

**AMERICAN EMBASSY NICOSIA  
TRAVEL MANAGEMENT SERVICES  
SOLICITATION NO.: S-CY600-15-Q-0011**

**QUESTIONS AND ANSWERS NO.: 1**

The following questions have been asked regarding this Solicitation:

**1. Please provide clarification for the 24-hour toll free number available to travellers to perform emergency itinerary changes as per Section 1, paragraph 3.2.4. Is this facility applicable for all countries?**

Please see Solicitation Amendment No.: 1

**2. What was the amount spent last year 2014 on tickets? How many tickets were issued last year?**

The approximate amount spent on tickets was \$365,930.00 and the number of tickets issued were, approximately 250.

**3. In the solicitation, you mention that the U.S. Government has special agreements with the hotels and car hire companies. Will we have access to these agreements?**

The U.S. Embassy in Cyprus does not have access to the agreements made by the U.S. Government worldwide, therefore the Contractor will be obligated to pursue these agreements directly with the hotels and car hire companies.

**4. What are City-Pair fares?**

Developed by [GSA](#) as a component of their One GSA Travel's suite of programs, known as the Airline City Pair Program. This service expands to over 5,000 city pairs. The airfares offered under this program are discounted considerably off comparable commercial fares--saving the federal government billions of dollars annually. In addition to the tremendous price savings, the Airline City Pair Program has many features which allow government travelers all the flexibility possible in planning official travel. The benefits of this service include:

- Fares priced on one-way routes permitting agencies to plan multiple destinations
- No advance purchase required
- No minimum or maximum length stay required
- Tickets fully refundable
- Last seat availability
- No blackout periods
- Stable prices enabling travel budgeting
- Dual fares availability