

**CLARIFICATION: N° 01**

**“Travel Agency Services”**

**ENISA F-ADM-13-T18**

**Questions & Answers**

<b>Q1:</b>	<p>On page 15 in section b you are asking for a demonstration of the ability to proactively provide solutions to optimize travel time and improve cost efficiency (please provide at least one example);</p> <p>Are the scenarios 1 &amp; 2 enough for you to demonstrate this ability or do you need something more than that?</p>
<b>A1:</b>	<p>This is part of the Technical proposal of each Travel Agency. It is up to each tenderer to decide how this ability will be best demonstrated.</p>
<b>Q2:</b>	<p>On page 14 in the last paragraph you are saying that ENISA reserves the right to deal with other travel agencies as an alternative to the contract concluded with the successful travel agency.</p> <p>In that case if ENISA chooses the alternative option, will the successful travel agency charge service fees just for the planning of the mission or any other request?</p>
<b>A2:</b>	<p>The case you refer to is included as a transaction fee in Part 1 of the Financial offer (Annex IV). Please see item 5: “Itinerary request for Mission planning purposes”. Each tenderer is therefore free to decide how to complete their financial proposal taking all such situations into account.</p>
<b>Q3:</b>	<p>On page 15, what do you mean by: “provide to ENISA access to the reservation system free of charge”?</p>
<b>A3:</b>	<p>It will be considered advantageous to your offer (but not mandatory) if the tenderer is able to provide access (for consultation purposes only) to its reservation system(s) free of charge. This may for example take the form of a specific web link to the booking made for an ENISA staff member, as well as for any other services which may be provided in order to assist the traveller.</p>