

Date: December 17, 2021

To: **All Bidders**  
From: **International Development Law Organization, Headquarters Procurement Unit**  
Subject: **ITB N\_54\_2021\_HQ Travel Management Services**

**Amendment and Clarifications Letter No: 1**

Reference is made to IDLO **ITB N\_54\_2021\_HQ** issued on December 1, 2021, for **Travel Management Services** through the IDLO Tenders website.

Please find hereunder the queries received and IDLO's response to them.

- Q1 Invitation to bid, Pag. 4 point 12 In order to prepare a wide and complete offer to IDLO we ask to extend the deadline for the submission of Bids for 2 more weeks (04/01/2022)  
**IDLO Reply:** *The date for submission of offers will be postponed to January 15, 2021.*
- Q2 Invitation to bid, Pag 4 point 13 Could be possible to integrate the Annex F (Price Schedule) with other documents (e.g. More descriptive Technical Proposal)?  
**IDLO Reply:** *Yes, additional descriptive technical documents can be included in your submission.*
- Q3 Invitation to bid, Pag 15 point 1.2. Could you please give us the % of low-cost usage among the total volume indicated?  
**IDLO Reply:** *On average the low costs flights usage ranges from 2% to 5% of the total volume indicated.*
- Q4 Invitation to bid, Pag 15 point 1.2. Could you please give us also the volume and transaction of hotel, train and car even marginal?  
**IDLO Reply:** *The yearly spent for hotel, car or train booking through the Travel Management Company ranges from € 300 to € 1,000.*
- Q5. Invitation to bid, Pag 15 point 1.3 Could you please confirm that the usage of CRS by the Travel Coordinators will be only for search fares and no issuance will be performed directly by them (agency will issue any ticked requested)?  
**IDLO Reply:** *Yes, the usage of the CRS is for fare search and tickets booking. The Travel Management Company will issue the air tickets upon the request of the travel coordinators.*
- Q6 Invitation to bid., pag 16 point 3.1 AND 3.2.2 Could you please give us more details regarding the IDLO's travel module(s) that should be integrated by the travel company?  
**IDLO Reply:** *IDLO is processing the travel requests (TR) and approvals process through SharePoint forms. A different approach may be adopted in the future and, if and where applicable and technically feasible, the travel management company will be asked to integrate its systems with the IDLO modules so that certain processes can be automated. Furthermore, the Travel Management Company shall give access to its GDS to the IDLO Travel Coordinators as well as arrange data feed synchronisation with the IDLO travel security services provider platform so that the PNRs can be retrieved real-time by the latter.*
- Q7. Invitation to bid, Pag 17 point 3.2.3 Could you please give us the % of corporate rate usage among the total volume?  
**IDLO Reply:** *The corporate usage ranges from 10 to 30 % of the total volume.*

Q8. Invitation to bid, Pag 17 point 3.3.2 Could you please give us the % of Meeting & Events Costs among the total volume?

**IDLO Reply:** *The yearly spent for Meeting and event through the travel management company has been very marginal to date.*

Q9. Ref. Invitation to bid, Pag 19 point 3.3.7 Could be possible to offer an alternative solution of the CRS with a Self Booking Tool (SBT)?

**IDLO Reply:** *IDLO is not interested in pursuing the SBT option for now.*

Q10. Please specify for each travel category, volume & transactions.

**IDLO Reply:** *Please refer to the below table:*

IDLO	Vol Jan-Nov 2021	TRX Jan-Nov 2021	Vol 2020	TRX 2020	Vol 2019	TRX 2019
Air : Domestic	186	2	820	2	749	5
Air: European	14,127	50	16,752	73	84,130	256
Air: International	145,739	190	143,537	186	664,490	734
Flights	160,052	242	161,109	261	749,369	995

RAIL	0	0	0	0	575	19
Other services	354	16	0	13	655	48
	354	16	0	13	1,230	67

Total	160,406	258	161,109	274	750,599	1,062
-------	---------	-----	---------	-----	---------	-------

Q11 Can you please provide us a factsheet of the module you are talking about in this phrase? What do you mean by "integration at no cost for IDLO"?

Referred paragraph 3.1 Framework Travels originating from Rome or abroad will be serviced by the IDLO Travel Coordinators or the Travel Agent as applicable. The IDLO Travel Coordinators or the Travel Agent will have full capabilities to make worldwide travel arrangements and will have access to the best available airfares, including local market fares and IDLO negotiated fares. When applicable, the Company will integrate its systems with IDLO's travel module(s) at no cost to IDLO.

**IDLO Reply:** *IDLO is processing the travel requests (TR) and approvals process through SharePoint forms. A different approach may be adopted in the future and, if and where applicable and technically feasible, the travel management company will be asked to integrate its systems with the IDLO modules so that certain processes can be automated.*

Q12 What do you mean by integrate the reservation system with IDLO's Tool when practicable? Can you be more specific?

Referred paragraph 3.2.2 Booking and Ticketing Services provided by the Travel Agent • Render highly professional advice to IDLO and IDLO travelers. Provide quotes on itineraries in accordance with IDLO's travel policy and alternative quotes whenever requested by IDLO. When practicable, the Company will be required to integrate its reservation systems with IDLO's tool at no cost to IDLO

**IDLO Reply:** *Please refer to answer to Q11.*

Q13 What do you mean by if implemented an Online Booking Tool: you want both CRS and Online booking tool? The Self Booking Tool will be used only by Italian branch or also from abroad?

Referred wording: Regularly update the IDLO and Company negotiated fares and ensure that these are accessible to IDLO through the GDS and if implemented, an Online Booking Tool.

**IDLO Reply:** *IDLO will not be implementing an OBT at this stage. Should a decision be made to implement this tool, it will be implemented at the HQ level and used by all travellers. This will be in addition to the use of CRS by the IDLO travel coordinators.*

Q14 We see that in Annex F there is a space for quotation of the Emergency 24/7 Service: why do you say that this service must be at no cost?

Referred wording: 3.2.4 Working Hours /Outside Working Hours and Crisis Support - Access to a "24/7 service platform" with adequately trained personnel at no additional charge for issues arising while the Travel Agent's offices are closed.

**IDLO Reply:** *While it is expected that access to the platform/emergency number(s) for support will not carry any additional costs, it is expected that fees will be charged by the Travel Management Company when requested to issue, modify, or cancel air-tickets/bookings.*

Q15 What do you by "Regularly provide Statement of Account (SOA) consolidating all invoices"?

**IDLO Reply:** *The Travel Management Company is expected to share at a minimum bi-monthly statement consolidating the transactions processed at IDLO's request. These statements will be matched against the invoices received from the Travel Management Company or the Lodge Card issuer as applicable.*

Q16 What do you mean by that? We already have an interface with the major players.

Referred wording: Collaborate with the implementation of B2B interfaces of corporate invoicing and payment systems.

**IDLO Reply:** *Should the Lodge card option be implemented, the Travel Management Company will need to interface its invoicing/payment systems with that of the Lodge Card issuer*

Q16 Could a unique payment method by credit card be used for the hotels, trains and other services?

**IDLO Reply:** *Yes, payment by credit card for the hotel, train and other services is acceptable.*

This letter also serves to inform that **ITB N\_54\_2021\_HQ** has been amended to reflect the new deadline for the submission of offers.

All other terms of **ITB 54\_2021\_HQ** and conditions of the tender remain unchanged and remain applicable in full force.

We appreciate your continuous interest with IDLO and looking forward to receiving your valued offer.

HROS Department  
International Development Law Organization | IDLO