

**Belgium-Brussels: Travel agency services for the organisation of business trips**  
**OJ S 250/2018 29/12/2018**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: European Commission

Postal address: MERO P3/100

Town: Bruxelles

NUTS code: BE10 Région de Bruxelles-Capitale/ Brussels Hoofdstedelijk Gewest

Postal code: 1049

Country: Belgium

E-mail: [pmo-mail-02@ec.europa.eu](mailto:pmo-mail-02@ec.europa.eu)

**Internet address(es):**

Main address: <http://ec.europa.eu>

**I.1. Name and addresses**

Official name: Council of the European Union

Town: Brussels

NUTS code: BE10 Région de Bruxelles-Capitale/ Brussels Hoofdstedelijk Gewest

Country: Belgium

E-mail: [pmo-mail-02@ec.europa.eu](mailto:pmo-mail-02@ec.europa.eu)

**Internet address(es):**

Main address: <http://ec.europa.eu>

**I.1. Name and addresses**

Official name: European External Action Service

Town: Brussels

NUTS code: BE10 Région de Bruxelles-Capitale/ Brussels Hoofdstedelijk Gewest

Country: Belgium

E-mail: [pmo-mail-02@ec.europa.eu](mailto:pmo-mail-02@ec.europa.eu)

**Internet address(es):**

Main address: <http://ec.europa.eu>

**I.1. Name and addresses**

Official name: European Ombudsman

Town: Strasbourg

NUTS code: FRF11 Bas-Rhin

Country: France

E-mail: [pmo-mail-02@ec.europa.eu](mailto:pmo-mail-02@ec.europa.eu)

**Internet address(es):**

Main address: <http://ec.europa.eu>

**I.1. Name and addresses**

Official name: European Banking Authority

Town: London  
NUTS code: UKI London  
Country: United Kingdom  
E-mail: [pmo-mail-02@ec.europa.eu](mailto:pmo-mail-02@ec.europa.eu)  
**Internet address(es):**  
Main address: <http://ec.europa.eu>

**I.1. Name and addresses**

Official name: European Data Protection Supervisor  
Town: Brussels  
NUTS code: BE10 Région de Bruxelles-Capitale/ Brussels Hoofdstedelijk Gewest  
Country: Belgium  
E-mail: [pmo-mail-02@ec.europa.eu](mailto:pmo-mail-02@ec.europa.eu)  
**Internet address(es):**  
Main address: <http://ec.europa.eu>

**I.1. Name and addresses**

Official name: Agency for the Cooperation of Energy Regulators  
Town: Ljubljana  
NUTS code: SI041 Osrednjeslovenska  
Country: Slovenia  
E-mail: [pmo-mail-02@ec.europa.eu](mailto:pmo-mail-02@ec.europa.eu)  
**Internet address(es):**  
Main address: <http://ec.europa.eu>

**I.1. Name and addresses**

Official name: Body of European Regulators for Electronic Communications  
Town: Riga  
NUTS code: LV006 Rīga  
Country: Latvia  
E-mail: [pmo-mail-02@ec.europa.eu](mailto:pmo-mail-02@ec.europa.eu)  
**Internet address(es):**  
Main address: <http://ec.europa.eu>

**I.1. Name and addresses**

Official name: Translation Centre for the Bodies of the European Union  
Town: Luxembourg  
NUTS code: LU000 Luxembourg  
Country: Luxembourg  
E-mail: [pmo-mail-02@ec.europa.eu](mailto:pmo-mail-02@ec.europa.eu)  
**Internet address(es):**  
Main address: <http://ec.europa.eu>

**I.1. Name and addresses**

Official name: Community Plant Variety Office  
Town: Angers  
NUTS code: FRG02 Maine-et-Loire  
Country: France  
E-mail: [pmo-mail-02@ec.europa.eu](mailto:pmo-mail-02@ec.europa.eu)  
**Internet address(es):**  
Main address: <http://ec.europa.eu>

### **I.1. Name and addresses**

Official name: European Institute for Gender Equality

Town: Vilnius

NUTS code: LT011 Vilniaus apskritis

Country: Lithuania

E-mail: [pmo-mail-02@ec.europa.eu](mailto:pmo-mail-02@ec.europa.eu)

**Internet address(es):**

Main address: <http://ec.europa.eu>

### **I.1. Name and addresses**

Official name: European Insurance and Occupational Pensions Authority

Town: Frankfurt

NUTS code: DE712 Frankfurt am Main, Kreisfreie Stadt

Country: Germany

E-mail: [pmo-mail-02@ec.europa.eu](mailto:pmo-mail-02@ec.europa.eu)

**Internet address(es):**

Main address: <http://ec.europa.eu>

### **I.1. Name and addresses**

Official name: European Network and Information Security Agency

Town: Heraklion

NUTS code: EL431 Ηράκλειο (Irakleio)

Country: Greece

E-mail: [pmo-mail-02@ec.europa.eu](mailto:pmo-mail-02@ec.europa.eu)

**Internet address(es):**

Main address: <http://ec.europa.eu>

### **I.1. Name and addresses**

Official name: European Union Agency for Railways (ex-European Railway Agency)

Town: Lille

NUTS code: FRE11 Nord

Country: France

E-mail: [pmo-mail-02@ec.europa.eu](mailto:pmo-mail-02@ec.europa.eu)

**Internet address(es):**

Main address: <http://ec.europa.eu>

### **I.1. Name and addresses**

Official name: European Foundation for the Improvement of Living and Working Conditions

Town: Dublin

NUTS code: IE061 Dublin

Country: Ireland

E-mail: [pmo-mail-02@ec.europa.eu](mailto:pmo-mail-02@ec.europa.eu)

**Internet address(es):**

Main address: <http://ec.europa.eu>

### **I.1. Name and addresses**

Official name: European Union's Judicial Cooperation Unit

Town: Den Haag

NUTS code: NL332 Agglomeratie 's-Gravenhage

Country: Netherlands

E-mail: [pmo-mail-02@ec.europa.eu](mailto:pmo-mail-02@ec.europa.eu)

**Internet address(es):**

Main address: <http://ec.europa.eu>

**I.1. Name and addresses**

Official name: European Police Office  
Town: Den Haag  
NUTS code: NL332 Agglomeratie 's-Gravenhage  
Country: Netherlands  
E-mail: [pmo-mail-02@ec.europa.eu](mailto:pmo-mail-02@ec.europa.eu)

**Internet address(es):**

Main address: <http://ec.europa.eu>

**I.1. Name and addresses**

Official name: European Securities and Markets Authority  
Town: Paris  
NUTS code: FR101 Paris  
Country: France  
E-mail: [pmo-mail-02@ec.europa.eu](mailto:pmo-mail-02@ec.europa.eu)

**Internet address(es):**

Main address: <http://ec.europa.eu>

**I.1. Name and addresses**

Official name: European Union Agency for Fundamental Rights  
Town: Wien  
NUTS code: AT130 Wien  
Country: Austria  
E-mail: [pmo-mail-02@ec.europa.eu](mailto:pmo-mail-02@ec.europa.eu)

**Internet address(es):**

Main address: <http://ec.europa.eu>

**I.1. Name and addresses**

Official name: European GNSS Agency  
Town: Praha  
NUTS code: CZ01 Praha  
Country: Czechia  
E-mail: [pmo-mail-02@ec.europa.eu](mailto:pmo-mail-02@ec.europa.eu)

**Internet address(es):**

Main address: <http://ec.europa.eu>

**I.1. Name and addresses**

Official name: Single Resolution Board  
Town: Brussels  
NUTS code: BE10 Région de Bruxelles-Capitale/ Brussels Hoofdstedelijk Gewest  
Country: Belgium  
E-mail: [pmo-mail-02@ec.europa.eu](mailto:pmo-mail-02@ec.europa.eu)

**Internet address(es):**

Main address: <http://ec.europa.eu>

**I.1. Name and addresses**

Official name: European Union Institute for Security Studies  
Town: Paris  
NUTS code: FR101 Paris  
Country: France

E-mail: [pmo-mail-02@ec.europa.eu](mailto:pmo-mail-02@ec.europa.eu)

**Internet address(es):**

Main address: <http://ec.europa.eu>

#### **I.1. Name and addresses**

Official name: Consumers, Health and Food Executive Agency

Town: Luxembourg

NUTS code: LU000 Luxembourg

Country: Luxembourg

E-mail: [pmo-mail-02@ec.europa.eu](mailto:pmo-mail-02@ec.europa.eu)

**Internet address(es):**

Main address: <http://ec.europa.eu>

#### **I.1. Name and addresses**

Official name: Education, Audiovisual and Culture Executive Agency

Town: Brussels

NUTS code: BE10 Région de Bruxelles-Capitale/ Brussels Hoofdstedelijk Gewest

Country: Belgium

E-mail: [pmo-mail-02@ec.europa.eu](mailto:pmo-mail-02@ec.europa.eu)

**Internet address(es):**

Main address: <http://ec.europa.eu>

#### **I.1. Name and addresses**

Official name: Executive Agency for Small and Medium-sized Enterprises

Town: Brussels

NUTS code: BE10 Région de Bruxelles-Capitale/ Brussels Hoofdstedelijk Gewest

Country: Belgium

E-mail: [pmo-mail-02@ec.europa.eu](mailto:pmo-mail-02@ec.europa.eu)

**Internet address(es):**

Main address: <http://ec.europa.eu>

#### **I.1. Name and addresses**

Official name: European Research Council Executive Agency

Town: Brussels

NUTS code: BE10 Région de Bruxelles-Capitale/ Brussels Hoofdstedelijk Gewest

Country: Belgium

E-mail: [pmo-mail-02@ec.europa.eu](mailto:pmo-mail-02@ec.europa.eu)

**Internet address(es):**

Main address: <http://ec.europa.eu>

#### **I.1. Name and addresses**

Official name: Innovation and Networks Executive Agency

Town: Brussels

NUTS code: BE10 Région de Bruxelles-Capitale/ Brussels Hoofdstedelijk Gewest

Country: Belgium

E-mail: [pmo-mail-02@ec.europa.eu](mailto:pmo-mail-02@ec.europa.eu)

**Internet address(es):**

Main address: <http://ec.europa.eu>

#### **I.1. Name and addresses**

Official name: Research Executive Agency

Town: Brussels

NUTS code: BE10 Région de Bruxelles-Capitale/ Brussels Hoofdstedelijk Gewest  
Country: Belgium  
E-mail: [pmo-mail-02@ec.europa.eu](mailto:pmo-mail-02@ec.europa.eu)  
**Internet address(es):**  
Main address: <http://ec.europa.eu>

**I.1. Name and addresses**

Official name: Bio-Based Industries  
Town: Brussels  
NUTS code: BE10 Région de Bruxelles-Capitale/ Brussels Hoofdstedelijk Gewest  
Country: Belgium  
E-mail: [pmo-mail-02@ec.europa.eu](mailto:pmo-mail-02@ec.europa.eu)  
**Internet address(es):**  
Main address: <http://ec.europa.eu>

**I.1. Name and addresses**

Official name: Electronic Components and Systems for European Leadership  
Town: Brussels  
NUTS code: BE10 Région de Bruxelles-Capitale/ Brussels Hoofdstedelijk Gewest  
Country: Belgium  
E-mail: [pmo-mail-02@ec.europa.eu](mailto:pmo-mail-02@ec.europa.eu)  
**Internet address(es):**  
Main address: <http://ec.europa.eu>

**I.1. Name and addresses**

Official name: European Institute of Innovation and Technology  
Town: Budapest  
NUTS code: HU110 Budapest  
Country: Hungary  
E-mail: [pmo-mail-02@ec.europa.eu](mailto:pmo-mail-02@ec.europa.eu)  
**Internet address(es):**  
Main address: <http://ec.europa.eu>

**I.1. Name and addresses**

Official name: Fuel Cells and Hydrogen  
Town: Brussels  
NUTS code: BE10 Région de Bruxelles-Capitale/ Brussels Hoofdstedelijk Gewest  
Country: Belgium  
E-mail: [pmo-mail-02@ec.europa.eu](mailto:pmo-mail-02@ec.europa.eu)  
**Internet address(es):**  
Main address: <http://ec.europa.eu>

**I.1. Name and addresses**

Official name: Innovative Medicines Initiative  
Town: Brussels  
NUTS code: BE10 Région de Bruxelles-Capitale/ Brussels Hoofdstedelijk Gewest  
Country: Belgium  
E-mail: [pmo-mail-02@ec.europa.eu](mailto:pmo-mail-02@ec.europa.eu)  
**Internet address(es):**  
Main address: <http://ec.europa.eu>

**I.1.**

**Name and addresses**

Official name: Single European Sky Air Traffic Management Research 2

Town: Brussels

NUTS code: BE10 Région de Bruxelles-Capitale/ Brussels Hoofdstedelijk Gewest

Country: Belgium

E-mail: [pmo-mail-02@ec.europa.eu](mailto:pmo-mail-02@ec.europa.eu)

**Internet address(es):**

Main address: <http://ec.europa.eu>

**I.1. Name and addresses**

Official name: Shift2Rail

Town: Brussels

NUTS code: BE10 Région de Bruxelles-Capitale/ Brussels Hoofdstedelijk Gewest

Country: Belgium

E-mail: [pmo-mail-02@ec.europa.eu](mailto:pmo-mail-02@ec.europa.eu)

**Internet address(es):**

Main address: <http://ec.europa.eu>

**I.1. Name and addresses**

Official name: Clean Sky

Town: Brussels

NUTS code: BE10 Région de Bruxelles-Capitale/ Brussels Hoofdstedelijk Gewest

Country: Belgium

E-mail: [pmo-mail-02@ec.europa.eu](mailto:pmo-mail-02@ec.europa.eu)

**Internet address(es):**

Main address: <http://ec.europa.eu>

**I.2. Information about joint procurement**

The contract involves joint procurement

The contract is awarded by a central purchasing body

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

European institution/agency or international organisation

**I.5. Main activity**

General public services

**Section II: Object**

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**II.1. Scope of the procurement****II.1.1. Title**

Travel agency services for the organisation of business trips

Reference number: PMO.02/PR/2017/073

**II.1.2. Main CPV code**

63510000 Travel agency and similar services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

This contract is for the provision of all travel agency services relating to the business trips of all persons travelling on behalf of or at the request of the European Commission and the other institutions, bodies and agencies of the European Union (hereinafter referred to as ‘the Institutions’) associated with this invitation to tender.

#### **II.1.6. Information about lots**

This contract is divided into lots: yes

#### **II.1.7. Total value of the procurement**

Value excluding VAT: 17 700 000,00 EUR

### **II.2. Description**

#### **II.2.1. Title**

Travel agency services relating to missions and authorised trips

Lot No: 1

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

63516000 Travel management services

#### **II.2.3. Place of performance**

NUTS code: BE10 Région de Bruxelles-Capitale/ Brussels Hoofdstedelijk Gewest

Main site or place of performance: Brussels, BE

#### **II.2.4. Description of the procurement**

This contract is for the provision of all travel agency services, including the provision of an online booking tool, relating to the business trips of any person travelling on behalf of or at the request of the Institutions, regardless of their geographical location. This in particular relates to the heads of mission (including the president of the European Council, the president and the members of the European Commission, including the Union’s high representative for foreign affairs and security policy, and vice-president of the European Commission), experts, and competitive examination winners or candidates.

These services will be performed at the contractor's own premises, provided for this purpose. Since the majority of trips are from Belgium, an operating entity of the contractor will be located in Belgium, in order to take into account the need for close coordination, rapid intervention in emergency or crisis situations, monitoring and control in close cooperation with the Institutions that are mainly located in Belgium. The agency must provide a staff member who will be required to work on the premises of the European Commission to act as liaison officer. He/she will be located on the premises of the Office for the Administration and Payment of Individual Entitlements (PMO), in charge of managing the contract in Brussels (Belgium);

The contract, which will be based on payments per transaction, has an estimated annual volume of:

— 77 000 airline tickets,

— 38 000 train tickets,

— 80 000 hotel reservations (of which approximately 93% are made directly by the traveller through accommodation facilities or reservation websites).

This corresponds to approximately 134 000 business trips for a population of 24 000 travellers. In 2017, the adoption rate of the on-line booking tool (OBT) at the European Commission was around 7%. The balance corresponds to reservations by phone or email.

This invitation to tender is organised on an interinstitutional basis. The contracting authority responsible for the procedure is the European Commission. The European Commission,

representing the institutions, will make a single award decision for all of them. Afterwards, a framework interinstitutional service contract will be signed by the European Commission, represented by the Director of the PMO. The European Commission will be the main contractor, responsible for managing the framework contract, and representing in this regard all the participating contracting authorities. The operational aspects of the contract will be the responsibility of each participating contracting authority, acting in complete autonomy.

This framework contract will apply to all the institutions designated as contracting authorities below which have given a mandate in this regard. This list will not be altered except in the event of the creation or acquisition of financial autonomy of an institution subsequent to the publication of this contract notice in the Official Journal of the European Union.

In such cases, the new institution may also benefit from the services under the framework contract on condition that, on the one hand, it is authorised by the Commission on the basis of information regarding its legal personality and the legal basis of its creation and, on the other hand, that the value of any future contracts would not exceed 10% of the contract volume (all institutions, bodies and agencies taken together). The rider enabling the new institution to adhere to the framework contract will be signed and managed by the European Commission. A reserve of 10% for unforeseen needs and additional services will also be taken into account to define the contract volume. (Full description available via the link mentioned in point I.3).

#### **II.2.5. Award criteria**

Quality criterion - Name: Service in emergency situations and continuity of service / Weighting: 20

Quality criterion - Name: Quality of service / Weighting: 70

Quality criterion - Name: Data management, security and reliability of operations / Weighting: 10

Price - Weighting: 100

#### **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: European Union administrative credits

#### **II.2.14. Additional information**

II.2.6: total value of services including the cost of reservations, the agency commission and the reserves mentioned in point II.2.4).

### **II.2. Description**

#### **II.2.1. Title**

Travel agency services relating to the organisation of meetings and events

Lot No: 2

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

63516000 Travel management services

#### **II.2.3. Place of performance**

NUTS code: BE10 Région de Bruxelles-Capitale/ Brussels Hoofdstedelijk Gewest

Main site or place of performance: Brussels, BE

#### **II.2.4. Description of the procurement**

The subject of the contract includes the coordinated provision of all travel agency services relating to the organisation by the Institution of meetings or events, for the business trips of all persons, including, if the case may be, those external to the organising Institution, travelling on behalf of or at the request of said Institution, regardless of their geographical location.

These services will be performed at the contractor's own premises, provided for this purpose. Since the majority of meetings and events are organised in Belgium, an operating entity of the contractor will be located in Belgium, in order to take into account the need for close coordination, rapid intervention in emergency or crisis situations, monitoring and control in close cooperation with the Institutions that are mainly located in Belgium.

The contract, which will be based on payments per transaction, has an estimated annual volume of:

- 17 000 airline tickets,
- 5 500 train tickets,
- 8 300 hotel reservations.

For an estimated annual number of 39 000 business trips and 1 500 meetings or events.

This invitation to tender is organised on an interinstitutional basis. The contracting authority responsible for the procedure is the European Commission. The European Commission, representing the institutions, will make a single award decision for all of them. Afterwards, a framework interinstitutional service contract will be signed by the European Commission, represented by the Director of the PMO. The European Commission will be the main contractor, responsible for managing the framework contract, and representing in this regard all the participating contracting authorities. The operational aspects of the contract will be the responsibility of each participating contracting authority, acting in complete autonomy.

This framework contract will apply to all the institutions designated as contracting authorities below which have given a mandate in this regard. This list will not be altered except in the event of the creation or acquisition of financial autonomy of an institution subsequent to the launch of this contract.

In such cases, the new institution may also benefit from the services under the framework contract on condition that, on the one hand, it is authorised by the Commission on the basis of information regarding its legal personality and the legal basis of its creation and, on the other hand, that the value of any future contracts would not exceed 10% of the contract volume (all institutions, bodies and agencies taken together). The rider enabling the new institution to adhere to the framework contract will be signed and managed by the European Commission. A reserve of 10% for unforeseen needs and additional services will also be taken into account to define the contract volume.

In accordance with Article 134, paragraph 1, point e) and paragraph 4 of the Commission Delegated Regulation (EU) No 2015/2462 of 30.10.2015, amending the Commission Delegated Regulation (EU) No 1268/2012 of 29.10.2012 on the rules for implementing Regulation (EU, Euratom) No 966/2012 of the European Parliament and of the Council on the financial rules applicable to the general budget of the Union, the contracting authority may use a negotiated procedure without prior publication of a contract notice for the award of new services consisting in the repetition of similar services entrusted to the economic operator awarded the initial contract by the same contracting authority. This procedure can only be used during the execution of the initial contract and for a maximum period of 3 years after the signing of the initial contract.

#### **II.2.5. Award criteria**

Quality criterion - Name: Quality of service / Weighting: 75

Quality criterion - Name: Service in emergency situations and continuity of service / Weighting: 15

Quality criterion - Name: Data management, security and reliability of operations / Weighting: 10

Price - Weighting: 100

**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: European Union administrative credits

**II.2.14. Additional information**

II.2.6): total value of services including the cost of reservations, the agency commission and the reserves mentioned in point II.2.4).

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**Section IV: Procedure**

**IV.1. Description**

**IV.1.1. Type of procedure**

Restricted 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: [2018/S 095-214656](#)

**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**

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**Section V: Award of contract**

**Contract No:** PMO2/PR/2017/073

**Lot No:** 1

**Title:**

Travel agency services relating to missions and authorised trips

A contract/lot is awarded: yes

**V.2. Award of contract**

**V.2.1. Date of conclusion of the contract**

14/12/2018

**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: Global Business Travel BVBA

Town: Brussels

NUTS code: BE10 Région de Bruxelles-Capitale/ Brussels Hoofdstedelijk Gewest

Country: Belgium

The contractor is an SME: no

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

Initial estimated total value of the contract/lot: 106 000 000,00 EUR

Total value of the contract/lot: 10 750 000,00 EUR

**V.2.5. Information about subcontracting****Section V: Award of contract**

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**Contract No:** 2

**Lot No:** 2

**Title:**

Travel agency services relating to the organisation of meetings and events

A contract/lot is awarded: yes

**V.2. Award of contract****V.2.1. Date of conclusion of the contract**

14/12/2018

**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: Global Business Travel BVBA

Town: Brussels

NUTS code: BE10 Région de Bruxelles-Capitale/ Brussels Hoofdstedelijk Gewest

Country: Belgium

The contractor is an SME: no

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

Initial estimated total value of the contract/lot: 24 000 000,00 EUR

Total value of the contract/lot: 6 950 000,00 EUR

**V.2.5. Information about subcontracting****Section VI: Complementary information**

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**VI.3. Additional information**

Total value under II.1.7) and V.2.4) refers to the total value of the transaction fees.

## **VI.4. Procedures for review**

### **VI.4.1. Review body**

Official name: General Court

Postal address: Rue du Fort Niedergrünewald

Town: Luxembourg

Postal code: L-2925

Country: Luxembourg

E-mail: [GeneralCourt.Registry@curia.europa.eu](mailto:GeneralCourt.Registry@curia.europa.eu)

Internet address: <http://curia.europa.eu>

### **VI.4.3. Review procedure**

Precise information on deadline(s) for review procedures:

Precise information on deadlines for lodging appeals: within 2 months of the plaintiff being notified or, failing this, of the day on which it came to the plaintiff's knowledge. A complaint made to the European Ombudsman neither suspends this period nor opens a new period for lodging appeals.

## **VI.5. Date of dispatch of this notice**

20/12/2018