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GSO/PCU

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Pre-proposal Conference meeting held in Jakarta on December 16, 2014. During the meeting there have been questions and all answers are as below:

1. (Q): Does the contractor have to have representative implants office/branch office on each city where the US Missions in Indonesia are located (Jakarta, Surabaya, Medan)?
(A): The contract only requested for an implant office in Jakarta. Requests from other U.S. offices would be sent via any electronic means (e-mail, phone, and fax) and the Contractor will response via the same means.
2. (Q): Transaction Fee. Can it be in IDR, USD or both are acceptable?
(A): All transaction fees must be in USD currency. Tickets prices are excluded.
3. (Q): What is transaction fee and how to calculate them?
(A): Contractor should provide a firm fix price transaction fee in USD per option year for the whole period of the contract. It should not be fluctuated per option year except if otherwise indicated and agreed in the contract. Only the cost of official carrier transportation and excess baggage may be charged to the Government, plus the transaction fee, VAT, reduced by any commission. Please see section 1 paragraph 2.0 and 2.1.
4. (Q): Merchant Fee. If payment made using the CBA credit card (CBA), is the contractor allowed to charge the merchant fee?
(A): Merchant fee is somewhat illegal in the U.S. However as it is a common business practice in Indonesia, it is OK to quote it. Bidder should clearly define in their proposal about the merchant fee. How much it is and how is it calculated?
5. (Q): Transaction Fee. How to count a transaction? Can the Contractor charge a transaction based on the number of tickets issued or the number of itinerary issued?
(A): Only from the numbers of itinerary issued. One itinerary could consist of multiple travelers (individuals), however if the travelers are traveling together, the contractor is only allowed to charge Embassy for one transaction fee. For the definition of "itinerary" please see Section 1 paragraph 3.6. (page 20) and paragraph 17.0. through 17.2.4. (page 36-37).
6. (Q): How about the Merchant Fee for payment using personal credit card?
(A): Bidder should describe as clear as possible in their quote proposal.
7. (Q): The CBA. Is it Visa or Master Card?
(A): Citibank, Visa.
8. (Q): Must the Contractor provide an 800 toll free phone numbers?
(A): It does not have to be a toll free number, but it should be a number that constantly available and available to answer any emergency phone call. The staff

- must take any actions for any request being asked, e.g. to issue tickets during week end on an emergency cases, etc.
9. (Q): PNR. Does the previous contractor have the obligation (Is it required) to hand over all information and all Passenger Name Records (PNR) to the new contractor?
(A): Yes, as it is required and described on section 1 sub section 9.2.
10. (Q): Will all payment using the CBA credit card?
(A): There will possibly be some but not all.
11. (Q): On what dates does the Embassy's finance office (FMC) usually do the payment to the contractor?
(A): The US Government terms of payment are within thirty (30) days after goods/services and proper invoices are received. Payment would be made at any time during that 30 days period.
12. (Q): How frequent/how many percentage are payments made using the CBA?
(A): It is indefinite. Majority payments will be made via the electronic fund transfer (EFT).
13. (Q): Itinerary changes. If a group of people travelling together using the same exact itinerary and when they return, one or some of them change the itinerary and traveling separately from the rest of the group. Is the contractor allowed to charge another transaction fee?
(A): Yes, the contractor is allowed to charge for the change fee.
14. (Q): How many staff is the current Contractor sent to work at the Embassy?
(A): Nine staff (1 site manager/team leader, 5 ticketing staff, 2 admin staff, and 1 messenger. Note that the messenger is not solely working for the implant).
15. (Q): The payable itinerary table, can it be split into domestic and international volume category?
(A): We cannot provide that data however you can analyze from its trends based on other detailed data provided in the solicitation document on section 1 attachment 4.
16. (Q): Is there any minimum threshold that the Embassy should pay as a minimum order?
(A): There is no minimum order; bidders may study the trends from the five years actual data.
17. (Q): During lunch time can the contractor's staff have lunch break?
(A): Yes. But they must take turns to have minimum number of staff at the travel office to stand by in order to welcome guest/travelers that want to make bookings.
18. (Q): What are the documentation or forms we need to complete when submitting our bidding proposal?
(A): Based on the solicitation document, please submit:
a. Standard Form 30 (amendment)
b. Standard Form 1449 (page no. 3 – 5)
c. Use the table format provided on section 1 paragraph 2.3.B. (page no. 7-9)
d. Complete each items as required on section 3 – Solicitation Provisions, paragraph 52.212-1 Instructions to Offerors; Addendum to 52.212-1 paragraph 1.0 through 1.2.9. To include reference contacts. (page no. 67-69)
e. Company profile to include all legality and relevant supporting document such as certificates, award, etc.
19. (Q): What are the evaluation factors in order to determine which proposal would be awarded the contract?

(A): Please see and follow Section 4 – Evaluation Factors, paragraph 1.0 through 5.6 including its addendum.

20. (Q): The deadline falls on Saturday, can it be extended to the next working day instead?

(A): Yes. We have amended the solicitation document and have updated/extended the bidding deadline to the next Monday, January 5, 2015. See the amended solicitation on the website: <http://jakarta.usembassy.gov/bidding.html>

21. (Q): How much is the USD or IDR volume per year in total based on the current TMC Contract?

(A): See below table for your reference only. The data is based on actual past performance, however it does not necessarily reflect future transactions. The trends are for your reference only:

EMBASSY OF THE UNITED STATE OF AMERICA

HOTEL SALES SUMMARY
JANUARY - NOVEMBER 2013

Domestic (IDR)

| No | Month | No Of Rn/Qty | Total Selling | Av Room Per Night |
|--------------|-----------|--------------|--------------------|-------------------|
| 1 | January | 2 | 1,502,050 | 751,025 |
| 2 | February | 22 | 36,798,599 | 1,672,664 |
| 3 | March | 8 | 21,030,110 | 2,628,764 |
| 4 | April | 13 | 8,956,899 | 688,992 |
| 5 | May | 18 | 44,953,613 | 2,497,423 |
| 6 | June | 26 | 30,558,176 | 1,175,314 |
| 7 | July | 4 | 4,496,000 | 1,124,000 |
| 8 | August | 13 | 26,839,901 | 2,064,608 |
| 9 | September | 15 | 19,397,199 | 1,293,147 |
| 10 | October | 4 | 6,410,954 | 1,602,738 |
| 11 | November | 0 | - | - |
| TOTAL | | 125 | 200,943,500 | 1,607,548 |

International (USD)

| No | Month | No Of Rn/Qty | Total Selling | Av Room Per Night |
|--------------|-----------|--------------|-----------------|-------------------|
| 1 | January | 0 | - | - |
| 2 | February | 0 | - | - |
| 3 | March | 4 | 718.00 | 179.50 |
| 4 | April | 0 | - | - |
| 5 | May | 22 | 4,305.34 | 195.70 |
| 6 | June | 0 | - | - |
| 7 | July | 2 | 374.00 | 187.00 |
| 8 | August | 2 | 309.06 | 154.53 |
| 9 | September | 0 | - | - |
| 10 | October | 0 | - | - |
| 11 | November | 3 | 567.00 | 189.00 |
| TOTAL | | 33 | 6,273.40 | 190.10 |

Noted :

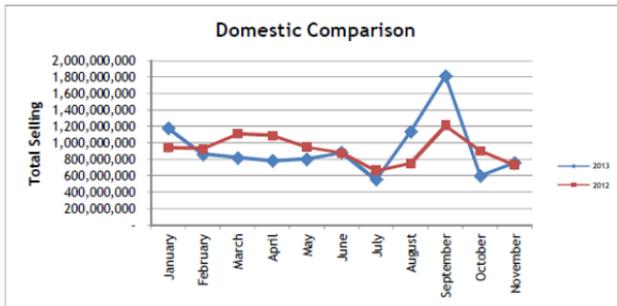
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EMBASSY OF THE UNITED STATES OF AMERICA - JAKARTA

AIRLINES SALES COMPARISON
2013 VS 2012

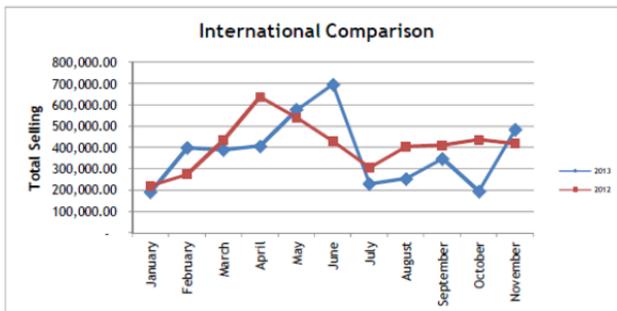
Domestic (IDR)

| No | Month | Tix # | | | Cogs | | | Total Selling | | | Atp | | |
|-------|-----------|-------|-------|---------|----------------|----------------|---------|----------------|----------------|---------|-----------|-----------|---------|
| | | 2013 | 2012 | (+/-) % | 2013 | 2012 | (+/-) % | 2013 | 2012 | (+/-) % | 2013 | 2012 | (+/-) % |
| 1 | January | 496 | 420 | 18.10% | 1,172,131,922 | 938,971,570 | 24.83% | 1,180,243,982 | 944,945,374 | 24.90% | 2,379,524 | 2,249,870 | 5.76% |
| 2 | February | 360 | 448 | -19.64% | 857,864,122 | 921,890,237 | -6.95% | 862,875,786 | 930,161,464 | -7.23% | 2,396,877 | 2,076,253 | 15.44% |
| 3 | March | 356 | 481 | -25.99% | 821,632,774 | 1,107,550,964 | -25.82% | 822,414,532 | 1,112,249,268 | -26.06% | 2,310,153 | 2,312,369 | -0.10% |
| 4 | April | 356 | 496 | -28.23% | 783,548,512 | 1,084,688,630 | -27.76% | 784,199,759 | 1,092,716,712 | -28.23% | 2,202,808 | 2,203,058 | -0.01% |
| 5 | May | 362 | 435 | -16.78% | 802,175,421 | 943,709,070 | -15.00% | 803,868,389 | 950,387,868 | -15.42% | 2,220,631 | 2,184,800 | 1.64% |
| 6 | June | 410 | 373 | 9.92% | 883,605,175 | 879,073,585 | 0.52% | 884,849,731 | 880,918,367 | 0.45% | 2,158,170 | 2,361,711 | -8.62% |
| 7 | July | 250 | 331 | -24.47% | 548,956,010 | 666,099,094 | -17.59% | 554,303,548 | 666,479,618 | -16.83% | 2,217,214 | 2,013,534 | 10.12% |
| 8 | August | 402 | 329 | 22.19% | 1,138,223,831 | 750,890,442 | 51.58% | 1,140,724,698 | 751,752,224 | 51.74% | 2,837,624 | 2,284,961 | 24.19% |
| 9 | September | 707 | 564 | 25.35% | 1,809,341,895 | 1,212,104,254 | 49.27% | 1,815,450,028 | 1,213,083,909 | 49.66% | 2,567,822 | 2,150,858 | 19.39% |
| 10 | October | 270 | 349 | -22.64% | 597,100,660 | 903,839,341 | -33.94% | 600,497,934 | 905,587,304 | -33.69% | 2,224,066 | 2,594,806 | -14.29% |
| 11 | November | 293 | 349 | -16.05% | 756,866,259 | 731,541,410 | 3.46% | 760,580,363 | 733,648,424 | 3.67% | 2,595,837 | 2,102,144 | 23.49% |
| Total | | 4,262 | 4,575 | -6.84% | 10,171,446,581 | 10,140,358,598 | 0.31% | 10,210,008,749 | 10,181,930,531 | 0.28% | 2,395,591 | 2,225,559 | 7.64% |



International (USD)

| No | Month | Tix # | | | Cogs | | | Total Selling | | | Atp | | |
|-------|-----------|-------|-------|---------|--------------|--------------|---------|---------------|--------------|---------|----------|----------|---------|
| | | 2013 | 2012 | (+/-) % | 2013 | 2012 | (+/-) % | 2013 | 2012 | (+/-) % | 2013 | 2012 | (+/-) % |
| 1 | January | 196 | 262 | -25.19% | 190,512.90 | 219,740.16 | -13.30% | 193,160.98 | 222,688.66 | -13.26% | 985.52 | 849.96 | 15.95% |
| 2 | February | 344 | 256 | 34.38% | 393,453.64 | 271,469.22 | 44.93% | 398,756.37 | 275,184.46 | 44.91% | 1,159.18 | 1,074.94 | 7.84% |
| 3 | March | 313 | 372 | -15.86% | 380,160.70 | 431,455.09 | -11.89% | 389,685.90 | 436,572.60 | -10.74% | 1,245.00 | 1,173.58 | 6.09% |
| 4 | April | 283 | 463 | -38.88% | 402,013.65 | 631,570.71 | -36.35% | 407,097.60 | 639,125.33 | -36.30% | 1,438.51 | 1,380.40 | 4.21% |
| 5 | May | 507 | 439 | 15.49% | 570,820.95 | 534,013.12 | 6.89% | 577,679.12 | 540,756.50 | 6.83% | 1,139.41 | 1,231.79 | -7.50% |
| 6 | June | 479 | 342 | 40.06% | 689,596.50 | 423,921.81 | 62.67% | 697,606.63 | 429,673.62 | 62.36% | 1,456.38 | 1,256.36 | 15.92% |
| 7 | July | 173 | 273 | -36.63% | 226,980.73 | 303,015.47 | -25.09% | 229,852.81 | 307,195.81 | -25.18% | 1,328.63 | 1,125.26 | 18.07% |
| 8 | August | 212 | 336 | -36.90% | 251,048.54 | 399,179.71 | -37.11% | 254,369.05 | 403,847.87 | -37.01% | 1,199.85 | 1,201.93 | -0.17% |
| 9 | September | 284 | 287 | -1.05% | 342,904.48 | 403,110.53 | -14.94% | 349,258.07 | 410,247.76 | -14.87% | 1,229.78 | 1,429.43 | -13.97% |
| 10 | October | 159 | 253 | -37.15% | 193,031.81 | 431,902.13 | -55.31% | 196,242.28 | 437,438.41 | -55.14% | 1,234.23 | 1,729.01 | -28.62% |
| 11 | November | 330 | 275 | 20.00% | 478,811.44 | 410,693.26 | 16.59% | 484,256.21 | 419,267.71 | 15.50% | 1,467.44 | 1,524.61 | -3.75% |
| Total | | 3,280 | 3,558 | -7.81% | 4,119,335.34 | 4,460,071.20 | -7.64% | 4,177,965.02 | 4,521,998.72 | -7.61% | 1,273.77 | 1,270.94 | 0.22% |



Note:

- * COGS = Cost of Gross sale
- * Chart based on Total Selling
- * ATP = Total Selling / Tix #

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22. (Q): can we have the Ms. Word / Excel Document version of the Standard Form 1449 (SF-1449)?

(A): You can download the editable version of the SF-1449 from this website: http://aopeead.a.state.gov/content.asp?content_id=81&menu_id=49 then click the link for: "SF-1449 Cover Page for Commercial Items". See also attached file for your reference. Unfortunately it is not available on Ms. Excel format.

23. (Q): Please clarify what kind of evidence are needed for Section 3 point 1.2.8 (2): "Evidence that the offeror/quoter can provide the necessary personnel, equipment and financial resources needed to perform the work". (page number 68).

(A): The following are example only, bidder may add any other related information: Number of current employee (personnel); current software being used to support the travel business (equipment); **financial report which include transaction volume and amount in USD (financial resources).**

24. (Q): How frequent may the contractor bills the Embassy?

(A): Twice a month. Every 1st and 15th of each calendar days. Please also see Q&A point number eleven above.

25. (Q): In 9a (of the pricing table), our understanding is the transaction fee is for air + land only.

(A): Please refer to below table tree to make it easier to understand our required pricing items:

