Barcelona, October 29, 2026

ANSWERS TO QUESTIONS

Procedure: Travel Agency Contract - 01 - PRO673LAD-2026

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 Wednesday 14/10/2026 17:13)

Question 1: *1. Fees for online bookings. Section 4.2.6 of the Terms of Reference states that tenderers are "required to provide capabilities and prices for all operations" through the web-based self-booking channel, while Annex IV (Financial Offer) provides for a single unit price per service. Could you please confirm whether tenderers may quote two unit prices: one for services requested off-line (e-mail and phone) and one for services booked by travellers through the online self-booking tool? If so, please indicate whether the two unit prices should be entered in Annex IV, and how they will be combined for the financial evaluation (for example, using an expected share of online and off-line bookings). The process and the effort needed by the agency differs massively and that is why we propose that there should be 2 unit prices. One online and one offline. Pls for your reply.*

Answer: Tenderers are required to submit their financial offers using the Unit Price version of Annex IV to Part B of the tender dossier, as specified in Section 4.2 of the Instructions to Tenderers.

Tenderers shall quote their prices in accordance with Annex IV and the fee structure specified in Section 4.1, point 8, of the Terms of Reference (ToR). Separate unit prices for online and offline bookings cannot be accepted.

The financial evaluation will be conducted in accordance with Section 12.2 of the Instructions to Tenderers. No separate weighting between online and offline bookings is specified in the published tender document

Question 2: *Financial offer template. The Checklist (C3) refers to the financial offer as "Annex V of Part B", while the Instructions to Tenderers refer to Annex IV. Could you please confirm that Annex IV is the correct template?*

Answer: Yes, Annex IV to Part B of the tender dossier is the correct template for the financial offer

Question 3: *Spanish language. Is the Spanish-language e-mail and phone service described in Section 4.1 of the Terms of Reference a mandatory requirement or a desirable one?*

Answer: The Spanish-language email and telephone services described in Section 4.1 of the ToR are presented as desirable requirements rather than mandatory requirements.

Question 4: *Volumes. Could you share indicative annual volumes, such as the number of air and rail tickets, hotel nights, the share of urgent and out-of-hours requests, and the annual travel spend?*

Answer: The Terms of Reference indicate that the UfMS undertakes approximately 350 business travels or missions per year.

The tender dossier does not establish specific annual quantities for air tickets, rail tickets, hotel nights, urgent or out-of-hours requests, or total annual travel expenditure. These quantities may vary according to operational requirements and the missions authorised by the UfMS.

Question 5: *Expenditure verification. For Section 7.2 of the Terms of Reference, how often is an expenditure verification report expected (with each invoice, quarterly or annually)? Is the provision of EUR 50,000 included within, or in addition to, the maximum contract value of EUR 1,000,000?*

Answer: Section 7.1 of the ToR provides for monthly or quarterly invoicing, reporting and expenditure verification arrangements, to be agreed during the kick-off meeting. The provision of EUR 50,000 is included within the maximum contract value of EUR 1,000,000.

Question 6: *Integration with Bizagi. Are technical specifications available for an API integration between the contractor's systems and the UfMS financial system?*

Answer: Not for the moment.

Question 7: *References under framework contracts. Regarding footnote 11 of the Tender Submission Form (Part D), may tenderers cite a framework contract as one reference, with the total value executed under it, or must each specific contract or order form be listed as a separate reference?*

Answer: As specified in Section C) “Technical Capacity” of the Tender Submission Form (Part D), page 4, footnote 10, for framework contracts, only specific contracts corresponding to assignments implemented under such framework contracts shall be considered.

Question 8: *Travel insurance. Should the contractor purchase individual travel insurance policies per mission as reimbursable items, or does the UfMS hold a group policy?*

Answer: Section 4.1 of the Terms of Reference requires the contractor to offer standard travel insurance coverage for UfMS staff undertaking missions.

The Terms of Reference expressly state that this service may be subcontracted through the purchase of individual travel insurance policies.

Tenderers should therefore describe how they would provide the required coverage for the Secretariat staff going on Mission, at least for Europe and Mediterranean countries including Palestine and Israel.

REQUEST FOR CLARIFICATIONS Nr. 1 (dated Thursday 15/10/2026 12:35)

Question 9: *Payments/invoicing – The standard payment terms under EU directives is 30 days. Moreover, most travel agencies but now pay their suppliers every 14 days. According to the ToR, you have requested a 45 payment term, which is not possible for most TMCs. Would you agree to 30 days?*

Answer: Section 7.3 of the ToR provides that invoices shall be paid via bank transfer within a maximum period of 45 days.

Question 10: *Linked to the above, you also request that invoicing should follow the implementation date logic. Our understanding of this would be that we only invoice UfM for a trip on the return date, rather than the purchasing date (even though the purchasing date is when the TMC will be invoiced and will then pay the supplier). This process would cause a significant cash flow discrepancy and in our opinion is not reasonable. Do you agree to change this clause to invoicing at the purchase date?*

Answer: Section 4.1, point 5, of the Terms of Reference specifies that invoicing must follow the implementation-date principle. In particular, services are to be invoiced in the month in which the travel takes place, based on the return date, rather than the date on which the booking is purchased.

The purpose of this arrangement is to align invoicing with the actual implementation of the mission and the corresponding reporting and expenditure-verification processes.

Question 11: *Section 7.2 – Expenditure verification – please can you explain why this would be necessary? It is a very unusual request and we would like to understand your reasoning for this.*

Answer: The purpose of this requirement is to provide independent verification of expenditure declared by the contractor, including the supporting documentation for reimbursable costs and the amounts claimed under the contract. This helps ensure that expenditure is adequately documented, traceable and consistent with the contractual provisions before payment is authorised.

Question 12: *Do you accept TMC bidders from third countries such as the UK, assuming that the bidder can meet the minimum requirements set out in the tender?*

Answer: Participation is open to natural persons who are nationals of and resident in a Member State of the Union for the Mediterranean, legal persons established in a Member State of the Union for the Mediterranean or in a country or territory authorised under the EC Partnership Agreement financing the contract, and international organisations.

Accordingly, a travel management company established in the United Kingdom is not eligible.