

LANGUAGE:	EN
CATEGORY:	ORIG
FORM:	F02
VERSION:	R2.0.9.S02
SENDER:	ENOTICES
CUSTOMER:	ECAS_ipetrkyr
NO_DOC_EXT:	2017-119637
SOFTWARE VERSION:	9.5.4
ORGANISATION:	ENOTICES
COUNTRY:	EU
PHONE:	/
E-mail:	Kyriaki.Petronikolou@enisa.europa.eu
NOTIFICATION TECHNICAL:	YES
NOTIFICATION PUBLICATION:	YES

Contract notice

Services

Directive 2014/24/EU

Section I: Contracting authority

I.1) **Name and addresses**

European Union Agency for Network and Information Security
1 Vasilissis Sofias str.
Maroussi, Attiki
151 24
Greece
Contact person: Procurement Officer
Telephone: +30 2814409711
E-mail: Procurement@enisa.europa.eu
NUTS code: EL

Internet address(es):

Main address: <http://www.enisa.europa.eu>
Address of the buyer profile: <http://www.enisa.europa.eu>

I.2) **Joint procurement**

I.3) **Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://etendering.ted.europa.eu/cft/cft-display.html?cftId=2884>
Additional information can be obtained from the abovementioned address
Tenders or requests to participate must be submitted to the abovementioned address

I.4) **Type of the contracting authority**

European institution/agency or international organisation

I.5) **Main activity**

Other activity: Network Information Security

Section II: Object

II.1) **Scope of the procurement**

II.1.1) **Title:**

Provision of Travel Agency Services
Reference number: ENISA F-SRAD-17-T39

II.1.2) **Main CPV code**

63510000

II.1.3) **Type of contract**

Services

II.1.4) **Short description:**

The purpose of this procurement procedure is to conclude a Framework Service contract with an experienced Travel Agency, able to provide travel arrangement services for the business trips of the Agency.
The minimum services to be provided are: Booking, issuing and delivery of flight/rail/bus/ship tickets; booking

of accommodation (hotel rooms); changing or cancelling transport and accommodation reservations; providing assistance in obtaining visas; car rental arrangements etc.

II.1.5) **Estimated total value**

Value excluding VAT: 2 000 000.00 EUR

II.1.6) **Information about lots**

This contract is divided into lots: no

II.2) **Description**

II.2.1) **Title:**

II.2.2) **Additional CPV code(s)**

63000000

63516000

II.2.3) **Place of performance**

NUTS code: EL

Main site or place of performance:

At the contracting authority's own premises (ENISA premises), which are located in both Maroussi, Attiki, Greece as well as in Vassilika Vouton, Heraklion, Greece.

II.2.4) **Description of the procurement:**

ENISA requires an experienced travel agency in order to make travel as well as accommodation arrangements as required, for ENISA staff members and external experts travelling across Europe and beyond with emphasis on the EU Member states. ENISA's offices are established in Heraklion and in Athens.

ENISA uses the term "Mission" to describe an authorised business trip of its staff. Each mission has a specific mission reference number.

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 ENISA, according to the provisions mentioned below.

It is the Travel Agency's task to advise the staff member on the most suitable travel option for the mission and where applicable, to explain the appropriate options to the staff members.

As a minimum, provision of the following services is required:

- Providing information on flight/train/ship schedules, itineraries, prices – including official quotations for price comparison purposes
- Booking, issuing and delivery of flight/train/ship tickets, where applicable with the competent CRS (Computer Reservation Systems)
- Electronic ticketing
- Booking of accommodation (hotel rooms)
- Providing assistance in obtaining visas

The Travel Agency must be able to provide all the above listed services.

Occasionally, the Travel Agency may be required to provide other travel arrangement services not listed above (e.g. Web check in, car rental arrangements, providing information on public transport means at the place of meeting and other information of importance to the traveller).

II.2.5) **Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) **Estimated value**

Value excluding VAT: 2 000 000.00 EUR

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months: 12

This contract is subject to renewal: yes

Description of renewals:

The initial period of 12 months of this contract can be renewed up to 3 times each, for a maximum total of 48 months.

II.2.10) Information about variants

Variants will be accepted: no

II.2.11) Information about options

Options: no

II.2.12) Information about electronic catalogues**II.2.13) Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds: no

II.2.14) Additional information**Section III: Legal, economic, financial and technical information****III.1) Conditions for participation****III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions:

As per the tender documentation.

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

III.1.5) Information about reserved contracts**III.2) Conditions related to the contract****III.2.1) Information about a particular profession****III.2.2) Contract performance conditions:****III.2.3) Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

Section IV: Procedure**IV.1) Description****IV.1.1) Type of procedure**

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with a single operator

IV.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue**IV.1.6) Information about electronic auction****IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: no

IV.2) Administrative information**IV.2.1) Previous publication concerning this procedure****IV.2.2) Time limit for receipt of tenders or requests to participate**

Date: 12/10/2017

Local time: 15:00

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates**IV.2.4) Languages in which tenders or requests to participate may be submitted:**

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 3 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date: 16/10/2017

Local time: 10:30

Place:

ENISA, Vasilissis Sofias Street 1, 151 24 Maroussi, Attiki, GREECE.

Information about authorised persons and opening procedure:

A maximum of 1 legal representative per participating tenderer may attend the opening session. Tenderers shall inform the Agency in writing, via e-mail, of their intention to attend, at least 3 working days prior to the opening session.

Failing that, the contracting authority reserves the right to refuse access to its premises.

Section VI: Complementary information**VI.1) Information about recurrence**

This is a recurrent procurement: no

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information:**VI.4) Procedures for review****VI.4.1) Review body**

Court of Justice of the European Union

boulevard Konrad Adenauer, Kirchberg

Luxembourg

2925

Luxembourg

Telephone: +352 4303-1

E-mail: cfi.registry@curia.europa.eu

Fax: +352 4303-2600

VI.4.2) Body responsible for mediation procedures

The European Ombudsman

Avenue du Président Robert Schuman

Strasbourg

67001

France

Telephone: +33 388172313

E-mail: eo@ombudsman.europa.eu

Fax: +33 388179062

VI.4.3) **Review procedure**

VI.4.4) **Service from which information about the review procedure may be obtained**

VI.5) **Date of dispatch of this notice:**

30/08/2017