

UNICEF LRPS-2025-9199128 Travel Management LTA

Q&A (3)

Question	Answer
<p>a. You mentioned the discount scale on early payment and here I would clarify that we charge our clients the fare as indicated by the airline or the service provider and we add a fixed service fee. This service fee depends on two factors (1) if the payment is a credit card we charge low fees, (2) if the normal credit period payment is less than 15 days from the date of the weekly invoice the fee will be a little higher. In case the payment is delayed after the due payment date we charge 1% late payment fees, and we don't extend a credit facility more than 30 days from the date of the weekly invoice. Is this format accepted, or shall we abide by the format mentioned in the RFP?</p>	<p>Yes this format is accepted.</p>
<p>b. In article 2.3 you mentioned that the Purchases will be made against contracts, does this mean that when UNICEF asks for a ticket or a hotel room we need to sign a new contract?</p>	<p>NO. there will be a contract when the bid is awarded then issuing tickets or reserving hotel rooms will be through email from UN focal point</p>
<p>c. Under Price & Payment, article 1.2 it is mentioned that "the invoice should be issued to UNICEF only after the services have been provided" here we have this question: If we issue the ticket and the passenger will travel after 7 days, do we issue the invoice after we issue ticket or after the trip is completed?</p>	<p>No. there is no connection between issuing the invoice and travel date. The moment the ticket is issued, the travel agent can raise the invoice</p>
<p>d. Under implementation article 2.2 "all subcontracted arrangements will be reviewed by UNICEF as part of its evaluation of the proposal" We usually issue air tickets on a global reservation system under our name, but all other services like but not limited to: Hotel booking, car rentals, meet & greet, conferences, meetings, tours, etc; all these services are subcontracted, what will be the mechanism to evaluate the unknown vendors before we win the bid specially the vendors may change according to the country, the type of service, the date & time of the service, etc?</p>	<p>UNICEF will evaluate the services in terms of quality, process, procedures, and related cost. The travel agent is the responsible party for UNICEF. Subcontract vendors are the responsibility of the travel agent</p>
<p>e. Under Liquidated damages Article 3.1, we need to know the standard to be followed so we avoid such delays. Do you have SLA so we will study it.</p>	<p>The SLA is the bid ToR</p>
<p>f. Under PART V# Proposer representations, Article 1.2 if we reject this article do we still qualify for entering the bid?</p>	<p>No, the offer will be disqualified .</p>

<p>i) Recent Contracts: List of major contracts (last 3 years), including values and scope Does this refer to local contracts, international contracts, or both? Also, which specific services are they referring to?</p>	<p>This is referring to the contracts currently have, which reflect their experience in serving big clients like the United Nations. Whatever they can provide, local or international.</p>
<p>11.1.3 Relevant Experience and References a) Past Projects (Last 3 Years): Title, year, duration, scope, outcomes, and reference contacts (name, title, email, phone) b) Client Testimonials: Attach reference/recommendation letters from clients or partners Similar to the point above, do they require local or international projects? And which type of services should be highlighted? The same clarification is also needed for the references or recommendation letters.</p>	<p>The travel agents are required to provide evidence of previous projects. Additionally, they should submit recommendation letters (emails are acceptable) that reflect their performance with current or former clients. These clients may be national or international. The recommendations must specifically relate to the core required service of ticketing. Any additional services will be considered as added value.</p>