Questions and Answers

90545_Provision of travel services

Q1: Is there a specific reason why there is not an online booking focus in the RFP?

Given the fact that each UN Agencies has a slightly different travel policy, the online booking system would need to accept the terms and conditions from all UN agencies’ travel rules and regulations. It is very challenging to incorporate all different rules and regulations into one online booking tool and have a satisfactory outcome.

In addition, for UNFCCC alone, 23% represent travel arrangements for staff members, out of this only 5 to 8% are travel arrangements from point A to B. The revenue in terms of cost and efficiency would not justify the investment. Our travel arrangements are very dispersed and complex.

Q2: Are you open to alternative solutions where additional value may be available?

Alternative proposals will not be considered as per BDS No. 3 / Ref. Section 2.

Q3: Are you open to GDS access through an OBT, which also gives additional NDC content and low cost content?

No, the OBT must have a credit card or a mode of direct payment as tickets will be purchased and paid directly once the booking is confirmed. For potential transactions done through the OBT it does not justify the implementation.

Q4: What kind of data ownership do you need: Data controller or data processor?

We are waiting for further confirmation on this question and will revert as soon as available.

Q5: Is there a possibility to get around the invoicing and introduce a credit card?

No, this is not possible.

Q6: Does the approval process sit outside of the TMC booking process?

Yes. The approval processes are within the respective UN Agency’s financial system. The TMC will receive a financial authorization to issue the ticket directly from the system or by email depending on each Agency.

Q7: How long is the time window between reservation and approval?

As an average 3 days but it can take longer.
Q8: Do you currently have any route deals in place?

The UN in NY has approximately 40 airline agreements but only some make their discounts available to local TMCs. To enable the local TMC to have access discounted fares we will register the TMC details online.

Q9: What are your top 10 city pairs?

UN Bonn pattern of city pairs is highly dispersed (approx. 4500 city pairs for two-year period) with the highest individual weighting in terms of frequency and volume being less than 2% of total. Top 100 city pairs representing only 33% of the total volume.

The city pairs are categorized as follows:
- 20% from Bonn to X
- 20% from Y to Bonn
- 60% from Z to A (no Bonn).

Q10. In Section 1 only four parts are evaluated (1.1-1.4) although five questions are published in the pdf-document “90545_RFP_Travel Services”(1.1-1.5). Could you please double-check if this is correct since, in our opinion, the evaluation criteria does not correspond to the questions.

Thank you for the observation, please note Point 1.4 is included in point 2.2

Q11. In Section 3, evaluation for 2.3 "Travel Experts". We believe, that there is a small typo within the last part: Professional skills > 5 years: should be 10 points, instead of 5.

Thank you for the observation. The correction will be done in the RFP.

Q12. The spend information provided is mentioned as total gross sales. Can you provide how the split is between air (domestic, regional and intercontinental) / rail / hotel / car?

The total gross sales in the past was distributed as follows 97% Air, 2% Rail and less than 1% respectively for hotel and cars.

The air was split as follows 78% Intercontinental, 21% regional and 1% domestic.
Dear Bidder, please note there are several changes made to the Request for Proposal 0090545:

- **1. Page 24, Point 3.3 Professional skills >5 years: 10 points; the number of points was adjusted also in the Excel file 90545_Evaluation Spreadsheet**

- **2. Page 28, UNBonn Travel Operations**

  Paragraph “It has to be ensured that all personal data of UN travelers are kept confidential as per EU regulations” was replaced by “**It has to be ensured that all personal data of UN travelers are kept confidential as per UN Standards in GTCs**”

  3. the UNDP Travel policy was uploaded

  4. page 45, Form G: Financial proposal Form: The threshold for transactions is expressed in EUR and not in USD