

**GUAM REPRESENTATION SERVICES IN TAIWAN
GVB RFP 2021-006**

GVB RESPONSE TO QUESTIONS

GVB official response to questions posed by 5:00 p.m. on Friday, May 28, 2021:

1. II. DEMONSTRATED SUCCESS AND EXPERTISE THROUGH PAST PERFORMANCE (p.26)

B. Experience of the Agency (5 POINTS)

ii. The agency shall provide the following information, as a minimum, which describes the relevant experience of the Offeror:

c. The Offeror shall provide three (3) customer reference listings and related contact information of customers who have used, or are currently using, Offeror's services in the area of tourism marketing.

For each reference include the following information:

Are we only allowed to provide customer reference listings from who belongs to the travel industry?

GVB Response: Yes, customer references should be related to services provided in the area of tourism marketing.

2. IV. BUDGET PLANNING AND PROJECT EXECUTION (p.29)

B. Accounting System

Please define actual expenditures "for this contract", "of change orders and modification", etc, and demonstrate how exactly the financial document should look like, except for the Annual and Monthly Expenditure Plan Worksheet.

GVB Response: For this section, we would like to ensure that the Offeror can demonstrate properly documenting actual expenditures and other change order or modifications based on the budget allotted.

3. V. Account Administration and Overhead & VI. Metrics & Reporting (p.42-45)

Do we provide reports that GVB Taiwan has submitted before, or do we simply write down "Veda understands and will comply"?

GVB Response: The Offeror can state full understanding and will adhere to the requirements.

4. VIII. Budget Planning and Project Execution (p.45)

"The offeror shall include an annual and monthly 2021 expenditure plan based on the requirements listed in the Sales & marketing Plan."

Does the RFP mean to say 2022 expenditure plan instead of 2021?

GVB Response: Yes, it should be 2022. Additionally, Appendix A-6 is based on fiscal year 2022.

5. Appendix A-4 (p.57)

As we are 3 months away from FY2022, based on the current pandemic situation, the recent uptick of confirmed cases and lack of vaccines in Taiwan. Do we draft our Group/MICE SMP based on the actual situation with COVID-19 pandemic, or do we plan with an ideal travel environment? If we do draft based on the ideal situation, what specifics should we take into consideration?

GVB Response: The Group/MICE SMP should be drafted under the assumption that Taiwan has the COVID-19 situation under control and vaccination underway.

6. Appendix C. PAST PERFORMANCE QUESTIONNAIRE (p.81)

Can we invite GVB existing or ex personnel, who we have worked before to fill out the questionnaire?

GVB Response: Current or previous GVB personnel cannot fill out the Past Performance Questionnaire on behalf of the Offeror.

7. Is this only limited to three (3) customer reference listings or we can provide more?

GVB Response: The RFP only requires three (3) customer references.

8. Whoever is listed in the customer reference listings are they required to complete the Past Performance Questionnaire (PPQ) and submit it directly to GVB?

GVB Response: The list of customer references can be different from those who fill out the Past Performance Questionnaire.

9. In terms of retainer and contractual fees, under which category should we list in the 2021 Annual and Monthly Budget and Expenditure Plan in APPENDIX A-6?

GVB Response: Please refer to Appendix A-6 section 3a (page 70).

10. For wages for our staff that will be undertaking the Guam Visitors Bureau account, under which category should we list in the 2021 Annual and Monthly Budget and Expenditure Plan in APPENDIX A-6?

GVB Response: Please refer to Appendix A-6 section 3a (page 70).



CARL T. C. GUTIERREZ
President and CEO

** NOTHING FOLLOWS **