

QUESTION – 4

“Does Drukair Solution’s Reservation & Ticketing System support Interline? “- Is this unilateral or bilateral capabilities?

CLARIFICATION

Yes, Drukair’s current Reservation & Ticketing Solution supports interline. It is bilateral but has the option of unilateral as well. The same option is expected with the new solution.

QUESTION – 5

Drukair: Please elaborate on this requirement, “Does your system allow to use tour code in ticketing field and issue system generated invoice? Please provide a scenario for better understanding?

CLARIFICATION

Tour and Ticketing agents registered with Drukair are given a Tour Code number. Every time they issue a ticket, its being booked against their tour code. The new system must have a provision to do that in their ticketing field.

The Tour and Ticketing agent issue their tickets on credit. Currently, the invoice for the Tour and Ticketing agents are manually processed after their tickets are issued. We are looking at the option where the invoice also could be automatically generated by the system instead of having to do it manually.

Currently we have the option of Tour code in the ticketing field as below

```
▶ETR: /PN
* TAX/FEE/CHARGE DETAIL:
  TAX:BTN      600YR      TAX:BTN      450YR
TOUR CODE :TA11
FOP:CA
FOPAMT:8725      COMM AMT:      COMM RATE:
** ADDITIONAL PASSENGER INFORMATION **
PSGR TYPE:ADULT      ISSUING SYSTEM/RLOC:KB/NQR8J
DATE OF ISSUE: 06AUG20
PSGR PHONE:      INVOICE NBR:
RETURN TO E-TICKET DISPLAY ▶ETR:
```

QUESTION – 6

What were the annual PB nos for Drukair for last 3 years and what is the forecast for next 5 years

CLARIFICATION

PB for the last three years

YEAR	TOTAL PAX
2017	265,794
2018	268,000
2019	277,061

PB Forecast for the next 5 years

YEAR	TOTAL PAX
2021	85,000
2022	118,000
2023	177,000
2024	205,000
2025	290,000

The projection for the next 5 years is all based on the prevailing COVID-19 situation.

QUESTION – 7

Do you have partnerships today with any airline -interline or codeshare

CLARIFICATION

We have interline partnership with below three airlines

1. Air India
2. Thai Airways
3. Turkish Airlines

We do not have codeshare partnership with any airline at the moment

QUESTION – 8

What are the current solutions being used -we know SITA is the PSS but what else do you use for DCS, eCommerce, Mobile , OTA connectivity ,loyalty , revenue accounting .

CLARIFICATION

DCS – SITA

eCommerce – DataWings

Website - GoQuo

Mobile Native App – SITA I-Travel

OTA connectivity - Non at the moment

Loyalty – Horizon Loyalty

Revenue Accounting – Maureva (Edgar PRA)

QUESTION – 9

Does Druk Air already have a passenger revenue accounting system being used today. Does it support HOT and RET11 data feeds?

CLARIFICATION

YES

QUESTION – 10

Will the PSS have an external IBE and Mobile application connecting to it.

CLARIFICATION

YES

QUESTION – 11

Which loyalty system is Druk Air using currently.

CLARIFICATION

Horizon Loyalty

QUESTION – 12

Does Druk Air have any preference/mandate regarding DR site geo location.

CLARIFICATION

Drukair has no preference on the DR site location but access to the system should be immediate and secured. It should be readily accessible in an event of force majeure.

QUESTION – 13

What all fare Categories is being used today?

CLARIFICATION

Fare categories currently being used by KB

1. Category 1 – Eligibility
2. Category 4 – Flight Application
3. Category 7 – Maximum stay

4. Category 8 – Stopovers
5. Category 9 – Transfers
6. Category 10 – permitted combinations
7. Category 11 – Blackout Dates
8. Category 14 – Travel Restrictions
9. Category 15 – Sales Restrictions
10. Category 16 – Penalties – Changes / Cancels
11. Category 18 – Ticket Endorsements
12. Category 19 – Child & Infant Discounts
13. Category 20 – Tour Conductor discounts
14. Category 21 – Agent Discounts
15. Category 22 – Other Discounts
16. Category 23 – Miscellaneous Provisions
17. Category 31 – Voluntary Changes
18. Category 33 – Voluntary refunds
19. Category 50 – Title and Application

QUESTION – 14

Please provide the list of Interline partners and the interline mechanism Druk Air is using today?

CLARIFICATION

We have interline partnership with below three airlines

1. Air India
2. Thai Airways
3. Turkish Airlines

QUESTION – 15

Please provide the list of codeshare partners and type of codeshare being using today?

CLARIFICATION

Drukair does not have any codeshare partnership at the moment.

QUESTION – 16

Please provide the names of messages platforms you are looking for other than Type A and Type B.

CLARIFICATION

Apart from Type A and Type B, we are also looking at XML protocol capabilities

QUESTION – 17

Please provide list of airport that the DCS has to be operational on and the CUTE and non-Cute status of these airports?

CLARIFICATION

DEL (AIRINC CUTE)
KTM (SITA CUTE)
BKK (SITA CUTE)
SIN (SITA CUTE)
CCU (SITA CUTE)
GAU (SITA CUTE)
IXB (SITA CUTE)
DAC (SITA CUTE)
PBH (SITA)
YON (SITA)
GLU (SITA)
BUT (SITA)

QUESTION – 18

Which all border authority are required to be used for APIS and AQQ for Druk Air

CLARIFICATION

Border Authority at BKK, SIN and airports in India we operate to.

QUESTION – 19

Please specify Aircraft fleet currently being used and proposed for future.

CLARIFICATION

Aircraft Fleet currently used and proposed
A319-115 : 3 aircraft
A320-251N: 1 aircraft
ATR42-600: 1 aircraft

QUESTION – 20

How is interline and code share done today as Druk Air is not on GDS and which are the POS for this.

CLARIFICATION

Drukair at the moment does not have codeshare partnership with any airline but have Interline partnership with three airlines on bilateral.

POS is through our own sales office, GSA's and PSA's

QUESTION – 21

Does Druk Air have an NDC API today or you are wanting to have this.

CLARIFICATION

Drukair at the moment do not have an NDC API but are definitely looking for the NDC standard for distribution.

QUESTION – 22

What is the migration date you are looking at?

March 2021 but preferable earlier.