

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1. CONTRACT ID CODE	PAGE OF PAGES	
2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.		1	3
A002	See block 16C			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. SRP380-12-R-0050	
			✓	9B. DATED (SEE ITEM 11) July 13, 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 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. SRP380-12-R-0050, Travel Management Contract (Transaction Fee), is hereby amended to incorporate the following changes to the solicitation.

1. Delete the line item for Self Service using the Online Booking Engine under Section 1.2.2, Pricing, as indicated in the revised pages 2 and 3 of the solicitation:

Continued next page...

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)	
		NENITA V. WHITAKER	
15B. CONTRACT/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
(Signature of person authorized to sign)			
		(Signature of Contracting Officer)	

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED

PAGE

SRP380-12-R-0050-A002

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NAME OF CONTRACTOR

Transaction Type	Description of Services	Base Period (Per Transaction In US Dollars)	Option Period 1 (Per Transaction in US Dollars)	Option Period 2 (Per Transaction in US Dollars)
A	On-site Services – Agent Assisted International/ Domestic Travel with Air and/or Rail, with or without Lodging and/or Car Rental Reservations			
B	On-site – Agent Assisted International/Domestic Travel with Lodging and/or Car Rental Only (without Air or Rail)			
C	Courier Delivery (within 2 calendar days) of paper ticket, if applicable			
D	Overnight Delivery of paper ticket, if applicable			

A002

2. Delete the Annual Estimated Number of Transactions Service using the Online Booking Engine under Section 4.3 – Evaluation Factors, as indicated in the revised pages 64 and 65 of the solicitation:

Transaction Description

Annual Estimated Number of Transactions

On-site Services – Agent Assisted International Travel/Domestic with Air and/or Rail, with or without Lodging and/or Car Rental Reservations

5,100

On-site – Agent Assisted International/Domestic Travel with Lodging and/or Car Rental Only (without Air or Rail)

200

Courier Delivery (within 2 calendar days) of paper ticket, if applicable

50

Overnight Delivery of paper ticket, if applicable

50

A002

CONTINUATION SHEET	REFERENCE NO. OF DOCUMENT BEING CONTINUED SRP380-12-R-0050-A002	PAGE 3 of 3
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NAME OF CONTRACTOR

3. The attached revised pages 2, 3, 64 and 65 form part of the amendment.
4. Minutes of the pre-proposal conference as well as questions and corresponding answers are attached in this amendment.
5. All other terms and conditions remain the same and in full force and effect.

**SECTION 1 - THE SCHEDULE
CONTINUATION TO SF-1449
RFP NUMBER SRP380-12-R-0050
PRICES, BLOCK 23**

1.0 Description

The Contractor shall provide travel management services to the *U.S. Embassy Manila*, as described in this solicitation. The contract type is a requirements type contract for all travel management services required by the agencies set forth in Section 1, paragraph 27.0. The contract will be for a one-year period from the date to start services, set forth in the Notice to Proceed, with two (2) one-year options to renew.

2.0 Transaction Fees and Commission Refund Process

2.1 Transaction Fee. The Government shall pay the Contractor a transaction fee based on a fixed rate per transaction. See also Section 1, continuation of block 20, paragraph 2.0, Definitions, and paragraph 17.0 for further information on handling of transaction fees. See also paragraph 15.0 for a further description of Government Travel Charge Card, Centrally Billed Account (CBA), and Government Travel Request (GTR) sales.

2.2 Reserved

2.3. Pricing

Transaction Type	Description of Services	Base Period (Per Transaction In US Dollars)	Option Period 1 (Per Transaction in US Dollars)	Option Period 2 (Per Transaction in US Dollars)
A	On-site Services – Agent Assisted International/ Domestic Travel with Air and/or Rail, with or without Lodging and/or Car Rental Reservations			

B	On-site – Agent Assisted International/Domestic Travel with Lodging and/or Car Rental Only (without Air or Rail)			
C	Courier Delivery (within 2 calendar days) of paper ticket, if applicable			
D	Overnight Delivery of paper ticket, if applicable			

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2.4 VALUE ADDED TAX (V.A.T)

The U.S. Government is exempt from payment of taxes as a qualifying entity under Section 3(b)(3) of Revenue Regulations No. 6-97 dated January 2, 1997. In accordance with this regulation, all sales made by the Contractors or supplies to the U.S.

SECTION 4 - EVALUATION FACTORS

1.0 Award will be made to the quoter which quotes the lowest transaction fees, as determined by following the procedures outlined in paragraph 3.0 below. The quoter shall submit a completed solicitation, including Sections 1 and 5.

2.0 The Government reserves the right to reject proposals that are unreasonably low or high in price.

3.0 The lowest price will be determined by multiplying the offered transaction fee for each contract line item in Section 1 for each period of performance by its respective estimated requirements set forth below. These requirements represent the estimates for each period of performance rather than the entire contract period, so the transaction fee for each period of performance will be multiplied by the same estimated requirements. The subtotals for the base and all optional periods of performance will be totaled to arrive at the total transaction fees to be charged to the Government. The estimates set forth below are based on official travel only, not personal travel. These estimates are provided only for purposes of computing the estimated transaction fee payment and are not guaranteed.

Transaction Description

Annual Estimated Number of Transactions

On-site Services – Agent Assisted International Travel/Domestic with Air and/or Rail, with or without Lodging and/or Car Rental Reservations	5,100
On-site – Agent Assisted International/Domestic Travel with Lodging and/or Car Rental Only (without Air or Rail)	200
Courier Delivery (within 2 calendar days) of paper ticket, if applicable	50
Overnight Delivery of paper ticket, if applicable	50

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0
2

4.0 The Government will determine quoter acceptability by assessing the quoter's compliance with the terms of the RFQ.

5.0 The Government will determine quoter responsibility by analyzing whether the apparent successful quoter complies with the requirements of FAR 9.1, including:

5.1. adequate financial resources or the ability to obtain them;

5.2. ability to comply with the required performance period, taking into consideration all existing commercial and governmental business commitments;

5.3. satisfactory record of integrity and business ethics;

5.4. necessary organization, experience, and skills or the ability to obtain them;

5.5. necessary equipment and facilities or the ability to obtain them; and

5.6. otherwise qualified and eligible to receive an award under applicable laws and regulations.



August 16, 2012

Embassy of the United States of America

Manila, Philippines

Subject: Minutes of Site Visit and Pre-Proposal Conference held on July 26, 2012, for the Travel Management Contract

Ref: RFP No. SRP380-12-R-0050

A site visit was held at the Travel Office. The group then proceeded to the Claire Philips Conference Room for the pre-proposal conference, which was presided by the Contracting Officer, Ms. Nenita Whitaker. 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: Solicitation will be amended to combine international and domestic travel into 1 line item (line items B&C and E&F)
- 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 – Travel Officer – Mr. Andy Burton

Section 3 - Solicitation Provisions

Section 4

Evaluation Factors – annual estimated number of transactions will be revised to combine the international and domestic transactions and to increase the combined quantity.

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. How many travel consultants will be needed in the in-plant office (aside from the Travel Manager and the Project Manager)?

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

2. Will the Project Manager be dedicated to the site?

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

3. What will be the process for the low rate reimbursement in case the TMC was not able to quote the lowest possible rate?

Answer: After careful evaluation and investigation if TMC did not abide by the rules set forth by USG, they are liable to pay the fare difference. Process on how payment is to be made will be disclosed only to the winning contractor.

4. Is an online booking tool being used currently? Does it cover both international and domestic Philippines trips?

Answer: No.

5. Is a toll free number already in place?

Answer: No.

6. What is the approximate number of calls received through the toll free number?

Answer: 0

7. What will the form of payment be?

Answer: Centrally-billed account (CBA)

8. When will the GTR and CBA be used in a transaction? Will the transaction fee be included when charged through either?

Answer: We only use GTR for one agency, FAS. All other sections/agencies use CBA.

9. Is the e-travel service already in place? When is this used? How will this interact with the TMC? How will this interact with the GDS?

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

10. Are hardcopies of e-tickets required to be sent to the traveler?

Answer: No physical delivery; via email if supported (#56)

11. What does service not included in the provisioning for telephone units mean? Will the TMC shoulder the cost of this?

Answer: Yes. Refer to Section 1-6.2 Space for Performance of Required Services

12. 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.

13. Can the TMC bring in their own equipment?

Answer: Yes. See Section 1 -5.0 Furnishing of Equipment/Property

14. Will there be more than 1 site required?

Answer: There will only be 1 site.

15. Are city pairs/corporate fares within the US only or will this include the trans-pacific journey?

Answer: If such contract fare is available, it is mandatory to use it. Refer to Paragraph 3.2.2.3 and 3.2.2.4 of the solicitation. Or Refer also to Paragraph 3.6 (pp14-15) of the solicitation.

16. Which airline corporate fares does the Embassy have and are these loaded in the GDS?

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

17. 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.

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

Answer: Yes. If required.

19. When is the expected start date?

Answer: October 1, 2012

20. What is the OBT?

Answer: GWGT will provide the OBE and drop reservation in the TMC's GDS queue.

21. What is the Scope of Work for Self-Service?

Answer: Self-Service is not implemented here in Manila

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

Answer: It includes both international and domestic destinations.

23. 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.

24. 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.

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

Answer: Very minimal.

26. 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.

27. Definitions – GEBAT - Which carriers accept GEBAT?

Answer: Information not known.

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

Answer: None.

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

Answer: We use the GSA rates which will be loaded into the system. We will monitor the rates submitted in the travel vouchers any discrepancy must be documented. (#32)

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

Answer: No.

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

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

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

Answer: No.

33. 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.

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

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

35. Definitions - Traveler's Checks - Are we required to procure travellers cheques for travellers? Is this charged to the agency or traveller card?

Answer: No

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

Answer: Yes.

37. 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.

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

Answer: Refer to the answer to Question 16.

39. 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.

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

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

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

Answer: We sometimes use restricted fares.

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

Answer: Yes, if that contracted rates is not available (#31)

43. 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 or www.usa.gov.

44. 24 Hour Toll Free Number - Is the 24-hour, toll-free number provided by the incumbent?

Answer: No.

45. 24 Hour Toll Free Number - If yes, how many transactions were coursed through this number last year?

Answer: n/a

46. 24 Hour Toll Free Number - Toll free international or a local number?

Answer: n/a

47. 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.

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

Answer: Issued at the airport of if the passenger requests for internet check in.

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

Answer: Yes.

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

Answer: Approximately 10% GDS, 90% manual

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

Answer: Yes.

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

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

53. 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.

54. 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

55. Information Pamphlets - How often is this prepared?

Answer: Refer to Paragraph 3.5.6.1 and 3.5.6.2

56. 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

58. Information Pamphlets - Please clarify 3.5.6.2.

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

59. 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.

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

Answer: We don't take collect calls.

61. 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 the cheaper rate.

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

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

63. 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.

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

Answer: n/a

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

Answer: n/a

66. 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.

67. 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.

68. Credit Cards - How are merchant fees applied on card payments for reimbursable expenses?

Answer: Any merchant fee should be added to the total cost paid by the traveler using the travel card.

69. 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.

70. 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.

71. 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.

72. 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)

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

Answer: All transactions related to booking ticketing and refunds.

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

Answer: Yes.

75. 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.

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

Answer: Yes.

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

Answer: The TMC pays for the telephone bills.

78. Travel Counselors – Reservationists - What is the current incumbents personnel count?

Answer: Refer to question #1.

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

Answer: Refer to question #1.

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

Answer: Yes.

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

Answer: Yes.

82. 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.

83. 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.

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

Answer: Yes.

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

Answer: We no longer issue prepaid tickets.

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

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

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

Answer: We use GSA rates, which will be loaded into the system. We will monitor rates submitted in the travel vouchers; any discrepancies must be documented.

88. Billing & payment procedures - Refund of cost difference - To whom is it given (agency / traveler?) and what is the timing for the refunds (weekly, monthly, annually?)

Answer: Refer to Section 1 – 16.0 Refund Procedures

89. 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

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

Answer: No.

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

Answer: Yes.

92. Does the US Embassy absorb the merchant fees on Official Travel? How about for personal travel?

Answer: Refer to question #80.

93. 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.

94. 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: Computation is given by the Airline concerned.

95. 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: Yes.

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

Answer: International.

97. What details are in the transaction files? Open net computer - Does this mean no MS Office / Windows will be provided?

Answer: Microsoft Office and other required software.

100. 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

101. 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.

102. 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 Princesa.

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

Answer: 60% Transpacific/Transatlantic 40% regional.

104. 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.

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

Answer: No.

106. 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.

107. 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*

108. 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.

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

Answer: TMC maintains their own database.

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

Answer: No.

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

Answer: No.

112. Reserved Areas - Will the info for these areas be given prior to submission of proposals?

Answer: No. This is not part of the solicitation.

113. Link to the full version of clauses.

Answer: www.statebuy.state.gov or you may search for the latest version of the Federal Acquisition Regulations in the internet.

114. Do we need to submit any document upon receipt of amendments prior to submission of proposal?

Answer: Acknowledged copies of amendments may be submitted together with the proposal.