

HQ NRDC-GR



TRAVEL AGENCY SERVICES CONTRACT

PART I

BIDDING INSTRUCTIONS

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ENCLOSURES TO PART I:

- 1: Compliance Statement
- 2: Mailing Label
- 3: Price Proposal Format
- 4: Evaluation Format

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BIDDING INSTRUCTIONS**1. GENERAL**

The purpose of this Invitation For Bidding (IFB) is to establish a cooperation with a travel agency for the period **01 Jan 15 to 31 Dec 15**. The Contractor must be able to manage the national and international travel reservations, as well as any other reservations, in accordance with the provisions of special and technical specifications (Part III). The intended contract is consisted of the following requirements:

- a. Flight reservations.
- b. Rail reservations.
- c. Ship reservations.
- d. Hotel reservations.

For the abovementioned requirements the bidder should provide quotations.

2. DEFINITIONS

a. The term "Prospective Bidder" shall refer to the person (individual or corporate) that has completed and returned the Enclosure of the transmittal letter of this IFB, and has indicated thereon its intention, without commitment, to participate in the bidding.

b. The term "Bidder" shall refer to the bidding person (individual or corporate) that has submitted a bid in response to this IFB.

c. The term "Contractor" shall refer to the bidder to whom the contract is awarded.

d. The term "Contracting Officer" designates the official executing this invitation for bids on behalf of the NATO Rapid Deployable Corps Greece (NRDC-GR/G8/P&C)

e. The term "Travel Officer" designates the staff element that has the authority to co-ordinate, survey and track the way the contractor is performing the service regarding the release of tickets for official travels.

f. The term "days" as used in this IFB shall, unless otherwise stated, be interpreted as meaning calendar days (weekends and holidays included).

g. The term "NATO" shall refer to the North Atlantic Treaty Organisation.

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h. The term "NRDC-GR" means the NATO Rapid Deployable Corps – Greece, located at Thessaloniki, Greece.

3. ELIGIBILITY

This Invitation For Bid (IFB) is open to bids from every travel agent services company. Bidders must be legally authorised to operate, at the time of bidding and contract undersigning, this kind of enterprise.

4. AMENDMENT OR CANCELLATION OF IFB

a. HQ NRDC-GR reserves the right to amend or delete one or more of the terms, conditions or provisions of the IFB prior to the date set for the bid closing. An amendment or amendments to this IFB shall be announced to the prospective bidders.

b. HQ NRDC-GR reserves the right to cancel, at any time, this IFB partially or fully. In such case no prospective bidder shall claim for payment of any sort of expenses concerning the preparing or the submission of the bid. If this IFB is cancelled prior to the bid opening, the bids already received will be returned sealed as submitted to the senders upon their request.

5. EXTENSION OF BID CLOSING DATE

No request for extension of the bid closing date will be accepted.

6. COMPLIANCE STATEMENT

a. Bidders' proposals must be based on maximum compliance with the terms, conditions, and requirements of the IFB and its future clarifications and/or amendments.

b. The bidder shall include in its proposal the compliance statement (see Enclosure 1).

7. ACTIVATION SCHEDULE

The activation of the service by the Contractor shall be executed in such a way as to guarantee full operational availability of the services under the contract as of **01 Jan 15**.

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8. DURATION OF THE CONTRACT

The contract awarded through this IFB will be effective from **01 Jan 15** and it will be in force until **31 Dec 15** (included).

9. EXEMPTION FROM TAXES

According to the NATO / HQ NRDC-GR Technical Agreement, goods and services are exempt from taxes, duties and similar charges. A VAT (Value Added Taxes) exemption certificate will be delivered to the contractor upon payment.

10. CONTENTS OF PROPOSAL**a. The proposal should include the following documents:**

- (1) A table of contents for the entire proposal.
- (2) Bidder's name, address, Point Of Contact, phone and fax numbers, e-mail address, and Internet site, person responsible to the national authorities of commerce and public health.
- (3) Compliance Statement for the intended contract (Enclosure 1 hereto).
- (4) Valid licence certified by the Greek National Tourism Organization (GNTO).
- (5) Price Proposal. The Price Proposal shall include fee costs, discount on hotel booking cost and free flights. The Price Proposal shall be submitted on the attached PRICE FORMAT (Enclosure 2). **Bidders must note that partial bidding is not possible for this IFB.**
- (6) Tax Clearance Certificate.
- (7) Insurance Clearance Certificate.
- (8) List of Sub-Contractors that the bidder proposes to use in connection with the performance of the contract. In case that bidder does not use any Sub-Contractor, it shall be clearly stated.

b. Bids that do not include all the contents except from 10.a.(1) and 10.b.(2), will not be considered for award.

c. Bids that will not be submitted upon the price proposal format and according to the instructions will not be considered for award.

11. PROPOSAL SUBMISSION

a. The whole proposal shall be written in English and handed over to NRDC-GR/G8/Purchasing & Contracting Section **no later than 29 Dec 14/12:00hrs (bidding closing date/time)**.

b. Proposals shall be submitted inside a single sealed envelope. The envelope will be marked "**Sealed Bid to IFB NRDC-GR G8-14-09**". The sealed envelope will be placed in another (exterior) envelope or box on which will be glued the mailing label found on Enclosure 2 to these Instructions.

c. Bids may be submitted by courier or hand-carried. Bids hand-carried to HQ NRDC-GR or delivered on site by commercial courier and parcel-delivery companies must be packed and labelled as indicated in paragraph above. Packages have to be handed over to a representative of the HQ NRDC-GR PURCHASING AND CONTRACTING SECTION in Building C in the HQ NRDC-GR (HQ NRDC-GR telephones: 2310-882685 or 882683) during working days between 08.00 to 14:00 hrs except from the bidding close date (**29 Dec 14**) when the closing time is 12:00hrs. The date and the time the bid is handed over will be recorded on the envelope or package and the delivery agent will be requested to sign the date/time endorsement, signifying his agreement as to its accuracy.

12. LATE PROPOSALS

a. The bidder must make every effort to ensure that his bid reaches HQ NRDC-GR before or on the exact date and time set for the bid closing. Any Bid received after this time is considered as late bid.

b. Late bids shall be considered only before the Contract has been awarded and on condition that their failure to arrive on time is solely the result of mishandling by HQ NRDC-GR personnel upon or after receipt.

c. **Other late proposals cannot be considered for award.** These bids will be treated as non-responsive and will be returned un-opened to the bidder, at his expense.

13. BID WITHDRAWAL

A bidder may withdraw his bid up to the date and time specified for the bid closing, by written or facsimile notice to the HQ NRDC-GR Contracting Officer. The bid will be returned un-opened to the bidder, at his expense.

14. BID CLOSING DATE

Bids must be received at HQ NRDC-GR **no later than 29 Dec 2014/12:00 hours**. At that date and time the bidding will be closed.

15. BID VALIDITY

Bids submitted shall remain valid for a period of thirty (30) calendar days counted from the bid closing date. HQ NRDC-GR reserves the right to request an extension of validity if a decision cannot be made within this time. Bidder will be entitled to either grant or deny this extension of validity; HQ NRDC-GR will automatically consider a denial as a withdrawal of the bid.

16. BID EVALUATION

The evaluation of Bids and the determination as to the responsiveness and technical adequacy of the services offered shall be the responsibility of HQ NRDC-GR and shall be based on information provided by bidders. HQ NRDC-GR will not be responsible for searching, locating or confirming any information, which is not clearly identified and available in the bid.

a. Bids will be evaluated under the factor of lower fee costs, higher discount on hotel booking costs and free flight offers, implementing on evaluation formula, as depicted in enclosure 3.

b. For the purpose of comparison all price proposals must be submitted according to the exact form of enclosure 4 and prices must be submitted in EURO (€).

17. AWARD

a. HQ NRDC-GR Contract Award Committee (CAC) will award the Agreement to the Bidder whose conforming proposal represents the most financially profitable solution to NRDC-GR, and demonstrates that the Bidder can fully accomplish IFB requirements. The CAC will select the best overall offer, based upon an integrated assessment of the Bidder's price.

b. HQ NRDC-GR reserves the right to negotiate the final terms and conditions of the contract before making the award.

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18. CLARIFICATION OF PROPOSALS

During the entire bid evaluation process HQ NRDC-GR reserves the right to discuss any bid with the bidders in order to clarify what is being offered and to resolve any potential areas of non-compliance.

19. COMMUNICATION AND CONTACT FOR CLARIFICATION**a. COMMUNICATIONS**

Any communication related to this IFB, between a prospective bidder or a bidder and HQ NRDC-GR shall only be through the HQ NRDC-GR Contracting Officer in the first instance. Designated HQ NRDC-GR personnel will assist the Contracting Officer in the administration of this IFB. **There shall be no contact with other HQ NRDC-GR personnel.** This is to maintain all bidders on equal and competitive footing.

b. BIDDERS REQUEST FOR CLARIFICATION

Prospective bidders should seek clarification as soon as possible. Any explanation, desired by a bidder regarding the meaning of this IFB, clauses, specifications etc., must be **requested in writing** (fax) from the Contracting Officer. **The Contracting Officer must receive such requests for clarification not later than 3 calendar days before the bid closing date.**

Information given to a prospective bidder will be announced to all prospective bidders, as an amendment to this IFB, only if such information is necessary to bidders in submitting offers or if the lack of such information would be prejudicial to other bidders. Oral explanations or instructions will not be binding unless confirmed in writing by the Contracting Officer.

c. POINTS OF CONTACT:

CPT (HE A) FELLIAS Christos,
Chief Contracting

Telephone: +30 – 2310-882685
Fax: + 30 – 2310-882683

All correspondence will be forwarded to:

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NRDC-GR
G8 Branch - Purchasing & Contracting Section
Attn: Chief Contracting
Cpt (HE A) FELLIAS Christos
BST 903
Pedion Areos Camp
Thessaloniki, Greece

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Enclosure 1

COMPLIANCE STATEMENT

It is hereby stated that we have read and understand all documentation issued (via email) as part of **IFB NRDC-GR G8-14-09 (Part I, Part II & Part III)**. Our proposal submitted in response to the referred solicitation is fully compliant with the provisions of the IFB and the intended contract.

Date :

Signature :

Name & Title :

Company :

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Enclosure 2

(The label below is to be completed by the bidder and affixed/glued to the exterior envelope or parcel with which the Bid Packages are mailed to HQ NRDC-GR)

(Cut along the lines)

SEALED BID TO IFB NRDC-GR G8-14-09 To be opened by the Contract Award Committee (CAC) only	
SENDER:
TO:	HQ NRDC-GR G8 Branch - Purchasing & Contracting Section BST 903 Pedion Areos Camp Thessaloniki, Greece

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Price Proposal Format**1. FLIGHTS**

Item	Service Fee (Euro per ticket) (ex. 0€)
Domestic flights	
Intra Europe flights	
Middle East flights	
Intercontinental flights	

- a. Fee price.
- b. Column **Service Fee (Euro per ticket)** is mandatory to be filled. If a service fee is not requested please fill in with "0".
- c. NRDC-GR shall receive through Travel Agency all benefits given by air companies (miles and bonus).

2. RAIL

Item	Service Fee (Euro per ticket) (ex. 1€)
Domestic Railway tickets	
International Railway tickets	

- a. Fee price.
- b. Column **Service Fee (Euro per ticket)** is mandatory to be filled. If a service fee is not requested please fill in with "0".

3. SHIP

Item	Service Fee (Euro per ticket) (ex. 2€)
Domestic ship tickets	
International ship tickets	

- a. Fee price.
- b. Column **Service Fee (Euro per ticket)** is mandatory to be filled. If a service fee is not requested please fill in with "0".

4. HOTELS

Item	% Discount on booking cost (ex. 20%)
Domestic hotel reservation	
Abroad hotel reservation	

- a. Percentage
- b. The offered discount should be a specific number (eg 10%); not an estimation (10-20%). If a discount is not offered please fill in with "0".
- c. **There shall not be a service fee for hotel reservations.**

5. FREE FLIGHTS

Item	Number of tickets (ex. 3)
Free flight to Munich	
Free flight to Rome	

- a. Number.
- b. "Free" refers to the total cost of the ticket (face value, airport taxes, service fee, and 1 checked luggage).
- c. One free flight refers to "all retour" tickets from Thessaloniki airport to Munich or Rome airports including intermediate destinations if necessary.
- d. If a free ticket is not offered please fill in with "0".

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Enclosure 4

Evaluation format

Item	Proposal	Factor	Result
Domestic flights		3	(a)
Intra Europe flights		8	(b)
Middle East flights		1	(c)
Intercontinental flights		1	(d)
Domestic Railway tickets		2	(e)
International Railway tickets		2	(f)
Domestic ship tickets		2	(g)
International ship tickets		2	(h)
Domestic hotel reservation	(as decimal number)	2	(i)
Abroad hotel reservation	(as decimal number)	2	(j)
Free flight to Munich		10	(k)
Free flight to Rome		8	(l)
TOTAL SCORE	(i) + (j) + (k) + (l) - (a) - (b) - (c) - (d) - (e) - (f) - (g) - (h)		

Proposal as provided by the bidder.

Result equals the relevant proposal multiplied by the relevant factor.

The **higher total score** designates the bidder that the contract is going to be awarded to.

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