

CLARIFICATIONS - ITB/GRC/2016-002

PROVISION OF TRAVEL MANAGEMENT SERVICES, RFP, please be so kind to clarify the following:

- **Page 3, article 2.4.1.** Do you require the submission of our company's legalization documents? Such as articles of association etc
R: yes. The following docs are requested:
company profile, registration certificate, accreditation to IATA, and last audit reports
- Regarding registration certificate please clarify which of the following certificates you require or if you require all three, certificate of registration from the Greek companies registry, certificate of registration of the company with the Athens chamber of commerce and Certificate of registration of the Greek tourism organization last year's balance sheet e.t.c.?
R: all of the above can be submitted as a proof of information in order to facilitate the evaluation of your company's substantive reliability, financial and managerial capacity to provide the services.
- Please clarify if all documents must be in English or we are allowed to submit them in Greek.
R: All docs shall be submitted in ENGLISH.
- Do you require the audit reports drafted by our chartered accountants (auditors) or do you also need the auditing balance sheets.
R: either is fine.
- **Page 4, article 2.4.2.** Regarding the booking exercise, please advise if the ticket that we will book contains a baggage or not. Because if we issue a ticket with baggage then the change of departure that you request at the 2nd paragraph will be done without any additional charge (penalty) from the airline. In case that no bag is needed then we will inform you regarding the penalty that applies from the airline company. In general we would like to inform you that when a ticket is issued with a flexible fare (fare that contains a baggage) changes are permitted without any penalty, if the fare that is available on the new date is the same as the initial one. Cancellation of the total ticket is possible with a penalty (for domestic tickets is approximately 45 eur per routing). In case we issue a ticket in a fare that is not flexible (common known as **no baggage fares**) then changes are permitted with penalty and they are not refundable in case of a total cancellation. That means that only airport taxes will be refunded.
R: you may submit both options (with and without luggage) in order to evaluate your response timing, cancellation rates and your handling fee.
- We would like to inform you that the reservation for the destination mentioned in the exercise will be made through the official platform of Aegean/Olympic air. Please clarify if you need a snapshot from the platform. In that case please note that the price will be shown without our handling fee because the above mentioned snapshot from the platform will only contain the fare and the taxes from the airline and date and hour will not be included.

R: 1) copy/paste the snap shot in the doc and then include your handling fee underneath the document. At the end, pls indicate the total price to be paid by UNHCR.

- **Page 4, article 2.4.2** , 3rd paragraph. Regarding the snapshot requested for the transfer of a 20 seater minivan, kindly note that this is not possible to be done through an electronic platform so please be so kind to advice what exactly do you want the snapshot to show.

R: If electronic platform not possible for the snap shot, you may submit the offer and explain the booking method.

- The booking exercise either for air ticket or minivan rental mentioned a time period on 25February .
Please clarify If this time period, regards the request time from Unhcr ;

R: the booking needs to be done within the time and date stated on the tender document. However, the submission of the offers shall be done together with the snapshots of the booking exercise and other documents requested as instructed in the tender.

- The procedure that we follow when such request occurs is that we send a request to our supplier with an email and he responds to us within the day by email.

R: The response is needed within the given time in the tender document as we very often have immediate needs.

- Also please advice if it is necessary to show the exact hour and date of the exercises , as those are mentioned on 2.4.2 article . If yes please send us an example so that we can understand and provide the correct snapshot.

- R: For the evaluation purposes, exact time and date must be shown in the snap shot. You may use the printscreen option of the page and insert in a document.

- Please advise if during the 2-year agreement, you have programmed departures for more than 10 people at a time ? I.e 10 people will depart with the same flight on the same date.

R: UNHCR is not in a position to forecast such scenario at any time during the implementation of the contract.

- What do you mean with contract capacity?

R: The capacity to handle different clients at the same time ad be able to provide quick, quality response to different queries without affecting the services. Number of employees, resources, presence within Greece etc.

- Is it necessary that the certificates are issued specific time prior to the submission of the offer or is it sufficient that this are in full force and effect at the time of the offers submission regardless of their date of issue.

R: You may submit whatever you have at hand. If not found satisfactory, further clarifications may be asked.

24.02.2016

- As per the audit reports/audit balance sheets please clarify for which years do you need the respective documents.
R: 2015, 2014 (the most recents audit periods audited)
- In case that you need all documents submitted in English please advice if you need official translation from the ministry of Foreign affairs or a certified translation by a Greek lawyer.
- R: This documentation can be submitted in Greek is not necessary to provide an English version if unavailable,

Further to our submission of bid for the establishment of a Frame Agreement for the provision of Travel Management Services, we would like to clarify the following.

---- In order to proceed to the requested booking will you provide us with a name or shall we just provide the cost upon availability? Without a name booking cannot be made and the provided rate cannot be guaranteed.

R: It is recommended to use an imaginary name for this exercise since the booking will NOT be finalized.

1. Kindly book a round trip air ticket from Athens to Lesvos, and submit the total cost of a ticket for this destination, inclusive of your handling fee, between 10h00 and 11h00 on 25 February 2016.

Departure: Evening flight of 25 February 2016

Return: Evening flight of 26 February 2016

With reference to the above:

- Would you like us to submit the total cost between 10h00 and 11h00 on the 25th of February of 2016 or would you like us to book the ticket and submit the cost on that time?
R: We would like all the suppliers to do this exercise during the above mentioned time and date and provide a snap shot in order to evaluate each supplier's response rate. Reg. the ticket cost, we would like know: 1.) Cost of the ticket incl. all taxes and fares; 2.) Your handling fee; 3.) Total cost.

3. Please book minivan of 20 people, and submit the total cost of minivan rental, inclusive of your handling fee, between 14h00 and 15h00 on 25 February 2016.

Pick up time: Piraeus port (gate E1) at 06h30 26 February 2016.

Destination: Eleonas accommodation center of refugees in Athens

Please provide a **snapshot of the booking**, attached to your bid. Without the snapshot, your offer will NOT be valid.

With reference to the above:

24.02.2016

- Due to the fact that we book our transfers from a supplier and the process is not based on an online system, would you like a snapshot of the email exchanged between us and our source?

R: This would be considered enough but the final response from the supplier should be provided before the deadline mentioned, by 15h00.

- **Description of the company and the company's qualifications**

A description of your company with the following documents: company profile, registration certificate, accreditation to IATA, and last audit reports:

- Year founded;
- If multi location company, specify headquarters location;
- Number of similar and successfully completed projects;
- Total number of clients;

Due to the fact that XXXXXXX is a limited liability company (**E.P.E.**) and is not subjected to audit reports and control please clarify what we shall provide in that case. All of the rest details are at your disposal.

R: Any proof mentioning that you do not owe to Greek state and its banks,

--- When we receive a request we usually proceed by exchanging emails with every client. In that case will we have a specific person on your behalf that we will cooperate with?

R: During the implementing of the contract, UNHCR will appoint staff member(s) for communication. However during the booking exercise of this tender, the invitation to bid could be considered as specific request.

Further to our submission of bid for the establishment of a Frame Agreement for the provision of Travel Management Services, we would like to clarify the following.

- In regards to the financial offer we have the following queries.

---- Upon booking a ticket, a time period within which we must issue the ticket endures; when this period expires, the booking is likely to be cancelled. Therefore if the ticket is not issued and according to the fare regulations and the policy of the company, it is not possible to hold the offer valid for 180 days from the date of submission.

R: Booking exercise represents one-time only imaginary reservation. As an outcome of this exercise, UNCHR is interested in knowing your speed in responding queries and your handling fee, which is expected to remain the same during the entire duration of the contract.

--- When we receive a request we usually proceed by exchanging emails with every client. In that case will we have a specific person on your behalf that we will cooperate with?

1. Is IATA Accreditation a prerequisite in order to participate?

R: Yes

2. Should we submit two separate financial offers – one with the handling fees only as per Annex B and a separate one containing rates and fees with the booking exercise?

24.02.2016

R: In Annex B, pls insert your handling fees only. In the snapshots, we should be able to see 1.) Cost of the ticket incl. all taxes and fares; 2.) Your handling fee; 3.) Total cost.

3. Regarding the booking exercise, please clarify whether the “between 10h00 and 11h00 on 25th February” concerning the tickets, and “between 14h00 and 15h00” on 25th February concerning the minivan rental, refer to the time that our office should make the booking or the time that you want us to send you an e- mail with the rates.

R: All bookings and cancellations shall be made at the requested date and time. After each transaction, a snapshot or print screen shall be obtained and sent to the email address provided on the tender document together with the rest of the submission documents.

4. Also, please define “snapshot of the booking”. It’s possible to provide a “**print screen**” concerning the air booking, but it’s not possible with the minivan booking, because it’s done offline, either through our own means or through a supplier.

R: yes print screen is the same that snapshot. For the minivans, print screen with email communication with your supplier would be enough as long as date and time is visible as we would like to evaluate suppliers whether they can respond within emergency.