

## Q&amp;A (1)

Question	Answer
Since UNICEF intends to award the LTA to multiple TMCs, how will the business mix be shared among the three TMCs to justify the assignment of two dedicated resources?	<p>1.The travel Unit shall request for quotations from the LTA holders (minimum of three quotations) before a reasonable timeframe (as per agreed timelines).</p> <p>2.The LTA holders submit quotations to Travel Unit/focal immediately upon request. Travel Unit/focal po evaluate the offers and identifies the lowest-priced acceptable offer.</p> <p>3. Responsiveness and accuracy of offers could be a criteria justified by UNICEF in case of emergency / urgency along with price reasonableness.</p> <p>4.Travel Unit will give green light to the service provider for the issuance of the air ticket.</p>
Is there any file size limitation for submitting proposals via email?	10 MB per email, you can share the proposals as parts over various emails submissions, keeping reference to the procurement notice number.
Do you currently have any corporate agreements in place with airlines? If yes, kindly share the names of the airlines.	The United Nations does not maintain a specific list of "corporate agreements with airlines. However, Some of the airlines with which the UN has agreements include: Star Alliance, Oneworld and SkyTeam. These are just a few examples, and the specific airlines involved can vary based on the region, the type of agreement, and the operational needs of the UN
Referring to Annex B 7.1, point 7 regarding the deployment of a motorized courier/documentation clerk, please advise how many such transactions are expected and whether this is a mandatory requirement.	As stated in the ToR, this is not mandatory but would be considered an added value.
In the pricing sheet under "Air Carrier," UNICEF has asked for discount percentages to be offered. Since airlines do not provide commission to TMCs, could you please clarify the expectation?	UNICEF expects well-established TMCs who have long and outstanding business relations with various air carriers that based on volume of sales, these TMCS will grant special discounts to these TMCS which can be granted to the UN accordingly.
As UNICEF has also requested TMCs to propose a Corporate Booking Tool (CBT), how would the deployment of the CBT work in a shared business scenario?	the CBT would allow each agency or office to operate within its own profile, with customized travel policies, user access, and separate reporting. Data would remain segregated, while shared rates and centralized oversight could still be applied across entities.
Is it mandatory for the selected travel agency to have a representative physically stationed at UN offices? If so, could you please specify how many representatives are required?	As stated in the ToR, this is not mandatory but would be considered an added value. One person is sufficient, and the role could be part-time, subject to agreement at a later stage.
How many travel agencies from Jordan will be eligible or selected under this tender?	Depends on the outcome of the procurement process, however ideally UNICEF plans to have 3 to 4 LTAs simultaneously.
Are the submitted invoices subject to a government stamps?	The question is not entirely clear. However, if you are asking whether UNICEF requires a government stamp on the invoice, the answer is NO.
Regarding the requirement for "provision of references from three (3) potential clients," could you kindly clarify:	this means that bidders should submit contact details of three current or past clients who can verify their experience and performance. These references help UNICEF assess the bidder's reliability and quality of service.
Should these references be from existing clients to whom similar services are currently being provided? Or can they be from prospective clients who have not yet received services?	
Are there specific formats or information that must be included in these references?	There is no strict format required for the references. However, each reference should include the following information to facilitate verification: Client's name and organization. Contact person's name, position, and contact details (email and phone). Description of the services provided. Duration of the contract or service period
Invoices	
All invoices shall be issued in United States Dollars (USD) or Jordanian Dinar (JOD).	It can be either in JOD or USD only. Depends on the country of LTA holder and bank account.
Is it mandatory all the invoices should be in USD or JOD ?	It can be either in JOD or USD only. Depends on the country of LTA holder and bank account.
Can we submit the invoices in the respective currency in each region/country, for example we have direct presence in the UAE, Saudi Arabia and Qatar, Can we submit the invoices in local currency in each region ? please advise.	The currency should be based on the UN office who submit the request. From Jordan should be either JOD or USD. UN office in Egypt then EGP or USD and so on
4.2 Joint Venture, Consortium or Association.	
We have direct presence in the UAE, Qatar, and Saudi Arabia – We will be submitting one technical proposal for these regions and separate finance proposals ? is that acceptable ? kindly advise.	Submission of technical and financial proposals should be over 2 separate emails communications with keeping procurement notice reference number each time. Electronic submission is via email only. Please refer to the proposals submission procedures stipulated in the solicitation document/ email instructions.
Bahrain, Egypt and Oman – We have our associated fulfilment partners, and we will be submitting separate technical and financial proposal for these three regions, is that acceptable ? Kindly advise.	Your company or affiliated business entity should submit one proposal only irrespective of the country. Submission of more than one proposal under different business names will be considered as fraud / carteling practice and can lead to disqualifying your submission and blacklisting your business entity within the UN system.

	(a) If the Proposer is a group of legal entities that will form or have formed a joint venture, consortium or association at the time of the submission of the Proposal, each such legal entity will confirm in their joint Proposal that:	
	(i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the joint venture jointly and severally, and this will be evidenced by a Joint Venture Agreement among the legal entities, which will be submitted along with the Proposal; and	That is possible, however bidder should be carefully justifying the purpose of the JV or consortium. In such event, the legalised and signed JV or Consortium agreement should be submitted to UNICEF, supported with all legal, commercial and financial documentation. Any JV party should not be a sanctioned or blacklisted entity by the UN.
	(ii) if they are awarded the LTA-S, the designated lead entity will enter into the LTA-S with UNICEF, who will be acting for and on behalf of all the member entities comprising the joint venture.	Proposed JV or Consortium's leading business entity should be the one who assumes at least 70% of the work assignment, responsibilities and technical criteria addressed in the TOR.
	(b) After the Proposal has been submitted to UNICEF, the lead entity identified to represent the joint venture will not be altered without the prior written consent of UNICEF.	In such event, UNICEF may consider the full submission invalid due to change in the overall structure and capabilities of the bidder.
	(c) If a joint venture's Proposal is the Proposal selected for award, UNICEF will award the LTA-S to the joint venture, in the name of its designated lead entity. The lead entity will sign the LTA-S for and on behalf of all other member entities.	Yes. The leading entity proposed by the JV will be the one approved for signing the LTA and contracts.
	For 24/7 emergency services, does UN want to have a dedicated hotline or a shared duty phone is acceptable	YES
	For group travel, should costs (hotel/ground transport) also be managed under the LTA or only air ticketing?	Yes all in all. See detailed TOR and Annex C (Template for Financial Proposal).
	For accessible travel services Persons with Disabilities is it expected to always provide written confirmation from suppliers (airlines, hotels, transport) on accessibility compliance?	when needed
	Kindly clarify UNICEF policy regarding the use of low-cost carriers? Are there any specific guidelines or restrictions we should be aware of?	Low cost carriers are acceptable to the United Nations if the airline is registered with CATSU.
	Can we clarify if the service fee per ticket is expected to be flat for all bookings (economy, business, first) or can it be tiered?	both options are OK as long as the cost is competitive
	Can you please provide the historical travel data, broken down by service category including airlines, hotel bookings and other travel services?	The office shared the total value of the tickets.
	Can you share the top 5 routes and the corresponding airline volumes during the past 3 years	Top 5 are Istanbul, Lebanon, Egypt, Morocco, NY, and Algeria Total destinations is 47. RJ, TK and National carriers
	Please clarify whether the 3 million figure refers entirely to ticket sales or does it include other services as well? could you provide the volume of ticket sales alone	Tickets only
	The TOR mentions "discount on published fares or fixed service fee" — can we propose both options or must we choose one?	both options are OK as long as the cost is competitive
	Is the agent expected to remit the commission back to the UN	Yes
	Will invoices/Payment be centralized via UNICEF Jordan or separate for each UN Agency?	separate for each UN agency
	Is UNICEF expecting online booking tools (OBTs) with traveler self-booking options or only agent assisted bookings?	Both but agent assisted booking is mandatory
	Should the Online system integrate with UN internal approval workflows (ERP/Expense system and if so which platforms UN is using .	Yes. UN is using SAP
	Are there any specific data reporting formats (Excel, Power BI, dashboards) required beyond quarterly reports?	Excel is the required. Other is added value
	For the 95% ticket issuance accuracy SLA, will performance be measured per agency or across all UN agencies combined?	by UNICEF based on internal performance review in coordination with other agencies
	How will complaints and disputes be handled — through UNICEF only or via each UN Agency?	UNICEF unless there is an agency specific issue.
	The TOR mentions 5 client references — do these need to be formal signed letters/Emails or will contact details suffice	formal letter or email with contact details
	Will the evaluation presentation/interviews be conducted physically in Jordan or virtually?	both are OK
	Are we allowed to subcontract certain services for example transfers, meet & greet and travel insurance)	Yes for the additional services and with full responsibility of the travel agent. Invoices to be issued by travel agent
	Can you please advise how we can ensure timely payments as per the contract	The united nations has finance section to ensure timely payment
	Are there any compliance requirements or guidelines we should follow regarding loyalty programs	This will be shared once the bid is awarded
	Could you please clarify whether approvals will require a formal PO number, or if an approval email will be sufficient to approve and issue the requested services?	Approval email for UNICEF. This is depending on the agency itself
	Could you please explain what the current process in place is for approvals and issuing travel services?	Travel assistant request options and then send email to issue the ticket