

Request for clarification and reply

1. In Annex D, OMIS Reservation and Cancellation Policy for hotels with up to 100 rooms in the section of cancellation policy for accommodation services, the cancellation of individual bookings is defined. I would kindly ask you to define what is considered as an individual reservation and how many rooms is it possible to book at the same time as per the given cancellation of the individual bookings.

Reply: Individual accommodation is for a group of 1-10 participants.

2. In Annex D, OMIS Reservation and Cancellation Policy for hotels with up to 100 rooms in the section in the part referred to the reservation and cancellation of conference venue it is given that the Contractor can cancel the reservation the latest 10 (ten) days before the event date. Please confirm that that this refers to the hotel and that the hotel has the right to cancel the reservation 10 days before the event date.

Reply: Cancellation by the Contractor/Hotel shall be at least 10 (ten) days prior to the event.

3. Please send us the payment policy that will be applied

Reply: 30 days net

4. I would kindly ask you to send us the example of Purchase Order – PO and PO Amendment based on which all the bookings will be made and confirmed as given in the annex D.

Reply: Sample of PO is attached

5. In the annex C, the pricing format the number of rooms and rates per each type should be given. Which room type should we have in mind while filling up the data for two persons? Double or Twin rooms?

Reply: For double room please send us offer for Twin rooms (separate beds for two persons).

6. In the annex C, in the rate and quantity chart the OSCE discount should be indicated. Should the following rates per room and service type be given with or without of the indicated discount? Is it necessary to indicate the discount for the regular price (last column of the chart) in case the hotel has no plans for the promotions that might reduce the hotel rates below the OSCE rates?

Reply: In Annex C please indicate offered discount (please indicate in %). Prices offered to OSCE have to be with included discount. It is not necessary to indicate discount for the regular price (last column of the chart) in case the hotel does not plan the promotions that might reduce the hotel rates below the OSCE rates. Please underline this note in the column mentioned.

7. In the annex C, in the pricing format HB/per day (bed and breakfast) should be indicated. Should the requested meal rates be expressed based on the buffet or set menu meals in this column? Please confirm the all the services that should be included in the indicated HB/per day rates? Room night, breakfast and dinner?

Reply: HB (half board) means accommodation+breakfast+dinner. Please give us offer for half board buffet style where it is possible (depending on the number of people).

8. In the annex C, in the chart the FB service with different menus (buffet or set-up) should be indicated. Please confirm all the services that should be included in these sections. Room night, breakfast, lunch and dinner?

Reply: FB (full board) means accommodation+breakfast+lunch+dinner.

9. In which currency should the city tax be indicated in the pricing chart in the Annex C?

Reply: City tax can be indicated in RSD or Euro.

- 10.** In the Covering letter it is indicated that among other additional documents “Descriptive summary of the company’s professional capacity and experience, including a list of services relevant to the subject of this solicitation that were provided to other clients (reference list)” should be submitted. Please clarify what should the requested summary exactly consist of and which are the services/clients that can be considered relevant for the matter.

Reply: Descriptive summary of the company’s professional capacity and experience, including a list of services relevant to the subject of this solicitation that were provided to other clients (reference list) means: detail description of hotel (number of rooms, number of conference rooms, number of conference rooms with day light and without day light....), location, experience (provided accommodation and conference services to other VIP clients similar to OSCE).

- 11.** In accordance with your REQUEST FOR PROPOSAL // RE RFP SER 02 2019 Provision of Accommodation and Conference Services in Serbia for the OSCE Mission as we can prepare and complete proposal please inform us about next two questions:
What is annual volume of business that you plan for our hotel (expressed in dinars)?
What is annual volume of business that you are willing to guarantee?

Reply: OSCE Mission to Serbia cannot guarantee or plan in advance any annual volume of business.

- 12.** If hotel provides discount in column E, do we enter the prices with calculated discount in all other fields?

Reply: If you provide us with a discount in column E (Annex C), please enter the prices with calculated discount in all other fields.

- 13.** Is the discount in column S mandatory?

Reply: 2. If you are not willing to provide us with additional discount in column S (Annex C) you can enter 0%