1. **Line-items “Other”:**

Given the requirement to price all line items mentioned on the pricing schedule, please provide more details on the volumes in the line-items that contain the description “Other”.

* Line 33-Other (Service Fees-Domestic): 350
* Line 34-Other (Service Fees-Service): 350
* Line 35-Other (Service Fees-International): 100
* Line 36-Other (Service Fees-Regional): 50
* Line 37-Other (Specify): 50

**Response:**

The line items “Other” were included to ensure that if there are items that have not been specifically mentioned in the other line items, the bidders can add these items under “Other”. The volumes added are an indication/estimate of how many these may be based on past transactions.

The prospective bidders are encouraged to pricing also taking into account their experience in the industry given the information supplied.

1. **Travel Lodge Card/Payment methods:**

Line-item 30 of the pricing schedule contains an item for travel log card reconciliations. With the intention of having everything online, is there going to be any transactions that are paid for in 30 days or will everything be through the travel lodge card?

**Response:**

For the initial phase of the contract, all the transactions will be paid through the 30-day payment process. The company may commence a process of moving towards using a credit card/lodge card, but this is not a firm commitment.

Given the 30-day payment arrangement, prospective bidders are encouraged to ensure that they have enough cash flow in the business to undertake this contract.

1. **Travel Lodge Card/Payment methods:**

An online system also operates through a credit card, please confirm if indeed this is the intention (having a credit card/lodge card)?

**Response:**

The intention is that the service provider will cover any upfront costs, and then the company will make payments within 30 days. This will necessitate a healthy cash flow position from the service provider. Please also see above response.

1. **Full automation of travel management:**

A few of the prospective bidders seemed to share the sentiment that it will not be likely to have everything 100% online immediately, as it’s a gradual process and some users may prefer speaking to someone especially where international travel is involved. The 80/20 ratio was suggested by the prospective bidders who raised the point.

**Response:**

We note and appreciate the suggestions made, however, we maintain the intention to have as much of the transactions as possible to be online. The question of how much of this will be practically implementable can be determined as we proceed with the awarding and implementation of the contract.

Considering the above, any manual processes that may be involved such as service fees for speaking with consultants can be quoted. In this regard, we will encourage the suggested ratio of 80/20 as a guide, where 80% of transactions are online and 20% are manual.