

QUESTION – 1

Please kindly advise the annual volume of refund and exchange?

CLARIFICATION

It accounts to roughly 17000 tickets yearly

QUESTION – 2

DCS self-management capabilities - Please describe how your system accomplishes this need. please explain more detail about what self-management capabilities you mean.

CLARIFICATION

The capability to handle web check in, mobile check in and kiosk check in. This would be through the API links to the DCS application.

QUESTION – 3

Please explain more details about Nationality segregation, MMB portal and IATA Weblink ASRD format mean.

CLARIFICATION

- If you currently visit Drukair’s website, you will notice there is a Book flight Menu. Under that there is a nationality drop down menu. This segregates the Fares based on nationality. E.g. If it is Bhutanese it should map to particular Fare Code with particular RBD. The scope also includes provision where citizenship details should be mapped to the G2C engine which consists of the citizenship of Bhutan's data. As soon as the customer enters the ID number, the details of the citizen like name and DOB should be fetched. This condition applies only for Bhutanese citizenship.
- MMB portal stands for Manage my booking
- IATA Weblink ASRD format: Should have the RET Files as per the IATA standard.

QUESTION – 4

On the PSS Functional Matrix excel sheet, section “IBE-Ecommerce (include A2A)”, item number 21. What is the MMB? Is it “Manage my Booking”?

CLARIFICATION

Yes, its Manage my booking

QUESTION – 5

We would like to submit the RFP in electronic submission. Do we need to separate folder for Original and copy proposals?

CLARIFICATION

Only Original will do for the electronic submission. Copy not required.

QUESTION – 6

For APIS, can you advise what is the number of passengers that Drukair carried in 2019 to Singapore, India, Thailand and Dubai

CLARIFICATION

Singapore – 13,990

India – 106,820

Thailand – 65,918

Dubai – We do not operate to Dubai at the moment but definitely in near future.