

Provision of Business Travel Services for ICMPD

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CLARIFICATION N° 3

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The following questions have been raised in the course of the tender procedure:

Question 1:

Contract: You have uploaded a framework contract that you want to use as a contract template. We are not able to sign client contracts and need to use our own contract template. However, we might include certain clauses if needed and acceptable.

Answer 1:

As per requirements of the Tenderer Form, tenderers have to provide duly filled and signed Annex III - Acceptance of Terms and Conditions of the Contract Template to the form and, consequently, accepting terms and conditions of ICMPD contract template. However, ICMPD may discuss particular contractual terms and conditions with awarded tenderer.

Question 2:

Service configuration: Based on the information provided and the respective travelspend we suggest a hub solution instead of local instances. You have a very fragmented travelspend depatterning from different countries all over the world. Since it is so fragmented we can't install local agents and a individual booking system in each of the countries. Instead, we would propose the following: We set up one booking engine for all ICMPD Employees and one call center that service each of them. The effect would be mainly that the invoices are in Euro and the language spoken would be English plus German or another language depending on where we locate the hub. If there are certain countries where you defiantly need local service we can discuss whether it make sense to localize the service for them.

Answer 2:

As outlined in Section 4.3 of the Terms of Reference (TOR), ICMPD expects the selected Travel Management Company (TMC) to provide consistent, high-quality service across all regions where it operates, including Europe, the Middle East, Africa, Asia, and the Americas. While a central hub-based configuration is acceptable and may be efficient for routine bookings, it must be supported by demonstrated service capacity and responsiveness in ICMPD's priority regions - including locations where local coordination, regional language skills, or proximity to field operations (e.g. Türkiye, West Africa) are operationally advantageous.

Specifically:

- A European service hub is preferred but not mandatory.
- Support structures in Türkiye and West Africa are strongly encouraged.
- Existing local partnerships or affiliate networks in priority countries (e.g. Türkiye, Nigeria, Ghana, Côte d'Ivoire) are considered an asset.
- The proposed model must ensure reliable service delivery, access to competitive fares (both international and local), and traveller support across all regions - regardless of where the service centre of the TMC is based.

To clarify, ICMPD does not require the deployment of local booking systems or dedicated agents in every country. However, the solution must provide comparable service quality and operational coverage globally -including the ability to support complex itineraries and in-country coordination where necessary.

Should the bidder consider local presence unfeasible in specific countries, this may be addressed by proposing an appropriate mitigation strategy (e.g. regional partner networks, escalation procedures, or time zone-based support models).

Bidders are invited to describe their proposed configuration in Annex II – Organisation and Methodology, particularly in Sections 1 (Understanding of ICMPD's Requirements), 3 (Service Delivery Approach), and 8 (Value-Added Services), with clear reference to global coverage, language capacities, and quality assurance systems.

Question 3:

Thank you for the notification regarding the extension of the submission deadline. We acknowledge the update. As we were submitting our documents (our submission was finalised and ready to send) when the notification came through, may we kindly ask whether you anticipate any changes to the tender documents or requirements as part of this extension?

Answer 3:

No changes to the documents included in this tender dossier are anticipated.