

ANNEX II
TECHNICAL PROPOSAL FORM

The Technical Proposal must be consistent with the Terms of Reference (see **Section B.1 of the Tender Specifications**). In preparing their Technical Proposal tenderers should bear in mind the award criteria against which it will be evaluated (see **Section B.7 of the Tender Specifications**).

Tenderers shall use the following format to submit their Technical Proposals.

Name of the Tenderer _____

Signed (authorised signature) on behalf of the Tenderer	
Name	
Position	
Signature	
Date	

The tenderers shall answer the questions below and shall provide the required information in the text boxes provided. Tenderers can extend the answers to questions in the Technical Proposal form on as many pages as needed and there is no restriction on how long the answers can be. The text boxes can be expanded for as long as needed and additional information/documents can be attached if necessary.

1. Checklist of Minimum (mandatory) Requirements*

* Important: Please note that the questions in “Checklist of minimum (mandatory) requirements” require an unconditional answer. In order for the tender to be evaluated against the award criteria it should first meet all minimum (mandatory) requirements i.e. all the answers to the questions below must be positive. If no answer is given or if an affirmative answer is qualified in any way e.g. a “yes, but ...” answer, it will be deemed as a negative answer and the offer will be disqualified and eliminated.

Ref. ¹	Mandatory (minimum) requirements	Compliance <i>(please tick the appropriate column)</i>	
		YES	NO
B.1.2.	Ability to provide the services required as a minimum:		

¹ Section of the Tender Specifications

	<ul style="list-style-type: none"> • booking, issuing and delivery of flight/train/ship tickets, where applicable with the competent CRS (Computer Reservation Systems), including low cost airlines • Electronic ticketing • booking of accommodation (hotel rooms) • 24 hours assistance to persons on mission • providing assistance in obtaining visas 		
B.1.4.a.	Ability to provide emergency assistance / hotline services 365 days per year, 7 days per week and 24 hours per day		
B.1.4.g.	Ability to comply with the invoicing requirements as described in Section B.1.4.g. of the Tender Specifications		
B.1.4.i.	All members of the contract implementation / customer support team must have a very good working knowledge of English		

2. Contract Implementation Proposal

<p><i>Please describe how the contract implementation will be organised in order to guarantee efficiency and quality of the provision of the services to EBA, in accordance with the requirements listed in Section B.1 of the Tender Specifications:</i></p>
<p><i>Please demonstrate your ability to proactively provide solutions to optimize travel time and improve cost efficiency (please provide at least one example):</i></p>
<p><i>Please demonstrate the selection of hotels across EU member states at your disposal and the availability of lists of preferred hotels:</i></p>
<p><i>Please demonstrate the ability to provide special hotel rates to EBA:</i></p>

3. Statement of Guaranteed Service Levels

<i>Response times (providing quotes, issuing and delivering tickets, booking accommodation):</i>
<i>Alert systems for travel disruptions and contingency plans:</i>
<i>Emergency Assistance / Hotline support:</i>
<i>Services provided outside the normal working hours (out-of-hours), as well as during weekends and holidays:</i>
<i>Reporting/statistics provided:</i>

4. Description of the Contract Implementation Team

<i>Team size and composition and balance of skill mix of proposed team: profiles, team roles and responsibilities of all team members, including resource back-up:</i>
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5. Proposal for Selected Itineraries and Related Accommodation Proposals

<i>Please provide proposals for itineraries, times, prices², transport and accommodation for the mission scenarios described in Section B.3 “The Content of the Technical Proposal” of the Tender Specifications</i>

² Prices indicated in this section will not be taken into consideration in the financial evaluation of the tenders