



Barcelona, the 29<sup>th</sup> 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.

#### **REQUEST FOR CLARIFICATIONS Nr. 2 (dated Wednesday 16/11/2022 17:24)**

**Question 2:** Querriamos solicitar si fuera posible el volumen anual distribuido por producto:

- Aéreo Nacional
- Aéreo Europa
- Aéreo internacional
- Hotel Nacional
- Hotel Internacional
- Apartamentos
- Rent a car
- Visados
- Tren
- Inscripciones

**Answer:** Los volúmenes aproximados por producto son los siguientes:

	<b>Porcentaje</b>
Aéreo Nacional	4%
Aéreo Europa	42%
Aéreo internacional	19%
Hotel Nacional	4%
Hotel Internacional	11%
Apartamento/Rent a car/Visados	1%
Tren	11%
Inscripciones	8%
<b>TOTAL</b>	<b>100%</b>