
Q&A 2 - RFP for the Provision of Travel Management Services
PRC0003600

Q1. The RFP provides an overview of the current travel activity and estimated transaction volumes. As the contract is intended to run for five years, could you please share your expectations regarding the future evolution of the travel programme of the ESM? In particular, does the ESM anticipate any significant changes in travel demand, organisational growth, or initiatives that may materially increase or reduce business travel during the contract term? If so, could the ESM provide an indicative range of expected transaction volumes over the contract period?	Please refer to the answer provided to Question 12 in Q&A Document No. 1. For the avoidance of doubt, the same answer applies to this question
Q2. The RFP also outlines the current online adoption rate. Could you please clarify the objectives of the ESM regarding online booking throughout the contract period? Has the ESM defined a target adoption level, and does the ESM intend to further increase online adoption through change management initiatives, traveller communication or potential updates to the Travel Policy and Online Booking Tool usage guidelines?	The current online booking adoption is 54% of eligible trips and 25% of total trips, and no specific target online adoption rate for the duration of the contract has been defined. At this stage, the ESM continuously promotes the use of the Online Booking Tool (OBT) for all bookings that are eligible for online processing and will continue its efforts to maintain a high level of online adoption through traveller communication, guidance and appropriate booking practices. However, offline bookings are expected to remain the primary booking channel. This is mainly due to the nature of the ESM's travel requirements, as not all travel arrangements are suitable for online booking. Complex itineraries, indirect routings, multi-leg trips and other non-standard travel arrangements often require offline assistance and therefore do not qualify for OBT usage.

Q3. With regard to the Executive Travel Team and the 24/7 emergency service, could you please clarify whether the ESM expects the same daytime consultants to also provide the out-of-hours service through on-call duty shifts?	As specified in the Terms of Reference, the 24/7 service is intended to provide support outside the ESM's usual working hours when the ESM Service Delivery Team is not available. The ESM does not require that the daytime agents assigned to the ESM also provide the out-of-hours service. The ESM expects the 24/7 service to operate as a dedicated and professional service capable of handling travel emergencies and urgent requests outside business hours. The service may be provided directly by the Travel Management Company or through a specialised third-party provider. Regardless of the delivery model adopted, Candidates are expected to ensure that the 24/7 service is supported by appropriately qualified resources, processes and operational arrangements to provide timely and effective assistance at all times. The key requirement is the availability of a genuine round-the-clock service and not reliance on ad hoc contact with regular daytime consultants outside their normal working hours.
Q4. Could you please confirm whether the Commercial Response (Annex 4 & 7) is the only pricing/commercial document to be submitted, or whether the ESM expects any additional commercial explanations or supporting documentation alongside the completed Excel template? Could you also confirm whether the ESM allows assumptions or clarifying comments to be documented within or alongside the Excel template, or whether the template must be submitted strictly unmodified?	The Commercial Response (Annex 4) and the Mandatory Response Template (Annex 7) are the only commercial response documents required under the RFP. Candidates are not required to submit any additional pricing schedules or commercial documents. Where necessary, candidates may provide explanatory notes or comments relating to their financial proposal in the dedicated Financial Notes worksheet included in Annex 4. Candidates should ensure that all required pricing information is entered in the designated fields of the Commercial Response

	template and should not alter the structure of the template.
Q5. In the Request for Proposal, Section 5.10 (Transfer of Undertakings), the ESM states: “The Candidates acknowledge and accept the possibility that if they are awarded the Contract, the Contract may in some cases trigger the application of the relevant provisions of Luxembourg law or of a collective labour agreement regarding transfers of undertakings, in particular, but not limited to, Articles L.127- 1 to L.127-6 of the Luxembourg Labour Code as amended from time to time (collectively the “Regulations”). Consequently, the Candidates acknowledge and accept the possibility that if they are awarded a Contract the staff employed by the existing service provider performing the services to the ESM (the “Employees”) may, if necessary, be taken over and/or transferred automatically, by the virtue of the Regulations.” Could you please elaborate on this requirement regarding number of staff, salaries, staff nationalities, location, and any other information that BCD Travel should be aware of?	Please refer to the answer provided to Question 25 in Q&A Document No. 1. For the avoidance of doubt, the same answer applies to this question.
Q6. In Annex 1 (Terms of Reference) of the Request for Proposal, Section 2.3.1 (General Scope of Services), point (i), the ESM states: “Promptly and professionally respond with the required information / travel options to all ESM travel requesters’ offline queries/requests (either via email, telephone, booking request form) no later than 2 hours from time of receipt of ESM’s query/request, and interact with ESM staff to seek clarity and discuss travel options as may be appropriate.”	As also specified in section 2.3.1 point (i), “Should the necessary research into the ESM travel request be expected to exceed 2 hours, it is the Agent’s responsibility to agree an alternative acceptable timeframe with the ESM travel booker.” Candidates may also choose to propose alternative service levels for response times in their submission.

Could you please confirm whether this is a strict requirement, as this is not mark conform?	
Q7. In Annex 1 (Terms of Reference) of the Request for Proposal, Section 2.4 (Online Booking Tool), the ESM states: “The ESM desires for the Service Provider to check all online air bookings made by ESM staff to identify if the best possible travel options and fares have been selected, and if any better travel options or fares/rates within the ESM Travel Policy parameters are identified, the Agents will directly contact and offer them to the ESM Traveller/booker – with these alternative options being recorded in the Service Provider’s reporting. This requirement may be removed over time, dependent on results.” This means that all online transactions must be checked manually. The question arises whether this is truly the desired approach or if the matter can be resolved using automated processes?	There is currently a requirement for all online bookings to be checked manually. For clarification, it is understood that this may be reflected in any pricing proposal. As stated in Section 2.4, “This requirement may be removed over time, dependent on results.” The ESM would expect to work with the selected provider to monitor online bookings and provide assurance that this requirement to check manually could be removed in the future, without adversely affecting that traveller options selected. Candidates may also propose alternative solutions, including semi-automated verification processes, provided that these solutions are demonstrably reliable and maintain the required level of control and accuracy.
Q8. Due to the summer holiday period and reduced resource availability, would ESM consider extending the clarification period and proposal submission deadline?	To provide interested candidates with additional time to prepare their proposals, ESM has decided to extend both the clarification period and the proposal submission deadline by two weeks. The deadline for submitting clarification requests has therefore been extended from 15 July 2026 at 11:00 (Luxembourg time) to 29 July 2026 at 11:00 (Luxembourg time), while the proposal submission deadline has been extended from 24 July 2026 at 11:00 (Luxembourg time) to 7 August 2026 at 11:00 (Luxembourg time). Candidates are kindly requested to refer to the revised Request for Proposal and the updated procurement timeline inside the document at pages 5 and 6 published through the official ESM procurement channels.