

Belgium-Brussels: Travel agency and similar services

OJ S 184/2022 23/09/2022

Contract 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.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://etc-corporate.org/requests-for-proposals/>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://etc-corporate.org/requests-for-proposals/submission-form/>

Tenders or requests to participate must be submitted to the abovementioned address

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.1.5. Estimated total value

Value excluding VAT: 900 000,00 EUR

II.1.6. Information about lots

This contract is divided into lots: no

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

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: 900 000,00 EUR

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

Duration in months: 36

This contract is subject to renewal: yes

Description of renewals:

The implementation period of the framework agreement is expected to start in November 2022 for a duration of three (3) years. The duration of the framework agreement may be extended for a further period to be determined upon mutual agreement between ETC and the contractor.

II.2.10. Information about variants

Variants will be accepted: no

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: Invitation to submit a proposal 326/G/GRO/SME/22/12753

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:

The contractor must have specialised and thorough experience and expertise in regard to the services which are the object of the contract. The contractor demonstrates compliance with a List of accreditations or any other valid evidence that the tenderer is a registered travel agent with access to airline booking systems and with rights to issue tickets.

III.1.2. Economic and financial standing

Selection criteria as stated in the procurement documents

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.1.8. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: no

IV.2. Administrative information

IV.2.2. Time limit for receipt of tenders or requests to participate

Date: 31/10/2022 Local time: 09:00

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: 6 (from the date stated for receipt of tender)

IV.2.7. Conditions for opening of tenders

Date: 31/10/2022 Local time: 10:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

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

19/09/2022