

London, 16 July 2008

EMA-2008-71-PM-IT External Service Providers (ESP) for Software Applications

Important Information for Tenderers intending to bid for Lots 1 and 2

With effect from 1 July 2008, EMEA has adopted new reimbursement rules for expenses. The rules contained in Article II.21 in Annex D Lots 1-5 Draft Framework Services Contract to the above Invitation to Tender will be changed in the final contracts for Lots 1 and 2 only in line with the new rules.

The revised Article II.21 will read as follows:-

II.21.1 Where provided by the Special Conditions or by Annex I, EMEA shall reimburse the expenses which are directly connected with provision of the Services in accordance with EMEA's expenses policy from time to time in force or as follows on production of original supporting documents, including receipts and used tickets.

II.21.2 Travel and subsistence expenses shall be reimbursed, where appropriate, on the basis of the shortest itinerary.

II.21.3 Unless otherwise specified in the Special Conditions, travel expenses shall be reimbursed as follows:

Air:

For flight sections of less than 4 hours' duration, an economy class airfare will be reimbursed. Business class tickets will be reimbursed for flight sections of more than 4 hours' duration or when economy class is not available and with proper justification from the travel agent or airline. Regardless of the number of stopovers, flights are reimbursed up to the cost of the ticket for the most direct route to any London airport.

Train:

First class return train travel.

Car/bus/train:

Reimbursement for the use of a private car, bus or train to the airport or train station will be reimbursed if the distance between the contractor's work place and the airport/train station is more than 30km.

Reimbursement for car journeys will be paid at a rate of €0.30 per km, inclusive of all costs. No additional costs will be taken into account (e.g. car parking).

For journeys by car from an overseas country to London via Eurotunnel, the car journey will be covered up to the cost of an economy class flight ticket for the most direct route to any London airport, from the location of the person's workplace.

Travel agent transaction fees resulting from travel bookings, if unavoidable, will be reimbursed by EMEA.

II.21.4 Subsistence expenses shall be reimbursed on the basis of a daily allowance, as follows:

Euro 105 for each day of attendance at EMEA, to cover meals, all local transport (including return transport from the airport or station, taxis and car parking).

II.21.5 Hotel expenses shall be reimbursed as follows:

Hotel bills for hotels in London will be reimbursed up to a ceiling of UKP160.00 per night, including breakfast and VAT.

Reimbursement of accommodation expenses for one night (in the UK or in the country of origin) prior to and after attendance at EMEA when the departure time from the airport or railway station would be before 08.00 and when the arrival time at the airport or railway station would be after 23.00.

A hotel night will be granted based on the time of the next available flight/train after the contractor's requirement to attend ends.

In case of flight or train cancellations due to unforeseen circumstances, one night's accommodation may be reimbursed upon request, subject to justification, where the carrier offers no suitable alternative arrangements.

Reimbursement of expenses under point II.21.3 applies to contractors whose offices are more than 50 miles (80 km) from EMEA. For contractors whose offices lie at less than 50 miles, hotel expenses will be reimbursed under point II.21.5 where an overnight stay in London is necessary.