Balkan.

The travellers of ReSPA are public administration officials from ReSPA member countries, ReSPA International and Technical Staff Members, Experts, Senior officials from EU and the region, civil society representatives and other distinguished guests. In term of an event to which land travel service is to be required, in majority of cases the departure point for each traveller differs while the arrival point is mutual for all. The Contractor shall organise in that matter as many different arrangements as the travellers are nominated for the certain event.

ReSPA uses the term “Activity and/or Activity Number” (hereinafter “Activity” to describe an authorized trip of traveller(s). Each activity has a specific activity reference number provided by the ReSPA.

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 return back) at the best possible price to ReSPA, according to the provisions mentioned below.

It is the Contractor’s task to advise the traveller on the most suitable travel option for the Activity and where applicable, to explain the appropriate options to the traveller. Once the names of travellers of ReSPA’s event/activity are sent by ReSPA and received by the Contractor the communication shall remain among the traveller and the Contractor.

6.1.1. Detailed requirements

Travel by Agency car

The below table shows an indicative destination which will be used for ReSPA activities:

Departure	Destinations
Belgrade	Sarajevo, Skopje, Pristina, Banja Luka, Mostar
Sarajevo	Tirana, Ohrid, Pristina, Banja Luka, Danilovgrad, Podgorica, Budva, Mostar
Skopje	Belgrade, Sarajevo, Tirana, Ohrid, Pristina, Danilovgrad, Podgorica, Budva, Mostar
Tirana	Sarajevo, Skopje, Ohrid, Pristina, Danilovgrad, Podgorica, Budva, Mostar,
Ohrid	Skopje, Podgorica, Tirana, Pristina
Pristina	Sarajevo, Skopje, Ohrid, Tirana, Danilovgrad, Podgorica, Budva, Mostar
Banja Luka	Sarajevo, Belgrade, Danilovgrad, Mostar, Zagreb
Podgorica	Sarajevo, Skopje, Ohrid, Tirana, Danilovgrad, Pristina, Budva, Mostar, Kolasin,
Mostar	Sarajevo, Belgrade, Danilovgrad, Podgorica, Zagreb

Cancellations

The general cancellation policy must be clearly outlined at the technical offer. In the case of cancellation on short notice, the best alternative option to facilitate the mission in question should be provided. In addition, the Contractor will endeavour to minimise any penalties incurred by ReSPA. Penalties regarding any additional charges attributed to a fault of the Contractor will, however not be paid by ReSPA. The Contractor has a duty to keep ReSPA informed at all times on the status and changes of a mission including information on such aspects as schedules, prices, extra charges applicable etc. Other services may additionally be provided upon request by ReSPA.

Other requirements

Along with the Administrative requirements stipulated in the tender dossier, all bidders must also provide the following documents:



- proof of paid taxes issued by the tax authorities, not older than 6 months
- proof of clear court record referring to the past 5 years
- proof of solvency
- Financial and Legal identification forms – included in the tender documentation
- proof that the bidder is not in process of liquidation or closure, issued by relevant institution
- statement claiming that bidder, including drivers and employees were not involved nor participated in any kind of fraud, major crime, money laundering, national or cross border proliferation of illegal materials/substances.

Activities: In general, the model activity of ReSPA is one/two/ three-day event with one/two/three overnights per traveller. The usual number of participants is 18 or 24 when in ReSPA premises or in the ReSPA region and 24 or more when in EU Member State. However, ReSPA Conferences organized at ReSPA and in the region, may encompass 70-120 participants, or 10-20 participants from each ReSPA Member.

The activity may vary per duration or number of participants, no matter of the place where event shall take place.

6.2. Ad hoc information requests/service updates

The Contractor shall provide ReSPA at the end of the month a quantitative Report on the services provided in the previous month, along with a detailed list of travellers transported to particular event

The shortlisted service providers may be requested to attend a small number of coordination meetings at the premises of ReSPA (1 to 2 meetings at the start of services and 1 to 2 per year thereafter). These meetings will not be reimbursed by ReSPA. Primarily, meetings shall be organised with the use of available technology (e.g. tele/video conference facilities), if necessary, in which case no reimbursement of fees (conference fees, equipment cost, telecommunication expenses) will occur.

6.3. Flexibility of working hours

Contractors shall be in a position to provide the aforementioned services during normal working hours (Monday to Friday 8.00 – 18.00, CET +1) except public holidays which shall be communicated by ReSPA at the beginning of the year and/or start of the contract.



During working hours, Contractors staff must be available by telephone, by e-mail or via voice call over internet solution of zero cost per call. Contractors will provide a dedicated team (minimum 1 employee) to serve ReSPA and also a direct telephone line and e-mail address to be used for communication with ReSPA and its staff.

Contractors shall guarantee enough resources to support via telephone and e-mail the volume of activities during normal working hours (Monday to Friday 8.00 – 18.00, CET +1) for each ReSPA working day. Therefore, replacement of staff for any reason (sickness, holiday, training etc.) must be foreseen by the Contractors.

Flexibility during weekends and holidays is required. In particular, Contractors has to make available and warrant a hotline service for urgent queries arising outside normal working hours and stretching at least two (2) hours before office hours and three (3) hours after (a telephone number must also be provided).

The ability of Contractors to provide in addition to the above mentioned an emergency hotline service on a 24/07 basis for urgent queries arising outside the normal working hours will be considered advantageous in the evaluation of tenders.

Contractors, in any case, shall provide resources for full support of the travellers in regard and during the trips organised under this Contract once they are taking place.

6.4. Communication of interest to ReSPA and travellers

The Contractor will inform travellers and ReSPA immediately of changes in the scheduled transfers and any significant circumstances that can incur changes in the scheduled transfers, e.g. planned strikes, or any new carriers operating which might be of interest of the travellers and ReSPA, as well as any particular discount/offers proposed by carriers.

6.5. Confidentiality of information

The Contractor must ensure that personal data to which they may get access during the implementation of the contract are protected.

Valid for all missions, services and provisions: ReSPA remains the owner of data collected, including any and all personal data related to a mission. Data is treated by the contractor as confidential and personal data is treated in line with the requirements of Directive 95/46/EC as transposed to the respective Member State of ReSPA.

6.6. Statistics

The Contractor will be requested to provide detailed statistics at the end of each six months to reflect the work carried out for ReSPA. Such statistics may include, costs covered for use of a car etc., by month and by destination and expenditure under the contract by month etc.

6.7. Contractor staff

High level of professionalism and “client-orientation” is expected by the staff of the Contractor. The staff designated as contact persons with ReSPA shall have a good working knowledge of English, while some knowledge of other EU languages would be appreciated. A good knowledge of the geographical areas in which ReSPA is mainly operating (Members of ReSPA countries) is also considered as an advantage. ReSPA expects that dedicated staff will be made available to the ReSPA account by the Contractor, as appropriate.

The Contractor shall ensure that any member of its staff dealing with ReSPA travels under this contract has the necessary and sufficient knowledge and training to render the services at the required level.

6.8. Ordering process

The ordering process and delivery of services will be ensured through the exchange of emails (request for service) between ReSPA travelers and the Contractor throughout the validity of the Contract.

The Contractor must provide the required services in line with the offered price related to the particular destination pair - submitted in the financial offer, compliant with the list of departures and destinations provided.

The requests for services will be sent to the Contractor by ReSPA (or else as will be notified in advance) in form of a list of participants with contact details and departure information. ReSPA will send the request for services by mail, 14 days before the event. In a limited number of cases, the request for services may be sent with some delay (day or two).

The request for services, sent from ReSPA to Contractor, will indicate the travelling arrangements requested as follows:

- a) Travel by agency car
- b) Information on the location of the event venue; As for events organised at ReSPA all participants will be accommodated at ReSPA Campus in Danilovgrad, Montenegro

The Contractor shall reply to the request for services and will send all offers pertaining to one request in a single email, within 1-day hours after the request is submitted by ReSPA by mail.

In cases when the contractor is not capable to comply with this request, ReSPA may request agency car from other available providers (agencies, Taxi Company). ReSPA reserves the right, in cases when participants demand change of travel model or when the event is cancelled/postponed to cancel the whole assignment and to carry out the activity with another provider (flight arrangement or use of a private car, upon request from travelers).

In line with the previous ReSPA will issue to the Contractor a Purchase order for selected services, signed by a ReSPA Manager and submit it to the contractor within 24h after obtaining the offer by mail.

The contractor, in line with the obtained Purchase Order, should initiate communication with travelers. After obtaining confirmation from the travelers, the contractor should inform ReSPA that contact with travellers is established and may further organise the land transfer services, in line with the approved Purchase Order.

In case of delay, and if travellers are not reachable, the contractor should communicate the encountered situation to the ReSPA contact person for the particular event by e-mail. In this regard, e-mail clarification will be obtained from RESPA regarding the further steps to be undertaken.

In every communication, the Activity reference number is mandatory to be indicated in the e-mail subject filed.

After completing the whole list of requirements as per approved Purchase Order, Contractor should send a summary overview of services provided, with all related data. Listed financial liabilities stipulated on the signed Purchase order must not be breached in any circumstances. Copy of signed purchase order must be enclosed to the Invoice for services.

6.9. Quality of service

The Contractor is obliged to provide efficient, reliable and timely transport services, as follows:

- a) Contractor should have at disposal at least 3 luxury vehicles and at least 1 luxury van, bearing the following minimal amenities:
 - 2 zone air-condition
 - 6 airbags
 - Length of vehicle min. 4.750 mm
- b) Vehicles should not be older than 5 years, class sedan or limo, regular maintenance
- c) Van/s, 8 seats, not older than 7 years, regular maintained
- d) Min 5 references issued in the past 12 months of delivered land transfer services for travellers coming from international organizations, EU Delegation, OSCE, UN, embassies, Ministries, along wht contact persons
- e) All vehicles must have appropriate winter and summer period tires, installed in line with the period of the year
- f) Smoking should not be allowed at all times,
- g) Qualified professional drivers with all relevant documents to perform the duties of a driver,
- h) Driver/s must have basic knowledge of English language
- i) Proper dress code and driving with due care and courtesy towards the passenger,



- j) Take the most time-efficient route, bearing in mind likely traffic problems and known diversions, and explain any diversion from the most direct route, preference of highways
- k) In case of no show of participants at the airport, it is the responsibility of the Contractor to inform the contact person at ReSPA for the no-show,
- l) Full insurance of vehicles, registered for public service transport

Vehicle insurance must encompass insurance of all passengers riding along with the driver. Insurance must encompass premium for passenger injuries and death.

6.10. Purchase order workflow

Each time ReSPA would like to request land travel services, it will send a purchase order form to the Contractor including the short description of the land travel services to be ordered (Annex 7)

The Contractor should return the purchase order form duly signed and dated within the deadline specified in the request.

6.11. Invoicing process

The contractor shall issue monthly invoices for the services rendered, listed above, in a period of a calendar month. The monthly invoice must be accompanied by a consolidated monthly report detailing all transactions that took place in the referred month. The invoice will be considered valid only if the monthly report provides the following required information:

- a) Description of transaction/service rendered: analytical information is required, e.g. name of the person on a mission, travel itinerary, dates and times of travel, cost.
- b) Activity Reference Number, for each transaction listed (Note: this number is necessary for the identification of the relevant authorized Purchase Order and the validation of the invoiced cost)
- c) Purchase order

ReSPA shall approve or reject the monthly report and proceed to the payment of the invoice within (30) thirty days from receipt of the report and the invoice.

ReSPA is exempted from all taxes and duties, including Value Added Tax (VAT). The Contractor should demand payment directly by the traveller for all additional costs relating to any detours or parts of the journey made for private reasons. ReSPA takes no responsibility and will accept no request for payment of the cost of such travelling arrangements for private reasons. Private arrangements are not subject to the conditions of the contract.

The flexibility of the Contractor to invoice the services only after the provision of the services will be required during the evaluation of the offers. The possibility of invoicing services only after their provision must be clearly indicated in the offer – free of VAT. The invoice must be followed by signed Purchase Order (PO) from responsible ReSPA Manager and with a detailed specification (name and surname, dates, destinations, price). The PO must contain the number of the event and the name of the Activity.

6.12. Transparency of third -party supplier's costs – random audits

The ReSPA reserves the right at any time to request a copy of the financial arrangement or invoice between the third-party provider of services and the contractor.

Following such a request by ReSPA, if it can be ascertained that an extra cost has been added by the contractor to the third-party provider's quoted cost, then ReSPA reserves the right to reduce the amount of the invoice for that mission by the total amount of the extra cost identified for each particular service provided by the third party.

ReSPA also reserves the right to deal with other travel agencies, carriers, or other bodies for all services, as an alternative to the contract concluded with the successful Contractor, in particular where a lower price can be obtained from another supplier.

6.13. Content of the technical and financial offer

- a) The Tenderer shall enclose with the Technical Offer all documents and information that will enable its offer to be assessed in terms of quality and of compliance with the Terms of Reference.
- b) The Technical Offer shall include as a minimum the following information and must be undersigned for acceptance:
 - A brief description of the Tenderer's company and the types of services that the company offers;
 - A description of the methodology in providing land travel services;
 - A Description of the team proposed by the tenderer to manage and oversee the tender, including the roles of the contact person and the quality manager, and any other persons who will ensure the provision of the highest possible quality of service for this tender. In addition to indicate the name and contact details of the person responsible for this contract tender.
- c) The Tenderer is also required to include an electronic copy of its 'Technical Offer' and



The Financial offer must be drawn up using the Financial Offer form (see Annex – Financial Offer). In order to be valid, it must be duly filled in, dated, stamped, and signed by the authorized person.

Please take special care to enter data in all boxes as described. Failure to provide a fully completed form may result in your offer being declared invalid and not being further evaluated.

Contractor should provide individual round trip price for each destination pair, compliant with the financial offer template.

Electronic copies may be submitted on a physical medium (e.g. CD/DVD, USB stick) only. Please do not provide a link to a remote (e.g. file server-based or cloud-based etc.) service as this cannot be accepted.

7. Type of the contract

The successful tenderer will be offered a framework service contract which will be implemented through purchase order forms which alone shall bind the ReSPA. The purchase order forms will detail the services and volumes to be provided and the resources to be allocated depending on the ReSPA's needs. The Contracting Authority may, at its own discretion, extend the project in duration and/or scope subject to the availability of funding. Any extension of the contract would be subject to satisfactory performance by the Contractor. Present duration of the framework contract is for 24 months.

7.1 What is a framework contract?

A framework contract is a legal agreement between two parties - in this case the ReSPA and the contractor. It acts as the basis for possible future purchase of services by the ReSPA. The framework contract contains, inter alia, a description of the scope of services that can be requested by ReSPA.

The framework contract will be signed for an initial one-year period and will be automatically renewed for the period of 12 months, unless one of the parties receives formal notification to the contrary at least three months before the end of the ongoing duration. Renewal does not change or postpone any existing obligations.

The contract will be concluded in English and all follow-up communication related to the contract and its implementation will also be done in English.

The framework contract has no fixed value. It does however have an estimated maximum total value. Signature of the framework contract imposes no obligation on ReSPA to order services. Only the implementation of the framework contract through purchase orders or specific contracts is binding for the ReSPA.



Execution of the framework contract will be performed through purchase order forms (draft template provided as the Annex 7), which will contain details of deliverables and timelines for particular services. The procedure for concluding purchase orders is described in section 6.10.

8. Award procedure and Criteria

The award procedure will consist in three successive stages; only tenders meeting the requirements of one stage will be examined in the next stage. The procedure foresees:

1. to check, in the first stage, whether tenderers can take part in the tendering procedure (exclusion criteria and legal capacity);
2. to check, in the second stage, the economic and financial capacity and the technical and professional capacity of each tenderer who has passed the eligibility stage (selection criteria);
3. to assess, in the third and last stage, each tender which has passed the eligibility and selection stages in terms of their technical merit first and then their financial value (award criteria).

8.1. Exclusion criteria

8.1.1. Exclusion from participation and award in the procurement procedure

As part of the tender, tenderers must submit a signed declaration, included in the tender form, to the effect that they are not in any of the exclusion situations listed in section 2.3.3. of the Practical Guide².

8.1.2. Evidence to be provided by the tenderers

When submitting their bids, each tenderer (including any member of a consortium) must provide a declaration on their honour in accordance with the form attached as Annex 2, duly signed and dated, stating that they are not in any of the situations mentioned under section 8.1.1 above. The tenderer to whom the contract is to be awarded will be required, prior to the signature of the contract, to provide the evidence specified in the penultimate paragraph of the declaration of honour mentioned above (see Annex 2).

The ReSPA may waive the obligation of the tenderer to whom the contract is to be awarded to submit the documentary evidence referred to above if such evidence has already been submitted

² DEVCO Prag to financial and contractual procedures (Version 2016.0 - 15 January 2016), available from the following Internet address: <http://ec.europa.eu/europeaid/prag>

to the ReSPA for the purpose of another procurement procedure and provided that the issuing date of the documents does not exceed one year and that they are still valid. In such a case, the successful tenderer shall declare on its honour that the documentary evidence has already been provided in a previous procurement procedure and confirm that no changes in its situation have occurred.

8.2. Selection criteria

Tenderers should show their degree of economic and financial capacity, and technical and professional capacity to provide the requested services by providing information on the criteria described below. If several service providers are involved in the tender, the economic and financial capacity, and the technical and professional capacity will be assessed in relation to the combined capacities of the service providers, as a whole, to the extent that service providers put their resources at the disposal of the tenderer for performance of the contract.

The ReSPA reserves the right to reject a tenderer where it is established that he has conflicting professional interest which may negatively affect the performance of the contract.

8.2.1. Legal capacity

➤ Requirement

Any tenderer is required to prove that he is authorised to perform the contract under the national law.

➤ Evidence to be provided by the tenderers:

Each tenderer (including any member of a consortium) is required to submit a legal entity form (see Annex 3) duly filled out and signed, accompanied by a copy of inscription in a trade register and/or a copy of inscription in a VAT register, or a sworn declaration or certificate, membership of a specific organisation, or express authorisation, where applicable.

8.2.2. Economic and financial capacity

Tenderers must provide sufficient information to satisfy the ReSPA of their financial standing and that they have the necessary resources and financial means to carry out the work which is the subject of the contract.

➤ Requirements:

- Tenderers must be in a stable financial position and have the economic and financial capacity to perform the contract;

- The tenderer's annual turnover for each of the last three financial years must be no less than EUR 50,000 (fifty thousand euros).

➤ Evidence to be provided by the tenderers:

At least one of the document or information listed below must be presented as evidence of compliance with the requirements for the economic and financial capacity:

- Copy of the profit and loss account and balance sheet for the last three years for which accounts have been closed;
- Failing that, appropriate statements from banks or evidence of professional risk indemnity insurance.

If the tenderer relies on the capacities of other entities (regardless of the legal nature of the links which it has with them), it shall provide a written undertaking on the part of those entities confirming that they will place the resources necessary for performance of the contract at its disposal for the period of the contract. In such case, the ReSPA may require that the successful tenderer and such entities are jointly liable for the execution of the contract.

If, for some exceptional reason, which the ReSPA considers justified, a tenderer is unable to provide at least one of the references requested above, he may prove his economic and financial capacity by any other means which the ReSPA considers appropriate.

8.2.3. Technical and professional capacity

➤ Requirements

Tenderers are required to fulfil **all** the following requirements:

- Suitability of the organisation and staffing structure available for the services covered by the contract;
- Tenderers must have at least 3 years of relevant experience during the last 3 years (2015, 2016 and 2017) in provision of comparable services to the ones described in Technical Specifications to similar clients.

➤ Evidence to be provided by the tenderers

The following documents or information shall be presented as evidence of compliance with the technical and professional capacity criteria:

Suitability of the organisation and staffing structure

- A brief description of the Tenderer's company and the types of services that the company offers;



- A description of the methodology in providing land travel services;
- A Description of the team proposed by the tenderer to manage and oversee the tender, including the roles of the contact person and the quality manager, and any other persons who will ensure the provision of the highest possible quality of service for this tender. In addition to indicate the name and contact details of the person responsible for this contract tender.

Past similar contracts

- A list and a description of the contracts awarded to the tenderer in the past three years (2015, 2016, and 2017) relevant to the services required under this call for tenders (land travel services), indicating the dates, value, name and address of the), brief description of the services undertaken including name and role of consortium members. The ReSPA may elect to contact any of the aforementioned companies for a reference. Your permission to do so will be assumed unless you state any objections.

8.3. Award criteria

Framework contract will be awarded to the all bidders who have fulfilled the administrative and technical requirements of the TOR and have provided financial offer encompassing at least one departure city. The following aspects will be considered in the evaluation of the technical offers against the award criterion on quality of services and support:

No.	Qualitative Award Criteria		Points
i)	Quality and appropriateness of technical offer	Quality of the offer an accuracy of the description to provide the requested services, quality of service, provided vehicles and drivers, compliance with quality requirements listed in item 6.9	30
ii)	Prior experience in the services requested; internal organisation of the tenderer	Team size and composition and balance of skill mix of proposed team: profiles, team roles and responsibilities of all team members, including resource back-up.	20
iii)	Conformance with services requested	Conformance of the offered services with the overall requirements – ordering process, invoicing process, communication with RESPA travellers, flexibility of working hours and ad hock orders	20
iv)	More than 5 references from international organizations, EU, OECD, UN, Embassies, recognized companies etc.	Quality and quantity of provided references – who have issued them, in which period, for what type of services.	30
	TOTAL		100

Minimum attainment per criterion

Offers scoring less than 50% for any criterion will be deemed to be of insufficient quality and eliminated from further consideration.

Minimum attainment overall

Offers scoring less than 75% after the evaluation process will be considered to be of insufficient quality and eliminated from the following phase.

8.3.1. Technical merit

Tenders will be evaluated against the quality criteria and in accordance with the weightings described in the table below which can produce a potential maximum score of 100 points. For that purpose, tenderers are required to:

- provide a technical offer elaborating on the services and mandatory requirements described in section 6; and
- provide a response to all of the quality criteria referred to table above in order to score as many points as possible

The mere repetition of the ReSPA's requirements as set out in these Tender Specifications without going into details or without giving any added value will result in a low score. If essential elements of these Tender Specifications are not expressly addressed in the tender, the ReSPA may decide to give a zero mark for the relevant quality criteria.

The tenderer must confirm that it meets mandatory minimum technical requirements set out in section 8 and provide a completed declaration which can be found in Annex 6.

8.3.2. Number of applications

No more than one application can be submitted whatever the form of participation (as an individual legal entity or as leader or member of a consortium submitting an application). In the event that a tenderer submits more than one application, all applications in which that person has participated will be excluded.



8.3.3. Provisional commencement date of the contract

June/July 2018

All written communications for this tender procedure and contract must be in English. Documents confirming the administrative requirements may be in local languages. However, in case of appointment English translation should be provided for contracting purposes.

9 Annexes

Annex 1: Tender submission form

Annex 2: Declaration on exclusion criteria

Annex 3: Legal entity form

Annex 4: Financial identification form

Annex 5: Price quotation

Annex 6: Minimum technical requirements declaration

Annex 7: Draft Order Form

Annex 8: Draft framework service contract

Annex 9: Entities invited