

## Questions and answers

**based upon Pre-bid conference before bid submission held  
May 14, 2017, 14:30, UNDP “Alexanyan” Conference Room**

### 05-2018-UNDP-UKR-RFP-CO Travel Management

<b>QUESTION 1.</b> Does UNDP have threelateral agreements with airlines/hotels for discounts?	<b>ANSWER 1.</b> There are global agreements in force, detailed information and list will be provided to the contract awarded bidders. These discounts can be used for UN travelers only. It is assumed that these discounts are included in proposed ticket options automatically.
<b>QUESTION 2.</b> Main features of the successful bidder	<b>ANSWER 2.</b> The company/agency should provide fast feedback for requests of authorized staff, preferably during half an hour, taking into consideration swift changes in ticket prices. Tickets should be issued as soon as possible in a correct manner, at the tariff that was applied while booking. 24/7 support is MANDATORY and vital. Traveler should have possibility to contact service provider in urgent situations to get support and help. English speaking support is a must.
<b>QUESTION 3.</b> Are there any travel coordinators in other agencies?	<b>ANSWER 3.</b> Primary request should be placed by authorized person, that are included in the list that will be shared with winners.
<b>QUESTION 4.</b> Have you considered using of the online tool for booking?	<b>ANSWER 4.</b> UNDP is seeking for off-line ticketing service to be provided. One of the main concerns is a safety of data in case of using outer booking/ticketing service. Another important issue is a necessity to get at least 3 options of booking, which is a span of professional service provided by the agent.
<b>QUESTION 5.</b> What is the language of supporting documents, such as recommendation letters, registration and certification documents?	<b>ANSWER 5.</b> While the language of submission is English, local documents or references are allowed to be in Ukrainian/Russian. In case of a request from a procurement committee considering the case the translation for separate documents may be requested.
<b>QUESTION 6.</b> What is the validity term of a reference letter?	<b>ANSWER 6.</b> Reference letter is considered to be valid during one year.
<b>QUESTION 7.</b> Is bank guarantee submitted electronically?	<b>ANSWER 7.</b> The guarantee should be provided in a package of submission in pdf electronic format. Original should be submitted to the address of UNDP during 1 week from the submission deadline. It should be a bank guarantee, not the one issued by insurance company to tourists.
<b>QUESTION 8.</b> What kind of documents should be provided for payment and in what manner?	<b>ANSWER 8.</b> Full set of original documents (invoice, acceptance acts/ tax invoice if applicable) should be provided to the requestor. Invoices for air and railway tickets should be issued separately, accommodation should be paid based on the actual dates. Address for documents delivery should be separately clarified for each requestor.
<b>QUESTION 9.</b> How will the scope of services be distributed between two LTA holders?	<b>ANSWER 9.</b> Based on the secondary competition.
<b>QUESTION 10.</b> Should the person to provide 24/7 support be the same as for everyday service and	<b>ANSWER 10.</b> It may be a separate person, but fixed, and his/her CV must be provided in a submission.

should it be a fixed person?	
<b>QUESTION 11.</b> How a group of connected companies can submit the proposal?	<b>ANSWER 11.</b> There is a separate form of submission as consortium. Subcontractors should also have corresponding experience, all subcontractors should be legally registered, documents to be provided. The main company must meet all the requirements, relations between companies should be proved by the formal agreement.
<b>QUESTION 12.</b> How many IATA certificates should be provided?	<b>ANSWER 12.</b> Since IATA certificate is being issued on annual basis, you may submit as many certificates as many years you want to be counted in evaluation.
<b>QUESTION 13.</b> What is the volume of visa support services?	<b>ANSWER 13.</b> Around 100-200 visas per year. Accommodation in hotels in Ukraine is arranged via Conference-service LTAs.