

DATE: 15/04/2024

REQUEST FOR QUOTATION: No. RFQ/GRC/2024/001

**FOR THE ESTABLISHMENT OF FRAME AGREEMENT(S) FOR THE PROVISION OF
TRAVEL MANAGEMENT SERVICES FOR UNHCR GREECE, FOR FORCIBLY
DISPLACED AND STATELESS PERSONS**

QUESTIONS & ANSWERS

Question 1

The number of 200 individuals / bookings related to the hotel bookings, refers to the number of overnights or number of bookings?

Answer 1

Refers to the number of bookings irrespectively of the number of overnights. Bidders are expected to provide a fee per booking / per room covering multiple days of staying. Please note that figures have been stated to enable bidders to have an indication of the projected requirements. It does not represent a commitment that UNHCR will purchase specific quantities. Quantities may vary and will depend on the actual requirements and funds available, regulated by issuance of individual Purchase Orders.

Question 2

Kindly advise on the average number of overnight stays per booking.

Answer 2

The average number of overnight stays per booking is two.

Question 3

Kindly provide the annual requirement for air tickets

Answer 3

Reservation and tickets for local flights: For estimation purposes please consider 2 tickets. Please note that figures have been stated to enable bidders to have an indication of the projected requirements. It does not represent a commitment that UNHCR will purchase specific quantities. Quantities may vary and will depend on the actual requirements and funds available, regulated by issuance of individual Purchase Orders.

Question 4

At UNHCR's financial scenario for submitting the financial offer, is stated that accommodation is internal UNHCR. Kindly clarify the meaning of this statement. (Is travel agency's authority to book hotels on behalf of UNHCR or not) .

Answer 4

Travel Agencies are expected to submit an offer for hotel booking/ accommodation service for forcibly displaced and stateless people. This statement refers to the financial scenario based on which the financial evaluation will be conducted.

Question 5

UNHCR's requirements for buses is only for KTEL buses or for rental of buses as well?

Answer 5

UNHCR's requirement for buses includes both ticketing and rental of buses. The ticketing for buses is under Reservation and Ticketing Services while the rental of buses is included under Transfer Services through Booking of Vehicles. Please refer to Annex A points 1 and 2 for more information regarding this requirement.