

## **Q&A: Request for Proposals**

### **Provision of Travel Management Services for IOM Election Support Unit (ESU) Projects**

**1- Is the Service Provider required to have staff fully and exclusively dedicated to IOM?**

IOM requires the Service Provider to be fully available to deliver services when IOM requests and until the requests are completely addressed. This does not imply that the staff should be fully and exclusively dedicated to the project and/or to IOM. Also, the RfP specifies the minimum staff structure that the Service Provider must have to deliver the required services (i.e. 1 Client Manager and 2 Travel Experts).

**2- What are the transactions that the Service Provider will charge on IOM?**

The Service Provider will charge IOM a fixed transaction fee per ticket issued and per change or cancellation of ticket/itinerary, regardless of booking class and destination. These fees should be fixed for the duration of the contract to be signed between IOM and the Service Provider. In case of extension, the contract conditions can be rediscussed.

**3- When shall the Service Provider invoice IOM?**

The Service Provider shall invoice IOM upon completion of all the services after full completion of each specific assignment/order.

**4- We charge a different fee for reservations made through our online self-booking platform. Should we mention that in our financial proposal?**

IOM will work **exclusively** with Travel Experts. No self-booking services will be used. Please, **do not** include this kind of service fee in your Financial Proposal.

**5- Could fees be negotiated during the contract duration?**

Fees are fixed for the contract duration (2 years). However, in case of extension of the contract, conditions can be rediscussed.

**6- Would you accept alternative payment solutions?**

Unfortunately, due to our internal procedures, we can only accept payments made in EUR by bank transfer. The Service Fee shall become due 30 (thirty) days after IOM's receipt and approval of each invoice.

**7- We are submitting a proposal in association with another company. For the Technical Proposal, do we have to send forms for each company separately?**

As per 6.2a) of the RfP, only in TPF-2 we require a brief description of the Service Provider's organization and an outline of recent experience on assignments of a similar nature **for each partner**. For the other forms, they depend on how the joint venture foresees to perform the required tasks and to distribute tasks between the companies. Service Providers planning to enter a joint venture do not have to submit TPF-3 to 5 per company, as they should describe how you will **jointly** make up the team and distribute tasks in order to be eligible.

Each individual service provider may not have all the qualifications, but the joint venture should provide the full range. In the RfP, it should be indicated which Service Provider will act as the leader of the joint venture.

In case of being awarded, the Service Agreement will be signed with all partners, as all partners are jointly and severally liable.

**8- Do we have to sign the Service Agreement attached in the RfP?**

Bidders should not sign the Service Agreement included in the RfP. This is only a Pro-forma Agreement.