



Organization for Security and Co-operation in Europe

Request for Proposal No. RFP/SEC/20/2018

Provision of Travel Management Services for the OSCE

Questions and Answers -Batch 1

In accordance with the RFP document article 22, please find below the clarifications on the RFP document.

Questions and Answers

Question 1 - The bidder(s) requested clarification on following:

- i) Annex C/ Annex D - you mention in Annex C simultaneous use of Cytric and Travelgoo but in Annex D, point 2.k you mention that the TMC has to provide either. Will the TMS have to provide both or one of the two OBT solutions?
- ii) Annex D – in point 2. n you mentioned that TMS has to be technically prepared to accommodate OSCE (Travelgoo) and OSCE Travel Management tool (Notilius). Can you please clarify your position on OBTs? Can you also provide technical requirements for Notilius? Is there any development on the part of TMC part needed?

Answer 1 - From Q1 2019, the OSCE will roll-out the electronic travel solution to all executive structures gradually. For this reason, the TMC shall offer either Cytric or Travelgoo to all executive structures until they migrate to Travelgoo. For those which have already migrated, only Travelgoo is required.

Notilius provided by DIMO Software <https://www.dimosoftware.fr/> will be used for the communication with the TMC for offline bookings. The Amadeus connector will be used for connection.

Question 2 - Annex D – you are requesting CV of Agents. Should we submit CVs of all the agents from all the countries that may be in contact with OSCE or lead agents only (2-3 per country)?

Answer 2 – As specified in the RFP document, the OSCE request is provide the service from a single BTC. For this reason, only CVs from the dedicated team based in the BTC are required. Local offices will be used only if a requested ticket is not available on the BTC market but is available locally.