

Organization for Security and Co-operation in Europe

The Secretariat Procurement and Contracting Unit

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SUBJECT: Request for Proposal No 86729 for the Provision of Travel Agency
Management Services Worldwide:
Q&A Batch 3

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The Organization for Security and Co-operation in Europe (the OSCE) has received the requests for clarifications from several bidders in respect to the above RFP No 86729.

In accordance with paragraph 8 "Clarification of Bidding Documents" of Section I, Instructions to Bidders, of the RFP documents, the OSCE would like to provide the following clarifications to all prospective bidders:

Question 1:

Technology - The OSCE requests GDS access at 2 sites. It would be helpful if you could advise which 2 sites are preferred and clarify the purpose of this requirement.

Answer to Question 1:

The two sites would be Vienna and Warsaw – being the two with the highest transactions. The purpose is auditing airfares and offers, with access to traveller's PNRs.

Question 2:

Payment for services: There is a statement in the bid document that says:

"All prices shall be stated, and payments shall be made, in EURO. In the case tickets should be purchased in currencies other than EURO, the official United Nations exchange rates, applicable on the Day of issuance of the air travel ticket, for conversion into EURO shall apply."

It might not be a problem for EURO countries or countries where the exchange rate is stable, but eg. in Poland (and surely in some other countries mentioned in the bid) exchange rates change every day and may vary a lot for the UN exchange rate (that basically is set on a monthly basis). To accommodate such changes/ fluctuations in a transaction fee would be a high risk and might make the business unprofitable. In conjunction with the "Terms of payment" a credit card would solve all concerns in all countries. Could you kindly confirm if that would be an option for the OSCE?

Answer to Question 2:

Yes.

Question 3:

Does the OSCE has central funds for central activities/ deliveries? Eg. for consolidated reports, People Tracker etc.

Answer to Question 3:

There is a fund within each OSCE Mission and Institution, and a possibility could be a global corporate credit card contract with sub-segregated card identity for each OSCE fund, allowing various- numerous reporting structures.

Question 4:

In the financial template the costs for a Satellite Ticket Printers are mentioned. Could you kindly specify for which locations and countries these are required?

Answer to Question 4:

Any locations where it makes the most sense, particularly if there is an issue of proximity between the travel office offering the services and the OSCE location.

Question 5:

Section 2, Bidding Data Sheet - 22.6 (ii) Evaluated Bid Price(s) II: You have requested fare quotations for each of the 5 regions.

Could OSCE specify which routes per region are to be priced? And ideally (to assist OSCE in making comparisons) advise a common, future, date of travel.

Answer to Question 5:

No, the exercise of obtaining travel fare quotations will only be initiated as part of the evaluation exercise. It is too premature to disclose this information during the bid submission period.

Question 6:

Does the OSCE deploy an online booking tool in any countries specified? Please name the countries and the Tool(s) deployed.

Answer to Question 6:

Cytric Corporate - <https://www.sbs-travel.net/> - is available

Question 7:

Financials: Please can OSCE provide a further breakdown of what is included within the turnover (air & rail)?

For example. Is the turnover for all Air or a mix of Air (Domestic, Regional and International). How much would be rail, hotel, car and groups events ?

Answer to Question 7:

Assume that it is 98% air (domestic, regional and international) – Very little rail, no cars, hardly any hotels at this stage as there are better local deals in each country. But the potential is there.

Question 8:

Financials: Please confirm what is meant by "Balance (EUR; end of period)". Would this be our closing balance sheet figure?

Answer to Question 8:

Please replace 'Balance' with 'Total Assets'.

Question 9:

Terms of payment. The bid document says:

"Any payment under this Contract shall be conditional to (i) the receipt by the OSCE of an original invoice, and (ii) acceptance in full of the relevant Services by the relevant OSCE Contact Person. Such payment shall be effectuated by the OSCE within thirty (30) Days of the date of receipt of such invoice by the OSCE and the date of payment certification by the OSCE, whichever is later"

In conjunction with the "Payment for services" a credit card would solve that in all counties. Please kindly confirm if that would be an option for the OSCE or the invoice due date could be max. 14 days?

Answer to Question 9:

While the OSCE would consider to apply a credit card, the payment term should not be changed.

Question 10:

In the bid we have recognised a discrepancy in number of countries. Please confirm that you request a pricing for the following 21 countries:

1 Austria; 2 Netherlands; 3 Albania; 4 Bosnia & Herzegovina; 5 Croatia; 6 Kosovo; 7 Macedonia; 8 Serbia & Montenegro; 9 Armenia; 10 Azerbaijan; 11 Georgia; 12 Kazakhstan; 13 Kyrgyzstan; 14 Tajikistan; 15 Turkmenistan; 16 Uzbekistan ; 17 Belarus; 18 Estonia; 19 Moldova; 20 Ukraine ; 21 Poland

Answer to Question 10:

Correct. However, in the case of Estonia, we only have one staff. Therefore, any services required can be handled from next closest country.

Thank you for your attention.

Best regards



Michael Dethlefsen
Chief, Procurement and Contracting Unit