**RESPONSE TO QUESTIONS REGARDING TENDER 2023-03-028**

Assignment Name: *Travel Management Services (To North America, Latin America, and The Caribbean)*

**Based on questions received, the information below is provided for clarification regarding the tender referenced above. Please note if new questions are received, they will be added to this document.**

1. **Question:**

With country or countries the service will be deliver? If we need to consider these countries (Panama, Perú, Paraguay, Chile, Uruguay e United States) from your document, the price template doesn’t have space to insert the fees. We assume that we will service in-country, I mean for example: a ticket Panama – Miami – Panama… Idea call the agency in Panama and by a ticket in Panama, so we need a template that we can send the Fees for each country as below.

 **Response:**

International IDEA has presence or physical offices in Panama, Perú, Chile and United States. Now, we require the service to be provided from or to any part of the world and of course any other country we may have presence in the future. The pricing sheet ask for the service fee that the company will charge us for providing the service, since the form does not give a space for each country, we suggest adding a comment specifying the service for each country.

1. **Question:**

Talking about pricing, why in Idea template [Pricing Schedule](https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.idea.int%2Fsites%2Fdefault%2Ffiles%2Ftenders%2FCopy%2520of%2520Re-tender%2520Pricing%2520schedule%2520Travel%2520Agent.xlsx&data=05%7C02%7CS.Loaiza%40idea.int%7C620459a4a6fa4877315c08dc4990bacb%7C40f2f3b3295a4dc3b356e57f3a7d4759%7C0%7C0%7C638466133161869797%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=fFq8Y2ZGB%2BQZE1Zx1lmsdz39BrAuGMSGj0A%2BGtbmJ60%3D&reserved=0) in the 1st and 2nd line we have a service **Air domestic, Nordic**?

**Response:**

An update to the pricing sheet has been uploaded.

1. **Question:**

Form of Payment: Invoicing - within 30 days from acceptance by International IDEA. The invoicing will be only the Fees or all Supplier services as tickets, hotels and so on?

**Response:**

Yes, 30 days. The invoice should detail all the supplier’s services provided during the month.

1. **Question:**

For invoicing: Has Idea a VAT number for each country?

**Response:**

International IDEA is not generally tax exempt, however there are exception based on the country agreement. For this tender, the countries we are requesting the services for (Panama, Perú, Chile, Paraguay, and United States) are tax exempt. As we have country agreements with the government in these countries, we do have a registration number.

1. **Question:**

In relation to the documents detailed in “Annex D2A Tender Notice and Request”, should they all be presented in English? For example, the letter of references or recommendations, tax clearance, etc.

 **Response:**

Yes, we expect all documents to be submitted in English.

1. **Question:**

In relation with Evaluation of Proposals, written in Section 4.2 i. of the previous Annex, could you specify, how much of the movement of IDEA will be made in North America, how much in Latin America, and how much in the Caribbean.

**Response:**

We do not have an exact amount since it will depend on the different projects and activities that we have during the year.

1. **Question:**

When IDEA refers to emissions from countries in other zones, does It refer to ticket emissions coming out of those countries or with emissions under "pseudos" from those countries, with the tax or tax scheme of each of those countries?

**Response:**

We are referring to tickets bought from one of the countries we are in but to different destinations. Example: From Panama we could buy a roundtrip from Chile to Brazil. The invoice would have the regulations that apply to us from the country of issue, i.e. in this case Panama.

1. **Question:**

Regarding Idea “Contract Terms and Conditions”, How long does IDEA take to accept an invoice?

**Response:**

Once the service has been received, the invoice will be accepted.

1. **Question:**

Could you be able to detail the process of payment and what are the requirements, given that 30 days are needed for acceptance. Is the assessment correct?

**Response:**

The service is received, and the invoice is immediately accepted. Payment is made as agreed with the supplier. Normally payment is made within 30 days (Maximum).

1. **Question:**

Are air tickets and hotels also paid on credit?

**Response:**

This depends on what is agreed with the provider during the contract signing.

1. **Question:**

Please confirm if the payments make to us, as providers, would be subject to a withholding tax withholding (30 pp of the amount).

**Response:**

It depends on the regulations that apply in the country where the invoice is issued.

1. **Question:**

In relation to the first point "Air Domestic, Nordic", could you please tell us what you want to explain in relation to Nordic? Additionally, what does "Air Europe" versus "Air Intercontinental" cover?

**Response:**

We have made changes to the pricing table for it to be general, International, and domestic travels.

1. **Question:**

Considering that the number of transactions is the same for "Self-Booking" and for "Agent Assisted", could you tell us if the number of transactions is the same for "Self-Booking" and for "Agent Assisted"? can you please let us know if this is a quotation for both types?

**Response:**

It depends on each provider, whether if they have different rates based on the way the ticket is reserved. If is done through agent assisted or self-booking.

1. **Question:**

We would like to know the actual number of international transactions + international amount, actual number of domestic transactions + domestic amount, actual number of hotel transactions and actual amount and, from this, what percentage of the transactions are performed by the hotel.

**Response:**

The number of travels will depend on the different activities going on. This will vary year from year. Keep in mind that we have offices in different countries so every country will need the service.

1. **Question:**

In relation to the Idea Pricing Schedule table, could other types of additional fees not contemplated, be added?

**Response:**

This depends on each provider. You can list whatever fee that as a company you have to include.

1. **Question:**

Deseamos saber si nos pueden indicar cual es el volumen de compra de boletos mensuales tanto de vuelos nacionales como internacionales ya que en la información que nos enviaron no indica, ya que para hacer la propuesta necesitamos esa información.

**Response:**

El monto mensual y anual puede variar, ya que dependerá de la cantidad de proyectos y actividades que tengamos activos en el momento.