

Questions & Answers to IMS Travel services tender

Q: In relation to IMS' General Conditions for Service Contracts, specifically articles XVII and XVIII, what is IMS stance on the supplier complying with the laws of its country of domicile?

A: Although not explicitly stated in the General Conditions, IMS expects its suppliers to comply with applicable laws in its country of domicile. In the event of a dispute that is not possible to settle amicably, Danish law will be applied.

Q: Regarding the attached General Conditions, we do not sign customer agreements. Instead, we offer our standardized Order Form, which incorporates the necessary terms of use. Will this render us ineligible to bid for the tender or can IMS accept signing a vendor's standard agreement?

A: Although the Request for Tender document states that a bidder accepts IMS general conditions for Contracts by participating in the tender, it also states that the attached specific conditions are in draft format and will be agreed upon in dialogue between IMS and the winning bidder. This also entails the possibility to use a vendor's order form, standard agreement, or equivalent.

Q: Are you able to sign a Non-Disclosure Agreement which we require to be able to bid for the tender?

A: If required, IMS can sign an NDA from a potential bidder. Please note that prior to signing it, the NDA will be subject to a legal assessment and IMS reserves the right not to sign the NDA.

IMS, 04/04/2024