

CLARIFICATIONS TO TENDER: N° 02

“Provision of travel agency & events organization services”

ENISA P/14/09/AGA "

Question & Answers

Q1:	Does the 1.68 million Euros take include the cost of the venues, equipment and tech-support, catering, etc,?
A1:	Amounts mentioned include the estimated general turnover to be generated from an activity described under the specific Lot. This amount also includes any fees charged by the successful bidder to ENISA for the delivery of the said services.
Q2:	How will be managed the requests within ENISA – is there a single point of contact that the Service Provider will work with, or will there be multiple stake holders?
A2:	ENISA will designate a point of contact for financial matters including invoicing. Requests and daily interaction on operation matters will take place through a pool of ENISA staff members that will be specifically authorised to contact the successful bidder to this end. General enquiries by unauthorised ENISA staff will be discouraged.
Q3:	In a situation where the tenderer is only bidding for Lot 2 and accommodation is required for a dignitary would this be booked through the successful applicant for Lot 1?

A3:	The requirements for each specific assignment will be laid out ahead of placing a request or an order. Lot 1 generally concerns missions of ENISA staff members. Lot 2, on the other hand generally refers to events that the Agency organises.
Q4:	Regarding Section 7.14 "Protocol matters" - Can we receive relevant documentation/information related to the EU Code of Protocol or Business Ethics according to the EU?
A4:	This information will be provided on a case by case basis. Although there is no specific code of Protocol for European Institutions, it is a common practice to refer to diplomatic customs and usual rules of precedence.