

**Supporting the USA Roadshow of USAID Developing Sustainable Tourism
RFP#: BiH Turizam-HO-005
Questions and Answers**

May 17, 2024

Question 1: How many suppliers/tour operators can be expected to join? How many DMCs would join? Will there be any other stakeholders joining?

USAID Turizam’s Response: The BiH delegation will consist of 10 BiH DMCs and only they will have the B2B meetings with US counterparts. Additionally, the delegation is expected to include up to seven representatives of partner organizations.

Question 2: Will hotel rooms in LA and NY be needed for the supplier/DMC/stakeholder attendees? If so, which nights? Note this could be used to negotiate lower room and venue rates with hotels.

USAID Turizam’s Response: Hotel rooms will be needed for the entire delegation; however, each participant will pay for their hotel accommodation. Please note that the suggested hotels in NY and LA should not exceed the maximum U.S. General Services Administration (GSA) per diem rates for the respective locations. Please see the table below for details:

USA ROADSHOW PLAN			
Date	Day of the Week	Location	Overnight
4-Oct-24	Friday	Sarajevo - Istanbul - New York	Arrival in New York
5-Oct-24	Saturday	New York	New York
6-Oct-24	Sunday	New York	New York
7-Oct-24	Monday	New York (event)	New York
8-Oct-24	Tuesday	New York - Los Angeles	Los Angeles
9-Oct-24	Wednesday	Los Angeles	Los Angeles
10-Oct-24	Thursday	Los Angeles (event)	Los Angeles
11-Oct-24	Friday	Los Angeles	Los Angeles
12-Oct-24	Saturday	Los Angeles - Istanbul - Sarajevo	Departure to Sarajevo

Question 3: Is there a budget range established for this project?

USAID Turizam’s Response: We have allocated funds for the necessary components of this procurement. We aim for practical and cost-effective solutions and are not seeking high-end venues for the events.

Question 4: "All-inclusive fixed price". Does this mean agency fees only? Or agency fees and hard costs?

USAID Turizam's Response: The term "All-inclusive fixed price" refers to agency fees only. Hard costs will be shared between USAID Turizam and its partners and will be paid directly to the final selected vendors (such as the hotels and AV companies), not the offeror.

Question 5: Are you looking for venue recommendations as part of the RFP process?

USAID Turizam's Response: Venue recommendations are not required as part of the RFP process.

Question 6: Is there an opportunity to discuss payment terms?

USAID Turizam's Response: This will be a Firm Fixed-Price subcontract, and payments will be made upon successful completion of negotiated deliverables. We do not anticipate paying advances; however, upon award of a contract, we would negotiate a deliverable schedule and price structure in a way that is mutually accepted by USAID Turizam and the final selected offeror.

Question 7: Two companies will form a partnership—one based in the UK and another in the US. The US one will be a team leader because we assumed it would be easier to comply with the USAID requirements and regulations. Since the US company is owned and run by one person/employee, we suppose it is not required to pay for Worker's Compensation. Is Comprehensive General Liability Each Occurrence Combined Single Limit for Personal Injury and/or Property Damage sufficient insurance for the project? If so, we would secure it exclusively for the length of this project.

USAID Turizam's Response: Comprehensive General Liability Each Occurrence Combined Single Limit for Personal Injury and/or Property Damage in this instance would be sufficient.

Question 8: The 3-year time limit on project references is challenging for us to comply with entirely, as one-half of the partnership was out of the workplace environment due to having a new baby. We feel that this clause discriminates unfairly and should be removed. Can this be looked into, please?

USAID Turizam's Response: This requirement is part of Turizam's standard procurement procedures. It is intended to demonstrate the potential offeror's experience with similar work. We believe it does not unfairly discriminate against the potential offerors, as this is required from all offerors under this procurement.

Question 9: Section II.1—inbound business to BiH. Is there a breakdown of the 1.2 million arrivals, e.g., how much is business and how much is leisure? How much of this leisure business is cross-border and being handled by inbound operators outside the borders of BiH?

USAID Turizam's Response: Statistics on arrivals and nights to BiH can be found on the website of the Agency of Statistics of Bosnia and Herzegovina at <https://bhas.gov.ba/Calendar/Category/19> . The only breakdown that exists is in the country of

arrival. It is worth noting that regional operators do bring significant business to Bosnia and Herzegovina, indicating a substantial portion of cross-border leisure traffic that is facilitated by inbound operators located outside our borders, especially from Croatia.

Question 10: II.2 e. Can you clarify this please 'Travel Associations: Members of professional associations related to the travel industry, such as the American Society of Travel Agents (ASTA) or the United States Tour Operators Association (USTOA) can provide credibility and networking opportunities. The membership is made up of companies, not individuals, who would be invited as they fall into the earlier listed categories. Are you requesting that the association's executive attend?

USAID Turizam's Response: We request that the USTOA and ASTA executives be invited to the event. The offerors should send these invitations directly to the appropriate executive members of each association. The final decision to attend rests with the invited executives and will not be the offeror's responsibility.

Question 11: 11.2 h. Educational Travel Planners – the challenge we have had recently in getting BiH included in educational programs is that many companies consider it unsafe based on the Level 2 current travel advisory 'Exercise increased caution in Bosnia and Herzegovina due to terrorism and land mines. Country Summary: Terrorist groups continue plotting possible attacks in Bosnia and Herzegovina. Terrorists may attack with little or no warning, targeting tourist locations, transportation hubs, markets/shopping malls, local government facilities, hotels, clubs, restaurants, places of worship, parks, major sporting and cultural events, educational institutions, airports, and other public areas.' Is USAID aware of any plans to challenge the current status of the advisory?

USAID Turizam's Response: We are aware of this advisory. This is exactly why we want these companies to attend these events, so that we can address these perceptions and show them that Bosnia and Herzegovina is a vibrant and safe destination.