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**QUESTIONS & ANSWERS**  
**Amendment to the RFP**  
**RFP/UNDP/UN/001/2018**

Assignment Name:  
Travel Management Service Provider (LTA)

Closing Date:  
7 February 2018 at 1700 hrs (Jakarta Local Time, GMT+7)

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**TO ALL INTERESTED BIDDERS**

No.		Introduction and Guidance
<b>Information</b>		<p>Bid Conference was opened with following agenda:</p> <ol style="list-style-type: none"><li>1. Explanation on RFP document – administrative issue (closing date, submission form &amp; method, delivery place for submitting offer, contract award, etc.).</li><li>2. Explanation on the Data Sheet</li><li>3. Explanation on the Term of Reference (TOR).</li><li>4. Explanation on the Submission Forms</li><li>5. Q &amp; A (going through all sessions)</li></ol> <p><i>*Bidders were encouraged to carefully read the RFP document before preparing the offer and to check regularly UNDP website for any update/amendment to this tender document</i></p>
<b>Q&amp;A session is incorporated into the below minutes</b>		
1.	Q	Tender document page 26; Detailed Breakdown of obtainable points per each Evaluation Criteria; part II; Point 2.2; - Average annual ticket turnover of USD 2 Million during the past 5 years (minimum requirement). Is this annually total of sales per corporate or total for all corporates?
	A	Total sales all corporates per year
2.	Q	Tender document page 73; section 2; point 2.3

		<p><u>2.3. Type and number of reservation booking system used by travel agent:</u> Availability of at least 1 booking system i.e. computer reservation system or global distribution system (minimum requirement).</p> <p>Do we need to submit the contract agreement with the reservation system company?</p>
	A	No need but it will be a bidder decision, however UNDP may ask to see the document
3.	Q	<p>Tender document page 76; section 4;</p> <p><u>4.1 Process for Billing / MIS and Contract Management:</u></p> <ol style="list-style-type: none"> <li>1. Please provide Turn Around time for billing including Credit Note. Please explain</li> <li>2. Provide suggested format and brief description of mechanism along with frequency of MIS reports</li> <li>3. Provide methodology for regular contract monitoring and management</li> </ol>
	A	<ol style="list-style-type: none"> <li>1. Period from receive order, invoice and payment</li> <li>2. No specific format</li> <li>3. Provide a system on monthly basis for spending, outstanding and payment</li> </ol>
Amendment to the RFP	1	<p>Detailed Breakdown of obtainable points per each Evaluation Criteria; part II; Point</p> <p><b>2.2 Capacity: Volume of sales (annual domestic/ international air tickets turnover in 2013 - 2017)</b></p>

Jakarta, 2 February 2018