Questions relating to RFP/BEL/2021/003

General questions:

1. We only have to complete annexes B (supplier technical form page only) and annexe C, correct?

**Please refer to page 3 of the RFP Advert for detailed information.**

1. In the travel policy, you state that first class rail is permitted. Is this for all journeys or are there caveats?

**For the travel by train, only 1st class is permitted.**

1. Can you confirm that personal staff travel will be paid for by individual staff credit cards?

**Invoicing is always made to UNHCR (including the private part of the journey). The calculation of which part of the journey is private and which official is done by the Travel Agency. Refunding of the private part is managed by UNHCR.**

1. Do we need signatures of the members of our board of directors or can our general manager sign it? Sometimes we read in tenders somebody of the board of directors must sign but in this text we don't read anything about it. So we consider the signature of our general manager is sufficient?

**Yes, indeed, the signature by a person with authority is enough.**

TORs

1. Referring to section 3.1 of the TOR, specifically ‘Travel Agent shall have representation office in Belgium as supported by the address of local branch’, is this a mandatory requirement?

**A representation in Belgium is mandatory.**

Annex B

1. We have to fill in the Supplier technical form page only obviously, and there are some points unclear: line 23 – Has demonstrated the understanding of the TORs reflected in the Financial offer (Annexe B). I suppose this is part of the evaluation ?

**Please refer to Annex B - Study Case**

1. Line 26 – experiences - what should we fill in?

Please double click to extend the cell: **Number of similar and successfully completed projects (achievement and experiences)**

1. Line 27 – annual revenue – which year? **Because of the Covid pandemic situation, 2020 is obviously not-reflecting the real situation. Please use 2019 data.**
2. Line 43 – what do you mean by companies contracting? **Customer references in Belgium for similar contracts.**
3. Do all 5 references in Annex B need to be Belgium based? We would propose to use other UN references which are not Belgium based, for example.

**References from other UN agencies abroad are valid as well.**

- Annex C

1. In your travel rules you mention that refundable options are not mandatory. However, due to Covid-19, most of our customers request refundable tickets these days. Shall we include them as well in our price offers? Or do we provide you with quotes like in "normal" times?

**For this RFP, pricing should be done for a normal situation (outside of the current pandemic). NB: It is true that we currently and in practice ask for refundable tickets, but not for the RFP.**

Annex D, E and F

1. What do you mean with "e-document labelled"?

**By this is meant that the documents should be electronically approved and signed.**