



**OPEN INVITATION TO TENDER**  
**AO/RES/JK/Travel Agency services/011/14**  
**Travel Agency Services**  
**Request for Clarification (3) – Questions & Answers**

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**Question No 1**

*In page 22 (point 3.2.2 - Technical and professional capacity) it is mentioned that “Quality assurance certificates” must be presented. Can you please indicate to us what these certificates might be? Some examples?*

**Cedefop’s answer to question No 1**

As already published in “Request for Clarification (1) – Questions & Answers”, the required proof for this selection criterion is (one or more) “Quality assurance procedures certificate”. Due to the fact that Cedefop does not want to restrict the market by requesting a specific certificate, **any** quality assurance procedure certificate 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.

**Question No 2**

*Concerning paragraph 3.3 (Legal Position), we would like you to clarify how you expect us to present the legal status and the role of each legal entity in our offer, i.e. do you need the official journal announcements and the legal statements of the company?*

**Cedefop’s answer to question No 2**

The tenderer and all consortium members if any (not the subcontractors) should fill in the legal entity form in Annex D and attach the annexes requested under footnotes (1) and (2) of the legal entity form.

The role of each legal entity (tenderer, consortium members or subcontractors) should be described in your tender according to points 4.1 and 4.2., i.e. information about the exact nature, extent and value of the tasks assigned to such third parties may be given in the tenderer’s technical proposal to be presented in Envelope B – and all exclusion and selection criteria documents as well the Questionnaires requested in Annex G will be presented in Envelope A (see in that regard points 6.1 and 6.2 of the Tender Specifications).

### **Question No 3**

*Kindly please advise if it is needed to include within tender documents any letter of credit. Also it would be of assistance a Greek version of the files in “Tender\_dossier\_Travel\_Agency(1).zip” as we are preparing to submit it in Greek language.*

### **Cedefop’s answer to question No 3**

No there is no need to submit any letter of credit as there is no such reference in the tender dossier.

As regards the language please note that the tender dossier is available **only** in the English language (given the **open** character of the invitation to tender, and the nature of services to be provided which is by definition international) but you may submit your offer in any EU official language (i.e. also in the Greek language), this not having any effect on the evaluation process.