

## **PRE-BID AND QUESTIONS & ANSWERS (Q&A)**

**REQUEST FOR PROPOSAL: No. RFP 24-001**

**FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR THE PROVISION OF TRAVEL & EVENT  
MANAGEMENT SERVICES FOR UNHCR ROMANIA**

**CLOSING DATE AND TIME: 01 July 2024 – 23:59 HRS BUCHAREST LOCAL TIME**

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**Question 1:**

Can a Joint Venture between two companies, one company who has the IATA certificate and one without this certificate, submit an offer for this tender?

**Answer 1:**

The information regarding the Joint Venture must be clearly stated in your technical proposal, as it will be taken into consideration by the technical evaluation team during the evaluation process.

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**Question 2:**

Should the assigned staff members handle only UNHCR requests, or can they work on other clients' accounts as well?

**Answer 2:**

The travel agency should assign staff members dedicated to handle UNHCR requests throughout the contract period, but they can also work on other clients' accounts.

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**Question 3:**

We have some comments on the General Conditions of Contracts, can we not sign it?

**Answer 3:**

As stated, the RFP cover page, the acknowledgment (Signature and stamp) of the UNHCR General Conditions of Contracts is a 'mandatory Pre-qualification criteria'. Failure to do so, will result on the disqualification of your proposal. The comments must be clearly stated in your technical proposal, as it will be taken into consideration by the technical evaluation team during the evaluation process.

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**Question 4:**

Are the events/ car rental services requested only in Romania or also outside Romania?

**Answer 4:**

The events/car rental services are requested only within Romania.

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**Question 5:**

How to submit Technical/Financial proposals?

**Answer 5:**

As stated in the tender cover page, your proposal shall comprise the following two sets of documents:

- Technical proposal (Annex B+ Supporting Documents) – To be submitted to [rombusupply@unhcr.org](mailto:rombusupply@unhcr.org)
  - Financial proposal (Annex C) - submitted to [rombufinancial@unhcr.org](mailto:rombufinancial@unhcr.org)
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**Question 6:**

The first line mentions a service fee, but then there is a cost per day and an additional cost to stay overnight. Could you please specify if you need the cost per day in Bucharest, within the country, and outside the country? Also, should these rates be maintained for 2 years or just the service fee?

s/n	Model of Transport	Service Fee	
		Cost per day	Additional cost to stay over-night
1	Mid-size Sedan		
2	Minivan (8-16 seats)		
3	Bus (27-46 seats)		

**Answer 6:**

Costs provided should be for both Bucharest and outside Bucharest. We understand that costs for some services can increase with the time. Only the service fees should be maintained throughout the contractual period.

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**Question 7:**

We are IATA accredited and we also possess our own in-house Online Booking Platform. Would there be an issue with our participation since we are not based in Romania?

**Answer 7:**

All bidders can participate to this RFP as long as the company have an IATA certificate and registered in Romania for a minimum of three (03) years, as stated in the RFP cover page (para 2.6.2) as “Mandatory Pre-Qualification Criteria”,

**Question 8:**

Is UNHCR expected to book with supplier domestic Romanian rail? If yes, what is the ratio of European rail and Romanian rail from the 40-60 tickets?

**Answer 8:**

Train tickets to be issued are for Romania only.

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**Question 9:**

For the flights, what is the ratio of domestic and international flights from the 170-200 tickets? How many of international ones are long haul trips?

**Answer 9:**

The estimate ratio is the following: 30% international flights (with maximum 5% long haul trips) and 70% domestic flights.

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**Question 10:**

Is UNHCR willing to use online booking tool, or just remain with offline service by phone/mail?

**Answer 10:**

UNHCR is interested in offline services only. A new travel module has been introduced recently, and once the travel authorization is approved, the travel agency will receive a notification from the system. The offers should be always sent to the Administrative focal points, and only they will confirm bookings or issuance of the tickets.

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**Question 11:**

Is a provider only requested to send the 2 pages light presentation and only fill the cases from Part III from Annex B? Or can we submit a deeper document about our technical offer? Will UNHCR only consider the analysis of the forms content?

**Answer 11:**

Annex B – Technical proposal form should be completed and submitted along with all the required documents stated in Annex B. Any additional documents can be also submitted with your technical proposal and will be considered in Technical evaluation process.

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**Question 12:**

Would you like us to quote Hotel room reservation for transient separate from accommodation as part of events?

**Answer 12:**

UNHCR is booking standard single rooms for events.

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**Question 13:**

According to the file named RFP#24-001 Travel and Event Management Services, point 1. Requirements, the successful bidders should maintain their quoted price model during the framework agreement. Please advise if the prices should be maintained for 2 years or for 3 years.

**Answer 13:**

The successful bidders will be requested to maintain their quoted prices for the duration of the Frame Agreement for an initial period of two (02) years, potentially extendable for a further one (01) year.

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**Question 14:**

According to the file named RFP#24-001 Travel and Event Management Services, point 2.5.2 Content of Financial Proposal, the proposal should contain quotes in a single currency, RON, EUR or USD. Financial proposal would be in single currency. Please advise if for invoicing, is UNHCR willing to accept dual currency invoicing – EUR currency for international services and RON for domestic services?

**Answer 14:**

Payment will be made in the currency in which the PO is issued. Invoices should be issued in RON only.

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//////////////////End of Queries//////////////////