

Spain-Torrejón de Ardoz: Provision of Travel Agency Services to Satcen

OJ S 221/2023 16/11/2023

Contract award notice

Services

Legal Basis:

Public procurement rules of the European Union Satellite Centre

Section I: Contracting authority

I.1. Name and addresses

Official name: European Union Satellite Centre (Satcen)

National registration number: N0063121H

Postal address: Avenida de Cádiz, ed. 457, Base Aérea de Torrejón

Town: Torrejón de Ardoz

NUTS code: ES3 Comunidad de Madrid

Postal code: 28850

Country: Spain

Contact person: Adrian Sanchez

E-mail: procurement.satcen@satcen.europa.eu

Telephone: +34 916786000

Fax: +34 916786006

Internet address(es):Main address: <https://www.satcen.europa.eu>Address of the buyer profile: <https://www.satcen.europa.eu>**I.4. Type of the contracting authority**

European institution/agency or international organisation

I.5. Main activity

Other activity: Security & Defence

Section II: Object

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

Provision of Travel Agency Services to Satcen

Reference number: SatCen OP-04/23

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 Satcen plans to award a framework contract for the provision of travel agency services relating to the business trips of Satcen staff members.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 1 000 000,00 EUR

II.2. Description

II.2.3. Place of performance

NUTS code: ES3 Comunidad de Madrid

II.2.4. Description of the procurement

The contractor is expected to provide travel agency services every working day of Satcen, from 8.00 to 19.00. The required services include:

- (i) booking, ticketing, amendments and cancellations of transportation arrangements (flights, train, bus, ferry tickets, car rentals, etc.) in Spain, Europe and worldwide;
- (ii) hotline services outside Satcen's working days and working hours;
- (iii) notification of any travel-related alerts;
- (iv) statistics on the services requested.

The services will be performed at the contractor's own premises. Hotel accommodations and assistance services in obtaining visas are not covered by the framework contract.

II.2.5. Award criteria

Quality criterion - Name: Quality of the proposed team and infrastructure / Weighting: 18/60

Quality criterion - Name: Contractor's proposed approach and methodology for providing the services / Weighting: 24/60

Quality criterion - Name: Relevance, clarity and comprehensiveness of the tenderer's replies to the two case scenarios laid down in Section 6, including ability to optimise travel time /

Weighting: 18/60

Price - Weighting: 40

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:
no

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: [2023/S 101-311230](#)

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 to Satcen

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

18/10/2023

V.2.2. Information about tenders

Number of tenders received: 4

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

V.2.3. Name and address of the contractor

Official name: Figame.com Travel Organisation LTD

Town: Athens

NUTS code: EL30 ΑΤΤΙΚΗ (Attiki)

Country: Greece

The contractor is an SME: yes

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

Initial estimated total value of the contract/lot: 1 000 000,00 EUR

Total value of the contract/lot: 1 000 000,00 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: General Court of the European Union

Postal address: Rue du Fort Niedergruenewald

Town: Luxembourg

Postal code: L-2925

Country: Luxembourg

E-mail: generalcourt.registry@curia.europa.eu

Telephone: +352 43031

Fax: +352 4303-2100

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

VI.4.2. Body responsible for mediation procedures

Official name: European Ombudsman

Postal address: 1 avenue du Président Robert Schuman

Town: Strasbourg
Postal code: 67001
Country: France
E-mail: eo@ombudsman.europa.eu
Telephone: +33 388172313
Fax: +33 388179062
Internet address: <http://www.ombudsman.europa.eu/>

VI.4.4. Service from which information about the review procedure may be obtained

Official name: European Union Satellite Centre (Satcen)
Postal address: Avenida de Cádiz, ed. 457, Base Aérea de Torrejón
Town: Torrejón de Ardoz
Postal code: 28850
Country: Spain
E-mail: info@satcen.europa.eu
Telephone: +34 916786000
Fax: +34 916786006
Internet address: <https://www.satcen.europa.eu/>

VI.5. Date of dispatch of this notice

09/11/2023