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***INTERNATIONAL INSTITUTE FOR DEMOCRACY AND ELECTORAL ASSISTANCE RESPONSES TO QUESTIONS***

***Tender Reference No:2024-02-049***

***Project Name: Rule of Law and Anti-Corruption Programme (RoLAC) Phase II***

***Assignment Name: Travel management services***

**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:** Process claims, refunds, and repayments for cancelled flights within 14 working days of flight cancellation. Pending refunds will be netted off future payments after 14 days until refund process is completed. Airline cancelled tickets will be refunded without penalties.

**Response:** In line with International IDEA travel policy all tickets issued should be refundable. Kindly ensure tickets issued on behalf of our organization have the above characteristics.

1. **Question:** Explanation of the key performance indicators you use to manage similar contracts.

**Response**: Key performance indicators (KPIs) are quantifiable measurements used to gauge a company’s performance. Can you kindly describe KPIs used by your organization to manage other travel management services.

1. **Question:** A statement on your present technological capabilities as well as your plans in this regard.

**Response:** A statement on your technical capabilities and plan that would enable your organization to achieve the objective of the Terms of reference.

1. **Question:** A statement of relevant experiences to the type of contractual arrangement IDEA is seeking.

**Response:** International IDEA is seeking for organizations to provide travel management services. Kindly provide a statement that would cover for relevant experiences required to demonstrate such expertise.

1. **Question:** Accredited BSP/IATA Travel Agent licensed and registered to operate in Sweden and Internationally.

**Responses:** In line with the above, travel agents are to provide evidence of BSP and IATA certifications. Travel agents should operate globally.

1. **Question:** Kindly offer explanation on the highlighted and other aspects culled from

# Declaration on honour on exclusion criteria and selection criteria for tenders

The undersigned ………………………………………………………, representing:

|  |  |
| --- | --- |
| (*Only for natural persons*) himself or herself | (*Only for legal persons*) the following legal person: |
| ID or passport number: | Full official name:  Official legal form:  Statutory registration number**:**  Full official address:  VAT registration number: |

**Responses:** Kindly put the details for the entity applying for this assignment in the spaces provided above. The first portion for individuals only and last portion is for legal entities other than natural persons.