



Tender Specifications annexed to Invitation to Tender

Ref. SJU/LC/130-CFT

Tender Specifications for the provision of Travel Agency Services

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founding members



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1 Introduction

1.1 Acronyms and terminology

ATM	Air Traffic Management
SESAR	Single European Sky ATM Research Programme
SJU	SESAR Joint Undertaking (European Union body under Council Regulation (EC) No 219/2007 as amended by Council Regulation (EC) No 1361/2008)
OBT	Online Booking Tool
QMS	Quality Management System
EC	European Commission

1.2 Introduction to the SJU

The purpose of the SJU created under Article 187 of the Treaty on the Functioning of the European Union, is to ensure the modernisation of the European air traffic management system through the coordination and concentration of all relevant research and development efforts.

The SJU is responsible for the implementation of the European ATM Master Plan and for carrying out specific activities aimed at the development of a new generation air traffic management system capable of ensuring the safety and fluidity of air transport worldwide over the next thirty years. Further information on the activities of the SJU is available at www.sesarju.eu.

The Agency currently employs around 80 staff members from all over Europe. As an essential part of their work, many of the staff members are required to travel frequently for business purposes. In addition, the SJU mandates occasionally some persons who are not part of its staff to participate to some activities, workshop or events on its behalf.¹

Currently, the following services are provided by a travel agency to the SJU (2014)²:

- 350-400 transactions (travel related services) per year;
- cca 85% of transactions provided via an online booking tool (OBT);
- 90% intra-EU travel.

SESAR JU is launching an open call for tender aimed at concluding a Service Contract with a successful tenderer to provide Travel Agency related Services for a maximum budget of 100.000 EUR³ over the maximum possible period of 4 years.

The Services are to be provided as of 15 December 2016. The Contractor shall ensure the set-up OBT according to the SJU's needs and requirements prior to the commencement of the provision of the services.

¹ Both staff members and persons mandated to travel on behalf of the SJU are hereinafter referred to as *persons travelling on behalf of the SJU and/or travellers*.

² Please note that this information is purely indicative and not binding the SJU with regard to the future provision of services under the contract resulting of this Call for Tenders.

³ The amount represents the maximum total of transaction fees, OBT Set-up fee and OBT Maintenance fees to be paid for the services provided by a future contractor (Article I.5 of the draft contract). The amount does not cover the price of the travel arrangements (tickets, bookings).

Subject of the Tender	Max. Budget
Provision of Travel Agency Services	100.000 EUR ⁴ over the maximum possible period of 4 years

2 TERMS OF REFERENCE

2.1 Subject

In order to ensure an efficient and smooth organisation of its business travel activities, the SJU is planning to conclude a Service Contract for the provision of the following Travel Agency related Services to persons travelling on behalf of the SJU:

- Organisation of travel and accommodation arrangements as required across Europe and beyond with emphasis on the EU Member States;
- Provision of the travel arrangements via an Online Booking Tool⁵;
- Provision of related support services.

These services are described in more detailed in Section 2.3 below.

2.2 Objective and scope

The services covered by the service contract should include travel agency services for persons travelling on behalf of the SJU, provided via an Online Booking Tool and Offline, without geographical limitations.

2.3 Description of required services

The Contractor shall provide the services listed below:

- Reserve and issue tickets for all air, rail, boat and bus travel, as requested by the SJU, in accordance with the terms stipulated below, as efficiently as possible at the best conditions available on the market (combining the most direct and least expensive routes to achieve cost effectiveness);
- Execute and follow-up all related transactions (i.e. quotations, cancellations, bookings, rescheduling);
- Provide information on travel related disruptions, re-routing, etc. Provide emergency service 24/7;
- Other travel related services as described below.

The Contractor must be able to provide the services via an Online Booking Tool (OBT; as per Section 2.3.1 below) and, if applicable, in offline mode (in direct contact between the SJU and Contractor's staff; as per Section 2.3.2 below).

In general, all services are to be provided via an OBT. The traveller and/or the SJU Mission Coordinator may contact the Contractor for offline services in the following circumstances:

- Cancellation or modification of tickets;
- Booking of multi-leg destinations;

⁴ See footnote No. 3.

⁵ The system will preferably be linked to an interface offering an electronic workflow which allows the electronic approval of missions in order to optimise processes and travel expenses.

- Last minute bookings (within 24 hours before departure);
- Tickets outside Europe (in order to retrieve the cheapest price in Business Class);
- Other exceptional cases, as requested by the SJU Mission Coordinator (e.g. ad hoc bookings for persons with no access to the OBT).

In case the SJU is not able to book via an OBT due to any technical problem related to the OBT, the Contractor must provide the requested services offline charging the transaction fees for the OBT services.

The ticket quotation shall clearly mention the following:

- itinerary (detailed flight/train hours of departure and arrival);
- cheapest price quote with reference to the final date of issue;
- where applicable, the difference between personal choice of the traveller and the best available offer;
- mission order number (in case of integrated approval workflow);
- ticket class (economy or business class ticket);
- information on ticket flexibility and related costs regarding a possible change or cancellation;
- latest deadline date for issuing the ticket.

All actions shall be in line with the EC Mission Guide of the European Commission, adopted by the SJU (Annex 3 hereto), and with the internal SJU Mission process, as described in the SJU Quality Management System (Annex 4 hereto).

Apart from the services to be provided under the Service Contract, a person travelling on behalf of the SJU is entitled to secure their mission related travel arrangements independently, in particular hotel bookings, car rentals and flight tickets with low cost carriers.

2.3.1 Online booking tool

The Online Booking Tool is an automated booking system, made available to all SJU users (persons travelling on behalf of the SJU identified by the SJU to the Contractor), which must comply with the below specified requirements.

The Contractor must provide an Online Booking Tool (OBT) for all modes of transport (flights including low cost flights, train, car rental) and booking of accommodation (hotel rooms) for persons travelling on behalf of the SJU, available to the SJU for the entire duration of the contract.

The OBT supplied by the Contractor must:

- be 'user-friendly' (good ergonomics, graphic interface, ease of use for occasional users);
- be operational 24 hours a day, 7 days a week;
- have an availability rate, i.e. the system being available to be used by the SJU and any person travelling on behalf of the SJU, of at least 99.7%;
- have an appropriate back up in the event of system crash or unavailability;
- offer wide-ranging reporting facilities, in the areas of consultation, reservation and invoicing;
- be easy to install;
- make it possible to deliver significantly lower transaction fees than the offline service.

The Contractor will involve the relevant technical services at the SJU in the installation of the OBT, in particular as regards the technical set-up and configuration.

An emergency technical helpline number will be made available to all users of the OBT.

During the duration of the contract, the Contractor shall perform any adaptations, corrective, adaptive or perfective maintenance of the OBT requested by the SJU.

Any costs associated with the installation, making available, operation and corrective, adaptive or perfective maintenance of the OBT are to be included entirely in the OBT Set-up fee and the OBT Maintenance fee as per the Financial Offer. These fees are fixed and are not subject to the indexation.

It is mandatory for a person travelling on behalf of the SJU to make travel arrangements via the Online Booking Tool for flight reservations, train reservations. Hotel bookings and low cost flight bookings can be either made through the Online Booking Tool or via other channels, chosen by the traveller. If the Contractor has deals with hotels, they must be shown in the OBT.

The OBT should preferably be connected to an interface offering an electronic workflow which allows the electronic approval of missions in order to optimise SJU's processes and travel expenses. The methodology for building/testing/deploying an electronic workflow allowing the approval of missions in the Online Booking Tool should be described in the tender.

The OBT shall be able to identify the double bookings for identical traveller and identical travel itinerary.

2.3.2 Offline services

The Contractor shall provide offline services in circumstances listed in 2.3.

Offline services are to be provided via email or phone.

A response to offline fare inquiries shall be provided by within 2 (two) working hours (please see the Other Terms and Conditions – Provisions of Services) from the original inquiry at which time the SJU shall receive routing options, if available, and relevant cost quotations.

Each person travelling on behalf of the SJU may request the Contractor to provide information on prices of tickets, itineraries or equivalent.

The SJU Mission Coordinator or the person with a back-up function, are the only persons entitled to request the Contractor to issue a ticket, to process a hotel reservation or any other action leading to a cost related to a mission, subject to approval of the SJU Authorising Officer. The SJU Mission Coordinator as well as a person with a back-up function will be notified to the Contractor.

At least two alternatives shall be proposed to each mission request, additional if requested.

Changes of tickets/routing shall be dealt with within 2 (two) working hours after request of the SJU, or, in case of urgency, within 1 (one) working hour after the request of the SJU.

Preference shall be given to electronic ticketing when available or applicable.

2.3.3 Other Terms and Conditions

All services provided under the contract, both via an OBT and offline, shall be in line with the EC Mission Guide of the European Commission, adopted by the SJU (Annex 3 hereto), and with the internal SJU Mission process, as described in the SJU Quality Management System (Annex 4 hereto).

For the set-up of the OBT and the subsequent provision of the services, both via OBT and offline, the Contractor shall comply in particular with the following terms and conditions:

First class Travel

- First class travel for flights is the exception;
- Travel for any segment made up of a continuous segment of effective flying time of less than four hours' duration is to be booked in economy class;

- Travel involving at least one continuous segment of effective flying time of at least four hours is to be booked in business class.

Car rental

If car rental in the place of destination is required, it shall be ensured through the most convenient and price efficient car rental company, operating on the spot.

Hotel reservations

If requested, the Contractor must propose suitable hotels to the traveller at the destination of the mission within and/or out of the limits allowed under the EC Mission Guide and SJU Mission Process, taking into account convenience (proximity to the mission venue and price, EC Mission Guide ceiling applicable for hotels).

Information on disruptions, re-routing

The Contractor must be able to provide real-time travel information to travellers and must inform the traveller and the travel organiser at SJU immediately on any changes in the scheduled flight times and on any significant circumstances that may incur changes, e.g. planned strikes or other disruptions. In case of any incidents relating to a mission, the Contractor must deal with re-routing, delayed flights and provide the traveller solutions for obtaining connecting flights and reaching the target destination in due time.

Cancellations / Modifications

In the case of cancellation and/or modification of a mission, the Contractor will endeavour to minimise any costs incurred by the SJU in connection to the cancellation and/or modification. Penalties, any additional charges or any costs incurred as a result of a fault or negligence of the Contractor will not be borne by the SJU.

Traveller profile management

The Contractor shall maintain a register of travellers' profiles for both OBT and offline services. The terms and conditions on the traveller profile management will be communicated to the Contractor by the SJU Mission Coordinator.

Provision of services

The Contractor must provide the services, including the delivery of tickets and vouchers to the SJU, on working days and at the following times: From Monday to Friday 08:30 – 18:00, with exception of public holidays in Belgium and of European Commission public holidays (defined in December year n-1).

During working hours, the Contractor staff must be available to communicate in English by phone and by e-mail. The Contractor must provide a dedicated team to serve the SJU and also a direct phone line and e-mail address to be used for communication with the SJU and its staff. Any queries via e-mail or phone shall be resolved within 24 hours.

Emergency service 24/7

The Contractor must guarantee an emergency hotline service for urgent queries from staff and meeting participants arising outside the normal working hours. This service must be available in English on a 24 hours/7 days basis. This emergency hotline must be available from any place in the world. All queries made outside working hours shall be resolved within 2 hours.

Contractor's Staff

The Contractor shall ensure that any member of its staff dealing with SJU travel under this contract has the necessary and sufficient knowledge and training to render the services at the level required. A high level of professionalism and "client-orientation" shall be provided. The

staff designated as contact persons for the SJU must have an excellent working knowledge of spoken and written English.

Introductory Training session

Before the performance of the contract begins, the SJU will organise a training session for the Contractor's dedicated staff assigned to the performance of this contract. This training will cover the specificities of the SJU rules and the arrangements for providing services. The Contractor must ensure that the course is attended by the involved staff. This training will take place at the SJU premises and will last for approximately half a day. This training will not give rise to costs to be charged to the SJU as these costs are already included in the OBT set-up fee (see page 14).

Other Services

Occasionally the Contractor may be required to provide other travel arrangement services not listed above (e.g. information related to group reservations, hotel block bookings, providing information on public transport means at the place of meeting, reservation of meeting rooms executed by SJU staff in the framework of the mission, information and eventual assistance in order to obtain a Visa and other information of importance to the traveller).

2.4 Deliverables and payments

The Contractor shall submit to the SJU detailed quarterly reports and statistics at the end of each month to reflect the work carried out for the SJU. Such statistics must be comprehensive and easily understandable provided in an editable format. As a minimum they shall contain information filtered by: destination, airlines used, country and other breakdowns that may be requested. All reports must be in English. Reports should include indicators such as the penetration and usage rates of the OBT, the correction rate of its proposals and, finally, the money saved by the use of the OBT, particularly as a result of the difference in transaction fees compared to offline services.

The detailed quarterly reports represent deliverables to be submitted under the Service Contract.

Furthermore, the Contractor shall be able to provide a record of all correspondence and travel bookings, on a monthly base, within two days at the request of the SJU.

Acceptance of the deliverables by the SJU will be performed after the respective Deliverable Review within one month after reception. In case that the SJU identifies, within one month following the submission of the deliverables, a need to update or reject a deliverable, relevant explanation and proposed resolution will be communicated to the Contractor. The Contractor will have fifteen calendar days in which to submit additional information or corrections.

Remuneration for the services provided under the Service contract (both via the OBT and offline) is to be solely and exclusively by a transaction fee, i.e. an all-in unit fee per transaction carried out, as submitted in the Financial Offer (Annex 2).

The transaction fees cover the management fees for all the services requested from the Contractor in accordance with these tender specifications. The list of transactions is included in Annex 2.

The Contract is under no circumstances entitled to add any extra margin to the costs of each service provided by a third party.

Requests for information on fares, availability etc. that do not lead to a transaction being carried out are not to be invoiced to the SJU. Only completed transactions will result in remuneration.

For information concerning the invoicing and payments, please refer to the draft contract.

In addition, the Contractor can be notified of the information that must be included in payment requests, the format and presentation of these payment requests and the technical details for the

transmission of data and documents before the entry into force of the contract. The SJU reserves the right to amend those requirements according to its needs, subject to one month's notice.

2.5 Place of performance

The activities will be performed at the Contractor's premises.

The kick-off meeting as well as the Introductory Training session are expected to take place in Brussels at the SJU's premises. If requested by the SJU, possible further meetings will be arranged at the SJU's premises. Tenderers should take travel costs into account at the time of preparing the tender.

2.6 Variants

Variants on the terms of reference are not permitted.

2.7 Volume of the Contract

The maximum allocated budget for this contract is 100.000 EUR (VAT excluded) for the maximum total duration of the contract of 4 years.⁶

The SJU may negotiate the repetition of similar services entrusted to the selected contractors for a maximum of a 50%⁷ of the total values below indicated in these tender specifications.

For information with regards to the volume and type of services/transactions performed in previous years please see section 1.2.

3 Information about the procedure

3.1 Indicative timetable

Milestone	Deadline
Launch of this call for tenders	26/07/2016
Deadline for requesting additional information/clarification from the SJU	No later than 10 calendar days before the closing date for reception of tenders
Last date on which clarifications are issued by SJU	No later than 6 calendar days before the closing date for reception of tenders
Deadline for reception of tenders at SJU's premises	20/09/2016
Notification of award	By 30/10/2016

⁶ See footnote No. 3.

⁷ As per Article 134 (1) e) and (4) of the Commission delegated Regulation (EU) no 1268/2012 of 29 October 2012 on the rules of application of regulation (EU, Euratom) No. 966/2012 of the European Parliament and of the Council on the financial rules applicable to the general budget of the Union, as amended.

Service contract signature	15/11/2016
Starting date of the activities	15/12/2016

3.2 Participation in this procedure

3.2.1 Subcontracting

Subcontracting is permitted in the tender but the Consortium will retain full liability towards the SJU for performance of the Service contract as a whole.

Tenderers must give an indication of the proportion of the Service contract that they intend to subcontract.

Tenderers are required to identify subcontractors, if any, whose share of the contract is above 10%.

During the service contract execution, the change of any subcontractor identified in the tender will be subject to prior written approval of the SJU.

4 ASSESSMENT OF THE TENDERS AND AWARD OF THE CONTRACT

4.1 Introduction

The assessment will be strictly based on the content of the received tenders and in the light of the criteria set out hereunder.

The assessment procedure will be carried out in three consecutive stages, each of them with a precise aim:

- Stage 1 – assessment in the light of exclusion criteria (see section 4.2. below),
- Stage 2 – assessment in the light of selection criteria (see section 4.3. below) and
- Stage 3 – assessment in the light of award criteria (see section 4.4. below).

The aim of each of these stages is:

1. To check on the basis of the exclusion criteria, whether the tenderer can take part in the procurement procedure;
2. To check on the basis of the selection criteria whether the tender has the necessary legal, economic and financial, technical and professional capacity for the performance of the contract;
3. To assess on the basis of the award criteria each offer which has passed the exclusion and selection stages.

4.2 Assessment in the light of exclusion criteria

In accordance with Article 106 of the Financial Regulation in order not to be excluded from participation in the present procedure, the tenderer shall provide evidence of not being in any of the following situations:

(a) bankrupt, subject to insolvency or winding-up procedures, where its assets are being administered by a liquidator or by a court, where it is in an arrangement with creditors, where its business activities are suspended, or where it is in any analogous situation arising from a similar procedure provided for under national laws or regulations (the tenderer shall also be excluded on this ground if a natural or legal person that assumes unlimited liability for the debts of the economic operator is in the aforementioned situation);

(b) it has been established by a final judgment or a final administrative decision that the economic operator is in breach of its obligations relating to the payment of taxes or social security contributions in accordance with the law of the country in which it is established, with those of the country in which the contracting authority is located or those of the country of the performance of the contract (the tenderer shall also be excluded on this ground if a natural or legal person that assumes unlimited liability for the debts of the economic operator is in the aforementioned situation);

(c) it has been established by a final judgment or a final administrative decision that the economic operator or a person, who is a member of the administrative, management or supervisory body of that economic operator, or who has powers of representation, decision or control with regard to that economic operator is guilty of grave professional misconduct by having violated applicable laws or regulations or ethical standards of the profession to which the economic operator belongs, or by having engaged in any wrongful conduct which has an impact on its professional credibility where such conduct denotes wrongful intent or gross negligence, including, in particular, any of the following:

(i) fraudulently or negligently misrepresenting information required for the verification of the absence of grounds for exclusion or the fulfilment of selection criteria or in the performance of a contract;

(ii) entering into agreement with other economic operators with the aim of distorting competition;

(iii) violating intellectual property rights;

(iv) attempting to influence the decision-making process of the contracting authority during the award procedure;

(v) attempting to obtain confidential information that may confer upon it undue advantages in the award procedure;

(d) it has been established by a final judgment that the economic operator or a person, who is a member of the administrative, management or supervisory body of that economic operator, or who has powers of representation, decision or control with regard to that economic operator is guilty of any of the following:

(i) fraud, within the meaning of Article 1 of the Convention on the protection of the European Communities' financial interests, drawn up by the Council Act of 26 July 1995 (1);

(ii) corruption, as defined in Article 3 of the Convention on the fight against corruption involving officials of the European Communities or officials of Member States of the European Union, drawn up by the Council Act of 26 May 1997, and in Article 2(1) of Council Framework Decision 2003/568/JHA, as well as corruption as defined in the law of the country where the contracting authority is located, the country in which the economic operator is established or the country of the performance of the contract;

(iii) participation in a criminal organisation, as defined in Article 2 of Council Framework Decision 2008/841/JHA;

(iv) money laundering or terrorist financing, as defined in Article 1 of Directive 2005/60/EC of the European Parliament and of the Council;

(v) terrorist-related offences or offences linked to terrorist activities, as defined in Articles 1 and 3 of Council Framework Decision 2002/475/JHA, respectively, or inciting, aiding, abetting or attempting to commit such offences, as referred to in Article 4 of that Decision;

(vi) child labour or other forms of trafficking in human beings as defined in Article 2 of Directive 2011/36/EU of the European Parliament and of the Council;

(e) the economic operator or a person, who is a member of the administrative, management or supervisory body of that economic operator, or who has powers of representation, decision or control with regard to that economic operator has shown significant deficiencies in complying with main obligations in the performance of a contract financed by the budget, which has led to its early termination or to the application of liquidated damages or other contractual penalties, or which has been discovered following checks, audits or investigations by an authorising officer, OLAF or the Court of Auditors;

(f) it has been established by a final judgment or final administrative decision that the economic operator or a person, who is a member of the administrative, management or supervisory body of that economic operator, or who has powers of representation, decision or control with regard to that economic operator has committed an irregularity within the meaning of Article 1(2) of Council Regulation (EC, Euratom) No 2988/95.

(g) for the situations of grave professional misconduct, fraud, corruption, other criminal offences, significant deficiencies in the performance of the contract or irregularity, the applicant is subject to:

- i. facts established in the context of audits or investigations carried out by the Court of Auditors, OLAF or internal audit, or any other check, audit or control performed under the responsibility of an authorising officer of an EU institution, of a European office or of an EU agency or body;
- ii. non-final administrative decisions which may include disciplinary measures taken by the competent supervisory body responsible for the verification of the application of standards of professional ethics;
- iii. decisions of the ECB, the EIB, the European Investment Fund or international organisations;
- iv. decisions of the Commission relating to the infringement of the Union's competition rules or of a national competent authority relating to the infringement of Union or national competition law; or

- v. decisions of exclusion by an authorising officer of an EU institution, of a European office or of an EU agency or body.

In accordance with Article 107 of the Financial Regulation, the contract shall not be awarded to any tenderer falling under any of the following circumstances:

- a) is in an exclusion situation established in accordance with Article 106 of the Financial regulation, listed above;
- b) has misrepresented the information required as a condition for participating in the procedure or has failed to supply that information;
- c) was previously involved in the preparation of procurement documents where this entails a distortion of competition that cannot be remedied otherwise.

~~In order not to be excluded from participation in the present procedure, the tenderer (the coordinator, each consortium member), and any possible subcontractors already identified at this stage, shall provide evidence of not being in any of the following situations:~~

- ~~a) is not bankrupt or being wound up, is not having its affairs administered by the courts, has not entered into an arrangement with creditors, has not suspended business activities, is not the subject of proceedings concerning those matters, and is not in any analogous situation arising from a similar procedure provided for in national legislation or regulations;~~
- ~~b) has not been convicted of an offence concerning professional conduct by a judgment which has the force of *res judicata*;~~
- ~~c) has not been guilty of grave professional misconduct proven by any means which the contracting authorities can justify;~~
- ~~d) has fulfilled all its obligations relating to the payment of social security contributions and the payment of taxes in accordance with the legal provisions of the country in which it is established, with those of the country of the contracting authority and those of the country where the contract is to be carried out;~~
- ~~e) has not been the subject of a judgement which has the force of *res judicata* for fraud, corruption, involvement in a criminal organisation or any other illegal activity detrimental to the SJU/Union's financial interests;~~
- ~~f) is not a subject of the administrative penalty for being guilty of misrepresentation in supplying the information required by the contracting authority as a condition of participation in the procurement procedure or failing to supply an information, or being declared to be in serious breach of his obligation under contract covered by the EU budget.~~

Evidence to be provided

1. Accordingly, tenderers, and any possible subcontractors already identified at this stage, must provide a **Declaration on honour** (see Annexe I), duly signed and dated, stating that they are not in one of the situations referred to above⁸.

Nota Bene:

The tenderer to which the contract is to be awarded shall provide, within seven calendar days following notification of award and preceding the signature of the contract, the original Declaration

⁸ Where parts of the services are intended to be subcontracted the tenderer has also to ensure that the subcontractors satisfy the exclusion criteria as indicated in section 18 of invitation to tender Ref. SJU/LC/0130-CFT.

on Honour on Exclusion Criteria and Selection Criteria (if provided in copy at the offer submission stage) and the following documentary proofs in original to confirm the declaration referred to above:

For situations described in (a), (c), (d) or (f), production of a recent extract from the judicial record is required or, failing that, an equivalent document recently issued by a judicial or administrative authority in the country of establishment of the person showing that those requirements are satisfied.

For the situation described in point (a) or (b), production of recent certificates 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 person is liable, including for example, VAT, income tax (natural persons only), company tax (legal persons only) and social security contributions. Where any document described above is not issued in the country concerned, it may be replaced by a sworn statement made before a judicial authority or notary or, failing that, a solemn statement made before an administrative authority or a qualified professional body in its country of establishment.

If the person already submitted such evidence for the purpose of another procedure, its issuing date does not exceed **one** year and it is still **valid**, the person shall declare on its honour that the documentary evidence has already been provided and confirm that no changes have occurred in its situation.

~~The tenderer to which the contract is to be awarded shall provide, within seven calendar days following notification of award and preceding the signature of the contract, the **original** Declaration on honour (if provided in copy at the offer submission stage) and the following documentary proofs (**originals**) to confirm the declaration referred to above:~~

~~2. For situations described in (a), (b) and (e), production of a recent⁹ extract from the judicial record is required or, failing that, a recent equivalent document issued by a judicial or administrative authority in the country of origin or provenance showing that those requirements are satisfied. Where the tenderer is a legal person and the national legislation of the country in which the tenderer is established does not allow the provision of such documents for legal persons, the documents should be provided for natural persons, such as the company directors or any person with powers of representation, decision making or control in relation to the tenderer.~~

~~3. For the situation described in point (d) above, recent¹⁰ 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.¹¹~~

~~4. 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.~~

⁹ — Not older than one year.

¹⁰ — Not older than one year.

¹¹ — Tenderers are strongly advised to explore the sources in their respective national legal systems for acquiring the required supporting documentation and the related deadlines, already at the stage of the preparation and submission of their offers, in order to avoid any delays in providing the documents in case selected for award of the contract.

~~The SJU may waive the obligation of a tenderer to submit the documentary evidence referred to above if such evidence has already been submitted to the SJU for the purposes of another procurement procedure and provided that the documents are not more than one year old starting from their issuing date and that they are still valid. In such a case, the tenderer shall declare on his honour that the documentary evidence has already been provided in a previous procurement procedure and confirm that no changes in his situation have occurred.~~

Please refer to the following web page for additional information regarding the relevant requirements and model documents under national laws of the EU Member States:

http://ec.europa.eu/internal_market/publicprocurement/e-procurement/e-certis/index_en.htm.

4.3 Assessment in the light of selection criteria

Tenderers must have the overall capabilities (legal, economic, financial, technical and professional) to perform the contract. The SJU reserves the right the request from subcontractors evidence on technical and professional capacity when these are meant to perform critical tasks.

All the requirements listed below must be met in order to enter the next phase of the assessment in the light of award criteria.

Please note that in the selection phase, assessment focuses on the past experience and capacity of the tenderer, and not on the quality of the (technical) offer. The latter is to be assessed in the light of the award criteria.

The SJU may waive the obligation for a tenderer to submit the documentary evidence requested under Sections 4.3.1, 4.3.2 and 4.3.3 below if such evidence has already been submitted for another procedure and provided the documents were issued not more than one year earlier and are still valid. In such cases, the tenderer must declare on his honour that the documentary evidence has already been provided in a previous procedure with the SJU, provide reference to that procedure, and confirm that there has been no change in the situation.

4.3.1 Legal capacity

Tenderers are requested to prove that they are authorised to perform the contract under the national law.

Evidence to be provided:

1. The tenderer shall provide a dully filled-in Legal entities' form, including all its supporting documentation (see section 7 b) of the invitation to tender Ref. SJU/LC/0130-CFT).
2. Evidence of inclusion in a trade or professional register, or a sworn declaration or certificate, membership of a specific organisation, express authorisation or entry in the VAT register.

NB: Public bodies and higher education establishments are not subject to a verification of their economic and financial capacity.

4.3.2 Economic and financial capacity

The tenderer shall be in a stable financial position and have sufficient economic and financial capacity to perform the contract.

Evidence to be provided:

Proof of economic and financial capacity shall be furnished by the following documents:

1. Evidence of professional risk indemnity insurance still in force;
2. Balance sheets (or extracts from balance sheets) for at least the last two years for which accounts have been closed;
3. Statement of overall turnover during the last three financial years (please, note that the tenderers shall have a minimum annual turnover of 350.000 EURO);

If, for some exceptional reason which the SJU considers justified, the tenderer is unable to provide the references requested here above, the tenderer may prove the economic and financial capacity by any other means which the SJU considers appropriate.

4.3.3 Technical and professional capacity

The technical and professional capacity of the Tenderer, proving the suitability to provide services covered by the Contract will be evaluated on the basis of the minimum requirements and evidence thereof provided as described in the subsequent paragraphs:

4.3.3.1 Minimum requirements:

1. The Tenderer shall have:
 - i. *Necessary professional capacity*

The tenderer must have the professional capacity to perform the contract. The tenderer must be established as a recognised legal entity and be registered in a relevant professional or trade register and possess relevant authorisations to perform national and international travel services as required in the Technical Specifications.

- ii. *The tenderer must be a registered (IATA) travel agent;*
 - iii. *Proven experience in travel related services in at least two contracts similar in subject that involved required travel arrangements within Europe and from Europe to non-EU countries provided via an online booking tool and/or for an international organisation and/or an European institution in the past three years.*
 2. The team proposed to implement the contract shall possess:
 - i. *The Contract/Key Account/Commercial Manager who will be the interlocutor with SESAR must have at least 3 years of relevant experience;*
 - ii. *Team members should have relevant work experience in travel related services in business environment;*
 - iii. *Sufficient dedicated travel agents (at least 2) enabling timely service provision to the SJU. Such travel agent must possess at least 3 years' experience in business travel.*
 - iv. *All team members should have a proven excellent written and oral command of the English language*

4.3.3.2 Evidence to be provided:

1. For the tenderer:

- i. *Brief presentation of the tenderer containing a detailed description of the structure (already identified subcontractors, explaining the suitability of the tenderer's organisation set up to perform the activities under the contract,*
 - ii. *Evidence proving registration in a relevant professional or trade register and possession of relevant authorisations to perform national and international travel services as required in the Technical Specifications*
 - iii. *Evidence of a registered IATA travel agent registration.*
 - iv. *Reference letters proving experience in travel related services according to 4.3.3.1 (1) (iii).*
2. For the team members:
- i. *Detailed CVs (only) of the persons who will be responsible for carrying out the tasks through an [EU CV format](#) indicating all relevant educational and professional qualifications, work experience and linguistic qualifications/levels,*

4.4 Assessment in the light of award criteria

Only the tenders which meet the requirements of the exclusion and selection criteria will be evaluated in terms of quality and price for the award of the Contract.

The Contract will be awarded on the basis of the best price quality ratio as detailed in the subsequent sections.

4.4.1 Technical evaluation

The quality of the offer will be evaluated in accordance with the award criteria and the associated weighting detailed in the table below.

The tender must reach a minimum score of 50% or more per award criterion (excluding the criterion II.D) and 70 points or more globally in order to be admitted to the financial evaluation. The tenders with lower scores will be considered non-suitable and therefore excluded.

NB: Tenders presenting a mere repetition of the tender specifications or source documentation will be scored below the minimum required.

In their offer, a tenderer shall address the following criteria:

- The methodology for the performance of the travel services via an OBT in general, describing in particular the layout of the online booking tool, its technical characteristics and functions, graphic interface, user-friendliness, back-up system etc. (see in particular Section 2.3.1);
- The methodology, proposed team and resources for the set-up and maintenance of the online booking tool including a timeframe for the set-up, the methodology for the adaptation of the OBT to the SJU needs in line with the terms and conditions specified herein;
- The methodology and proposed processes for the performance of each type of service requested by the SJU to be provided via an OBT in line with the SJU's requirements (Issuing flight ticket – worldwide, Economy and Business class, Issuing train ticket, Issuing rail/ferry (boat)/bus ticket, Hotel reservation and booking, Car rental reservation and booking);
- The methodology, proposed team and resources for the performance of the travel services offline;

- Methodology, resources and proposed procedures assuring the quality management of the provided services, timely response and delivery and the continuity of the services, e.g. in case of a technical problem with the OBT and/or its back up, unforeseen situations related to the travel services (strikes, accidents, severe weather conditions etc.);
- If available, the methodology for building/testing/deploying an electronic workflow allowing the internal approval of missions in the Online Booking Tool.

Award Criteria		Maximum available	
I. Quality and relevance of the Methodology:		80	
A.	Understanding of the domain/s and services to be provided		15
	Appropriateness of the whole proposed methodology for achieving the SJU's objectives		
B.	Quality and relevance of the methodology for the provision of services via OBT		40
	Issuing flight ticket (worldwide, Economy and Business class)		
	Issuing train ticket		
	Issuing rail/ferry (boat)/bus ticket		
	Hotel reservation and booking (1)		
	Car rental reservation and booking (1)		
C.	Quality and relevance of the methodology for the provision of offline services		15
	Issuing flight ticket (worldwide, Economy and Business class)		
	Issuing train ticket		
	Issuing rail/ferry (boat)/bus ticket		
	Hotel reservation and booking (1)		
	Car rental reservation and booking (1)		
D.	Quality and relevance of the development methodology for building/testing/deploying an electronic workflow allowing the internal approval of missions in the Online Booking Tool	10	
II. Quality assurance of contract management:		20	
	Continuity of services		
	Timely response and delivery		
	Quality of services		
Score Award Criteria		100	

(1) Including changes or cancellations.

4.4.2 Financial evaluation and recommendation for award

The price that will be taken into account for the financial evaluation and the award of the Contract, is the 'Weighted price for Transaction fees' and 'Total OBT Set-up and Maintenance fees' calculated based on the fees proposed by the tenderer in the financial offer as indicated in the Invitation to tender ref. SJU/LC/0130-CFT and based on the formula and weighting factors identified below.

All tenders must contain a separate financial offer following the template attached to the tender specifications in Annexe II and in line with the requirements detailed in section 2 above.

Part A – Weighted price for the transaction fees

Details	Unit	Weighting factor for Price via OBT in %	Weighting factor for Price offline in %
Fee for issuing a flight ticket (worldwide, Economy and Business class)	per ticket	25	10
Fee for issuing a train ticket	per ticket	25	10
Fee for issuing a ferry (boat)/bus ticket	per ticket	N/A	N/A
Fee for a hotel booking	per reservation	5	5
Fee for a car rental booking	per reservation	5	5
Fee for modification	per reservation	N/A	5
Fee for cancellation	per reservation	N/A	5
Total			100

Part B – OBT Set-up and Maintenance fees

Details	Unit	Price (in EUR, excluding VAT)
OBT Set-up fee	Once per contract	[to be completed]
OBT Maintenance fee	Once per year	[to be completed]
Total OBT Set-up and Maintenance fees (for the maximum duration of contract)	OBT Set-up fee + (Once per year Maintenance fee * 4)	[to be completed]

The formula that will be used to rank the tenders incorporates the following elements:

Quality (60%)

- the score of the award criteria of the tender
- the highest score of the award criteria among acceptable tenders

'Weighted price for Transaction fees' (30%)

- 'Weighted price for Transaction fees' of the tender
- The lowest 'Weighted price for Transaction fees' among acceptable tenders

Total OBT Set-up and Maintenance fees (10%)

- Total OBT Set-up and Maintenance fees of the tender
- The lowest OBT Total Set-up and Maintenance fees among acceptable tenders

The ranking of the tenders, for the award of the contract, will be established by using the formula below.

Score tender Y =

$$\begin{aligned} & \{[(\text{Score of the award criteria of tender Y} / \text{highest score of the award criteria among acceptable tenders}) \times 60\%]\} + \\ & + (\text{Lowest Weighted price for Transaction fees among acceptable tenders} / \text{Weighted price for Transaction fees of tender Y}) \times 30\% \} + \\ & + \{[(\text{Lowest Total Set-up and Maintenance fees among acceptable tenders} / \text{Total Set-up and Maintenance fees of tender Y}) \times 10\%]\} * 100 \end{aligned}$$

5 Annexes

ANNEXE 1 – Declaration on honour on exclusion criteria and selection criteria

ANNEXE 2 – Template for the financial offer

ANNEXE 3 – EC Mission Guide of the European Commission

ANNEXE 4 – Internal SJU Mission process, as described in the SJU Quality Management System

Declaration on honour on exclusion criteria and selection criteria

The undersigned [*insert name of the signatory of this form*], representing:

<i>(only for natural persons)</i> himself or herself	<i>(only for legal persons)</i> the following legal person:
ID or passport number: (‘the person’)	Full official name: Official legal form: Statutory registration number: Full official address: VAT registration number: (‘the person’)

I – SITUATION OF EXCLUSION CONCERNING THE PERSON

➤ declares that the above-mentioned person is in one of the following situations:	YES	NO
g <u>a</u> it is bankrupt, subject to insolvency or winding up procedures, its assets are being administered by a liquidator or by a court, it is in an arrangement with creditors, its business activities are suspended or it is in any analogous situation arising from a similar procedure provided for under national legislation or regulations;	<input type="checkbox"/>	<input type="checkbox"/>
h <u>b</u> it has been established by a final judgement or a final administrative decision that the person is in breach of its obligations relating to the payment of taxes or social security contributions in accordance with the law of the country in which it is established, with those of the country in which the contracting authority is located or those of the country of the performance of the contract;	<input type="checkbox"/>	<input type="checkbox"/>
h <u>c</u> it has been established by a final judgement or a final administrative decision that the person is guilty of grave professional misconduct by having violated applicable laws or regulations or ethical standards of the profession to which the person belongs, or by having engaged in any wrongful conduct which has an impact on its professional credibility where such conduct denotes wrongful intent or gross negligence, including, in particular, any of the following:		
(i) fraudulently or negligently misrepresenting information required for the verification of the absence of grounds for exclusion or the fulfilment of selection criteria or in the performance of a contract;	<input type="checkbox"/>	<input type="checkbox"/>
(ii) entering into agreement with other persons with the aim of distorting competition;	<input type="checkbox"/>	<input type="checkbox"/>
(iii) violating intellectual property rights;	<input type="checkbox"/>	<input type="checkbox"/>

(iv) attempting to influence the decision-making process of the contracting authority during the award procedure;	<input type="checkbox"/>	<input type="checkbox"/>
(v) attempting to obtain confidential information that may confer upon it undue advantages in the award procedure;	<input type="checkbox"/>	<input type="checkbox"/>
j <u>d</u>) it has been established by a final judgement that the person is guilty of the following:		
(i) fraud, within the meaning of Article 1 of the Convention on the protection of the European Communities' financial interests, drawn up by the Council Act of 26 July 1995;	<input type="checkbox"/>	<input type="checkbox"/>
(ii) corruption, as defined in Article 3 of the Convention on the fight against corruption involving officials of the European Communities or officials of EU Member States, drawn up by the Council Act of 26 May 1997, and in Article 2(1) of Council Framework Decision 2003/568/JHA, as well as corruption as defined in the legal provisions of the country where the contracting authority is located, the country in which the person is established or the country of the performance of the contract;	<input type="checkbox"/>	<input type="checkbox"/>
(iii) participation in a criminal organisation, as defined in Article 2 of Council Framework Decision 2008/841/JHA;	<input type="checkbox"/>	<input type="checkbox"/>
(iv) money laundering or terrorist financing, as defined in Article 1 of Directive 2005/60/EC of the European Parliament and of the Council;	<input type="checkbox"/>	<input type="checkbox"/>
(v) terrorist-related offences or offences linked to terrorist activities, as defined in Articles 1 and 3 of Council Framework Decision 2002/475/JHA, respectively, or inciting, aiding, abetting or attempting to commit such offences, as referred to in Article 4 of that Decision;	<input type="checkbox"/>	<input type="checkbox"/>
(vi) child labour or other forms of trafficking in human beings as defined in Article 2 of Directive 2011/36/EU of the European Parliament and of the Council;	<input type="checkbox"/>	<input type="checkbox"/>
k <u>e</u>) the person has shown significant deficiencies in complying with the main obligations in the performance of a contract financed by the Union's budget, which has led to its early termination or to the application of liquidated damages or other contractual penalties, or which has been discovered following checks, audits or investigations by an Authorising Officer, OLAF or the Court of Auditors;	<input type="checkbox"/>	<input type="checkbox"/>
h <u>f</u>) it has been established by a final judgment or final administrative decision that the person has committed an irregularity within the meaning of Article 1(2) of Council Regulation (EC, Euratom) No 2988/95;	<input type="checkbox"/>	<input type="checkbox"/>
m <u>g</u>) for the situations of grave professional misconduct, fraud, corruption, other criminal offences, significant deficiencies in the performance of the contract or irregularity, the applicant is subject to: <u>i.vi.</u> facts established in the context of audits or investigations carried out by the Court of Auditors, OLAF or internal audit, or any other check, audit or control performed under the responsibility of an authorising officer of an EU institution, of a European office or of an EU agency or body; <u>ii.vii.</u> non-final administrative decisions which may include disciplinary measures taken by the competent supervisory body responsible for the verification of the application of standards of professional ethics;	<input type="checkbox"/>	<input type="checkbox"/>

<p>iii. <u>viii.</u> decisions of the ECB, the EIB, the European Investment Fund or international organisations;</p> <p>iv. <u>ix.</u> decisions of the Commission relating to the infringement of the Union's competition rules or of a national competent authority relating to the infringement of Union or national competition law; or</p> <p>v. <u>x.</u> decisions of exclusion by an authorising officer of an EU institution, of a European office or of an EU agency or body.</p>		
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II – SITUATIONS OF EXCLUSION CONCERNING NATURAL PERSONS WITH POWER OF REPRESENTATION, DECISION-MAKING OR CONTROL OVER THE LEGAL PERSON

Not applicable to natural persons, Member States and local authorities

<p>➤ declares that a natural person who is a member of the administrative, management or supervisory body of the above-mentioned legal person, or who has powers of representation, decision or control with regard to the above-mentioned legal person (this covers company directors, members of management or supervisory bodies, and cases where one natural person holds a majority of shares) is in one of the following situations:</p>	YES	NO	N/A
Situation (c) above (grave professional misconduct)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Situation (d) above (fraud, corruption or other criminal offence)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Situation (e) above (significant deficiencies in performance of a contract)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Situation (f) above (irregularity)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

III – SITUATIONS OF EXCLUSION CONCERNING NATURAL OR LEGAL PERSONS ASSUMING UNLIMITED LIABILITY FOR THE DEBTS OF THE LEGAL PERSON

<p>➤ declares that a natural or legal person that assumes unlimited liability for the debts of the above-mentioned legal person is in one of the following situations:</p>	YES	NO	N/A
Situation (a) above (bankruptcy)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Situation (b) above (breach in payment of taxes or social security contributions)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

IV – GROUNDS FOR REJECTION FROM THIS PROCEDURE

<p>➤ declares that the above-mentioned person:</p>	YES	NO
<p>Ⓜ) <u>h)</u> has distorted competition by being previously involved in the preparation of procurement documents for this procurement procedure.</p>	<input type="checkbox"/>	<input type="checkbox"/>

V – REMEDIAL MEASURES

If the person declares one of the situations of exclusion listed above, it must indicate measures it has taken to remedy the exclusion situation, thus demonstrating its reliability. This may include e.g. technical, organisational and personnel measures to prevent further occurrence, compensation of damage or payment of fines. The relevant documentary evidence which illustrates the remedial measures taken must be provided in annex to this declaration. This does not apply for situations referred in point (d) of this declaration.

VI – EVIDENCE UPON REQUEST

Upon request and within the time limit set by the contracting authority the person must provide information on the persons that are members of the administrative, management or supervisory body. It must also provide the following evidence concerning the person itself and concerning the natural or legal persons which assume unlimited liability for the debt of the person:

For situations described in (a), (c), (d) or (f), production of a recent extract from the judicial record is required or, failing that, an equivalent document recently issued by a judicial or administrative authority in the country of establishment of the person showing that those requirements are satisfied.

For the situation described in point (a) or (b), production of recent certificates 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 person is liable, including for example, VAT, income tax (natural persons only), company tax (legal persons only) and social security contributions. Where any document described above is not issued in the country concerned, it may be replaced by a sworn statement made before a judicial authority or notary or, failing that, a solemn statement made before an administrative authority or a qualified professional body in its country of establishment.

The person is not required to submit the evidence if it has already been submitted for another procurement procedure. The documents must have been issued no more than one year before the date of their request by the contracting authority and must still be valid at that date.

The signatory declares that the person has already provided the documentary evidence for a previous procedure and confirms that there has been no change in its situation:

Document	Full reference to previous procedure
<i>Insert as many lines as necessary.</i>	

VII – SELECTION CRITERIA

➤ declares that the above-mentioned person complies with the selection criteria applicable to it individually as provided in the tender specifications:	YES	NO	N/A
(a) It has the legal and regulatory capacity to pursue the professional activity needed for performing the contract as required in section 4.3.1 of the tender specifications;	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(b) It fulfills the applicable economic and financial criteria indicated in section 4.3.2 of the tender specifications;	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) It fulfills the applicable technical and professional criteria indicated in section 4.3.3 of the tender specifications.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
➤ if the above-mentioned person is the sole tenderer or the leader in case of joint tender , declares that:	YES	NO	N/A
(d) the tenderer, including all members of the group in case of joint tender and including subcontractors if applicable, complies with all the selection criteria for which a consolidated assessment will be made as provided in the tender specifications.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

VII – EVIDENCE FOR SELECTION

The signatory declares that the above-mentioned person is able to provide the necessary supporting documents listed in the relevant sections of the tender specifications and which are not available electronically upon request and without delay.

The person is not required to submit the evidence if it has already been submitted for another procurement procedure. The documents must have been issued no more than one year before the date of their request by the contracting authority and must still be valid at that date.

The signatory declares that the person has already provided the documentary evidence for a previous procedure and confirms that there has been no change in its situation:

Document	Full reference to previous procedure
<i>Insert as many lines as necessary.</i>	

The above-mentioned person may be subject to rejection from this procedure and to administrative sanctions (exclusion or financial penalty) if any of the declarations or information provided as a condition for participating in this procedure prove to be false.

Full name

Date

Signature

ANNEXE 2 – Template for the financial offer

Part A – Transaction Fees

Details	Unit	Price via OBT (in EUR, excluding VAT)	Price offline (in EUR, excluding VAT)
Fee for issuing a flight ticket (worldwide, Economy and Business class)	per ticket	<i>[to be completed]</i>	<i>[to be completed]</i>
Fee for issuing train ticket	per ticket	<i>[to be completed]</i>	<i>[to be completed]</i>
Fee for issuing ferry (boat)/bus ticket	per ticket	N/A	<i>[to be completed]</i>
Fee for hotel booking	per reservation	<i>[to be completed]</i>	<i>[to be completed]</i>
Fee for car rental booking	per reservation	<i>[to be completed]</i>	<i>[to be completed]</i>
Fee for modification	per reservation	N/A	<i>[to be completed]</i>
Fee for cancellation	per reservation	N/A	<i>[to be completed]</i>

Part B – OBT Set-up and Maintenance fees

Details	Unit	Price (in EUR, excluding VAT)
OBT Set-up fee	Once per contract	<i>[to be completed]</i>
OBT Maintenance fee	Once per year	<i>[to be completed]</i>

ANNEXE 3 – EC Mission Guide of the European Commission

founding members



Avenue de Cortenbergh 100 | B-1000 Bruxelles
www.sesarju.eu

ANNEXE 4 – Internal SJU Mission process, as described in the SJU Quality Management System

founding members



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www.sesarju.eu