

Helsinki, 09.07.2012

## **CLARIFICATIONS - 3**

### **Open call for tender ECHA/2012/66 - Provision of Travel Agency Services**

#### **Question 3.1:**

- a. Does the Service Level Agreement Form on page 75 apply only for business travel?
- b. Every point in the Service Level Agreement Form corresponds to 2,5 points. The minimum requirements are set in the form. How many points does the minimum requirement stand for? What is the criteria when calculating evaluating the maximum points for each requirement? Is it possible to get extra points by e.g. presenting other service standards, out of the Service Level Agreement Form? How would these be evaluated?
- c. Please note, that there are conflicting messages referring to SLA in paragraph 2.2 Meetings and Events. It says first in paragraph 2.2.1 Issuing tickets for participants, that response to fare inquiries and changes of tickets/routing must be dealt within 3 hours. Then in point 2.2.4 Web based booking tool paragraph 3. it says that travel agency will provide flight options within two working days. Please confirm which SLA is valid. Please note that a 3 hour response time to fare inquiries for a group of e.g. 50 people with individual travel arrangements is impossible. Our suggestion is that the SLA response to fare inquiries is 48 hours. An acknowledgement receipt that the fare inquiry has been received and that confirmation will be sent within 48 hours, can be sent within 3 hours.
- d. Service Standard Confirmation & Ticketing: Since offering and confirming ECHA always the best possible price (combining the most direct and least expensive routes to achieve cost effectiveness) our recommendation would be to issue the air tickets at the time of confirmation (i.e. instant ticketing) to guarantee that the air fare will not change after confirmation e.g. due to tax increases or other supplier related reasons. Would this service model be acceptable to ECHA?
- e. In Fare Options part for bookings (air, hotel, car etc.) it is mentioned that a monthly report will be the measurement method; could you please specify what this report should contain and how do you wish the results to be communicated to you?

f. Invoicing b) hotel: Could you please specify what is the aimed process here that is most beneficial to ECHA – do you prefer passengers to pay directly to the hotel or prefer voucher payment?

g. Complaint ratio: Could you please specify term “transaction”, e.g. is it one ticket or one travel order with multiple products (air, hotel etc)?

**Answer:**

a. The Service Level Agreement Form applies to all the travel services within the scope of this contract.

b. Every point in the Service Level Agreement Form corresponds to maximum 2,5 points. The minimum requirement stands for 50% of the points. The maximum of 2,5 corresponding points/service is awarded in case 100% of the proposed target is offered and less percentage worth proportionally lower corresponding points.

Other technical aspects, out of the SLA, can be assessed within the scope of AW1 Quality and efficiency of the technical proposal on the basis of the replies provided in the Technical Proposal Form.

c. The first reference in paragraph 2.2.1 refers to the situation once the initial booking has been made. An acknowledgement receipt that the fare inquiry has been received and that a confirmation will be sent within 48 hours can be sent within 3 hours.

d. Yes.

e. Point 5 of the technical documentation says the following: ‘5. REPORTING AND STATISTICS: The Travel Agency must provide written, detailed monthly reports and statistics reflecting the services provided to ECHA under the duration of the framework service contract. Statistics must be comprehensive and easily understandable, such as by type of services, by destination, by airlines used, visas issued, cost centers, by country and other breakdowns that may be requested. All reports must be in English.’

f. The preferable method is that the Travel Agency (contractor) pays for the hotel and then invoices ECHA.

g. One transaction equals one travel order for the same passenger.

**Question 3.2:**

Point 4.3.4 c) Financial form

a. Is there no separate price for online bookings for flights, hotels, cars and trains? The price is always the same if customer books flights or just hotel ?

b. What services does the travel arrangements service fee/Europe or Baltic/per person fee cover? Please specify.

c. What sort of services do point 10. Meeting and Event Services Fee/Person cover? How do these differ from the services in point 9. Group bookings?

**Answer:**

a. There is no separate price for online bookings for flights, hotels, cars and trains, because there is an annual fee for the online service/client (4.3.4.C) FINANCIAL FORM, 12. Other Services.

b. The travel arrangements service fee/Europe or Baltic/per person fee covers the fee that must be paid once the travel has been arranged.

c. Meeting and Event Services Fee/Person covers organizing a meeting or event for ECHA. The group booking involves air and hotel services for groups.

**Question 3.3:**

Point 4.3.4 Award criteria documentation point 4.3.4. A) Technical Proposal Form

What is the weighting of the technical solutions and technical proposal form for each question? How much does each question in the form stand for in points? What is the award criteria for minimum points and what is the award criteria for maximum points?

**Answer:**

As noted in point 3.4 of the Tender Specifications, at stage 3 of the evaluation, the contract will be awarded to the most cost-effective tender. The following award criteria will be applied with the corresponding possible maximum points:

No	Qualitative award criteria	(max. points)
AW 1	Quality and efficiency of the technical proposal assessed on the basis of the replies provided in the Technical Proposal Form.	/25
AW 2	Quality of the proposed service level agreement for the standard services assessed on the basis of the offer provided in the Service Level Agreement Form.	/25
	<i>TOTAL QUALITY POINTS:</i> <i>(AW1+AW2)</i>	/50

Furthermore, as stated in Annex 4.3.4.A), 'the basis of assessment for award criterion 1 will be the tenderers reply to the entirety of the set of questions below, as a whole (maximum of 25 points for award criterion 1).'

Within AW 1 there are no sub-criteria with particular allocation of points. The different items to be assessed under the award criterion are communicated to guide the tenderers in the preparation of their tender, but the evaluation of the award criterion will be based on a consolidated assessment of all those elements together.

**Question 3.4:**

It is said that Emergency 24/7 service must be available at least in English. Will ECHA give any extra service quality points for the other languages spoken in 24/7 -service?

**Answer:**

All technical aspects of the submitted proposal will be assessed within the scope of AW1 Quality and efficiency of the technical proposal assessed on the basis of the replies provided in the Technical Proposal Form.

**ECHA**