

MINUTES OF THE PRE-PROPOSAL MEETING FOR TRAVEL SERVICES HELD ON JANUARY 22, 2014

Present:

Paul Stenseth (Contracting Officer), Mubanga Chileshe, Ethel Mwanaumo, Blandish Kambole, Representatives from Voyagers, Juls Africa and Euma Tours.

Paul Stenseth opened the meeting by introducing the Embassy Team. The representatives from the three companies introduced themselves.

The Contracting Officer then went through the solicitation document, highlighting the due date and evaluation criteria.

Question and Answers

1. DISCOUNT TERMS

Please clarify what you mean by discount terms.

Answer: If the offeror has offered a discount in the offer, this should be indicated in block 12 of the SF 1449

2. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER What does this mean?

Answer: If your address has changed at the time of offer, indicate in block 17b of the SF 1449

3. UNIT PRICE

What is the unit price?

Answer: The unit price of your offer

4. AMOUNT

What is the amount?

Answer: The total amount of the offer

5. PRICING IN ZAMBIAN KWACHA

VALUE ADDED TAX. Value Added Tax (VAT) is not applicable to this contract and shall not be included in the CLIN rates or Invoices because the U.S. Embassy has a tax exemption certificate from the host government.

Transaction Description

Base Period Option Period 1

Option Period 2

Within City Limits Services - Domestic/International Transaction Fee

On-site Services - Domestic/International Transaction Fee

Online Booking (Domestic/International Transaction Fee with Air, Rail, lodging or Car Rental)
Courier delivery fee

What is the base period on option 1 and 2?

Answer: The base period is the initial 12 months of the contract. Option 1 is the second year and Option 2 is the third year of the contract. Only the Government has the right to renew these options based on the quality of service and the availability of funds.

6. The Contractor shall provide corporate travel services for official domestic and international travel of Government employees and their dependents. Domestic and international travel includes travel within the country in which the U.S. Embassy Lusaka is located and travel outside that country, including travel within the U.S and other countries. The corporate travel services that the Contractor shall provide include:

Travel reservations, issuance and delivery of tickets for air, rail, bus and steamship carriers; and where possible, advance seat assignments and advance boarding passes;

Reservations for lodging accommodations;

Commercial automobile rental services;

Assistance in obtaining passports, visas, and advice regarding health requirements;

Will you require the travel agent to process Passports and Visas on your behalf?

Answer: No

7. Information pamphlets for Government travelers who use the contract.

What does this mean?

Answer: At times, the travel agency may be requested to provide information to the traveler. The agency should be in a position to do so.

8. Definitions and Acronyms

Agency – U.S. Government activity at post, such as State Department, Foreign Commercial Service, or Foreign Agricultural Service.

ARC - Airlines Reporting Corporation. Website: <http://www.arccorp.com>.

Business Day – Monday through Thursday, 07:30 to 17:30 hours and Fridays 07:30 to 12:00 hours , except holidays listed in Section 2, DOSAR 652.237-72, “Observance Of Legal Holidays And Administrative Leave”.

Our office hours are Mon – Fri from 08:00hrs to 17:00hrs.

Answer: The Agency will be expected to adhere to the requirements of the contract regarding working hours

9. Taxes and Fees - Charges for transportation imposed on travelers by other authority, such as U.S. Government federal taxes, airport passenger facility charges.

Transaction - Issuance of a ticket for common carrier transportation, or changes to that ticket after issuance. Other travel reservations associated with the travel under that ticket, including

but not limited to, hotel reservations, car rental, and other traveler services, are not considered a transaction for purposes of charging a transaction fee.

Transaction Fee - Fee, charged by the Contractor, for issuance of a ticket for common carrier transportation or changes to that ticket, after issuance. Paragraph 17.0 addresses when a transaction fee may be charged for a transaction.

What is the transaction fee for numerous services?

Answer: The Agency will charge according to the services rendered. Please refer to page 4 of the solicitation. The charges will be according to the break down on page 4.

10. The Contractor shall provide the Government with the reservation and ticketing services which industry practice normally accords corporate or private travelers, to include new and improved reservation and ticketing technologies. These shall include a 24-hour, toll-free number available to travelers to perform emergency itinerary changes and emergency services outside regular business hours. The Contractor shall be responsible for ensuring that any subcontractor providing such emergency service complies with all conditions of the contract.

We do not have a Toll free number in Zambia

Answer: Zambia telecommunication company (ZAMTEL) provides toll free numbers. The contractor can apply for one through Zambia Information and Communication Technology Authority (ZICTA.)

11. The Contractor shall reserve commercial vehicles for Federal travelers, if requested. The Military Traffic Management Command, Department of Defense, has negotiated Government discount rates on an unlimited mileage, flat daily or weekly basis with major rental automobile companies. Participating locations of these companies have agreed to make these rates available to civilian as well as military employees. These companies and their established discount rates are the first source for Federal travelers, as required by the FTR. Considering daily or extended rates, the Contractor shall reserve vehicles from these sources or, if no vehicles are available at Government rates, from other firms at the lowest total cost available to the traveler, which includes full loss/collision damage waiver (LDW/CDW), to the traveler.

Will we be given rates with certain automobile associations?

Answer: The Travel Agency will arrange this.

12. Local Conditions. The Contractor shall provide information and advice on conditions at the various foreign destinations, including climatic conditions, type of clothing which are appropriate or essential, national and religious holidays, location of American embassies and consulates, etc

Will we need to provide this for each passenger?

Answer: No, as and when required

13. The Contractor shall develop, print and deliver to the Government, pamphlets listing procedures for traveler use of the services under this contract. These should be approximately pocket or letter size, about two pages long, and should provide Contractor phone numbers and

other relevant information. The Contractor shall prepare as many pamphlets as required by the Government, subject to approval by the COR, who shall review the pamphlet before it is printed and delivered in quantity to the Government. The Contractor shall maintain at its expense a sufficient supply of these pamphlets throughout the duration of the contract and furnish additional quantities after the initial quantity, when requested by the COR.

What does this mean?

Answer: Please refer to answer to question 7.

14. Additionally, the Contractor shall include one pamphlet with each ticket and itinerary package ordered during the first quarter of the contract period (first three months), and the first quarter of any option years extended under the term of any resulting contract(s).
Are we required to provide a pamphlet for each traveler?

Answer: Refer to question 7

15. The Contractor shall provide delivery to all local delivery points (up to twice a day) of tickets, itineraries, and boarding passes (if applicable), and other travel documents, as determined necessary by the Embassy. The Contractor shall also provide emergency delivery to those local delivery points including CDC or the local airport within two hours notice. Tickets shall routinely be provided no earlier than two days in advance of travel unless the Government requests otherwise. The Contractor shall deliver tickets only to employees designated by the Government. When agreeable to the traveler and Government, the Contractor may generate electronic tickets.

If a ticket is issued months in advance does this mean the travel consultant will have to hold onto the tickets and only deliver them 2 day in advance of travel?

Answer: This will be amended to 14 days at most. Please refer to amendment 001, on the Embassy website. However, the Travel Agency should work at avoiding a back log of refunds as much as possible

16. The Contractor shall provide service, Monday to Friday , compatible with the Embassy's standard workday. Section 1, continuation of block 20, paragraph 13.0, below sets forth the normal working hours for Contractor personnel providing services under this contract. The Contractor shall provide dedicated telephone service for the account(s) at no cost to the Government, to include:

toll-free service for Government use, to the servicing location, during regular working hours;
Please clarify this.

Answer: Please refer to question 8 and 10

17. eTravel Service (eTS) - The electronic travel (eTravel) project is grounded in the President's E-Government initiative and the Administration's commitment to employ the latest technology to create a more efficient, citizen-centered Federal Government. The eTravel project was launched in response to The President's Management Agenda. eTravel is a change management initiative that is supported and enabled by technology. Its mission is to improve the

internal efficiency and effectiveness of the Federal Government by simplifying applicable policies and regulations and by implementing common administrative processes for Government travel services that eliminate duplicative and redundant processes and systems. eTravel is a collaborative, inter-agency initiative whose purpose is to realize operational efficiencies, cost-savings, and increased service to the Federal traveler through a common, automated, and integrated approach to managing Federal Government travel functions.

Please clarify this.

Answer: This has to do with the possible need for the contractor to interface with E2 Solutions (government online ticketing service) so that Post can use the online booking engine if they choose to activate it.

18. The Contractor shall provide all necessary office equipment, furnishings, supplies, tariffs, major automated reservation and ticketing equipment, accounting software, computer systems, communication services, including facsimile capability, and related items necessary to conduct its operation to fulfill the contract requirements unless otherwise specified in Section 1, Attachment 2 as being furnished by the Government. The Contractor shall use automated reservation equipment, with the capacity to display all available fares, generate automated travel itineraries, issue advance boarding passes, and print tickets automatically.

Do we provide our own?

Answer: Yes

19. For GTR Purchases: The Contractor shall remit refunds to the agency within ten working days after receipt of application for refund. There is nothing expressed or implied in this provision to preclude the Contractor from making refunds on account.

Subject to the rules of the airline

Answer: The contractor should endeavor not to prolong the refund period as much as possible. The contractor will demonstrate that they have tried their best to refund within the 10 days stated.

20. Employees who have been issued Government Travel Charge Cards shall apply directly to the Contractor, through the delivery control point, for refunds for unused transportation. The Contractor shall treat such refund requests in the same manner as refunds for similar charge or travel card purchases. Refunds shall be given immediately, in the form of a credit refund receipt returned to the employee, with the credit applied to the individual employee's travel card account.

This is subject to the airline turnaround times

Answer: Please refer to question 19.

21. When requested by the Government, the Contractor is required to arrange for transportation of one or more individuals. The Contractor may charge only one transaction fee per itinerary when the ticket is issued. When multiple people travel on the same order, each 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). Until such time as the Government requests the Contractor to issue and the Contractor actually issues a ticket for transportation, no transaction fee shall be charged for any services associated with that transportation, including but not limited to:

the original transportation reservations; changes to the original transportation reservations; lodging reservations; car rental reservations; and any related services described in Continuation of Block 20, paragraph 3.5 or elsewhere in this contract

Will this mean one transaction fee for groups? Eg group of ten travelling together on same orders, if the transaction fee is K300, will we only charge K300 for all ten tickets?

Answer: One transaction fee “per ticketed itinerary” which would mean one transaction fee per person or K300x10 in the example above.

22. Insurance - The Contractor, at its own expense, shall provide and maintain during the entire period of performance of this contract, whatever insurance is legally necessary. The Contractor shall procure and maintain during the entire period of performance under this contract the following minimum insurance:

Comprehensive General Liability

Bodily injury \$500,000 per occurrence

Workers' Compensation and Employer's Liability

Workers' Compensation and Occupational Disease \$500,000 Statutory, as required by host country law

Employer's Liability \$500,000 per occurrence

Are we required to insure all our staff based at the embassy?

Answer: Yes

23. The solicitation does not refer to Government payment terms

Answer: The Government endeavors to adhere to the FAR 32.9 – Prompt payment Act which ensures that companies transacting business with the Government are paid in a timely manner. It requires that the Government make payment within 30 days from the date of receipt of a properly prepared invoice by a contractor, or after goods/services have been accepted, whichever is later.