CEDEFOP | European Centre for the Development of Vocational Training

FINANCE AND PROCUREMENT SERVICE

Thessaloniki, 03 September 2014

OPEN INVITATION TO TENDER

AO/RES/JK/Travel Agency services/011/14

Travel Agency Services

Request for Clarification (1) – Questions & Answers

Question No 1

With regard to the requirements for technical and professional capacity, as set by CEDEFOP, and the "existence and functioning of standardized quality assurance procedures" as mentioned in paragraph 3.2.2., kindly advise whether certain quality assurance certifications are absolute prerequisites or a travel agency can still submit an offer, which will satisfactorily be evaluated without them.

Cedefop's answer to question No 1

According to point 5 of the Tender Documents *"Only the tenders meeting the requirements of the exclusion and selection criteria will be evaluated in terms of quality and price"*. Thus all the requirements of the selection criteria must be fulfilled, including the requirement of "existence and functioning of standardized quality assurance procedures" for which the required proof is "Quality assurance procedures certificate(s)". Any quality assurance procedure certificates provided by tenderers will be duly examined and assessed by the Evaluation Committee, which will eventually decide whether the tenderer overall fulfils or not the selection criteria and the tender does or does not pass to technical evaluation.

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