



Barcelona, the 22nd of November 2022

ANSWERS TO QUESTIONS

International Restricted Procedure: Travel Agency for the UfM staff - 02 - PRO379LAD-2022

With reference to the above-mentioned procedure, please find below the answers to the questions posed by the interested companies:

REQUEST FOR CLARIFICATIONS Nr. 1 (dated Tuesday 15/11/2022 15:29)

Question 1: It is mentioned in certain parts of your ToR that Spanish is needed. For example the customer support should be done in English and Spanish (based on your ToR). The question is: If we have only English is this a reason for elimination? Can we proceed in sending you this proposal if we provide support only in English?

Answer: Yes, we confirm that some travel services must be “desirably” in English and Spanish or English and/or Spanish in accordance with section 4.1 of the instructions to tenderers. The economic operators interested in the contract are free to decide in which language they offer their services. For practical reasons, the proposal of these services in English and/or Spanish would be appreciated.