

Attachment A

To: Offerors
From: Mike M. Pitts, Contracting Officer
Date: June 20, 2014
Subject: Answers to the Questions asked by offerors for Travel Management Services Solicitation (SPK33014Q5723) after and at pre-proposal conference on June 4, 2014

1. Q) According to the solicitation, 4 – 5 weeks credit period is involved, in case of delays in payment, will the contractor be entitled for any compensation? Because banks in Pakistan charge a high interest rate (14% - 15%) and air lines allow credit only for 16 days.

Ans) Payment will be made within thirty days upon submission of legitimate invoice to the given address. If the government fails to pay, upon acceptance, within thirty days the contractor is entitled to claim interest as allowed by the Prompt Payment Act.

2. Q) Page 22/31, item # 3.9.3 and 10.0 – reconciliation report of transaction and billings – Please clarify if this report is due within five business days as required under 3.9.3 or on the 10th day of the month as indicated on deliverables?

Ans) This report will be due on 10th day after receipt of charge card vendors billing tapes. See: Paragraph, 3.9.3.2 in the amendment 001 issued.

3. Q) Page 33, item # 14.2 and 17 – Transaction fees – what form of payment will the U.S. Embassy use to pay for transaction fee?

Ans) Payment shall be made in the local currency (PKR); however, US firms shall be paid in US dollars. Transaction fees may be paid through both Electronic Funds Transfer (EFT), and/or charge card.

4. Q) Page 34, item # 15.4 – Government Travel Charge card – Will there be additional CBAs for different agencies?

Ans) Yes, there may be different CBAs for different agencies.

5. Q) Page 34, item # 15.5.3 – what is the travel policy for tickets paid other than CBA/IBA?

Ans). Tickets purchased other than CBA/IBA, payments will be made through electronic fund transfer (EFT) within 30 days upon submission of legitimate invoice.

6. Q) Page 34, item # 15.5.4 – purchase without CBA – please clarify further on the vendor code and SCAC code.

Ans): Paragraph 15.5.4. of the Scope of Work was corrected; see amendment 001 of this solicitation. Paragraph 15.5.4 was deleted to exclude the requirement of vendor and SCAC code.

7. Q) Page 35, item # 16.0 – Refund – Is U.S. Embassy familiar with actual refund process? E.g. moneys returned by the corresponding airline and time frame of the process?

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Ans) Yes, US Embassy is very much familiar with refund process. E.g. Refunds are adjusted in same fortnight payment to the airlines. Vendor is required to provide calculation sheet with the refunded payment. However Vendor is also required to update the Embassy on any unusual refund process by the airline.

8. Q) Page 35, item # 17.2.3 – Transaction fees – After documents are issued, if there is a change to the traveler’s itinerary that requires a new document to be issued and there are additional airline charges, can the contractor charge an extra transaction fee?

Ans) Once the ticket is issued and traveler request to make a change in the ticket for official purpose and that requires ticket reissuance, the contractor shall not charge the government an additional transaction fee but only if any airline charges apply.

9. Q) Page 40, attachment # 1 E-Travel Service Standard – Does U.S. Embassy plan on implementing ETS for the online booking tool?

Ans) No, ETS is used currently for end-to-end travel authorizations, travel planning, and travel vouchering. There are no plans to implement an online booking component.

10. Q) Page 43, attachment # 3 – Government furnished property – What should we understand by applicable portions of FTR and 14 FAM – travel and transportation?

Ans) As the title of the attachment shows, it is the list of properties U.S. Government will provide to the contractor for use. These are the two documents consisting of U.S. Government regulations pertaining to the official travel; they will remain in the custody of the contractor until the contractor provides services under this contract.

11. Q) Page 34, item # 15.5.2 – form SF 1113 – billing and payment procedures – will travel vouchers) (SF-1113) be provided by the FMO?

Ans). A copy of invoice format and form SF 1113 will be provided to Vendor by the COR once the contract will be awarded.

11. Q) What are the websites for registering DUNS, N-Cage and for SAM?

Ans) DUNS number is required to get award of this contract and must be included in the quotation. It can be obtained visiting the following website: <http://fedgov.dnb.com/webform>

Registration in SAM is also required to get the award of this contract and get paid under this contract. Registering in SAM is a 3-step process. First, you must get your DUNS number, then you must obtain an NCAGE number, and only after these two steps have been completed you can go to the third step and register in SAM. The following link will take you to the step by step instructions to get your firm registered:

<http://pd.statebuy.state.gov/Content/documents/NewForeignRegistration.pdf>

12. Q) What is the average volume of purchase per year (Domestic & International)?

Ans) Approximately 7.8 million U.S. Dollars per annum.

13. Q) What is city pair fare program?

Ans) Transportation division of General Services Administration in States has negotiated fares with certain airlines available on GDS. These are YCA, _CA fares on already negotiated price and routings. These fares can only be bought with a government travel charge card or a CBA. For more details please read 3.2.2 on page # 17 inSOW.

14. Q) The Schedule-Continuation to SF-1449 Block 23, Paragraph 20, Page 37; list of Key Personnel is given and it is written that their names are required at "the time of award" of the contract however point 1.2.1 on the Page 59 of the solicitation required to complete resumes for all key personnel. So, kindly clarify that whether do we have to give resumes of the Key Personnel at the time of the bid or at the time of award of the contract

Ans) The offerors are required to include resumes of two key personnel (Project Manager and Site Manager) in their proposal submission while the seven remaining personnel (Travel Counselors) can be identified at the time award. See amendment 001 for revised paragraph 20 (page-37) and Section 3 – paragraph 1.2.1 (page-59).

15. Q) Solicitation Amendment - how soon this will be finalized and issued?

Ans) We'll issue the amendment as soon as possible but not beyond June 25, 2014.

16. Q) Page-59, item # 1.2.4 and 1.2.5 – Do you want us to submit on our letterhead or on a plain paper the information requested through these clauses?

Ans) It is not mandatory to submit the information on letterhead but it is good and encouraged to do so.

17.) Do we need to include all amounts on page # 02 or page # 03 of SF-1449 of the solicitation?

Ans) See the answer for question # 24.

18. Q) Page # 40 attachment # 1 “E-Travel Service Standards for Accommodating External Travel Agent Services” Does it require affiliation with CWGT? If not, should you remove it from the solicitation?

Ans) No. It does not require affiliation with CWGT. You are not required to use it. However, we are required by Travel Branch to leave in that guidance should an external TMC decide to use it in

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the future. The basis of the award will not be determined by a bidder's current or planned usage of ETS.

19. Q) Page # 2, Block-17A, what vendor has to fill in this block?

Ans) The offeror shall fill their business name, street address and contact numbers

20. Q) Page # 22, item # 3.9.3 - If the contractor is required to provide reconciliation report, please explain the steps to follow?

Ans) Vendor is required to install automated accounting software linked with their reservation and ticketing system in order to get automated generated reports. E.g. reconciliation report, weekly sales report and quarterly sales activity report. (All associated cost will be Vendor's responsibility).

21. Q) Page #2, block-12, Explain discount terms?

Ans) This specifies the prompt payment discount terms, if the contractor offers any. If none are offered, then complete this block by stating "Net 30" or none

22. Q) Will the contractor develop itineraries for car rentals and associated lodgings? If so will the contractor charge the same transaction fee as for air travels?

Ans) If applicable, Vendor may charge the transaction fee for car rentals and associated lodgings separately. Vendor will charge domestic transaction fee for lodging and car rentals.

23. Q) What is refund policy?

Ans) Our refund policy is explained on page#35 clause 16.0 in SOW. However contractor is required to refund the cost of unused ticket after deducting the applicable airline penalties/charges and transaction fee to the Government.

24. Q) How to fill out blocks 23 and 24 (*Do we have to fill out the tables through Page 6 to Page 11 and take the SUM of every years total volume and fill out that volume in the Blocks 23 and 24 of the Form SF-1449? Or Do we just have to write our respective quoted prices per transaction on domestic and international tickets in Blocks 23 and 24?*)

Ans) Fill out the price tables for base and all option years (Page 6 to Page 11) and take the sum of each year and put the same amount in blocks 23 and 24 in front of respective year.

25. Q) Can you please explain Volume II? Isn't the SF-1449 shall also serve as the price quotation as well since the Blocks 23, 24 require the values for "Unit Price" & "amount"? However, if the Price Quotation has to be made in some other format then please explain that as well.

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Ans) SF-1449 does not substitute the price quotation as it does not include all the line items. The price tables for base and all option years (referenced in the answer to question # 24) shall constitute the price quotation. These filled out tables must be included in the proposal that will be considered price quotation.

26) Q) Could you please give an approximate time-frame from the submission of the bids till award of the contract and its implementation?

Ans) We anticipate the contract award in the second week of September 2014 and effective date of the contract may be in the second half of October 2014.