
Q&A 3 - RFP for the Provision of Travel Management Services
PRC0003600

Q1. Are you currently utilising specialist NGO airfares which ESM qualify for based on the work you do?	No, ESM does not currently use specialist NGO airfares.
Q2. How do you currently manage trips with a personal element? Is this just offline?	All trips containing a personal element are currently managed offline. Candidates are referred to Section 2.3.2 of the Terms of Reference for further information on the requirements relating to such trips, including the provision of comparative quotes, the recording of any price differential, and the related reporting requirements. Candidates are invited to describe how their proposed solution supports the management and reporting of such arrangements, in line with the relevant Technical Award Criteria of the RFP.
Q3. Who is your third-party risk provider?	Information regarding ESM's current suppliers and contractual arrangements is not disclosed as part of this procurement procedure. However, the third-party risk provider is a well-established supplier in this field.
Q4. Penalties - we propose that the measurement for SLAs is not 100% as this leaves no room for very complex trips or service error - are you open to negotiating a different metric in the interest of a strong and healthy contract relationship? For example 85%?	The KPI achievement levels and associated performance management framework reflect ESM's service expectations for the delivery of this business-critical service. As indicated in Annex 7, bidders are invited to provide their agreement or feedback on the terms of the Service Level Agreement as part of their proposal.