

Questions & Answers - RFP Provision of Travel advisory and Security Services

FM/03/TS/AA/24

Date 29/07/2024

Question n°1	Why are you going through an RFP? How do you see this proposal ?
Answer n°1	The ESM is required to retender services every 4 years based on the ESM procurement policy.
Question n°2	Does your current provider offer all the functionality and requirements listed within this RFP? If not, what are the key gaps for you?
Answer n°2	The ESM's requirements are set out in the tender documents.
Question n°3	What would be key drivers for the ESM to move provider?
Answer n°3	See the Answer 1
Question n°4	If you have access to the providers security experts who have the required experience, why does the account manager need the experience detailed in Annex 1?
Answer n°4	As the Account Manager will be the first point of contact for the ESM Authorised Personnel who will make decisions on behalf of the ESM in the event of an emergency, the Account Manager must have sufficient experience to provide the ESM Authorised Personnel with the best possible support.
Question n°5	The RFP document allows providers to utilize sub-contractors. Can we use an accredited and vetted sub-contractor as long as we provide the description and document requested on page 11 of the RFP document under Involvement of/Reliance on Third Parties?
Answer n°5	Subcontracting is permitted as indicated in the tender documents under section "Involvement of/Reliance on Third Parties" on page 10 of the RFP.
Question n°6	The RFP document references the provider should have an ISO 9001 Certificate or equivalent in place. We have a quality assurance process in place however aren't certified. Is certification a mandatory requirement for this tender?
Answer n°6	Equivalent evidence proving that the Candidate meets the quality standards should be sufficient.
Question n°7	Annex 1 Terms of Reference – where functionality is on our roadmap would this exclude us from participating in the tender? Where we don't meet all the requirements listed in Annex 1, would this exclude us from participating or would you be open to receiving a submission to see our capabilities as long as we outline any deviations or are all requirements in Annex 1 mandatory?
Answer n°7	Please note that Annex 1 includes main requirements to perform services, all providers will be assessed against the eligibility, selection and award criteria established in the RFP.
Question n°8	Are the SLAs and service credits negotiable or mandatory requirement to agreed to?
Answer n°8	As these are contained in the Terms of Reference, they are minimum requirements, therefore the compliance with the SLA is a requirement.
Question n°9	Annex 1, 2.1.2 Travel Tool for Travel Advisory Services – 'The app will provide members of staff with a comprehensive overview of the nearest assistance centres...'. Where it references assistance centres do you mean hospitals and medical providers within our network?

Answer n°9	Yes, these can be hospitals and medical providers, but also doctors, security experts, multilingual coordinators or logistical support staff within the providers' network.
Question n°10	Annex 2 – Subcontractors form. We classify Group Affiliates as sub-contractors. Do we still need to complete a form for an affiliate company?
Answer n°10	The Candidate should complete the information requested on subcontracting arrangements as provided in the annexes of the RFP "3.3. Subcontractor commitment letter.
Question n°11	What Travel Management Company(s)/ travel agency(ies) does ESM currently work with? How many Unique Data Connections (PCCs) does ESM expect to integrate into the traveller tracker tool?
Answer n°11	The ESM currently uses one travel agency, whose bookings should be included in the travel tool. The ESM does not expect to change this approach in the near future.
Question n°12	What is your annual PNR volume?
Answer n°12	The PNR volume for 2023 was around 665.
Question n°13	How many bookings are typically sent via email, outside the standard travel booking process?
Answer n°13	The data necessary to provide this information are not available to the ESM at the present time.
Question n°14	Please can you advise how many assets the ESM have or might like to monitor i.e. offices, facilities.
Answer n°14	The ESM has one headquarter, which is based in Luxembourg.
Question n°15	How many ESM Approved Staff will require access to the Travel Tracking platform as administrators?
Answer n°15	We would need five administrators for the Travel Tracking platform.
Question n°16	Please may you advise total number of medical and security cases and if possible, a breakdown by case type.
Answer n°16	On-demand travel security services have been used for one business trip with 2 travellers in the last 4 years.
Question n°17	Who is your health and travel insurers?
Answer n°17	Henner and AIG