

QUESTIONS AND ANSWERS

Solicitation Number SPE50016Q005 – On-Site Travel Agency Services

1. **Q: Section 1 → 2.0 Transaction Fees → 2.1 Transaction Fee:** How does the process using a GTR works? When travels are requested with a GTR, will they use agency credit? or are they also charged to a credit card?

A: Correct, it is credit. Procedures for payment with GTR are outlined in Section 15.5 of the solicitation.

2. **Q: Section 1 → 2.0 Transaction Fees → B. Pricing Table:** It is possible to add other items or should our proposal be limited to this list? Is it possible to consider other services not listed? For example; Non CRS transactions, Refunds, Credit Card reconciliation, etc.

A: Your quotation should be limited to what has been asked in the RFQ. No additional services should be added.

3. **Q: 1.0 Scope of Work:** considering that seminars, meetings and workshop services will be eventual requirements, is it possible to use MICE staff located in contractor's main office? Or should this service will also be provided on-site?

A: Yes, this type of service can be provided from contractor's main office. However, contractor's staff in charge of this service should be available to come to the Embassy for coordination meetings.

4. **Q: 1.0 Scope of Work:** Personal (unofficial) travel requests should be also provided by the contractor personnel on-site? Or could they be canalized through Leisure department located in contractor's main office?

A: The contractor is given the option to have a representative on-site for this type of travel. If the preference is to provide the service the contractor's main office, the Embassy may use another vendor for this service.

5. **Q: 3.0 Contractor Requirements for Providing Official Travel Services → 3.2.4:** Emergency service 24-hour should be provided by the contractor's personnel on-site using an after-hours shift plan, or can this service be provided by Emergency staff located in contractor's main office?

A: This should be determined by quoter. The Contractor shall be responsible for ensuring that any subcontractor providing such emergency service complies with all conditions of the contract.

6. **Q: 3.0 Contractor Requirements for Providing Official Travel Services → 3.2.6:** Please clarify the term "back-to-back" and provide examples if possible.

A: Back to back faring refers to the way tickets are issued, with advance purchased to guarantee the lowest airfare. There is a lot of managing of unused tickets when using this option.

Example – Routinely travel DCA-ATL-DCA. If business rules are to obtain the lowest rate no matter what the penalties agency would look for ticket prices in a 21 or 30 day advance purchase with a Saturday night stay and use the segments as needed.

Ticket #1

DCA- ATL 11 April

ATL – DCA 19 April

Ticket #2

ATL – DCA 13 April

DCA-ATL 18 April

So now you have a trip DCA- ATL 11 April Return on the 13 April and another DCA-ATL 18 April return on the 19 April

7. **Q: 3.0 Contractor Requirements for Providing Official Travel Services → 3.5 Related Services → 3.5.1 Health Requirements:** Is there any specific or official source for this information that we should use? Or the source of this information is entirely under contractor's responsibility?
- A: Yes. It's entirely under contractor's responsibility.
8. **Q: 3.0 Contractor Requirements for Providing Official Travel Services → 3.5 Related Services → 3.5.2 Local Conditions:** Is there any specific or official source for this information that we should use? Or the source of this information is entirely under contractor's responsibility?
- A: Yes. It's entirely under contractor's responsibility.
9. **Q: 3.0 Contractor Requirements for Providing Official Travel Services → 3.5 Related Services → 3.5.3 Foreign Currency Information:** Is there any specific or official source for this information that we should use? Or the source of this information is entirely under contractor's responsibility?
- A: Yes. It's entirely under contractor's responsibility.
10. **Q: 3.0 Contractor Requirements for Providing Official Travel Services → 3.5 Related Services → 3.5.4 Visas:** Is there any specific or official source for this information that we should use? Or the source of this information is entirely under contractor's responsibility?
- A: Yes. It's entirely under contractor's responsibility.
11. **Q: 3.0 Contractor Requirements for Providing Official Travel Services → 3.5 Related Services → 3.5.5 Seminars and Meetings:** Please detail form of payment for these services and credit/billing requirements.
- A: Form of payment will be confirmed by the office/agency that has the requirement.
12. **Q: 3.0 Contractor Requirements for Providing Official Travel Services → 3.5 Related Services → 3.5.7 Special Fares/Packages:** Is it allowed to use internal contractor's mailing process to advertise these offers, and/or arrange on-site vacations fairs for the Embassy personnel?
- A: Yes.
13. **Q: 3.0 Contractor Requirements for Providing Official Travel Services → 3.10 Communications System and Emergency Services → 3.10.4:** Is a telephone service factor report required? Is it allowed to record calls to monitor contractor's personnel service?
- A: A report is not required. However, it's the contractor's responsibility to monitor contractor's personnel service making sure that the service complies with all conditions of the contract. It is not allowed to record calls on Government premises.
14. **Q: 3.0 Contractor Requirements for Providing Official Travel Services → 3.10 Communications System and Emergency Services:** Is On-site communications service provided by the Embassy? Or is the Contractor responsible to coordinate suppliers for voice, mobile, fax, internet, etc.?
- A: The Contractor shall provide dedicated telephone service for the account(s) at no cost to the Government.

- 15. Q: 3.0 Contractor Requirements for Providing Official Travel Services → 3.14 eTravel Service (eTS):** Is this service to be implemented? It is currently being used? Is there any time window for the implementation of eTS that we should consider?
- A:** eTravel Service (eTS) is already implemented for some agencies at the Embassy. It is available without the online booking option.
- 16. Q: 3.0 Contractor Requirements for Providing Official Travel Services → 3.15 eTravel Service Requirements:** A contractor's booking engine (OBT) can be offered to those agencies not participating in the eTS project. Are you interested in having this option in our proposal for the Embassy also? Or should eTS be implemented mandatorily in this case?
- A:** Your quotation should be limited to what has been asked in the RFQ. No additional services should be added.
- 17. Q: 8.0 Contractor's Quality Control Plan → 8.3:** Can a Quality Service Survey be conducted using a web based tool? Or should we consider other surveying options? Like mailing, telephone or paper surveys.
- A:** Quoter should determine method to be used.
- 18. Q: 14.1 Official Travel:** Should Travel Authorizations be attached to every single official ticket? Can be also electronically attached to tickets or Transaction-Fee reports?
- A:** Travel authorizations must be attached to the corresponding invoice for payment purposes. Airline tickets must be issued once the Travel Authorization is available.
- 19. Q: 15.0 Billing and Payment Procedures → 15.2:** Please explain further about this process. How are fares audited and which source(s) is(are) used for comparison purposes?
- A:** When applicable, it is a random process and comparison is done to similar itineraries/trip length and airfare restrictions.
- 20. Q: 16.0 Refund Procedures:** In general, ticket refunds are performed by the airline involved, following our request to start a refund process. The time for this process is entirely on airline's side, but the terms on this Solicitation refers to "10 days" or "immediately". Please consider this paragraph to be reviewed.
- A:** Solicitation refers to the time the travel agency can take to request/start a refund. Time taken by the airline must be notified to the requestor. The Travel Agency must monitor refund process until the Embassy is reimbursed.
- 21. Q: 19.0 Government Approval and Acceptance of Contractor Employees:** Is this approval and personal background check limited to the personnel working on-site? Or is it extensive to all employees who are in any way providing service to the Embassy?
- A:** The background is limited to the personnel working on-site, only.
- 22. Q: 20.2:** Are Travel Counselors assigned to service the Embassy on-site (besides the Site Manager) considered key personnel?
- A:** Yes, travel counselors assigned to the Embassy on-site (besides de Site manager) are considered key personnel
- 23. Q: 24.0 Permits:** Besides the regular permits and licenses required by the Peruvian government for a formal travel company to operate, is there any additional specific permit, license or certification we need to get in order to comply with the contract with the US Embassy?
- A:** The contractor shall obtain all required licenses, permits and insurance required by law.

24. Q: Section 5: Does the Embassy recommend to complete the SAM certification or the paragraphs attached in Section 5 (form “c” to “p”)?

A: Requestor shall possess an active SAM registration for this quotation to be considered. Section 5 needs to be completed as well.