

Belgium-Brussels: Travel agency and similar services
OJ S 32/2023 14/02/2023
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: European Travel Commission / Commission Européenne du Tourisme

National registration number: BE0408138386

Postal address: Rue du Marché aux Herbes 61

Town: Brussels

NUTS code: BE100 Arr. de Bruxelles-Capitale/Arr. Brussel-Hoofdstad

Postal code: 1000

Country: Belgium

E-mail: info@visiteurope.com

Telephone: +32 25490000

Internet address(es):

Main address: www.etc-corporate.org

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

Other activity: Tourism

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Provision of Travel Agency Services (framework agreement)

Reference number: JPP4 - 1 - Travel agency services

II.1.2. Main CPV code

63510000 Travel agency and similar services

II.1.3. Type of contract

Services

II.1.4. Short description

The purpose of this procedure is to conclude a framework service agreement with an experienced travel agency able to provide travel arrangement services for the trips organized by the European Travel Commission. This project is implemented by ETC in cooperation with its member National Tourism Organisations.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 900 000,00 EUR

II.2. Description

II.2.3. Place of performance

NUTS code: BE100 Arr. de Bruxelles-Capitale/Arr. Brussel-Hoofdstad

II.2.4. Description of the procurement

The contractor will provide the necessary reservations for the travel arrangement services requested by the European Travel Commission (ETC) and also issue, modify as appropriate, and deliver the corresponding travel documents as well as any other relevant information to ensure the smooth running of the trip. The contractor must book travel services as efficiently as possible and at the best conditions available on the market. In this regard, the contractor will previously inform ETC about the best conditions for the trip: schedules, most suitable routes, baggage allowance, deadline for issuing the ticket, information on ticket flexibility as well as any other relevant consideration for the best decision making. When booking flights or train tickets, as a general rule, direct connections are favoured. The contractor shall also find the most convenient travel option to minimise the number of flight legs and time of stopovers, when applicable.

In the event of a change or cancellation of a booked ticket, the contractor will endeavour to minimise any penalties to be incurred by ETC. The contractor shall inform ETC immediately of any upcoming changes in scheduled flights or trains, planned strikes or any other events which may affect the final schedule.

The contractor must be able to provide services during regular working hours (Monday to Friday from 9:00am to 6:00pm CET). Requests for quotations and the agreed travel tickets shall be delivered electronically within 24 hours or one working day upon request. The contractor must be able to hold flights for travellers pending approval or final confirmation of their itinerary for at least 24 hours or one working day

II.2.5. Award criteria

Quality criterion - Name: Methodology / Weighting: 18

Quality criterion - Name: Profile, experience and qualifications of the project team / Weighting: 6

Quality criterion - Name: Added value / Weighting: 6

Price - Weighting: 70

II.2.11. Information about options

Options: no

II.2.13. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
yes

Identification of the project: Contract SI2.887430 - project 326/G/GRO/SME/22/12753

II.2.14. Additional information

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

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

Notice number in the OJ S: [2022/S 184-520177](#)

IV.2.8. Information about termination of dynamic purchasing system

IV.2.9. Information about termination of call for competition in the form of a prior information notice

Section V: Award of contract

Title:

Provision of Travel Agency Services (framework agreement)

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

10/01/2023

V.2.2. Information about tenders

Number of tenders received: 2

The contract has been awarded to a group of economic operators: no

V.2.3. Name and address of the contractor

Official name: Joker NV

Postal address: Geerdegemvaart 96

Town: Mechelen

NUTS code: BE212 Arr. Mechelen

Postal code: 2800

Country: Belgium

The contractor is an SME: yes

V.2.4. Information on value of the contract/lot

Initial estimated total value of the contract/lot: 900 000,00 EUR

Total value of the contract/lot: 900 000,00 EUR

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: European Travel Commission/Commission Européenne du Tourisme

Town: Brussels
Country: Belgium

VI.5. Date of dispatch of this notice

09/02/2023