



**American Embassy Kabul, Afghanistan**  
General Services Procurement Office  
Great Massoud Road,  
E-Mail:  
Offers: [KabulGSOBids@state.gov](mailto:KabulGSOBids@state.gov)

April 19, 2012

**Subject:** Solicitation No. SAF200-12-R-0020 –Travel Management Services

To: Potential Offerors:

The Embassy of the United States of America is hereby submitting Amendment A003 to Solicitation Number SAF-12-R-0020, dated March 11, 2012.

The Government is providing answers to the questions received.

The solicitation submittal date is remains unchanged at 17: 00 Hours on May 15, 2012.

The complete proposal shall be submitted via e-mail to [KabulGSOBids@state.gov](mailto:KabulGSOBids@state.gov); no later than May 15, 2012 at 17:00 Hours

Please identify your proposal with the subject: Solicitation Number RFP # SAF20012R0020, Travel Management Services and for GSO Contract specialist (LIK).

Sincerely,

A handwritten signature in blue ink that reads "Brian Kressin".

Brian Kressin  
Contracting Officer

**AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT**

1. CONTRACT ID CODE PAGE OF PAGES

2. AMENDMENT/MODIFICATION NO. A003 3. EFFECTIVE DATE 04-05-2012 4. REQUISITION/PURCHASE REQ. NO. 5. PROJECT NO. (If applicable)

6. ISSUED BY CODE U.S. Embassy Kabul Great Massoud Road, Kabul, Afghanistan 7. ADMINISTERED BY (If other than Item 6) CODE

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) To All Prospective Offerors. (X) 9A. AMENDMENT OF SOLICITATION NO. SAF200-12-R-0020 9B. DATED (SEE ITEM 11) 03-11-2012 10A. MODIFICATION OF CONTRACT/ORDER NO. 10B. DATED (SEE ITEM 13) CODE FACILITY CODE

**11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS**

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers  is extended,  is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing items 8 and 15, and returning 1 copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment your desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

**13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.**

CHECK ONE A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A. B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b). C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: D. OTHER (Specify type of modification and authority)

**E. IMPORTANT:** Contractor  is not,  is required to sign this document and return 1 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.) The purpose of this amendment is to provide answers to the questions received.

Contractors shall acknowledge all amendments with their final offer.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) 16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Brian Kressin, Contracting Officer 15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign) 15C. DATE SIGNED 16B. UNITED STATES OF AMERICA (Signature of Contracting Officer) 16C. DATE SIGNED 4/19/2012

**INSTRUCTIONS**

Instructions for items other than those that are self-explanatory, are as follows:

(a) **Item 1 (Contract ID Code).** Insert the contract type identification code that appears in the title block of the contract being modified.

(b) **Item 3 (Effective date).**

- (1) For a solicitation amendment, change order, or administrative change, the effective date shall be the issue date of the amendment, change order, or administrative change.
- (2) For a supplemental agreement, the effective date shall be the date agreed to by the contracting parties.
- (3) For a modification issued as an initial or confirming notice of termination for the convenience of the Government, the effective date and the modification number of the confirming notice shall be the same as the effective date and modification number of the initial notice.
- (4) For a modification converting a termination for default to a termination for the convenience of the Government, the effective date shall be the same as the effective date of the termination for default.
- (5) For a modification confirming the contracting officer's determination of the amount due in settlement of a contract termination, the effective date shall be the same as the effective date of the initial decision.

(c) **Item 6 (Issued By).** Insert the name and address of the issuing office. If applicable, insert the appropriate issuing office code in the code block.

(d) **Item 8 (Name and Address of Contractor).** For modifications to a contract or order, enter the contractor's name, address, and code as shown in the original contract or order, unless changed by this or a previous modification.

(e) **Item 9, (Amendment of Solicitation No. - Dated), and 10, (Modification of Contract/Order No. - Dated).** Check the appropriate box and in the corresponding blanks insert the number and date of the original solicitation, contract, or order.

(f) **Item 12 (Accounting and Appropriation Data).** When appropriate, indicate the impact of the modification on each affected accounting classification by inserting one of the following entries.

(1) Accounting classification  
 Net increase \$ .....

(2) Accounting classification  
 Net decrease \$ .....

NOTE: If there are changes to multiple accounting classifications that cannot be placed in block 12, insert an asterisk and the words "See continuation sheet".

(g) **Item 13.** Check the appropriate box to indicate the type of modification. Insert in the corresponding blank the authority under which the modification is issued. Check whether or not contractor must sign this document. (See FAR 43.103.)

(h) **Item 14 (Description of Amendment/Modification).**

- (1) Organize amendments or modifications under the appropriate Uniform Contract Format (UCF) section headings from the applicable solicitation or contract. The UCF table of contents, however, shall not be set forth in this document
  - (2) Indicate the impact of the modification on the overall total contract price by inserting one of the following entries:
    - (i) Total contract price increased by \$ .....
    - (ii) Total contract price decreased by \$ .....
    - (iii) Total contract price unchanged.
  - (3) State reason for modification.
  - (4) When removing, reinstating, or adding funds, identify the contract items and accounting classifications.
  - (5) When the SF 30 is used to reflect a determination by the contracting officer of the amount due in settlement of a contract terminated for the convenience of the Government, the entry in Item 14 of the modification may be limited to –
    - (i) A reference to the letter determination; and
    - (ii) A statement of the net amount determined to be due in settlement of the contract.
  - (6) Include subject matter or short title of solicitation/contract where feasible.
- (i) **Item 16B.** The contracting officer's signature is not required on solicitation amendments. The contracting officer's signature is normally affixed last on supplemental agreements.

**SAF200-12-R-0020-A003 Travel Management Services  
Amendment A0003**

This amendment is to answer questions received by potential bidders.

1. Will the Government pay applicable Merchant fees?

ANSWER: No, the United States Government (USG) does not allow any Merchant Fees to be passed on.

2. Please confirm that Government will pay or provide for Internet connectivity suitable to operate the CRS system on-site.

ANSWER: Yes, the USG will provide Internet connectivity.

3. Does the contractor need to do outbound arrangement only?

ANSWER: No, both inbound and outbound tickets will need to be purchased.

4. Is the project Manager required to be onsite? Is the Biller required to be on-site? Will the Government provide space for 7 employees?

ANSWER: The space the Embassy is providing is sufficient for seven or more employees. We will allow each company to propose their staffing plan, but an onsite presence is an important part of this solicitation.

5. UAE visa: Can you elaborate what type of visa?

ANSWER: This is a visa that will allow Embassy employees to enter and leave the United Arab Emirates.

6. Since there is no minimum workload guarantee, will the Government pay separately for the services required on weekends, holidays and/or weekdays before or after normal office hours?

ANSWER: No. The Government will only pay the established fee for each single action, for example; Air travel both outbound and inbound is one action and a single fee, Car rental (if required) is one action and a single fee, Hotel reservations (if required) is one action and a single fee, Rail ticket (if required) is one action and a single fee, Visa assistance (if required) is one action and a single fee. The contractor may bill the establish fee for each independent action.

7. Is the Contractor allowed to retain the commissions earned (if any) from service providers on this contract?

ANSWER: NO; see section 15.1. "Billing and payment procedures for transportation expenses will differ, as noted below, according to whether the agency is participating in the Government travel card program. Only the cost of official carrier transportation and excess baggage may be charged to the Government, plus the transaction fee, reduced by any commission".

8. Dose the contractor need to have only one site office in Kabul?

ANSWER: The Contractor may have as many sites as it wishes. The contractor shall utilize the space proved by the US Government in the US Embassy in Kabul, Afghanistan, the available space is sufficient to seats a minimum of seven (7) individuals.

9. In section 17.2.1; Is the multiple tickets for one itinerary apply to family or individuals dependent only?

ANSWER: The contractor may bill the established fee for each individual person (Family member). You may not bill four fees for one car rental because there are four members of the family.

10. Please clarify what method and criteria the Government will use to determine the lowest available fare is not used at the time of ticketing?

ANSWER: Generally, we require that US Government YCA fares be used but they are not available in all itineraries and in that case we require the use of unrestricted tickets. In some cases we will request restricted tickets.

11. Please define what constitutes an "emergency" (Page 9-SOW 2.0)

ANSWER: As per section 2.0 of the solicitation an emergency is defined as any; "an unforeseen combination of circumstances that calls for immediate action. The term emergency includes, but is not limited to, disasters, forest fires, evacuations, floods, and civil unrest".

12. If possible please provide more information on local tax exemption (Page 11-SOW 3.1)

ANSWER: The U.S. Government does not pay value added tax (VAT) or sales tax on airline tickets, train tickets, car rentals, hotel reservations or any other services included in this solicitation. However the contractor shall be responsible for paying the applicable rate of Business Receipts Tax to the appropriate

authority. The Business Receipts Tax (BRT) shall be reflected as a separate cost-item on all invoices so the Government may attempt to recover the taxes. Proof of payment of the tax is required for reimbursement by the Government. No reimbursement will exceed the amount on the proposal for the Business Receipts Tax (BRT).

The U.S. Government will NOT provide a tax exemption for value added tax (VAT), sales taxes, business receipts tax or other payroll taxes.

(Offerors are subject to Afghanistan taxes)

13. When requesting below services: (Page 14 – SOW 3.5)

3.5. Related Services

3.5.1. On-site Services –

Expediting, Dubai International Airport: Meet and greet of VIP and other employees who need assistance at Dubai Airport

3.5.2. On-site Services –

VIP Meet and Greet at Dubai International Airport.

3.5.3 On-site Services –

Visa Services for UAE for Locally Employed and TCN staff if requested by the embassy.

13.1. Is the U.S. Embassy aware that the only vendor who can actually provide such services is DNata Travel, due to their convenient business and location?

ANSWER: Our current Travel Services supplier is NOT DNATA and they supply Dubai Airport expediting services.

13.2. Will the U.S. Embassy accept that 3rd party vendors are hired to provide the above requested services?

ANSWER: Yes, but it is travel management contractor is solely responsible to insure that the services are provided as required. The Government would like to remind the contractor that the contractor is solely responsible for providing the services as per contract requirements and that the contractor shall supervise and coordinate all services required with their subcontractors, the coordination shall ne be performed by the U.S. Government.

13.3. If yes will the U.S. Embassy agree to have the 3<sup>rd</sup> party charges passed on to the government?

ANSWER: No the cost for these services shall be included in the applicable transaction fee.

13.4. Can a U.S. - Washington telephone numbers replace the requirement of a toll free number (Page 17-SOW 3.10)

ANSWER: No.

14. When does the U.S. Embassy expect to have the OBE E2 implemented? (Page 20-SOW 3.15)

ANSWER: It is unlikely that we will begin using the OBE for the foreseeable future.

15. Does the transaction fee payment can only be processed through Government's CBA? (Page 29 – SOW 15.1)

ANSWER: No. The Centrally Billed Account (CBA) cannot be used to pay the Transaction fees which will have to be billed separately.

16. Are the transactions estimates accurate?

ANSWER: The transaction estimates are estimates only, these will vary, the number of billable tickets issued may be significantly lower that the amount of transactions required.

17. Is there a restriction on the nationality of the staff dedicated to work at the U.S. Embassy for this Contract?

ANSWER: Yes. Immediately after contract award the contractor shall request from the COR a list of the required security clearance information.

Failure to provide any of the above information may be considered grounds for rejections and/or re-submittal of the application. Nationals of the following countries cannot be employed under this contract: Cuba, Iran; Libya, Sudan and North Korea. Once the Government has completed the security screening and approved the applicants, the individual will be permitted access to the American Embassy and Consulate facilities. Access may be revoked at any time due to the falsification of data, or misconduct during working hours. Please also see sections 18.0 of the solicitation for further Security requirements and 19.0 Government approval and acceptance requirements.

18. Where is the SF 1449?

Answer: The Standard Form (SF) SF-1449 is the actual form with blocks that need to be completed the number (SF-1449) is normally at the bottom right hand side of the form.

19. Out of the 20000 transactions estimated in a year, could you please provide an anticipated estimation/breakdown of transactions for the below CLIN items in a year.

- Answer: Transaction Description and Estimated % below:
- 2.1.1 On-site Services - Domestic/International Air Travel Transaction Fee (CBA) - **85%**
  - 2.1.2 On-site Services - Domestic/International Air Travel Transaction Fee (GTR) – **15%**
  - 2.1.3 On-site Services - Domestic/International Air Travel Transaction Fee (Travel Charge Card) – **Right now it is zero.**
  - 2.1.4 On-site Services – Transaction Fee Rail, Ship, Hotel, Rental Cars – **0% (but might be needed in future)**
  - 2.1.5 On-site Services – Expediting, Dubai International Airport – **May be 2 cases on monthly bases**
  - 2.1.6 On-site Services – VIP Meet and Greet at Dubai International Airport – **May be 2 cases on monthly bases**
  - 2.1.7 On-site Services – Visa Services UAE – **about 200 visa in a year**

**Pre – Proposal Conference & Site Visit  
Solicitation, SAF200-12R-0020**

**Travel Management Services for the Embassy of the United States of America,  
Kabul, Afghanistan**

**Minutes of Conference April 3, 2012  
And attendance list is attached**

**Attendees – Contractors**

**Mr. S.R. Kumar  
Mr. Manish Gupta  
Dnata/ Kabul & Dubai**

**Mr. Fanad Ahmad  
Mr. Masoud Ayoubi  
Tolo Travel.**

**Mr. Ismail Achat  
Mr. Rajesh Hanjha  
Alrashed International**

**Mr. Weuibtvn Pascuano  
Mr. Abdul Rehmen  
Orient Air Services**

**Mr. Hozay Ahrpen  
Mr. Santosh Punjabi  
Satguru Travel**

**Mr. Hamidullah  
Mr. Farzad Rustani  
Sky travel & Touce**

**The Government has attached a copy of the contractor sign in sheet for the contractor convenience**

**Attendees – for the U.S. Government**

**Mr. Peter Hayden – Senior General Services Officer  
Mr. Brain Kressin – Contracting Officer General Services Office  
Mr. Kamal A. Tahsil - General Services Officer Travel Supervisor  
Mr. Juan Fernandez – Contracting & Procurement Supervisor  
Mrs. Seema Luke – GSO Contract Specialist  
Mr. Colum Mullan – Contract Specialist GSO / RPSO Frankfurt**

**The meeting took place in the GSO Embassy conferences room in Kabul, Afghanistan on April 3, 2012 and began shortly after 11.00 am.**

Mr. Kressin started the conference by welcoming everyone and introducing himself and the other member of the Government team.

Mr. Kressin informed everyone that he will be the contracting officer for this project and that all correspondence should be directed to him via the GSO procurement e-mail box at [KabulGSOProcurement@state.gov](mailto:KabulGSOProcurement@state.gov).

All questions regarding technical and the solicitation matters should be submitted no later than April 18, 2012 to the [KabulGSOProcurement@state.gov](mailto:KabulGSOProcurement@state.gov) e-mail. Mr. Kressin also informed all attendees that an amendment would be issued extend the submittal date and permitting questions until April 18, 2012.

Mr. Kressin informed everyone that the complete proposal shall be submitted via e-mail to [KabulGSObids@state.gov](mailto:KabulGSObids@state.gov); no later than May 15, 2012 at 17:00 Hours and that the Government will provide a receipt of bids reply via e-mail.

Mr. Kressin then addressed the solicitation in a general manner and allowed open discussions and questions with the contractors and the travel management office Manager Mr. Hayden and the Mr. Tahsil local travel office supervisor. The contractors were informed that all questions should be resubmitted in written that only written answers are bidding.

The submitted questions will be answered in Amendment A0003.