

QUESTION - 1

May I know the contract period?

CLARIFICATION

Five (5) Years

QUESTION – 2

Could you please provide the passenger volume of Web Check-in, B2B and B2C per year?

CLARIFICATION

Mobile App: Approx. 900-2000 check-in monthly

IBE : Approx. 700- 1800 check-in monthly

QUESTION - 3

Could you please also provide the actual passenger volume in 2020 and estimated passenger volume in the future during the contract period?

CLARIFICATION

Actual Volume for 2020

YEAR	TOTAL PAX
2020 (JAN – AUG)	57,652

Estimated passenger Volume for next five years

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

QUESTION - 4

About the bid security, 2 percentage of the total quoted value, may I know how we should calculate the amount?

Please advise the amount is calculated based on which elements. Is it related to the implementation fee or entire contract value?

CLARIFICATION

It should be 2 percent of the entire contract value.

QUESTION – 5

In page 28, 10.2 Clarifications may be requested not later than 15 (ten) days before the submission date. May we clarify the days should be 10 or 15?

CLARIFICATION

Kindly read the date as 10 (Ten)

QUESTION – 6

Please kindly advise the annual growth rate of passenger if possible.

CLARIFICATION

Annual growth rate is about 7-8 percent.

QUESTION – 7

In pages 11 and 48, there is a topic related to commission and gratuities, may I know who is the agent? Is that agent employed by the tender?

If we do not employ any agent to handle the RFP, may I confirm whether it is possible not to fill in Form Fin-1?

CLARIFICATION

If a commission is required to be paid, then it has to be mentioned in FORM FIN-1. If no commission is required to be paid in this RFP process, you need not mention the amount but will still have to fill in the FORM FIN-1 but replace the said paragraph with below.

“No commissions or gratuities have been or are to be paid by us to agents relating to this Proposal and Contract execution.”

QUESTION – 8

In page 71, taxes and duties to be paid was mentioned. May I know the taxes rate? Could you please explain when taxes would be applied?

CLARIFICATION

A TDS (Tax Deducted at Source) of 3 Percent is applicable for all foreign service providers as per Bhutanese Tax laws. The same will be deducted from the total bill value and remitted to the Department of revenue and Customs, Bhutan.

QUESTION – 9

Given the confidentiality of financial data generated in RA , we'd like to propose the VPN transfer. Please advise if KB has the corresponding VPN equipment.

CLARIFICATION

Drukair does not have any corresponding VPN equipment. If the proposal to transfer financial data is required through a VPN and cost is involved, kindly detail in

FORM FIN-2 SUMMARY OF COSTS

I. LICENSE –PRODUCT COSTS

5. Others