

Q&amp;A (2)

Question	Answer
We kindly request clarification on the following points to ensure that our proposal is aligned with UNICEF's requirements:	
1. Local Presence in Jordan (Annex B 7.1, point 3)	
The Terms of Reference mention the need for valid registration and licensing in Jordan or other countries in the Middle East. Could you kindly confirm whether it is mandatory for the Travel Agency to maintain a physical office in Jordan, or if a legally registered entity in the region would be considered sufficient?	Physical presence in Jordan is not mandatory however it would be preferable to UNICEF for the ease of communication and regular business meetings. It is crucial that bidder demonstrate its business capabilities as part of the technical proposal including office facilities, staffing, licenses, etc.
2. Evaluation of the Financial Proposal (Annex B 14.2)	
The Pricing Schedule refers to both fixed service fees and percentage-based charges. We would appreciate clarification on how the financial evaluation will be conducted (Price of Proposal X) — specifically, how UNICEF intends to calculate and score proposals where the pricing model combines both fixed fees and percentage-based charges.	UNICEF introduced a revision on the template for the Financial Proposal (Annex C). Please read thoroughly in order to present best and competitive rates.
3. Applicable Fares of airline booking and hotel reservations	
Will there be any special government fares available for the UN with the airlines, or are only the airline published fares applicable.	The UN in general does not have any special government rates, however the UN has a zero-VAT exemption.
4. Annex C, Pricing schedule, point 3	
Other services mentioned Airport transportation, visa issuance, Travel Insurance and other services, 'the unit cost per service' mentioned to fill from proposer, is it the issuance charge of proposer or the total cost of the service including the issuance charge.	UNICEF introduced a revision on the template for the Financial Proposal (Annex C). Please read thoroughly in order to present best and competitive rates.
5. Annex C, Pricing schedule, point 1	
Discount percentage rate to UN on ticket prices advertised by Air Carrier, column number 1.D, these discounts will be applicable on airline base fare or on total fare of the ticket?	UNICEF introduced a revision on the template for the Financial Proposal (Annex C). Please read thoroughly in order to present best and competitive rates.
Are the discount rates to be provided by us (the bidder), or should they be obtained directly from the listed airlines?	Discounted rates granted to bidders from Air Carriers should be reflected in Annex C. Bidder is expected to contact air carriers directly to confirm any special discount rate offered to the UN as well.
Could the UN issue letters to the respective airlines, informing them that our agency is an authorized vendor and is eligible to apply the UN discount rates?	Yes it would be possible only for selected bidders upon award of LTA.
If the rates are to be provided by us, are there any guidelines or benchmarks the UN expects for these discounts?	IATA rates are the benchmark.
I would appreciate it if you could advise on the purpose and use of the attached Excel file titled Project Workplan & Progress Sheet (2025). I would like to understand this better in order to complete the proposal.	This work plan is intended for advising the various activities, responsibilities matrix and timelines related to the solicitation, evaluation and award process. No input from bidders.