

Q&A ON OC-0001-IS RFP FLIGHT TICKET SERVICES - 10 OCT 2025 17:00HRS CET

Nr.	Questions	Answers
1	1. Where are most of your travellers/travel bookers located?	Travellers - Many out of and to Switzerland and in our 35+ countries Travel bookers – Switzerland and our 35+ countries
2	2. Would you like manager approval for all travel? Or is approval required for specific circumstances only, such as travel over €400 or business class travel? Do you currently have any internal approval processes before proceeding to book travel?	Approval procedures are a requirement. We have an internal approval process in Switzerland and in the countries done manually. We are looking for digital solution.
3	3. Other Services' Requirement 1. Helvetas to be able to do spot checks (manual or online) for already booked flight tickets, confirming the airline charges for the selected ticket. For example, verification of airline charges (booked via Galileo, Amadeus, etc.) for a flight ticket from the previous day, week, or month. Please can you clarify what this means?	We need to have a possibility to ask for evidence. For example, for a flight ticket booked/paid in the past, you should be able to provide evidence on the airline charges + agency fees + etc. equal to the flight ticket total amount paid.
4	4. Other Services' Requirement 2. The travel agency online platform has the possibility of integration with Helvetas internal system. Please can you provide more details on the system you use?	We need a possibility to allocate costs to our cost objects (cost centers and projects). ERP in use are Abacus and Banana and tailormade software for expenses.
5	5. Are you able to share a breakdown of how many flights are intercontinental vs intra-Europe?	Not available. Educated guess: Intercontinental flights prevail over European flights
6	6. What was your travel spend in 2024?	Rough estimate is over 1.3 mil CHF
7	7. Travel agents are required to pay suppliers within 14 days. Could you please confirm whether Helvetas would accept standard payment terms of 14 days?	Ok, 14 days after reception of invoice up to 30 days depending on the country where Helvetas operates
8	1. To what entity does Helvetas require the invoices to be raised against? In-country entity for the markets where travel is booked or centrally into Helvetas HQ in Switzerland?	Centrally at HO.
9	2. From which locations will travel be booked? In-country or centrally via Helvetas HQ in Switzerland?	In country

10	3. The RFP requests a payment term of 30 days maximum. We cannot entertain a 30 days payment term, will Helvetas consider a max 14 days payment term?	Basically yes. Procedures need to be adapted adequately
11	4. Helvetas states a unilateral right to terminate the contract without incurring any legal obligation. All our customer contracts include a termination clause with the pre-set termination period, will that be agreeable to Helvetas?	ok
12	5. We confirm we will not make any false declarations, but we cannot accept a penalty scheme in the RFP stage as requested. Will Helvetas accept omitting this clause in the negotiation stage?	ok
13	6. Can you share a breakdown of number of tickets and travel-volume per country involved if other than Switzerland?	The estimated total amount in Switzerland and in the countries is 2000 tickets. Roughly 50/50 between Switzerland and the countries. We don't have specific country breakdown.
14	7. Our pricing model is based on transactional charges per service provided. Will Helvetas accept a pricing model in the Direct ATP format as a supporting document to the RFP pricing? All shared fees will be chargeable as relevant.	We are unsure what direct ATP format is. All factors should be considered and included in the Fee per ticket.
15	8. Is Helvetas currently working with an Online Booking Tool? If yes, which one and what are your experiences?	Galileo + platform of current service provider for flights not available on Galileo
16	9. Does Helvetas currently have a Duty of Care program in place and/or a contract with a 3rd party Duty of Care supplier such as International SOS?	Yes
17	1. It is mentioned that "The travel agency online platform has the possibility of integration with Helvetas internal system". Can Helvetas advise the function of this system (e.g ERP, Expense Management, HR) and the technology provider (Microsoft Dynamics, SAP, etc) ?	We need a possibility to allocate cost to our costobjects (costcenters and projects). ERP in use are Abacus and Banana and tailormade software for expenses.
18	2. Can Helvetas advise whether this internal system integration will definitely occur, or is it merely an option being considered? If definite, would Helvetas prefer travel agencies to include IT development costs in the fees submitted?	A requirement for efficiency reasons. IT development cost separate from Travel fees
19	3. Although the tender specifies flight tickets, is it conceivable that other services such as accommodation, rail, car hire, visa management and travel insurance could be required?	Absolutely welcome, including eSIMs and other services. You can provide the details of other services but there is no need to provide the financial offer for this. The format of financial offer form provided with the RFP should be un-touched.
20	<p>Note: In the RFP it is mentioned that the Fees should include VAT. Correction: flight ticket services are exempt from VAT. Therefore, all interested bidders should provide their fees without VAT.</p>	