

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>			1. CONTRACT ID CODE	PAGE OF PAGES 1   1
2. AMENDMENT/MODIFICATION NO.  A001	3. EFFECTIVE DATE  See block 16C	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)	
6. ISSUED BY Contracting & Procurement Section General Services Office American Embassy Manila Seafront Compound, Pasay City 1300		7. ADMINISTERED BY (If other than Item 6) CODE		
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State, and ZIP Code)		(√)	9A. AMENDMENT OF SOLICITATION NO. SRP380-14-Q-0004	
		✓	9B. DATED (SEE ITEM 11) October 16, 2013	
			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 1 separate letter of telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT 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 you 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 APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.**

(√)	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 \_\_\_\_\_ copies to the issuing office.

**14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)**

Solicitation No. SRP380-14-Q-0004, Travel Management Contract (Transaction Fee), is hereby amended to incorporate the following changes to the solicitation.

- Delete pages 59, 69-74 and substitute in lieu thereof the attached revised pages.
- Minutes of the pre-proposal conference as well as questions and corresponding answers are attached.
- The submission due date of quotations is extended to November 21, 2013, no later than 4:00 P.M.
- All other terms and conditions remain the same and in full force and effect.

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 of print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or Print)	
		MICHAEL DELAUDER	
15B. CONTRACT/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
(Signature of person authorized to sign)		 (Signature of Contracting Officer)	11-15-2013

November 13, 2013

***Subject: Minutes of Site Visit and Pre-Quotation Conference held on October 31, 2013, for the Travel Management Contract***

***Ref: RFP No. SRP380-14-Q-0004***

A site visit was held at the Travel Office. The group then proceeded to the Conference Room H for the pre-quotation conference, which was presided by GSO/C&P Belle Mecabalo and C3/Edzelle Gonzalez. The following portions of the solicitation were discussed:

SF 1449

Reiterate the due date and time of submission offer on block 9 of the Standard Form 1449, unless extended through an amendment issued by the Contracting Officer.

Section 1

- Explained that the contract is a fixed rate per transaction, requirements type. Orders will be placed when the need arises.
- One year contract (from NTP) with 2 options to renew.
- PRICING: separate pricing for international and domestic travel. VAT-exempt
- Pages 5-36 – Description/Specifications/Work Statement

Section 2

- Clauses are incorporated by reference. The link to the full text will be provided upon request.
- 52.223-18 – Ban on text messaging
- 52.222-50 – combating trafficking in persons
- 52.216-21 p.52 - Requirements type contract – quantities specified are estimates only and are not purchased by this contract.
- Page 56 – Legal Holidays
- Page 57 – COR – C3 Director – Edzelle Gonzalez

Section 3 - Solicitation Provisions

- Discussed each requirement in detail including the importance of submitting a complete 1.2.8 (1) List of Clients as past performance information may be discussed with the client's contact person.
- 1.2.8 (2) Financial resources to include, but not limited to: (a) Financial statements describing financial condition and capability, including the audited balance sheet, income statement and cash flow statement for the past three (3) years and (b) Certification of credit lines with banks/financial institutions, suppliers, etc. (*See amendment*).

Section 4

Evaluation Factors – annual number of transactions are just estimates and are not guaranteed.

Section 5

Should fill-up all portions. Put n/a if not applicable, but do not leave anything blank.

The following written questions were submitted and answers are being provided herein:

1. Is the current travel service inplant IATA-accredited?

*Answer: Yes.*

2. Where is the passenger profile database stored?

*Answer: Current contractor maintains database which can be accessed by the Travel Office.*

3. What is the process should the passenger refuse the lowest fare offered?

*Answer: Mission employees need to comply with the regulations.*

4. Please clarify the definition of Lowest Available Fare for air shopping. Is GDS the default platform for air shopping?

*Answer: Fares used must comply with the regulation.*

5. We would like to clarify the priority on Travel Policy, i.e. "Fly America Act" vs "lowest fare of non-American carrier".

*Answer: Mission employees must fly an American Carrier even if a non-American carrier is cheaper.*

6. For safety and security purposes, does the Embassy limit the use of Low Cost Carriers?

*Answer: Depends on the Mission requirements.*

7. What is the mechanism for the fare, hotel audit? It is noted that applicable rate should be the lowest available at time of ticketing.

*Answer: Lowest available fare allowed by policy; GSO/Travel will monitor rates submitted by the contractor; discrepancies must be documented.*

8. Is the eTravel Service project currently implemented? Is this in place for all agencies?

*Answer: Yes, but not used by the TMC. TMC still uses GDS.*

9. Is an online booking tool used by any of the agencies or under consideration in the near term?

*Answer: No, not in the near future.*

10. Is the Project Manager required to be dedicated?

*Answer: Can be offsite, but must be located in Manila, accessible and must be available during working hours and after hours, as needed.*

11. Can some of the Travel Consultants be named after awarding the contract?

*Answer: Yes.*

12. Do all passengers have credit cards that are used to pay the Contractor for travel purchase?

*Answer: No, some use cash.*

13. To what extent is the GTR used by the agencies

*Answer: We only use GTR for two agencies. All other sections/agencies use CBA.*

14. Page 10 talks about Traveller's Checks. Is this required to be provided by the Contractor?

*Answer: No*

15. Is a 24-hour, toll-free number mandatory or can dedicated telephone service be provided instead? Is this currently in place with the Contractor?

*Answer: A toll-free number is currently not in place, but should be available should the Embassy require one.*

16. Electronic tickets and itineraries are typically emailed. Where are the local delivery points required?

*Answer: This is in anticipation of internet not being available. Metro Manila.*

17. Are travellers assistance services to official visitors (Visitors Bureau) as enumerated in page 17 chargeable with separate service fees to the Embassy?

*Answer: No*

18. Page 74 of the solicitation document is missing?

*Answer: see revised pages of Section 5. (see Amendment)*

19. Item (h) of Section 5 (Representations and Certifications) is missing?

*Answer: see revised pages of Section 5. (see Amendment)*

20. Are there specific packaging instructions for Volume 1 and Volume 2 of the bid response?

*Answer: Refer to Section 3, Solicitation Provisions. Submit one original and 3 copies each of Volume 1 (1.1) and Volume 2 (1.2).*

21. What are the Medical/Security clearances and permits for the Contractor to complete and submit?

*Answer: Refer to Section 1.18, Security.*

22. Who will provide the internet connection? Will wireless connection be allowed?

*Answer: The internet connection will be provided by the TMC in coordination with the Embassy. Wireless connection is not allowed.*

23. Should all Transaction Fees be charged in US dollars, inclusive of domestic tickets? Should we issue domestic tickets in US dollars?

*Answer: Transaction Fees should be charged based on the currency indicated in the contract.*

24. Will you supply us with a list of airlines and hotels with which you have government contracted rates? I tried to go into <http://www.gsa.gov>, as stipulated in your contract, but I cannot get into same.

*Answer: Yes. It will be provided to the winning contractor if website is still unavailable after contract has been awarded.*

25. I understand that you require 7 personnel to run the Travel Office. If one staff member goes on sick leave, do we have to immediately substitute him/her with another person? In other words, do you need 7 personnel at ALL times?

*Answer: The current contract provides 7 personnel to run the Travel Office. It is the decision of each offeror how to best satisfy the requirements set forth in the solicitation.*

26. Will you be needing travel insurance or do you have your own?

*Answer: On some travels, yes.*

27. I understand that you are anticipating a 25% increase in volume, primarily due to USAID and other government agencies' travel to be included under your Travel Office. Do you know when this will take effect?

*Answer: The increase happened this year when USAID subscribed to TMC.*

28. Please clarify "Courier Delivery" and "Overnight Delivery". What is the difference?

*Answer: Courier Delivery-when you use courier to deliver tickets*

*Overnight delivery- for urgent ticket deliveries*

29. I understand that 24/7 services include emergency access. Are we allowed to charge an "Urgent or Rush Fee"?

*Answer: No. Charges should be based on Section 1.2.3, Pricing.*

30. I note on Page 20, 3.16, it states "The transaction fee covers the processing of refunds or credits for unused tickets". Is this a new transaction fee or is it the same transaction fee covering the issuance of the tickets?

*Answer: No, it is the same transaction fee.*

31. I understand from 17.2.1 that we are allowed to charge only one transaction fee for each travel request, regardless of how many travelers are involved in the travel and that the transaction fee is not based on the number of travelers. However, if, at a later date, we receive another request for the same itinerary with additional passengers, is this considered a new travel request, and are we therefore allowed to charge another transaction fee?

*Answer: 17.2.1 States "The Contractor may charge only one transaction fee per itinerary when ticket is issued. When multiple people travel on the same order individual traveler would have an itinerary. The (individual) itinerary could have multiple tickets, but only one transaction fee per is charged. (fee is not based on the number of tickets needed to complete the (individual) itinerary).*

*However, if, at a later date, TMC receives another request for the same itinerary with additional passengers, this is considered a new travel request, and TMC is therefore allowed to charge another transaction fee.*

32. Please advise what you are referring to with the terms "back to back faring".

*Answer: Buying two separate tickets (A to B and B to A) instead of buying one roundtrip ticket, to avail of discount fares while avoiding the accompanying restrictions.*

33. Can you please clarify re your form of payment? I understand that all payment will be made with the Citibank Government Travel Charge Card and the remainder will be charged to the CBA account. Does this mean that we will be paid directly by Citibank when their card is in use? Will you pay us with a US\$ check for the charges in the CBA account?

*Answer: Everything is charged to the CBA. Like any other credit card transaction. Contractor is paid by the merchant.*

34. I understand that telephone and fax services will be for our cost. I also understand that the embassy will provide us with internet connections. Will the embassy also provide us with the telephone landlines?

*Answer: Embassy will not provide internet connection. Embassy will provide landlines.*

35. Discount Terms – Is this the same as credit terms (i.e. 15 days, 30 days, etc.)?

*Answer: This means that you would offer reduced transaction fee if we paid early.*

36. Code/Facility Code - Will this be provided by the US Embassy?

*Answer: Yes. If required.*

37. When is the expected start date?

*Answer: January 1, 2014*

38. Value Added Tax – What does CLIN stand for?

*Answer: Commodity Line Item Number.*

39. Value Added Tax – Please provide a copy of the tax exemption certificate for our review and reference.

*Answer: See attached.*

40. Scope of Work - Reservation of Bus & Steamship - Is this limited to international destinations or also domestic destinations?

*Answer: It includes both international and domestic destinations.*

41. Scope of Work - Reservation of Bus & Steamship - Are there existing contracts between the US Embassy and bus transportation and steamship suppliers? Who are these bus suppliers? Who are these steamship suppliers?

*Answer: No.*

42. Scope of Work - Reservation of Bus & Steamship - Are the contracted rates of the US Embassy with the bus/car/steamship suppliers loaded in the GDS? Who are these suppliers?

*Answer: No.*

43. Type of Travelers – Are all travelers US citizens? If not, please provide information on the nationalities of the travelers.

*Answer: No, we will provide information to the winning contractor.*

44. What is the percentage of persons with disabilities traveling on official business?

*Answer: Very minimal.*

45. Definitions - Fly America Act - What is the policy on destinations which are not part of the US carriers flight route?

*Answer: Refer to FAM 583 under Paragraph 2. Definition of the solicitation.*

46. Definitions – GEBAT - Which carriers accept GEBAT?

*Answer: Information not known.*

47. Definitions – GTR - Are there carriers/suppliers that directly accept a GTR? If so, what is the process and involvement of the TMC?

*Answer: None.*

48. Definitions - Lowest Available Fare - What is the process involved in identifying the LAF at the time of ticketing?

*Answer: We use the GSA rates or fares allowed by the policy which will be loaded into the system. We will monitor the rates submitted in the travel vouchers any discrepancy must be documented.*

49. Definitions – Transaction - Are visas and passports included in the definition of a transaction?

*Answer: No.*

50. Definitions – Transaction - What services are included as part of a transaction?

*Answer: See Section 1 – Pricing and Scope of Work.*

51. Definitions – Travel Authorization – Is the Travel Authorization generated electronically or manually?

*Answer: Both*

52. Definitions - Travel Authorization - Will the TMC be involved with Travel Authorization?

*Answer: No.*

53. Definitions - Travel Authorization - How is this different from the GTR?

*Answer: Travel Authorization is an authorization to travel while a GTR is a payment method.*

54. Definitions - Travel Authorization - What is the process of the Travel Authorization?

*Answer: Refer to Section 1 - 14.1 – Official Travel.*

55. Definitions - Traveler's Checks - Are we required to procure travelers cheques for travelers? Is this charged to the agency or traveler card?

*Answer: No*

56. Taxes - Will a list of specific taxes that diplomatic personnel are exempted from be provided?

*Answer: Yes.*

57. Taxes - How does the US Embassy withhold taxes on the TMC's transaction/service fees? Does US Embassy apply the 2% EWT on transaction/service fees?

*Answer: The transaction/service fees should be net of taxes. See Section 1 -2.3 Value-Added Tax.*

58. Transportation - What are the parameters/basis of the US Embassy in auditing the lowest available rate ticketed by the TMC?

*Answer: Contractor should use contracted fares or fares allowed by policy. We will audit at the time of ticketing and upon submission of reports. All discrepancies must be documented*

59. City Pairs Program - How many airlines have contract rates with the embassy?

*Answer: Refer to Par .3.2.2.4 to check the current contract.*

60. City Pairs Program - Will the TMC be provided with a copy of the USE supplier contracts?

*Answer: NO. Contracts will not be given but a list will be provided for guidance.*

61. City Pairs Program - What is the process for non-contracted rates?

*Answer: Follow guidelines provided by the Embassy for acceptable fares.*

62. City Pairs Program - What is the process for restricted penalty fares?

*Answer: We sometimes use restricted fares.*

63. Will the embassy require proof that contract fares are not available?

*Answer: Yes, if that contracted rates is not available.*

64. Fly America Act - Where can we get a copy of this?

*Answer: This is available online using any search engine. You may also check [www.statebuy.state.gov](http://www.statebuy.state.gov) or [www.usa.gov](http://www.usa.gov).*

65. Hour Toll Free Number - Is the 24-hour, toll-free number provided by the incumbent?

*Answer: No.*

66. 24 Hour Toll Free Number - If yes, how many transactions were coursed through this number last year?

*Answer: n/a*

67. 24 Hour Toll Free Number - Toll free international or a local number?

*Answer: n/a*

68. Premium Class Tickets - Clarify that no further approval is required to issue premium tickets for official travel if using frequent flyer benefits / upgrades

*Answer: No approval is required for frequent flyer benefits/upgrades.*

69. Boarding Passes - How soon are boarding passes required?

*Answer: As soon as airlines allow issuance of boarding passes or upon request of the traveler.*

70. Lodging - Will we be provided access to long distance dialing facilities?

*Answer: Yes, but contractor pays for the bills for long distance domestic or international.*

71. Lodging - What is the percentage of hotel and car bookings done through the system and those done manually?

*Answer: Approximately 10% GDS, 90% manual*

72. Lodging - Are the hotel rates loaded in the system?

*Answer: Yes.*

73. Lodging - Has an audit been done to check the accuracy of the loading?

*Answer: An external office (not STATE) is responsible for this.*

74. Lodging - Does the travel agency need a proof that contracted rate is not available for the period requested?

*Answer: Yes, if that contracted rate is not used.*

75. Lodging - What is the process involved to determine the lowest rate to be compared to what was booked by the travel agency?

*Answer: TMC will be given a guideline on how to process/ticket each transaction*

76. Lodging – What are the parameters/basis of the US Embassy in auditing the lowest available rate booked by the TMC?

*Answer: please refer to #58*

77. Information Pamphlets - How often is this prepared?

*Answer: Refer to Paragraph 3.5.6.1 and 3.5.6.2*

78. Information Pamphlets - What type of information, aside from the contact numbers, should be in the pocket/lettersize 2 pages long pamphlet?

*Answer: procedures for services under this contract and other relevant information. See Paragraph 3.5.6.1*

79. Information Pamphlets - Please clarify why the pamphlet needs to be provided to all travelers every first quarter of the contract period.

*Answer: This requirement is applicable on the first 3 months of each contract year.*

80. Itineraries - Provision of statement & copy of passenger receipt coupon - Is this the same as Invoice and copy of Official Receipt? Will provisional receipt be acceptable for credit card transactions w/ O.R. issued after merchant credits our account?

*Answer: No, this is the electronic ticket receipt.*

81. Toll Free Numbers - What is the process on collect calls? How is this handled?

*Answer: We don't take collect calls.*

82. Low Fare - What is the process on the lower fares being offered by non-contracted carrier?

*Answer: We use contract fares if required. If non-contracted fare is authorized, we use fare allowed by the policy.*

83. Ticket Delivery - Where are the usual delivery points?

*Answer: Within Metro Manila for paper tickets; electronic tickets can be delivered via email if supported.*

84. Management Reports - Will the embassy provide a template on the following:

- a. Quarterly Problems and Solutions Report
- b. Reconciliation Report of Transportation Billings
- c. Monthly Transaction Fee Report

*Answer: No for A; yes for B and C.*

85. Why is a toll-free service needed during regular working hours?

*Answer: n/a*

86. Communication - Collect Calls - Will this be billed to the agency who requested travel or to the Contractor?

*Answer: n/a*

87. Communication - Will we be required to set-up our own PABX and Tel Lines or will this be provided?

*Answer: No, you will be given telephones with lines already established.*

88. Communication - If provided - will we have access to a call reports program that can track whether our calls are compliant with the telephone SLA?

*Answer: none.*

89. Media - Contractors back office shall be capable of collecting all data from reservations in the format requested - What format? What fields are usually required in ad hoc reports?

*Answer: The information will be provided to the winning contractor.*

90. Media - Contractors back office shall be capable of collecting all data from reservations in the format requested - What are these other management reports in format requested from time to time? Please clarify.

*Answer: Refer to Par 3.9 of the solicitation. Format shall be advised by USE to the winning contractor.*

91. International fax capability - Will we be provided telephone lines with IDD access? Can we bill US Embassy for cost of IDD calls?

*Answer: The US Embassy will provide the telephone lines with IDD access, but the contractor will pay for the bills.*

92. eTS - What is the process on eTS requirements?

*Answer: This is explained in Par 3.15 and 3.17. The website is referred to in Par 3.14 (Attachment I)*

93. What is the percentage of the agencies that are already participating in the eTS initiative?

*Answer: none*

94. How far along is the US Embassy in reaching the eTS objectives?

*Answer: Manila will not be using eTS soon.*

95. Work and exchange of data with eTS contractor – What type of data?

*Answer: All transactions related to booking ticketing and refunds.*

96. Transaction Types - Are documentation requests classified under type B?

*Answer: Yes.*

97. Transaction B – at what point will the transaction fee be charged, i.e. after completing the hotel booking or upon traveler's check-in at the hotel?

*Answer: after completing hotel booking (note: Hotel or car reservation must be included in the transaction fee if ticketed domestic or international).*

98. Transaction B – is the transaction fee still chargeable if the hotel booking eventually gets cancelled?

*Answer: Yes (note : Hotel or car reservation must be included in the transaction fee if ticketed domestic or international).*

99. Furnishing of Equipment/Property - If owned by Gov't, will repairs or replacement work be for the account of the Gov't?

*Answer: Repairs or replacement for normal wear and tear, yes. For negligence, no.*

100. Furnishing of Equipment/Property - Will Gov't provide the person to do the audit of physical inventories of property?

*Answer: Yes.*

101. How does the incumbent TMC handle this telephone costs?

*Answer: The TMC pays for the telephone bills.*

102. Travel Counselors – Reservationists - Is there a minimum number of TCs required?

*Answer: It is the decision of each offeror how to best satisfy the requirements set forth in the solicitation.*

103. Contractor's Quality Control Plan - Does the Government conduct an internal survey?

*Answer: Yes.*

104. Will the embassy handle internal communications/announcement for the transition?

*Answer: Yes.*

105. Calendar days – Does this represent business days?

*Answer: No.*

106. Notice of Award - 30 days after receipt of notice to take steps to prepare for performance of services - Is the 30-day implementation period negotiable?

*Answer: The CO will determine if there is a need to extend.*

107. Notice to Proceed - Minimum 7 calendar days from date of notice to proceed - What is the maximum? Who decides the start date? Contractor or Government?

*Answer: The Government decides the start date. Maximum number of days depends on the estimated start date and issuance of notice to proceed.*

108. Will the provision of Travel Authorization be strictly implemented prior acceptance of a travel request?

*Answer: Yes.*

109. How will the Contractor know when to use the CBA and GTCC?

*Answer: Information will be provided to the winning contractor.*

110. What airlines exempt charging of official government prepaid tickets? Please clarify.

*Answer: We no longer issue prepaid tickets.*

111. Other than the TA, what other payment attachments on the invoice shall be required?

*Answer: Internal operations will be disclosed to the winning contractor.*

112. What is the current percentage of the agencies that are participating in the Government travel card program?

*Answer: Most agencies are using CBA*

113. Billing & payment procedures - How will we be audited for providing lowest available fare? How frequently is this done?

*Answer: We use GSA rates or fares allowed by policy which will be loaded into the system. We will monitor rates submitted in the contractor reports; any discrepancies must be documented.*

114. Billing & payment procedures - Refund of cost difference - How is the fare difference refund monitored? What is the process?

*Answer: Refer to Section 1 – 16.0 Refund Procedures*

115. Does the US Embassy have a special merchant fee rate on their Citibank GTCCs?

*Answer: No.*

116. Is the payment/card charging for the reimbursable expenses and transaction/service fees done at POS (point of sale) ?

*Answer: Yes.*

117. What are the carriers that accept the GTCC to purchase contracted and non-contracted fares eg YDG?

*Answer: A copy will be given to the winning contractor.*

118. Refunds - GTR within 10 working days after receipt of application of refund; FOR Traveler Card – immediately via a credit to the card used. What will be the basis of the refund computation?

*Answer: Contractor has the capability to compute totally unused tickets. For partially used tickets, it will be based on the Airline's computation.*

119. Refunds - Can the refund be in the form of check? If not, how will the merchant fee be accounted for since this will no longer be part of the refunded amount?

*Answer: Must be charged back to the credit card. Merchant fee is deducted from the computation.*

120. Refunds – is the 30-day turnaround time on refunds applicable to “totally unused tickets” and “partially used tickets”?

*Answer: Totally unused tickets-30days upon filing of refund*

*Partially used tickets-no longer than 120 days*

121. Refunds – What is the percentage of refunded transactions?

*Answer: 1-2% per month*

122. ETS - The transfer of calls from E2 helpdesk to TMC – please confirm if this is a local call only.

*Answer: International.*

123. What details are in the transaction files?

*Answer: Details will be given to the winning contractor.*

124. Open net computer - Does this mean no MS Office / Windows will be provided?

*Answer: Microsoft Office and other required software.*

125. Annual Estimated Number of Transactions – Do the transaction numbers provided pertain to original ticket issuances only, or is it inclusive of reissuances? If it includes reissuances, what is the percentage of reissuances?

*Answer: Inclusive of reissuance.*

126. Annual Estimated Number of Transactions – Please provide USAID's volume. If already included in the data provided, kindly advise percentage split.

*Answer: USAID already included. 20-25%*

127. Travel Volume - Can we get the Gov't annual travel volumes and frequently flown destinations? Please provide a breakdown into single and multiple destinations.

*Answer: 70 % international; 30% domestic*

128. Travel Volume - What is the Embassy's estimate of change in number of transactions (i.e. % increase or decrease) over the next 3 years?

*Answer: The information is not known.*

129. Travel Volume - What are the top international destinations? What are the top domestic travel destinations?

*Answer: Washington, DC, Bangkok, Cebu, Zamboanga, Cagayan De Oro, Davao, Puerto Prinsesa.*

130. Travel Volume - For international travel, what is the percentage of Intercontinental (Longhaul) and percentage of Regional (shorthaul) trips?

*Answer: 60% Transpacific/Transatlantic 40% regional.*

131. Travel Volume - What is the percentage of hotel and car bookings done through the GDS? What is the percentage of those done manually/directly with the hotels (non-GDS)?

*Answer: 10% GDS 90% manual.*

132. Transaction Fees - Will there be a provision to adjust the transaction fees in the event of a contract extension?

*Answer: No.*

133. Payment Disputes - What is the process if there are billing disputes? How does it affect the payment processing and receipt?

*Answer: Payment will be on hold until dispute is resolved.*

134. GTCC - What is the process between the airline and the TMC in using the Citibank individual GTCC and Citibank CBA? What is the percentage of GEBAT utilization?

*Answer: GEBAT N/A*

*Individual GTCC will be directly billed to the passenger*

*CBA will be paid by US Embassy*

135. GTCC - What can be charged on the Citibank GTCC aside from air travel? Can the Hotel, Rail, Ferry and Documentation/Visa processing be charged on GTCC?

*Answer: Only air.*

136. Profiles - Does the US Embassy maintain own staff/travelers profile to be endorsed to the TMC?

*Answer: TMC maintains its own database.*

137. VIP Services - Do you require meet and greet services at the airport?

*Answer: No.*

138. Travel Insurance - Is this a requirement for each trip?

*Answer: No.*

1.2.8. (1) List of clients over the past 3 years, demonstrating prior experience with relevant past performance information and references (provide dates of contracts, places of performance, value of contracts, contact names, telephone and fax numbers and email addresses). If the offeror has not performed comparable services in the Philippines, then the offeror shall provide its international experience. Offerors are advised that the past performance information requested above may be discussed with the client's contact person.

In addition, the client's contact person may be asked to comment on the offeror's:

- Quality of services provided under the contract;
- Compliance with contract terms and conditions;
- Effectiveness of management;
- Willingness to cooperate with and assist the customer in routine matters, and when confronted by unexpected difficulties; and
- Business integrity / business conduct.

The Government will use past performance information primarily to assess an offeror's capability to meet the solicitation performance requirements, including the relevance and successful performance of the offeror's work experience. The Government may also use this data to evaluate the credibility of the offeror's proposal. In addition, the Contracting Officer may use past performance information in making a determination of responsibility.

(2) Evidence that the offeror/quoter can provide the necessary personnel, equipment, and financial resources needed to perform the work *to include, but not limited to: (a) Financial statements describing financial condition and capability, including the audited balance sheet, income statement and cash flow statement for the past three (3) years and (b) Certification of credit lines with banks/financial institutions, suppliers, etc.*

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(3) The offeror shall address its plan to obtain all licenses and permits required by local law (see DOSAR 652.242-73 in Section 2). If offeror already possesses the locally required licenses and permits, a copy shall be provided.

(4) The offeror's strategic plan for travel management services to include but not limited to:

(a) A work plan taking into account all work elements in Section 1, Performance Work Statement.

(b) Identify types and quantities of equipment, supplies and materials required for performance of services under this contract. Identify if the offeror already possesses the listed items and their condition for suitability and if not already possessed or inadequate for use how and when the items will be obtained;

(c) Plan of ensuring quality of services including but not limited to contract administration and oversight; and

(d) (1) If insurance is required by the solicitation, a copy of the Certificate of Insurance(s), **or** (2) a statement that the contractor will get the required insurance, and the name of the insurance provider to be used.

(f) RESERVED

(g) RESERVED

*(h) Certification Regarding Responsibility Matters (Executive Order 12689). (Applies only if the contract value is expected to exceed the simplified acquisition threshold.) The offeror certifies, to the best of its knowledge and belief, that the offeror and/or any of its principals—*

*(1) o Are, o are not presently debarred, suspended, proposed for debarment, or declared ineligible for the award of contracts by any Federal agency;*

*(2) o Have, o have not, within a three-year period preceding this offer, been convicted of or had a civil judgment rendered against them for: commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a Federal, state or local government contract or subcontract; violation of Federal or state antitrust statutes relating to the submission of offers; or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, tax evasion, violating Federal criminal tax laws, or receiving stolen property;*

*(3) o Are, o are not presently indicted for, or otherwise criminally or civilly charged by a Government entity with, commission of any of these offenses enumerated in paragraph (h)(2) of this clause; and*

*(4) o Have, o have not, within a three-year period preceding this offer, been notified of any delinquent Federal taxes in an amount that exceeds \$3,000 for which the liability remains unsatisfied.*

*(i) Taxes are considered delinquent if both of the following criteria apply:*

*(A) The tax liability is finally determined. The liability is finally determined if it has been assessed. A liability is not finally determined if there is a pending administrative or judicial challenge. In the case of a judicial challenge to the liability, the liability is not finally determined until all judicial appeal rights have been exhausted.*

*(B) The taxpayer is delinquent in making payment. A taxpayer is delinquent if the taxpayer has failed to pay the tax liability when full payment was due and required. A taxpayer is not delinquent in cases where enforced collection action is precluded.*

*(ii) Examples.*

*(A) The taxpayer has received a statutory notice of deficiency, under I.R.C. §6212, which entitles the taxpayer to seek Tax Court review of a proposed tax deficiency. This is not a delinquent tax because it is not a final tax liability. Should the taxpayer seek Tax Court review, this will not be a final tax liability until the taxpayer has exercised all judicial appeal rights.*

*(B) The IRS has filed a notice of Federal tax lien with respect to an assessed tax liability, and the taxpayer has been issued a notice under I.R.C. §6320 entitling the taxpayer to request a hearing with the IRS Office of Appeals contesting the lien filing, and to further appeal to the Tax Court if the IRS determines to sustain the lien filing. In the course of the hearing, the taxpayer is entitled to contest the underlying tax liability because the taxpayer has had no prior opportunity to contest the liability. This is not a delinquent tax because it is not a final tax liability. Should the taxpayer seek tax court review, this will not be a final tax liability until the taxpayer has exercised all judicial appeal rights.*

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*(C) The taxpayer has entered into an installment agreement pursuant to I.R.C. §6159. The taxpayer is making timely payments and is in full compliance with the agreement terms. The taxpayer is not delinquent because the taxpayer is not currently required to make full payment.*

*(D) The taxpayer has filed for bankruptcy protection. The taxpayer is not delinquent because enforced collection action is stayed under 11 U.S.C. §362 (the Bankruptcy Code).*

*(i) Certification Regarding Knowledge of Child Labor for Listed End Products (Executive Order 13126). [The Contracting Officer must list in paragraph (i)(1) any end products being acquired under this solicitation that are included in the List of Products Requiring Contractor Certification as to Forced or Indentured Child Labor, unless excluded at 22.1503(b).]*

*(1) Listed end products.*

*Listed End Product    Listed Countries of Origin*

\_\_\_\_\_

\_\_\_\_\_

*(2) Certification. [If the Contracting Officer has identified end products and countries of origin in paragraph (i)(1) of this provision, then the offeror must certify to either (i)(2)(i) or (i)(2)(ii) by checking the appropriate block.]*

*[ ] (i) The offeror will not supply any end product listed in paragraph (i)(1) of this provision that was mined, produced, or manufactured in the corresponding country as listed for that product.*

*[ ] (ii) The offeror may supply an end product listed in paragraph (i)(1) of this provision that was mined, produced, or manufactured in the corresponding country as listed for that product. The offeror certifies that it has made a good faith effort to determine whether forced or indentured child labor was used to mine, produce, or manufacture any such end product furnished under this contract. On the basis of those efforts, the offeror certifies that it is not aware of any such use of child labor.*

*(j) Place of manufacture. (Does not apply unless the solicitation is predominantly for the acquisition of manufactured end products.) For statistical purposes only, the offeror shall indicate whether the place of manufacture of the end products it expects to provide in response to this solicitation is predominantly—*

*(1) o In the United States (Check this box if the total anticipated price of offered end products manufactured in the United States exceeds the total anticipated price of offered end products manufactured outside the United States); or*

*(2) o Outside the United States.*

*(k) Certificates regarding exemptions from the application of the Service Contract Act. (Certification by the offeror as to its compliance with respect to the contract also constitutes its certification as to compliance by its subcontractor if it subcontracts out the exempt services.) [The contracting officer is to check a box to indicate if paragraph (k)(1) or (k)(2) applies.]*

*[ ] (1) Maintenance, calibration, or repair of certain equipment as described in FAR 22.1003-4(c)(1). The offeror o does o does not certify that—*

(i) The items of equipment to be serviced under this contract are used regularly for other than Governmental purposes and are sold or traded by the offeror (or subcontractor in the case of an exempt subcontract) in substantial quantities to the general public in the course of normal business operations;

(ii) The services will be furnished at prices which are, or are based on, established catalog or market prices (see FAR 22.1003-4(c)(2)(ii)) for the maintenance, calibration, or repair of such equipment; and

(iii) The compensation (wage and fringe benefits) plan for all service employees performing work under the contract will be the same as that used for these employees and equivalent employees servicing the same equipment of commercial customers.

[ ] (2) Certain services as described in FAR 22.1003-4(d)(1). The offeror o does o does not certify that—

(i) The services under the contract are offered and sold regularly to non-Governmental customers, and are provided by the offeror (or subcontractor in the case of an exempt subcontract) to the general public in substantial quantities in the course of normal business operations;

(ii) The contract services will be furnished at prices that are, or are based on, established catalog or market prices (see FAR 22.1003-4(d)(2)(iii));

(iii) Each service employee who will perform the services under the contract will spend only a small portion of his or her time (a monthly average of less than 20 percent of the available hours on an annualized basis, or less than 20 percent of available hours during the contract period if the contract period is less than a month) servicing the Government contract; and

(iv) The compensation (wage and fringe benefits) plan for all service employees performing work under the contract is the same as that used for these employees and equivalent employees servicing commercial customers.

(3) If paragraph (k)(1) or (k)(2) of this clause applies—

(i) If the offeror does not certify to the conditions in paragraph (k)(1) or (k)(2) and the Contracting Officer did not attach a Service Contract Act wage determination to the solicitation, the offeror shall notify the Contracting Officer as soon as possible; and

(ii) The Contracting Officer may not make an award to the offeror if the offeror fails to execute the certification in paragraph (k)(1) or (k)(2) of this clause or to contact the Contracting Officer as required in paragraph (k)(3)(i) of this clause.

(l) *Taxpayer Identification Number (TIN)* (26 U.S.C. 6109, 31 U.S.C. 7701). (Not applicable if the offeror is required to provide this information to the SAM database to be eligible for award.)

(1) All offerors must submit the information required in paragraphs (l)(3) through (l)(5) of this provision to comply with debt collection requirements of 31 U.S.C. 7701(c) and 3325(d),

reporting requirements of 26 U.S.C. 6041, 6041A, and 6050M, and implementing regulations issued by the Internal Revenue Service (IRS).

(2) The TIN may be used by the Government to collect and report on any delinquent amounts arising out of the offeror's relationship with the Government (31 U.S.C. 7701(c)(3)). If the resulting contract is subject to the payment reporting requirements described in FAR 4.904, the TIN provided hereunder may be matched with IRS records to verify the accuracy of the offeror's TIN.

(3) *Taxpayer Identification Number (TIN).*

- o TIN: \_\_\_\_\_.
- o TIN has been applied for.
- o TIN is not required because:
  - o Offeror is a nonresident alien, foreign corporation, or foreign partnership that does not have income effectively connected with the conduct of a trade or business in the United States and does not have an office or place of business or a fiscal paying agent in the United States;
  - o Offeror is an agency or instrumentality of a foreign government;
  - o Offeror is an agency or instrumentality of the Federal Government.

(4) *Type of organization.*

- o Sole proprietorship;
- o Partnership;
- o Corporate entity (not tax-exempt);
- o Corporate entity (tax-exempt);
- o Government entity (Federal, State, or local);
- o Foreign government;
- o International organization per 26 CFR 1.6049-4;
- o Other \_\_\_\_\_.

(5) *Common parent.*

- o Offeror is not owned or controlled by a common parent;
- o Name and TIN of common parent:
  - Name \_\_\_\_\_.
  - TIN \_\_\_\_\_.

(m) *Restricted business operations in Sudan.* By submission of its offer, the offeror certifies that the offeror does not conduct any restricted business operations in Sudan.

(n) *Prohibition on Contracting with Inverted Domestic Corporations.*

(1) *Relation to Internal Revenue Code.* An inverted domestic corporation as herein defined does not meet the definition of an inverted domestic corporation as defined by the Internal Revenue Code 25 U.S.C. 7874.

(2) *Representation*. By submission of its offer, the offeror represents that—

- (i) It is not an inverted domestic corporation; and
- (ii) It is not a subsidiary of an inverted domestic corporation.

(o) Prohibition on contracting with entities engaging in certain activities or transactions relating to Iran.

(1) The offeror shall e-mail questions concerning sensitive technology to the Department of State at [CISADA106@state.gov](mailto:CISADA106@state.gov).

(2) *Representation and Certifications*. Unless a waiver is granted or an exception applies as provided in paragraph (o)(3) of this provision, by submission of its offer, the offeror—

(i) Represents, to the best of its knowledge and belief, that the offeror does not export any sensitive technology to the government of Iran or any entities or individuals owned or controlled by, or acting on behalf or at the direction of, the government of Iran;

(ii) Certifies that the offeror, or any person owned or controlled by the offeror, does not engage in any activities for which sanctions may be imposed under section 5 of the Iran Sanctions Act; and

(iii) Certifies that the offeror, and any person owned or controlled by the offeror, does not knowingly engage in any transaction that exceeds \$3,000 with Iran's Revolutionary Guard Corps or any of its officials, agents, or affiliates, the property and interests in property of which are blocked pursuant to the International Emergency Economic Powers Act (50 U.S.C. 1701 et seq.) (see OFAC's Specially Designated Nationals and Blocked Persons List at <http://www.treasury.gov/ofac/downloads/t11sbn.pdf>).

(3) The representation and certification requirements of paragraph (o)(2) of this provision do not apply if—

(i) This solicitation includes a trade agreements certification (*e.g.*, [52.212-3\(g\)](#)) or a comparable agency provision); and

(ii) The offeror has certified that all the offered products to be supplied are designated country end products.

(End of provision)

*Alternate I (Apr 2011)*. As prescribed in [12.301\(b\)\(2\)](#), add the following paragraph (c)(12) to the basic provision:

(12) (Complete if the offeror has represented itself as disadvantaged in paragraph (c)(4) or (c)(10) of this provision.)

*[The offeror shall check the category in which its ownership falls]:*

\_\_\_\_\_ Black American.

\_\_\_\_\_ Hispanic American.

\_\_\_\_\_ Native American (American Indians, Eskimos, Aleuts, or Native Hawaiians).

\_\_\_\_\_ Asian-Pacific American (persons with origins from Burma, Thailand, Malaysia, Indonesia, Singapore, Brunei, Japan, China, Taiwan, Laos, Cambodia (Kampuchea), Vietnam, Korea, The Philippines, U.S. Trust Territory of the Pacific Islands (Republic of Palau), Republic of the Marshall Islands, Federated States of Micronesia, the Commonwealth of the Northern Mariana Islands, Guam, Samoa, Macao, Hong Kong, Fiji, Tonga, Kiribati, Tuvalu, or Nauru).

\_\_\_\_\_ Subcontinent Asian (Asian-Indian) American (persons with origins from India, Pakistan, Bangladesh, Sri Lanka, Bhutan, the Maldives Islands, or Nepal).

\_\_\_\_\_ Individual/concern, other than one of the preceding.

*Alternate II (Jan 2012).* As prescribed in 12.301(b)(2), add the following paragraph (c)(10)(iii) to the basic provision:

(iii) *Address.* The offeror represents that its address is, or is not in a region for which a small disadvantaged business procurement mechanism is authorized and its address has not changed since its certification as a small disadvantaged business concern or submission of its application for certification. The list of authorized small disadvantaged business procurement mechanisms and regions is posted at <http://www.acquisition.gov/References/sdbadjustments.htm>. The offeror shall use the list in effect on the date of this solicitation. "Address," as used in this provision, means the address of the offeror as listed on the Small Business Administration's register of small disadvantaged business concerns or the address on the completed application that the concern has submitted to the Small Business Administration or a Private Certifier in accordance with 13 CFR Part 124, subpart B. For joint ventures, "address" refers to the address of the small disadvantaged business concern that is participating in the joint venture.