

**NRDC-GR HQ**



**TRAVEL AGENCY SERVICES CONTRACT**

***PART II***

***HQ NRDC-GR GENERAL PROVISIONS***

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**Preamble**

The render of the service may not require all clauses of the HQ NRDC-GR General Provisions. However, all clauses have been incorporated and are valid, unless explicitly declared not applicable, to face any possible scenario that may arise during the execution of this contract.

**1. Definitions**

As used throughout this contract, the following terms shall have meanings as set forth below:

- a. "HQ NRDC-GR" means the NATO Rapid Deployable Corps Greece, located at Thessaloniki, Greece.
- b. "ACOS G8" means the Financial Controller of HQ NRDC-GR.
- c. "Purchasing & Contracting Officer" or "Contracting Officer" means the person executing and managing this contract on behalf of HQ NRDC-GR.
- d. "Travel Officer" means the staff person in charge of determining compliance with the technical requirements of the contract.
- e. The North Atlantic Treaty Organisation is hereafter referred to as "NATO".
- f. The term "days" shall be interpreted as meaning calendar days.

**2. Applicable Law**

This contract shall be governed, interpreted and construed in accordance with the laws of Greece. Claims can be rise according to the Greek law, to the judicial authorities of Thessaloniki.

**3. Authority**

Any modifications, including changes, additions or deletions and instructions under this contract shall not be binding unless issued in writing by the Contracting Officer.

**4. Security**

a. The Contractor shall comply with all security requirements prescribed by HQ NRDC-GR and the National Security Authority or designated security agency of each NATO country in which the contract is performed.

b. The Contractor shall be responsible for the safeguarding of NATO classified information, entrusted to him or generated by him in connection with the performance of the contract.

**5. Inspection**

a. Unless otherwise specifically provided for in the specifications, the Travel Officer and the Contracting Officer will be the staff elements with the authority to co-ordinate, survey and track the management of the official travel reservations; HQ NRDC-GR will nominate a person in charge of operating the Travel Agency Holidays services for HQ personnel and their familiars.

b. In case of defective service or otherwise not in conformity with the requirements of this contract, HQ NRDC-GR shall have the right:

(1) to reject it

(2) to require its correction

(3) to accept it against reduction in price which is equitable under the circumstances.

c. If any inspection or test is made by HQ NRDC-GR, the Contractor without additional charge shall provide all reasonable assistance to the HQ NRDC-GR representative.

d. The inspection and test of the services by HQ NRDC-GR does not relieve the Contractor from any responsibility regarding the fulfilment of the contract requirements.

**6. Notice of Deliveries**

Contractor is responsible for the delivery of any documentation needed regarding air tickets or other services provided, to the Travel Officer (or the individual traveller) at NRDC-GR HQ, Camp "Pedion Areos" or via electronic means (email). Also, Contractor should be able to provide, in case of emergency, urgent delivery service, at non-working hours.

**7. Assignment of Claim**

The Contractor will make no assignment of claim against HQ NRDC-GR without prior written information to the Contracting Officer and proper benevolent negotiation.

**8. Termination for Convenience of HQ NRDC-GR**

a. HQ NRDC-GR may terminate the performance of work under this contract in accordance with this clause in whole, or in part, whenever the Contracting Officer shall determine that such termination is in the best interest of HQ NRDC-GR. Any such termination shall be effected by delivery to the Contractor of a Notice of Termination specifying the extent to which performance of work under the contract is terminated and the date upon which such termination becomes effective.

b. After receipt of a Notice of Termination and except as otherwise directed by the Contracting Officer, the Contractor shall:

- Stop work under the contract on the date and to the extent specified in the Notice of Termination;
- Place no further orders for services, except as may be necessary for completion of such portion of the work under the contract as is not terminated;
- Terminate all orders to the extent that they relate to the performance of work terminated by the Notice of Termination;
- Settle all liabilities and all claims arising out of such termination of orders, with the approval or ratification of the Contracting Officer, to the extent he may require, which approval or ratification shall be final for all the purposes of this clause;
- Complete performance of such part of the work as shall not have been terminated by the Notice of Termination.

c. After receipt of a Notice of Termination, the Contractor shall submit to the Contracting Officer his termination claim, in the form and with certification prescribed by the Contracting Officer. Such claim shall be submitted promptly but in no event later than three months from the effective date of termination. Upon failure of the Contractor to submit his termination claim within the time allowed, the Contracting Officer may determine, on the basis of information available to him, the amount, if any, due to the Contractor by reason of the termination and shall thereupon pay the Contractor the amount so determined.

## **9. Default**

a. HQ NRDC-GR may by written notice of default to the Contractor, terminate the whole or any part of this contract if the Contractor fails to perform the provision specified in the part III to this contract, regarding the contractor liability to offer the appropriate services according to the data provided by the Supply Officer.

b. Both parties are under duty of good faith. The contract includes not only the specific terms, but also law and customary practice applicable in the place where the contract is to be carried out and to the Type of Trade to which the contract relates.

## **10. Disputes**

a. All disputes arising out of the performance of this contract will be settled through amicable settlement between the Contracting Officer and the Contractor.

b. In case the Contracting Officer and the Contractor fail to come to an amicable settlement of the dispute, the dispute will be settled in the competent Court of Greece, unless otherwise specified in this contract.

**11. Preferred Customer**

The Contractor warrants that the prices set forth in this contract are as favourable as those extended to any Government, Agency, Company, Organisation or individual purchasing the services covered by the contract under similar conditions. In the event that prior to render the service under this contract the Contractor offers any of such services in substantially similar qualities to any customer at prices lower than those set forth herein, the Contractor shall so notify HQ NRDC-GR and the prices of such services shall be correspondingly reduced.

**12. Prices**

a. Unless otherwise indicated in the contract, all prices and allowances offered by the contractor and specified in Part III therein, are firm and fixed for the duration of the contract.

b. In case of new airlines pricing policy that may affect this contract, the contract will be concluded pursuant to clause 8 hereof and the bidding procedure will be repeated.

**13. Taxes and Customs Charges**

a. The contractor assumes responsibility for and agrees to pay any and all taxes and/or duties that normally be levied or imposed by Greece upon services.

b. In accordance with Law 2826 dated on 16 March 2000, the deliveries and purchases into the European Union and the rendering of the services for official use which have HQ NRDC-GR as consignee are exempt from Value Added Taxes (VAT) and Airport Taxes. This exemption will be performed in accordance with procedures pointed out by the Ministry of Finance.

**14. Authorisation to Perform**

The Contractor warrants that he and his sub-contractors have been duly authorised to operate and do business in the country or countries in which this contract is to be performed; that he and his sub-contractors have obtained all necessary licenses and permits required in connection with the contract; that he and the sub-contractors will fully comply with all the laws, decrees, labour standards and regulations of such country or countries during the performance of this contract; and that no claim for additional credits with respect to any authorisations to perform will be made upon HQ NRDC-GR.

**15. Invoices**

a. Invoices shall be prepared, submitted and shall contain: Traveller name, flights tickets (number of the ticket, airline, departure date, arrival date,



journey), unit prices (exclusive of taxes or duties for which relief is available) and extended totals.

b. All invoices shall be addressed to the HQ NRDC-GR Travel Officer or the individual traveller, to the invoice address specified and for any trip exclusively and separately.

#### **16. Inconsistency between English Version and Translation of Contract**

In the event of inconsistency between any terms of this contract and any translation thereof into another language, the English language meaning shall prevail.

#### **17. Service Warranty**

a. Notwithstanding inspection and acceptance by HQ NRDC-GR of services furnished under the contract, the Contractor warrants that for the period specified for each request of tickets, all flights and fares furnished to the Travel Officer or the individual traveller will be in place.

b. The contractor will advise the Travel Officer or the individual traveller one day before the fare expiry date.

#### **18. Order of Precedence**

In the event of any inconsistency in this contract, unless otherwise provided herein, the inconsistency shall be resolved by giving precedence in the following order:

- a. The Special Provisions and Technical Specifications
- b. The HQ NRDC-GR General Provisions
- c. The laws and customary practices of Greece

It must also be taken into account that the bid offered by the contractor is a part of the contract.

#### **19. Contractor Notice Regarding Delay**

In the event the Contractor encounters difficulty in meeting performance requirements, or when he anticipates difficulty in complying with the contract delivery schedule or date, he shall immediately notify the Contracting Officer in writing, giving pertinent details; provided, however, that this data shall be informational only in character and that this provision shall not be construed as a waiver by HQ NRDC-GR of any delivery schedule or date, or of any rights or remedies provided by law or under this contract.

## 20. Payments

The term payment is used for services ordered by the Travel Officer or HQ personnel; services rendered by the Travel Agency to HQ personnel regarding private services will be paid by themselves. The HQ assumes no responsibility for the payment of private services.

a. Payment for all services shall be made within 30 (thirty) calendar days after receipt of properly supported and acceptable invoices submitted upon completion of delivery, inspection and acceptance of the services covered herein and at HQ cashiers office.

b. No payment shall be made with respect to services not rendered under this Contract.

c. Payments will be made by electronic bank transfer to the account number specified by the contractor.

## 21. Contract Effective Date (CED)

The effective date of the contract is **01 Jan 2024**.

## 22. Duration of the contract.

a. This contract is intended for a total duration of 1 fiscal year (from 01 January 2024 up to 31 December 2024)

b. If termination must occur because of lack of funding, the Parties agree that the termination will not be treated as termination for the convenience of HQ NRDC-GR.

## 23. Contract Administration and Communications

a. All notices and communications between the Contractor and HQ NRDC-GR regarding the provisions of this contract shall be written in English and, when addressed to the Contracting Officer, may be personally delivered, mailed, or copied to the following address:

G8 Branch - Purchasing & Contracting Section  
Attn: Chief Contracting  
BST 903  
Pedion Areos Camp, Greece  
Tel: +30 2310 882685

All communications regarding the real performing of the contract will be addressed to the Travel Officer and a duplicate to G8/P&C.

b. Any discussion/negotiation between the Contractor and HQ NRDC-GR representatives shall be recorded in Minutes which shall be signed by authorised representatives of both the Contractor and HQ NRDC-GR. All

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minutes are considered to be a summary record of discussions and specific actions to be undertaken by the parties as a result of meetings. If the content of these minutes fall within the scope of the contract or specifications then no contract amendment action will be initiated by HQ NRDC-GR.

c. If, however, it is considered by either party that certain discussions and decisions fall outside the scope of the contract, then this fact should be recorded at the time and contract amendments will be necessary prior to any action. In this respect it is stated that only the HQ NRDC-GR Contracting Officer shall give any changes or instructions, in writing, which are to be binding.