

Q1: The agreement will be signed for a period of 2 years with a possible 2 year extension, based on the same work scope and price. Do we understand correctly the service fees can be indexed after the initial period of 2 years? Are parties required to suggest their best suited index benchmark?

A1: InnoEnergy can agree on an Inflation index correction (linked to the country of POS) after the initial period. Please indicate though upfront in the offer if any price will be indexed or adjusted after the initial 2 year period. If so, please indicate upfront what the new price would be for the 2nd 2 year period, so that we can make a fair comparison with the other offers.

Q2: In the document, it is described that InnoEnergy does not wish to use a Credit-/Lodgecard. What is the reason why you explicitly do not want to use this solution?

A2: This is a key decision criterion for the selection. This gives a lot of extra reconciliation efforts, and therefore we prefer not to use Credit/Lodgecard.

Q3: A payment term of 30 days is very unusual in the business travel industry, as we also need to pay our suppliers within 7 days. Is there a possibility to reduce the payment term to a period of 7 days?

A3: There is a very high preference to stick to the standard InnoEnergy 30 days NET. Please offer the Payment Terms that still would be accepted by your company.

Q4: Can you explain what support is needed for the Event Manager and what the 3-6 events per year look like in terms of participants, location, duration of the event and needs (accommodation, meeting facilities, social program etc.)

A4: Various events, biggest one is the TBB (2.000 participants), Master School Connect (300 participants), Company days (200 participants), and some small others. These are to be organized in Europe and mostly for a 2-4 days duration. All kind of event support needed like finding suitable venue (meeting rooms/exhibition) and accommodation (hotels).

Q5: The contracted supplier will start with a pilot in one co-location. Will the pilot be in The Netherlands or can the contracted supplier choose in which co-location it wishes to start?

A5: Still to be defined, whereas InnoEnergy will select the country/location. Highly depending on the number of employees, events to be organized, travel profile of the to be selected location.

Q6: In the evaluation of price, you describe a lowest offered expert unit price. In our industry, different service fees apply to different services. Could you specify which service fees you will compare as the expert unit price and to what extent?

A6: Please provide the different key Pricing schemes for the different services provided, in order to have a full overview and fair comparison.

Q7: In the requirements list, it is indicated that an online booking tool will be used. Could you specify which online booking tool is currently being used and whether it is experienced as pleasant?

A7: We cannot disclose this information.

Q8: In this requirement, it is stated that assistance is needed for travelers going outside the EU. Would it be sufficient for InnoEnergy if we provide a link to CIBT where it is clearly shown what documentation and vaccinations are required for the destination?

A8: Besides the documentation and vaccinations link to CIBT or similar companies. InnoEnergy would like to understand what the local support would be that you can offer. Support and guidance for a wide range of situations that can arise during travel, including medical emergencies, lost or stolen items, transportation and accommodation issues, and more.

Q9: Please can you explain what is meant with POS structure and what InnoEnergy expects from this?

A9: POS = Point Of Sales. In which countries in the EU / US do you have offices and from which locations could you invoice our co-locations in Europe? What kind of other services are provided in the different countries and offices.

Q10: In this requirement, it is stated that one invoice per location must be provided per month. To maintain a clear overview, we send one invoice per trip (if a flight/hotel and car are booked in one trip, it will be one invoice). Does InnoEnergy agree with this approach?

A10: InnoEnergy would like though to have 1 invoice per time period per co-location

Q12: Is there any travel statistics per country? Products? Number of trips booked?

A12: We have the spent overview per country, as shared in the RFP. We do not have further details on products or number of trips booked.

Q13: Approximate number of travelers per country?

A13: Belgium: 11, France: 14, Germany: 13, Poland: 28, Spain: 35, Sweden: 28, The Netherlands: 38, USA: 18. Be aware though that a number of students also travel through InnoEnergy. Exact numbers are unknown, but an approximate 100-150 students can be taken as a reference number.