PROCT 86- TRAVEL SERVICES CLARIFICATIONS ON RFP QUESTIONS & ANSWERS

THE FOLLOWING DOCUMENT IS A COMPILATION OF ALL QUESTIONS RECEIVED REGARDING THIS TENDER. EACH QUESTION HAS BEEN GROUPED AND ANSWERED TO ENSURE CLARITY AND TRANSPARENCY. THIS DOCUMENT WILL BE SHARED WITH ALL SUPPLIERS TO PROVIDE EQUAL OPPORTUNITY AND UNDERSTANDING.

1. LOTS

— **Question:** Can we put forward a proposal for part of a lot? Can we submit a tender just for the specific part we can provide? **Answer: Yes correct**

— **Question:** There may be certain areas of some lots that we cannot fulfil. Please can we confirm that it is acceptable for us to bid for those lots but highlight any elements that are outside of our provision. **Answer**: **Yes Correct- Suppliers are not required to cover all sections of a lot; they may bid on the specific parts they are interested in. This approach allows for flexibility and specialisation, ensuring that suppliers can provide their best services in their areas of expertise.**

2. HOTEL SPEND

— **Question:** Could you please clarify if the £325k worth of spend for hotels is for prepaid or billback hotels? **Answer**: **To clarify this is the spend on invoices/credit cards/bill back for all accommodation we have used approximately in the last 18 months. We currently do not prepay for the accommodation.**

3. FLIGHTS

— **Question:** Lot 2 includes Domestic, International, and Passenger Flights. Can you give us your definition of these? **Answer**: **To clarify we mean:**

➢ **Domestic Flights:**

— **These are flights that operate within the same country. For example, a flight from London to Manchester within the UK.**

➢ **International Flights:**

— **These are flights that travel between different countries. For example, a flight from London, UK to Paris, France.**

➢ **Passenger Flights:**

— **These flights are specifically for transporting passengers, as opposed to freight or goods. They include both domestic and international flights.**

— **Question:** We presume that you are looking for an agent that can provide domestic passenger flights and international passenger flights. **Answer**: **Yes correct- as above definitions.**

4.   TRAINS

— **Question:** How many bookings a year would ShelterBox roughly do? **Answer**: **Currently this is not measurable for ShelterBox however the transactions should give a rough indication. This is around 800.**

5.   ONLINE BOOKING TOOL

— **Question:** Do you use an online booking tool or portal for any bookings? If so, what is the online/offline booking split? **Answer**: **ShelterBox do not use a booking tool or portal at present.**

6.   SECTION 4 CLARIFICATION

— **Question:** Where the document states, "Bidders are required to provide complete and comprehensive pricing for all the requirements in Section 4 of this RFP," there doesn't appear to be a marked 'Section 4'. Please can we confirm if this refers to the scenarios on pages 16-19? **Answer**: **Section 4 is marked as "4. BID EREQUIREMENTS" and there is a detailed explanation of what is required as part of the bid.**

7.   TRAVEL POLICY AND PAYMENT PROCESS

— **Question:** Could you please share your current travel policy and more details on your preferred payment process/es? **Answer: We are currently unable to share the full travel policy with suppliers as it is an internal document. However, we will be revising this policy following the completion of our travel services tender. Regarding financial requirements, we do not have specific requirements at this time. We are open to discussing payment processes and determining the best way to proceed in the future.**

8.   FINANCIAL COST/RATE CARD

— **Question:** A detailed breakdown of costs, including any additional fees. Note: All costs should be inclusive of VAT, as we cannot recover VAT, and it represents a genuine cost to us. If the services are provided from outside the UK, please ensure this is clearly stated, as we may need to apply reverse charges. We understand that there is not any service fees table and we will have to create this table on our own. Can you please confirm that our understanding is correct? **Answer: Yes, please do provide the financial fees in your own way – table would be preferable.**

SCENARIOS

9. SCENARIO 4 – TRURO

— **Question:** Where are the 55 UK remote workers coming from? Are they all travelling together?

Answer: **The 55 UK remote workers are located across various regions in the UK, for example cities such as Plymouth, Leeds, and Manchester. They will not all be travelling together. However, the specific locations and travel arrangements are open to interpretation. Please provide the best answer based on your understanding and capabilities.**

— **Question:** Where is the US member coming from? Are they located close to the office at 101 Innovation Place, Santa Barbara, CA 93108?

Answer: **Yes, the US member is located near the office at 101 Innovation Place, Santa Barbara, CA 93108. However, the exact details are open to interpretation, so please provide the best answer based on your understanding.**

— **Question:** Same question for the Philippine member, do they live nearby to the SB office?

Answer: **Yes, the Philippine member lives near the ShelterBox office (Park Centrale, Jose Maria del Mar St, Cebu City, 6000 Cebu, Philippines). As with the other members, the specific details are open to interpretation. Please provide the best answer based on your understanding.**

10. SCENARIO 2 – SINGAPORE

— **Question:** 1 person coming from SB Australia - which airport will they be flying from?

Answer: **Yes, the Australian member lives near the ShelterBox office (Unit 25/1 Maitland Pl, Norwest NSW 2153, Australia). As with the other members, the specific details are open to interpretation. Please provide the best answer based on your understanding.**

— **Question:** Same question for 1 person coming from the Philippines. Do they live nearby to the ShelterBox office?

Answer: **Yes, the Philippine member lives near the ShelterBox office (Park Centrale, Jose Maria del Mar St, Cebu City, 6000 Cebu, Philippines). As with the other members, the specific details are open to interpretation. Please provide the best answer based on your understanding.**