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**Greece-Heraklion: Travel agency services
2013/S 141-244736**

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1) Name, addresses and contact point(s)

European Network and Information Security Agency
PO Box 1309
For the attention of: Procurement Officer
710 01 Heraklion
GREECE
Telephone: +30 2814409710
E-mail: procurement@enisa.europa.eu
Fax: +30 2810391410

Internet address(es):

General address of the contracting authority: <http://www.enisa.europa.eu>
Electronic access to information: <http://www.enisa.europa.eu/procurement>

Further information can be obtained from: The above mentioned contact point(s)

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from: The above mentioned contact point(s)

Tenders or requests to participate must be sent to: The above mentioned contact point(s)

I.2) Type of the contracting authority

European institution/agency or international organisation

I.3) Main activity

Other: Network information security.

I.4) Contract award on behalf of other contracting authorities

The contracting authority is purchasing on behalf of other contracting authorities: no

Section II: Object of the contract

II.1) Description

II.1.1) Title attributed to the contract by the contracting authority:

Travel agency services.

II.1.2) Type of contract and location of works, place of delivery or of performance

Services

Service category No 3: Air transport services of passengers and freight, except transport of mail

Main site or location of works, place of delivery or of performance: At contractor's premises.

NUTS code GR431,GR300

II.1.3) Information about a public contract, a framework agreement or a dynamic purchasing system (DPS)

The notice involves the establishment of a framework agreement

II.1.4) **Information on framework agreement**

Framework agreement with a single operator

Duration of the framework agreement

Duration in years: 4

Estimated total value of purchases for the entire duration of the framework agreement

Estimated value excluding VAT: 1 400 000 EUR

II.1.5) **Short description of the contract or purchase(s)**

The purpose of this procurement procedure is to conclude a framework contract with an experienced travel agency able to provide travel arrangement services for the business trips of the agency.

The minimum services to be provided are: booking, issuing and delivery of flight/rail/bus/ship tickets; booking of accommodation (hotel rooms); changing or cancelling transport and accommodation reservations; providing assistance in obtaining visas; car rental arrangements, etc.

II.1.6) **Common procurement vocabulary (CPV)**

63500000, 63516000, 55100000

II.1.7) **Information about Government Procurement Agreement (GPA)**

The contract is covered by the Government Procurement Agreement (GPA): no

II.1.8) **Lots**

This contract is divided into lots: no

II.1.9) **Information about variants**

Variants will be accepted: no

II.2) **Quantity or scope of the contract**

II.2.1) **Total quantity or scope:**

An estimated 350 000 EUR per year. The framework contract can be renewed up to 3 times for a total period of 4 years.

Estimated value excluding VAT: 1 400 000 EUR

II.2.2) **Information about options**

Options: no

II.2.3) **Information about renewals**

This contract is subject to renewal: yes

Number of possible renewals: 3

In the case of renewable supplies or service contracts, estimated timeframe for subsequent contracts:
in months: 12 (from the award of the contract)

II.3) **Duration of the contract or time limit for completion**

Duration in months: 12 (from the award of the contract)

Section III: Legal, economic, financial and technical information

III.1) **Conditions relating to the contract**

III.1.1) **Deposits and guarantees required:**

No.

III.1.2) **Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them:**

As per tender documentation.

III.1.3) **Legal form to be taken by the group of economic operators to whom the contract is to be awarded:**

As per tender documentation.

- III.1.4) **Other particular conditions**
The performance of the contract is subject to particular conditions: no
- III.2) **Conditions for participation**
- III.2.1) **Personal situation of economic operators, including requirements relating to enrolment on professional or trade registers**
Information and formalities necessary for evaluating if the requirements are met: As per tender documentation.
- III.2.2) **Economic and financial ability**
Information and formalities necessary for evaluating if the requirements are met: As per tender documentation.
Minimum level(s) of standards possibly required: As per tender documentation.
- III.2.3) **Technical capacity**
Information and formalities necessary for evaluating if the requirements are met:
As per tender documentation.
Minimum level(s) of standards possibly required:
As per tender documentation.
- III.2.4) **Information about reserved contracts**
- III.3) **Conditions specific to services contracts**
- III.3.1) **Information about a particular profession**
Execution of the service is reserved to a particular profession: no
- III.3.2) **Staff responsible for the execution of the service**
Legal persons should indicate the names and professional qualifications of the staff responsible for the execution of the service: yes

Section IV: Procedure

- IV.1) **Type of procedure**
- IV.1.1) **Type of procedure**
Open
- IV.1.2) **Limitations on the number of operators who will be invited to tender or to participate**
- IV.1.3) **Reduction of the number of operators during the negotiation or dialogue**
- IV.2) **Award criteria**
- IV.2.1) **Award criteria**
The most economically advantageous tender in terms of the criteria stated in the specifications, in the invitation to tender or to negotiate or in the descriptive document
- IV.2.2) **Information about electronic auction**
An electronic auction will be used: no
- IV.3) **Administrative information**
- IV.3.1) **File reference number attributed by the contracting authority:**
F-ADM-13-T18.
- IV.3.2) **Previous publication(s) concerning the same contract**
no
- IV.3.3) **Conditions for obtaining specifications and additional documents or descriptive document**
Time limit for receipt of requests for documents or for accessing documents: 30.8.2013 - 17:00

Payable documents: no

IV.3.4) **Time limit for receipt of tenders or requests to participate**

3.9.2013 - 17:00

IV.3.5) **Date of dispatch of invitations to tender or to participate to selected candidates**

IV.3.6) **Language(s) in which tenders or requests to participate may be drawn up**

English.

IV.3.7) **Minimum time frame during which the tenderer must maintain the tender**

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

IV.3.8) **Conditions for opening of tenders**

Date: 17.9.2013 - 10:00

Place:

ENISA, Science and Technology Park of Crete, Vassilika Vouton, 700 13 Heraklion, GREECE.

Section VI: Complementary information

VI.1) **Information about recurrence**

This is a recurrent procurement: no

VI.2) **Information about European Union funds**

The contract is related to a project and/or programme financed by European Union funds: no

VI.3) **Additional information**

All tender documentation is available for download on the ENISA website: <http://www.enisa.europa.eu/procurement>

VI.4) **Procedures for appeal**

VI.4.1) **Body responsible for appeal procedures**

Court of Justice of the European Union

boulevard Konrad Adenauer, Kirchberg

2925 Luxembourg

LUXEMBOURG

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

Telephone: +352 4303-1

Fax: +352 4303-2600

Body responsible for mediation procedures

The European Ombudsman

1 avenue du Président Robert Schuman, PO Box 403

67001 Strasbourg

FRANCE

E-mail: eo@ombudsman.europa.eu

Telephone: +33 388172313

Fax: +33 388179062

VI.4.2) **Lodging of appeals**

VI.4.3) **Service from which information about the lodging of appeals may be obtained**

VI.5) **Date of dispatch of this notice:**

11.7.2013