

CLARIFICATION NOTE #3
RFP#KYR 01/2016

Provision of travel management services (TMS) to the OSCE Center in Bishkek

Potential bidders asked questions to which OSCE Centre in Bishkek provided the below clarifications:

Question #1:

paragraph 11 of the RFP: information about valid contracts with minimum three local air-companies currently operating in Kyrgyzstan and their class is requested. Does it mean that local air-companies registered in Kyrgyzstan or all carriers operating on the territory of Kyrgyzstan? What are the OSCE criteria for classification of air-carrier to be . A, B or C?

Answer #1:

By local air carriers all available providers are meant, namely, ZM, QH, YK, OI, DJ. All of them belong to category C. The categories comply to Flight Safety Scores developed initially by John Trevett and updated on regular basis. These scores determine relative safety risk for a passenger on every airline.

Question #2:

Section 7, Annex C, para 9: “travel Agent must offer for the assignment minimum 3 professionally trained employees, with the following minimum qualification levels”

Answer #2:

As indicated in the above section, the implementation team consisting of minimum three persons must be offered for the contract implementation. The team should include: account manager, operations manager, travel consultant (back-stopper). The requirements to their qualification are indicated in the TOR, the distribution of tasks and segregation of duties between these persons are partially described in the TOR and also should be offered by supplier in his offer.

Question #3:

Section 7 of Annex C, para 8: the Travel Agent must have facilities for on-line booking/airline reservations, basic office equipment, telecommunications equipment, and online booking tool. Please explain for whom this tool is designated? Is OSCE CIB staff will make self-booking?

Answer #3:

The OSCE CIB has qualified personnel with access to Amadeus booking system.

Question #4:

Annex E, **Note to proposers:** “Please note that Proposers are encouraged to consider specifying any discount(s) offered together with their conditions for how they are applied (e.g. contract duration or business volume)”, but in terms of reference indicated “For each operation/segment a fixed rate (not percentage) “commission fee” should be applied.”

If we offer a fixed price under this tender, what kind of discount and for what component we should offer?

Answer #4:

Starting from 1 April 2014 local air carriers in Kyrgyzstan do not apply the agent’s commission fee. Therefore, upon reaching a certain volume of purchases (e.g. 50,000 EUR) or duration (e.g. 1.5 year) OSCE expects the contractor can offer a discount from his service fee applied under the contract.

Question #5:

Please confirm that the bidders will be providing their price proposals on the fixed ticket prices and the cost of asked services instead of the service fees that they are going to apply on the lines given in

the price proposal table. Because it is not clear whether the realized costs plus fixed service fees or fixed ticket prices for the given routes including the service fees will be competing. In the international tenders generally service fees are proposed and they are requested separately under international and domestic ticketing.

Answer #5:

Under the tender the service fees proposed must be firm and fixed and they will be competing and comparing during the tender. The costs of tickets will not be considered during the tender. Please kindly quote all fees/transactions indicated in Annex E, namely:

- Your fee for each segment for issuing a paper ticket, if any (without cost of a ticket)
- Your fee for each segment issuing an e-ticket, if any (without cost of a ticket) etc.

If for some transactions/operations you do not charge any fee, please put "0" or "free" in Annex E "Pricing"

Question #6:

ToR 3rd item Scope of Services stated that:

Major destinations/routes for travelling are: Bishkek, Batken and Osh. Most of the air travel is within Kyrgyzstan (around 98%). On exceptional basis there might be requests for travel within the Central Asia by air companies that use Sirena 2.3 and Sirena 2000 for flight reservation/issue.

This means that domestic and international tickets will be issued. However ticket prices proposals are not separated under the price proposal table.

Does this mean that a fixed price for all routes (including the service fee) are expected?

Answer #6:

No fixed price is expected. Only fixed **fee** is expected for all routes for airport destinations indicated in ToR. Please indicate separately in Annex E a service fee for TAS, DYU, TSE, ALA destinations, if this service fee is different..

Question #7:

ToR 3.3 Refunds Section stated that;

3.3.1. The Travel Agent must reimburse - CiB for partly or fully unused tickets subject to the existing tariffs/regulations of air-lines/companies he uses.

3.3.3. The operations of cancellation, correction of date and destination points 24 hours prior to the flight within one Air Company must be free of charge depends on air company and air fares.

However it seems that the pricing table is expected as a single price proposal (despite the difference between the routes, classes and refunding policy of the ticket). Is this true?

Answer #7:

Paragraph 3.3 of Annex C: prescribe describes all cases of the refund and its procedure. In Annex E you should indicate offered conditions of refund (where and how refund will be applied for each item indicated in unified price table, e.g. percentage of the ticket cost). For free of charge operations either "0" or "free of charge" should be indicated in Annex E.

Question #8:

ToR 4. Service Quality Standards and performance indicators stated that

4.3. A considerable part of the CIB official travel will have to be organized on a very short notice (approximately 1 hour in advance).

Can you please confirm that this sentence is read as "A considerable part of the ticketing needs to be arranged 1 hour in advance of the requested flight?"

Answer #8:

Para 4 of the ToR states:

“4.3. A considerable part of the CIB official travel will have to be organized on a very short notice (approximately 1 hour in advance).”

It means that OSCE authorised person should receive a response within 1 hour after request.

Question #9:

Para 5 of the states that:

1. Travel Agent shall not favour any particular carrier when making reservations. All reservations must be offered / made in the most efficient way and following the best value for money principle.

If a fixed price is requested under this tender, then the companies should be free to offer the economical companies and classes (of course satisfying the ToR). Can you please confirm?

Answer #9:

Yes, all routes must be of economy class and direct way.

Question #10:

Para 7 of the ToR, section 9 states the qualification requirements as:

“For account manager:

-Min 2 years of experience providing global booking GABRIEL, AMADEUS, SABRE, SIRENA 2.3”

Does this item mean that all the knowledge of the systems is a MUST?

For all the positions:

-Valid certificates GABRIEL and AMADEUS or equivalent;

Does this item mean that only one valid certificate is accepted?

Answer #10:

For account manager compliance to **all** indicated minimum qualification requirements is obligatory.

Account manager is a staff member of the bidder responsible for the management of sales and relationships with particular customers.

For all positions indicated in the TOR possession of both **valid** Gabriel and Amadeys certificates is obligatory.

Question #11:

Do we understand correctly that the services are to be provided remotely, i.e. from the supplier's office?

Answer #11:

Yes

Question #12:

Para 3.1 of the TOR: states that services are provided during working days from 9.00 till 18.00, emergency services, when needed, are to be provided 24 hours. Do we understand correctly that KPI re: 24 hours service indicated in section 4.5 of the TOR applies only to the emergency services when these services are requested?

Answer #12:

Yes, this part of the KPI applies only to the emergency services, when they are requested by the OSCE.