



## Procedure for submitting an offer for Tender EEA/ADM/03/002

1. Tenders are to be submitted (according the publication in the Official Journal)
  - Either by registered mail, **posted not later than 05/05/2003** (postmark)
  - Or by delivery (in person or by an authorised representative or private courier service) to Tommi Multala, European Environment Agency, Kongens Nytorv 6, DK-1050 Copenhagen K **not later than 16.00 hrs on 05/05/2003**, in which case a receipt must be obtained as proof of submission, signed and dated by an EEA official.
2. Tenders must be submitted in **three copies** and placed inside **two** sealed envelopes. The inner envelope, addressed to the person indicated above, should be marked: **“Reply to call to tender No. EEA/ADM/03/002. Not to be opened by the internal mail department”**. If self-adhesive envelopes are used, they must be sealed with tape and the sender must sign across the tape.
3. Submission of a tender implies acceptance of the terms specified in our “General terms and conditions applicable to contracts awarded by the EEA” (Annex V) in all matters not governed by this invitation to tender and waiver your companies own terms of business.
4. Period of validity of the tender: six months from the closing date of this call for tender
5. You will be informed whether or not your tender has been successful.
6. Your attention is drawn to the following points regarding the tender price:
  - Tenders should be expressed in accordance with the technical specifications in Annex II to this invitation
  - Prices should be quoted free of VAT, as the EEA is exempt from such charges under Articles 3 and 4 of the Protocol on the privileges and immunities of the European Communities;
  - Prices must be quoted in **EUR**.
7. **Exclusion cases:**

Any tenderer will be excluded from participating in the tender and the contract if:

- a) Being bankrupt, wound up or have his/her business activities suspended;
- b) Have his/her affairs being administered by the court; have entered into an arrangement or similar measures with creditors or be the subject of any proceedings of that nature;
- c) Having been convicted of an offence with regard to his/her professional conduct by a judgement, which is not open to appeal;
- d) Be guilty of grave professional misconduct;
- e) Having been subject of a judgment, which has the force of “res judicata” for fraud, corruption and involvement in a criminal organisation or any other illegal activity detrimental to the Communities’ financial interests;



- f) Having not fulfilled his/her obligations relating to the payment of social security contributions or taxes in accordance with the legal provisions of the country in which he/she is established or those of the country of the contracting authority or those where the contract is to be performed;
- g) Following another procurement procedure or grant award procedure financed by the Community budget, having been declared to be in serious breach of contract for failure to comply with their contractual obligations.

The tenderer shall provide an **auto-declaration**, preferably made on oath before a judicial or administrative authority, a notary or a competent professional or trade body by a person competent to do so on behalf of the tenderer, which states that none of the aforementioned grounds for exclusion applies to the tenderer.

#### 8. Selection criteria:

##### **Proof of the legal status may be furnished by the following documents:**

- Completed standard identification sheet (Annex III)
- Copy of trade register
- Copy of VAT registration

##### **One or more of the following documents may furnish proof of economic and financial capacity:**

- a) Appropriate statements from banks or evidence of professional risk indemnity insurance;
- b) The presentation of balance sheets or extracts from balance sheets for at least the last two years for which accounts have been closed, where publication of the balance sheet is required under the company law of the country in which the economic operator is established.
- c) A statement of overall turnover and turnover concerning the works, supplies or services covered by the contract during a period which may be no more than the last three financial years.

##### **Evidence of the technical and professional capacity may be furnished by the following documents:**

- a) The educational and professional qualifications of the service provider or contractor and/or those of the firm's managerial staff and, in particular, those of the person or persons responsible for providing the services or carrying out the works
- b) A description of the technical equipment, tools and plant to be employed by the firm for performing a service or works contract
- c) A description of the measures employed to ensure the quality of supplies and services and a description of the firm's study and research facilities



9. **Further information can be obtained from the address indicated in paragraph 1 above.**

10. **Criteria for the award** of the contract: The contract will be awarded to the tender offering the best value for money, considering the following criteria, with the weighing between brackets:

Price and fees	(30)
System availability	(30)
Support and communication	(20)
Discount fares	(10)
Payment terms	(10)

11. **Languages** in which the Tender must be drawn up: one of the eleven official languages of the European Union.

**DK-Copenhagen: Travel agency services**  
**EEA invitation to tender EEA/ADM/03/002**  
**Open call for Tender, Technical Specifications**

***Background***

The European Environment Agency, hereinafter called EEA, is part of the European Union institutions, established by the European Council Regulation (EC) No 933/1999 of 29 April 1999 which partly amended Regulation (EEC) No 1210/90. Its office is located at Kongens Nytorv 6, DK-1050 Copenhagen K, Denmark. At present its staff consists of ca 100 officials in different categories. This figure increases in the coming years.

The EEA aims to support sustainable development and to help achieve significant and measurable improvement in Europe's environment through the provision of timely, targeted, relevant and reliable information to policy-making agents and the public.

The travel volume of the EEA staff (missions) rounds up to ca 500 travels and invitees to EEA meetings (mostly pre-paid tickets) in the region of 300 travels per year totalling to 800 travels. In both cases the destinations are world wide albeit a good 80 per cent are trips within Europe, including Central and Eastern Europe. The estimated budget on the travelling is ca 550.000-600.000 EUR per year. The working language is English.

***Description of the services required***

The purpose for this call for tender is to find a travel agency providing services concerning travel arrangements, mainly flight tickets, for both the EEA staff members and invitees to EEA meetings. The following services are requested:

- 1) On-line booking directly by EEA staff on travel agency's reservation system
  - Air, train, ship etc tickets, rental car and accommodation reservations
  - Software and in-house user training to be provided in English language for 10-15 users.

- Off-line back-up system: Ticketing requests to the travel agency may also be made by e-mail, fax or telephone.
  - Reservations shall be made on Economy class, always searching for the lowest fare available, including Apex, crossed tickets, or equivalent. Business class may only be quoted against separate written confirmation when no Economy class is available.
  - Itineraries shall be presented in English. They shall show the actual flying hours, price quotation and issuance deadline.
- 2) Travel agency staff is required to have a satisfactory knowledge of the English language.
  - 3) Pre-paid tickets (PTAs) to be provided for destinations worldwide.
  - 4) Reservation & ticketing services are to be provided during the full length of the EEA working hours: 9.00 to 17.30h. The possibility of extended service hours would be considered as an additional asset.
  - 5) Reservations are to be kept on hold for as long a period as the airline's rules allow. The use of E-tickets shall be standard whenever feasible.
  - 6) Delivery of paper tickets on demand shall be made in good time to the EEA office or placed at the airport for pick-up before departure.
  - 7) Airport tax on unused flight coupons shall be refunded.
  - 8) The travel agency shall provide price quotations upon request, for destinations world wide, setting the reservation system to an earlier date if necessary.
  - 9) Weekly (monthly) due invoice in EUR stating the mission/meeting number (will be provided by the responsible EEA staff member separately for each separate reservation) and price of each separate ticket. Alternatively invoicing per ticket.
  - 10) One separate (electronic) itinerary to be submitted together with each separate ticket stating the amount in EUR, a complete itinerary (e.g. CPH/BRU/CPH) with departure dates and mission/meeting number.
  - 11) For the detailed payment terms we refer to Annex 2.
  - 12) The travel agency shall regularly provide the EEA with information on:
    - Overview of current air market situation, mainly in Europe (airlines' new destinations, discount fares, special offers, promotions, etc).
    - Airlines' fare policy changes.
    - Monthly statistics on travel expenses, breakdowns as per EEA's needs.

## ***Price to be offered***

The price for the offer shall consist of a percentage per issued ticket.

- This percentage/provision shall cover all the travel agency's fees including postage, management fees and equivalent.
- However, PTA fees are to be specified separately in the invoice and thus to be kept outside the percentage/provision.
- For the hotel and rental car reservations a separate unit price per reservation is to be offered.
- Software and in-house user training to be provided in English language for 10-15 users. The eventual price for this service to be specified.

**IDENTIFICATION SHEET**

Company name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Director: \_\_\_\_\_

Consultant(s): \_\_\_\_\_

VAT No: \_\_\_\_\_

E-mail: \_\_\_\_\_

**Bank details:**

Bank: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Account No: \_\_\_\_\_

Swift code: \_\_\_\_\_

IBAN code: \_\_\_\_\_

Signed by: \_\_\_\_\_

Company stamp:  
**(must be added)**

DRAFT

Annex IV

**FRAMEWORK CONTRACT (hereinafter “contract”)  
CONTRACT REF. EEA/ADM/03/002**

The European Environment Agency, hereinafter called “the Agency”,  
Whose official address and contact person are:

- Kongens Nytorv 6, DK-1050 Copenhagen K, Denmark,
- Tommi Multala

Which, for the purpose of the signature of this contract, is represented by Mr Gordon  
McInnes, Interim Executive Director of the Agency,

Of the one part,

And ..... [Name of the contractor]

Hereinafter referred to as “the contractor”

Whose official address is: .....

(Optional for framework contracts based on order forms:

Whose bank account no is: .....

With .....[Name of establishment, city, bank identification  
code])

Represented by: ..... [Name of the signatory] , .....  
.....[Position of the signatory],

Of the other part,

Have agreed as follows:

**ARTICLE 1 – SUBJECT**



In the framework of this contract, the contractor hereby undertakes, subject to the conditions laid down in this contract and the annexes thereto, which form an integral part thereof, and in accordance with the order forms placed for its execution, to perform the following tasks:

The description of work is set out in Annex I.

#### ARTICLE 2 - DURATION OF CONTRACT

1. This contract is concluded for an initial period of 24 months with effect from the date on which it is signed by both parties.
2. It may be renewed tacitly, each time for a period of one year. It may be terminated by either of the parties by sending the other party a registered letter no later than 6 months before the expiry of the contract period.
3. The total duration of the contract cannot exceed four consecutive years.
4. Once the contract has expired:
  - a. No new order may be placed
  - b. The provisions of the contract shall continue to apply to any order still in force until the date of its expiry.
5. Orders shall enter into force no earlier than the date on which they are signed. Their validity shall not extend beyond one year from the date of expiry of the contract.

#### ARTICLE 3 – FINANCIAL PROVISIONS

1. Prices shall be expressed in euro (€) and shall not be affected by any changes in the rate of the euro against other currencies. Prices shall be fixed and not subject to revision for the first year of performance of the contract. Prices shall not vary according to the amount of services requested.
2. The Contractor may not assign financial claims on the Agency.
3. Invoices shall indicate the contract number and shall be sent to the Agency at the address and to the contact person as referred above.
4. Payments shall be made into the *contractor's* bank account as mentioned in this framework contract.

#### ARTICLE 4 - REVISION OF PRICES

Prices shall be fixed and not subject to revision for the Orders issued during the first year of duration of the Contract.

From the beginning of the second year of duration of the Contract, prices may be partially revised [80%] upwards or downwards each year, where such revision is requested by one of the contracting parties by registered letter no later than three months before the anniversary of the date on which it was signed. Orders are issued on the basis of prices in force at the date of their signature. Such prices are not subject to revision.

This revision shall be determined by the trend in the harmonised consumer price index [complete<sup>1</sup>] published for the first time by [the Office for Official Publications of the European Communities in the Eurostat monthly bulletin (Theme 2 - Economy and Finance, Collection Detailed tables, Money, finance and the euro: Statistics)].

Revision shall be calculated in accordance with the following formula:

$$Pr = Po \left( 0,2 + \frac{0,8 Ir}{Io} \right)$$

where:

Pr = revised price;

Po = price in the original tender;

Io = index for the month [in which the validity of the tender expires] [of the final date for submission of tenders];

Ir = index for the month [corresponding to the date of receipt of the letter requesting a revision of prices] or [in which the adapted prices take effect].

## ARTICLE 5 – IMPLEMENTATION OF THE CONTRACT

1. Whenever the Agency wishes tasks to be performed in accordance with article 1, it shall send an order form to the contractor specifying the terms and conditions, including at least its duration of validity, the period of performance, the price, timetables for delivery, and place of delivery.
2. Within 15 working days upon receipt by the Agency of the order, the contractor shall return it, duly signed and dated, thereby acknowledging receipt of this order and acceptance of the terms and conditions.
3. The order takes effect as from the date it has been signed by both parties.

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<sup>1</sup> Specify the consumer price index e.g.:

- "MUICP": (eurozone) for a Contract expressed in euro (as a general rule);
- "EICP": (EU-15) when the Contract is executed in the European Union (outside the euro zone);
- consumer price index of the State in whose currency contract price is expressed in the Contract :
  - a) index of the State where the Contractor is mainly based or
  - b) index of the State where the goods will be made or
  - c) index of the State where the goods will be supplied.

## ARTICLE 6 - GENERAL CONDITIONS

1. The Contractor hereby declares that he is familiar with and accepts the “General terms and conditions applicable to contracts awarded by the European Environment Agency”, which shall apply in respect of all matters not specifically covered by this contract or the annexes, and govern order forms placed under it.
2. Signature of the contract does not place the Agency under any obligation whatsoever to send an order form. It does not confer on the contractor any exclusive right to perform the tasks referred to above.
3. Acceptance of this contract and conclusion of orders resulting from it imply that the Contractor waives all other terms of business.

## ARTICLE 7- TERMINATION

1. The Agency may terminate this contract and any order forms placed under it, in whole or in part, with immediate effect and without being required to pay compensation in the event of a judicial settlement order, bankruptcy or liquidation.
2. If the contractor fails to perform his obligations under order forms placed pursuant to this framework contract, the Agency may suspend payment.
3. In the event of such failure, the Agency may, after notice has been given and if no action has been taken by the contractor within fifteen working days, terminate the contract and any order form placed under it, by registered letter with acknowledgment of receipt.

## ARTICLE 8 – ADMINISTRATIVE PROVISIONS

All communications, reports, and complaints concerning the performance of this contract or arising from an order shall be in written form and indicate its number as well as its subject and shall be sent to the address of the contracting party and where relevant for the attention of the contact person as mentioned above.

## ARTICLE 9 – TAXATION

1. The Agency is exempt from duties, levies and taxes, including value added tax, pursuant to Article 3 and 4 of the Protocol on the Privileges and Immunities of the European Communities and the Headquarters Agreement between the Agency and the Government of Denmark of 17 August 1995. The contractor shall accordingly complete the necessary formalities with the relevant authorities to ensure that the

goods and services required for the performance of the contract are exempt from tax and customs charges, including VAT.

2. The VAT number of the Agency is: DK 18 13 98 39.

ARTICLE 10 - ANNEXES

1. The following are annexes to this contract:

- Annex I Description of services
- Annex II General terms and conditions applicable to contracts awarded by the Agency
- Annex III Identification sheet
- Annex IV Tender

In case of conflict between the provisions of the contract and those of the orders, the provisions of the latter shall take precedence.

In case of conflict between the provisions of the above-mentioned annexes and either of these documents, the latter shall take precedence.

For the contractor:

For the Agency:

[.....]

Gordon McInnes

Signed in duplicate in English  
in ..... on .....[Date]

Signed in duplicate in English  
in Copenhagen on .....[Date]



**ANNEX V**  
**(Annex II for the Draft Framework Contract)**

**GENERAL TERMS & CONDITIONS APPLICABLE TO CONTRACTS (Framework contract-Service/Study contract-specific agreement) AWARDED BY THE EUROPEAN ENVIRONMENT AGENCY (Hereinafter “the Agency”)**

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**Article 1 - Performance of the contract**

- (1) The contract shall be performed in such a way as to exclude the possibility of the Contractor or his staff undertaking tasks under conditions identical to those governing the tasks entrusted to a member of the Agency’s staff. The Contractor and his staff may not be members of the Agency’s administrative structure.
- (2) If the Contractor is a natural person, he shall be required to provide proof of his status either as a self-employed person or an employee for the duration of the contract. To this end, he shall provide the Agency with information about his occupation, in particular with regard to social security and VAT.

**Article 2 - Secondary obligations of the Contractor**

- (1) The Contractor shall perform the contract according to the highest professional standards and in accordance with the principles of sound financial management. In performance of the contract, the Contractor is required, depending on the circumstances, to use only his own highly qualified, professional staff
- (2) The Contractor shall not be in one of the following situations:
  - Being bankrupt, wound up or have his/her business activities suspended;
  - Have his/her affairs being administered by the court; have entered into an arrangement or similar measures with creditors or be the subject of any proceedings of that nature;
  - Having been convicted of an offence with regard to his/her professional conduct by a judgement which is not open to appeal;
  - Be guilty of grave professional misconduct;
  - Having been subject of a judgment which has the force of “res judicata” for fraud, corruption, involvement in a criminal organisation or any other illegal activity detrimental to the Communities’ financial interests;
  - Having not fulfilled his/her obligations relating to the payment of social security contributions or taxes in accordance with the legal provisions of the country in which he/she is established or those of the country of the contracting authority or those where the contract is to be performed;
  - Following another procurement procedure or grant award procedure financed by the Community budget, having been declared to be in serious breach of contract for failure to comply with their contractual obligations.
- (3) The Contractor undertakes to provide the Agency with any information it may request for the management of the contract.
- (4) In the event of termination of the contract for one of the reasons referred to in Article 7 of these terms and conditions, the Contractor shall undertake to send the Agency all information and documents in his possession concerning the tasks assigned to him.

### **Article 3 - Confidentiality**

- (1) The Contractor undertakes not to make use of and not to divulge to third parties any facts, information, knowledge, documents or other matters communicated to him or brought to his attention during the performance of the contract or any matter arising there-from. He shall continue to be bound by this undertaking after the expiry of the contract.
- (2) If the Contractor uses his own staff in the performance of the contract, he shall obtain from each staff member a written undertaking that they will respect the confidentiality of any information brought to their attention during the performance of the work and that they will not divulge to third parties or use for their own benefit or that of any third party any document or information not available publicly, even after completion of their assignment. A copy of the undertaking shall be sent to the Agency.
- (3) If the Contractor's staff are working at Agency premises, the Contractor shall replace, immediately, at the Agency's request and without compensation any person considered undesirable by the latter.

### **Article 4 - Permits and licences**

The Contractor shall be solely responsible for taking the necessary steps to obtain any permit or licence required for the performance of the contract under the laws and regulations in force at the place where the tasks assigned to the Contractor are to be performed.

### **Article 5 - Spread of risk**

The Contractor shall not be entitled to payment if he is prevented by force majeure from performing the tasks assigned to him. Part performance only of any such task shall result in part payment. Provided it is specified in the contract, the above provisions shall not affect the Contractor's entitlement to reimbursement of travel and subsistence expenses and of costs for the shipment of equipment incurred in the performance of the contract.

### **Article 6 - Liability of the contracting parties**

- (1) The Agency may not under any circumstances or for any reason whatsoever be held liable for damage sustained by the Contractor himself or by his staff during the performance of the contract. The Agency shall not accept any claim for compensation or repairs in respect of such damage.
- (2) Except in case of force majeure, the Contractor shall be required to indemnify the Agency for any damage it may sustain during the performance, poor or otherwise, of the contract.

### **Article 7 - Termination of contract**

- (1) Each contracting party may, of his own volition and without being required to pay compensation, terminate the contract by serving formal notice two months in advance. If the contract is terminated by the Agency, the Contractor shall be entitled to payment for the part performance of the contract only.
- (2) In the event of a serious failure by the Contractor to the Agency, duly noted by the Agency, to fulfil his obligations under the contract, the contract may be terminated at any time by registered letter without formal notice or payment of any compensation

whatsoever by the Agency. This provision shall not affect the application of Article 6(2) of these General Terms & Conditions.

- (3) In the event of non performance of the contract by the Contractor, except for reasonable and justifiable technical or economic reasons, of any of his obligations, and after having given notice by registered mail requiring performance of the obligations concerned, the Agency may terminate the contract if the Contractor is still in breach of his obligations one month after receiving formal notice.
- (4) In the event of circumstances, which are liable to prejudice or delay the performance of the contract, the Contractor shall forthwith inform the Agency, with the relevant details. The parties shall agree together on the measures to be taken. If no agreement can be reached, the Agency may terminate the contract without recourse to any legal proceedings, where no action is taken by the Contractor within one month of receiving formal notice by registered mail.
- (5) The Agency may terminate the contract without notice if the Contractor is unable, through his own fault, to obtain any permit or licence required for the performance of the contract as referred to in Article 4 above.
- (6) Without prejudice to the termination referred to in paragraphs 3 and 4 above, the Agency may require reimbursement of all or part of the amounts paid, having regard to the nature and the scale of the work carried out, before the date of termination of the contract.

#### **Article 8 - Assignment and services to third parties**

- (1) The Contractor shall not assign the rights and obligations arising out of the contract in whole or in part or sub-contract any part of the contract to third parties without the prior and written approval of the Agency.
- (2) Even where the Agency authorises the Contractor to sub-contract part or all of the work to third parties, he shall nonetheless remain bound by his obligations to the Agency under the contract.
- (3) Save where the Agency expressly authorises an exception, the Contractor shall be required to include in any sub-contracts for all or part of the work such provisions as enable the Agency to enjoy the same rights and guarantees in relation to the sub-Contractors as it enjoys in relation to the Contractor himself.

#### **Article 9 - Ownership**

- (1) Any result or patent obtained by the Contractor in the performance of the contract shall belong to the Agency, which may use them as it sees fit.
- (2) Copyright and any other rights of ownership in respect of manuscripts or parts thereof shall belong exclusively to the Agency except where copyright or other property rights already exist.
- (3) On the date of acceptance of the manuscripts and subject solely to the exception referred to in paragraph (2) above, all rights in respect of manuscripts, including amongst others the right to use, print, publish and sell all or part thereof in any manner and in any language whatsoever, shall be acquired by the Agency which may transfer all or part of such rights to third parties on its own terms.



- (4) The Contractor shall specify any parts of manuscripts, including illustrations, maps and graphs, of which copyright or any other right of ownership already exists and hereby affirm that he has obtained permission to use such parts from the titular holder(s) of such rights or from his or their legal representatives. Any cost for which the Contractor may become liable for such permission shall be paid by him. Save as otherwise provided for in paragraph (2), the Contractor hereby affirms that he is entitled to transfer the copyright or other rights of ownership in respect of the subject matter of the manuscript.
- (5) The Agency shall not be required to publish manuscripts or documents supplied in the performance of the contract. If it is decided not to publish the manuscripts or documents supplied, the Contractor shall not have them published elsewhere without the prior written approval of the Agency.

### **Article 10 – Payments**

- (1) Payments shall be made in euros (€).
- (2) At the request of the Contractor, the Agency may pay him an advance of up to a maximum of 40% of the amount due on completion of the contract. Payment of the advance may be made conditional upon the furnishing by the Contractor of proof that he has lodged a deposit with his bank equal to the amount of the advance. The advance shall be deducted from subsequent payments in such a manner that it is fully recovered on exhaustion of the funds provided for such payments.
- (3) In the event of termination of the contract under Article 7 of these General Terms & Conditions, no payment shall be due except for services actually rendered up to the date of termination. In such an event, the amount due shall be calculated after deducting any payments already made. If the payments made prior to termination exceed the sum finally due, the Contractor shall repay the additional amount to the Agency within 60 days of receipt of a request for repayment. If payment is not made within this period, the sum owed by the Contractor shall start to bear interest at the euro rate applied by the European Central Bank on the last day of the period allowed for repayment, as published in the C series of the Official Journal.
- (4) Where appropriate, invoices shall be supported by original documents justifying the time spent by the Contractor to perform the tasks under the contract.
- (5) Reimbursable travel and subsistence expenses shall be paid, where appropriate, on production of original supporting documents including receipts, used tickets and boarding pass.
- (6) Payments shall be made within the time limit as specified in Article 3 of the contract and shall be deemed to have been made on the date on which the Agency's account is debited
- (7) Where payments depend on approval of a report, the time limit for the payment shall not begin to run until the report has been approved. The report shall be deemed to have been approved implicitly once the time allowed for approval has expired without being suspended by means of a formal document sent by the Agency to the contractor.
- (8) On expiry of the time limit for payment the Contractor may claim interest within two months of receiving the late payment. Interest shall be calculated at the rate applied by the European Central Bank to its most recent main refinancing operations ("*the reference rate*") plus seven percentage points ("*the margin*"). The reference rate in

force on the first day of the month in which the payment is due shall apply. Such interest rate is published in the C series of the Official Journal of the European Communities. Interest shall be payable for the time elapsed between expiry of the payment deadline and the date of payment. Suspension of payment by the Agency may not be deemed to constitute late payment.

- (9) However, the Agency may suspend the time limit for payment by informing the Contractor, at any time during the period referred to under (6), that the payment request cannot be met, either because the amount is not due or because the appropriate supporting documents have not been produced. The Agency shall notify the Contractor accordingly by registered letter with acknowledgement of receipt or equivalent. Suspension shall take effect from the date of dispatch of the letter. The remainder of the payment period shall begin to run again from the date when the properly formulated payment request is first registered.
- (10) The Contractor, whose registered office or residence is situated within the territory of one of the Member countries of the Agency, shall indicate a banking institution on the territory of the country where his registered office or residence is situated for the payment of the sums due to him under the contract.

#### **Article 11 – Audits and controls**

The Agency and such persons who are authorised for this purpose by the Executive Director shall be entitled to carry out audits and controls, have access to all books, papers, records and files kept by the Contractor relating to expenditure incurred in performing the contract during the contractual period and for a period of five years after such period.

#### **Article 12 - Provisions relating to taxation**

- (1) The amount of VAT shall not be included in the sums due to the Contractor except when the tasks envisaged with the present contract are not directly exonerated from VAT under the terms of the tax laws applicable to the Contractor.
- (2) The Contractor shall be responsible for complying with the national tax laws applicable to him in respect of revenue received under the contract with the Agency.
- (3) The Contractor shall, at the request of the Agency, make available to the latter all vouchers which it might require in order, where necessary, to apply for reimbursement by the fiscal authorities of levies and taxes which have been paid in execution of this contract, pursuant to Articles 3 and 4 of the Protocol on the Privileges and Immunities of the European Communities.

#### **Article 13 – Applicable Law and Jurisdiction**

- (1) The contract shall be subject to Danish law.
- (2) Any dispute between the Agency and the Contractor or any claim by one party against the other which cannot be settled amicably shall be brought before the Copenhagen courts exclusively, at the initiative of either party.

#### **Article 14 – Amendments**

Any amendment to the contract shall be the subject of an additional written agreement. Oral agreements shall not be binding on the contracting parties.

**CHECKLIST FOR SUBMITTING AN OFFER:**

- Auto-declaration on exclusion grounds
- Identification sheet (filled in)
- Inscription in the trade register (copy)
- Inscription in the VAT register (copy)
- Copy of IATA license
- Statements of banks (copies) or
- Presentation of balance sheets or extracts (for 2 years)
- A statement of the educational and professional qualifications
- CVs of key staff
- A description of the technical equipment
- A description of the measures employed to ensure the quality of services
- The offer (prices in EUR)