

Question No	Requirement/Worksheet	Question/Clarification	Drukair Response
	Functional Questions		
1	Reservations Item#15: Sub-hosting capabilities - Vendor must be able to provide sub-hosting capabilities.	Please can you provide clarity on what sub-hosting capabilities mean? Does Druk Air intend to sub host other airlines within its system? More information will be required in order to determine the feasibility and costs associated with such service.	In an event we have to sub-host another Airline, vendor should have the sub-hosting capabilities. Only require to mention whether you have the capability or not
2	IBE-Ecommerce Item#38: Operational reports should be made available for the airline administrative team	Please clarify what is meant by operational reports and what type of data is provided in such reports? Is this google analytics type information on site visitors and their activities to track performance and conversion or booking reports?	That is correct : 1. Google Analytics report 2. Sales Reports for B2C including details of Book Now Pay Later 3. Web Check-in details
3	Mobile Item#3: Context aware: Does your mobile solution context aware functionality	Please explain what is required by this item "context aware" functionality. Kindly provide the required business outcome.	"context aware" functionality (E.g. location, identity, activity and time.)
4	Mobile Item#13: Does your app support for sales modes (promotional sales / newsletters / push notification)	Regarding newsletters, how will these be sent to customers? Do you currently have a newsletter service provider?	No, we don't have a newsletter service provider.
5	Loyalty Item 3 # : Real-time accrual from other industry program partners.	Does Druk Air allow loyalty points to be earned externally (examples hotel partners, other retail providers, car rental or other airlines) which the vendor need to include integration with? Please list partners	We do not have any partners at the moment where the members can accrue or redeem miles. We just have few soft partners where they can get soft benefits like discounts and priorities. However, we have plans to partner with some backs and hotel soon.
6	Loyalty Item 3 # : Real-time accrual from other industry program partners.	Does Druk Air allow loyalty points to be redeemed for external partners rewards and if so, is the expectation that Loyalty provider hosts this portal?	No partners at the moment but if we partner, we will want the loyalty program to host it.

7	Loyalty Item 11 #: Corporate Management: - System to allow airline to define their program engagement rules with corporate entities, including the loading of contract templates.	Corporate management: Does this refer to partner program management.? Please give an example .	This refers to a feature where corporate partners can earn miles as a corporate client rather than a individual frequent flyer. E.g. Company ABC accruing miles on all employees ticketed as a corporate client.
8	Loyalty Item 18 #: Correspondence Management:	What is the current Email/SMS/Push/Direct Mail campaign management tool used by Druk Air, and what annual volumes of Email/SMS/Push are sent?	No SMS at the moment. We send Monthly Statements, and miles expiry notification periodically. Accrual and Redemption notifications and any change request on real time basis.
9	Loyalty Item 23 # : Does your solution contain reporting / analytics capabilities, if so, please describe the capabilities	What reports are currently provided by the Loyalty Management Solution? What reports would Druk Air like to see from a new vendor?	Accrual Report, Redemption Report, Members growth report, Member reports, etc. are some the essentials.
10	Loyalty Item 25# : Customer profiles integration	What systems does Druk Air's current Loyalty Management Solution integrate with? Are these integrated via batch feeds or API for real time updates?	Currently Drukair has two vendors : 1. Datawings (for the IBE) 2. Horizon Loyalty (for the frequent flyer program) -The FTL's gets generated via batch feeds. - For the IBE and FFP it is via API (Real time integration)
11	Loyalty -General	Do Druk Air issue physical cards to Members, if so how are the card numbers created and what systems issue and distribute the cards?	We issue physical cards to certain tiers.
12	Loyalty -General	Is there a Mobile App that vendor will need to either integrate with or provide as part of the scope? Or a digital wallet via Apple/Google Pay?	Currently Drukair does not have the feature of Apple/ Google Pay. However the scope consists of integrating with the payments during redemption with the existing Payment Gateways.

13	Loyalty -General	How many Loyalty Members does Druk Air currently have? And what growth is forecasted year on year for the next 5 yrs.? Please provide projections .	We have around close to 10000 members with an annual growth rate of 10-15 %
	RFP Main Document		
1	Section III. Datasheet - 1.2 Financial Proposal to be submitted together with Technical Proposal: Yes, but in two separate folders in electronic submission. Both the folders should be individually password protected. Technical proposal's password to be shared along with the RFP submission. Financial proposal's password to be shared through a separate email as and when requested.	Should we send the password in a separate email for the Technical Proposal? The statement shows password to be shared with the submission, but clarify if you want a separate email for password?	Technical proposal's password to be shared at the time of submission of complete RFP documents. Financial proposals password to be shared through a separate email as and when requested.
2	SECTION VII – STANDARD FORM OF CONTRACT	Please clarify when you expect the winning Firm to review and return standard form of contract?	After selection of the Vendor, will be notified. Not required to submit during RFP
3	Section II Instructions to Firms / 30 - Bid Security	For 2% of the quoted value - Should the bid security amount include optional solutions also ?	Yes, It should include total Value of the contract
4	FORM TECH-8 INTEGRITY PACT - page 42 Whereas Mr. Namgay Wangchuk, Director, Commercial and Ground Operations representing Drukair Corporation Limited, hereinafter referred to as the Employer on one part, and representing as the other part	please clarify if this is accurate when completing this section? Authorized and Entity name as shown below. on one part, andMr. XXXXXX , SVP..... representing ...Sabre GLBL Inc. as the other part	OK

5	<p>FORM TECH-8 INTEGRITY PACT - page 45 Examination of Books of Accounts 7.1. In case of any allegation of violation of any provisions of this Pact or payment of commission, the Employer/authorized persons or relevant agencies shall be entitled to examine the Books of Accounts of the Bidder and the Bidder shall provide necessary information of the relevant financial documents and shall extend all possible help for the purpose of such examination.</p>	<p>Per our Legal Counsel - We cannot agree to provide any financial information which has not been publicly disclosed. The way this clause is currently drafted it covers financial information that is not publicly available and confidential to Sabre and not relevant to a contract that Sabre is entering into with Druk Air. Therefore, we request this statement to be inserted and if not acceptable we request for the removal of the entire section 7.1.</p> <p>We prefer to focus on the business intent that Druk Air has to this section and make more specific commitments around the specific business intent Druk Air.</p>	<p>The Integrity Pact cannot be altered. As far as possible, Drukair will only request for publicly disclosed documents only.</p>
6	<p>Page 14 - Section 13. Technical Proposal Format and Content (c) For the STP only, the description of the approach, methodology and work plan should normally consist of 10 pages, including charts, diagrams, comments and suggestions, if any, on the Terms of Reference, counterpart staff and facilities.</p>	<p>should we send the password in a separate email for the Technical Proposal? The statement shows password to be shared with the submission, but clarify if you want a separate email for password?</p>	<p>As per Section III- DATASHEET, you are required to submit in FTP (Full Technical Proposal)</p>
7	<p>FORM FIN-2 SUMMARY OF COSTS Internet Booking Engine & Mobile Apps: - Page 49 - Point 16 Mobile Apps: Sabre recommends PWA (Next Generation) Mobile App Version of the IBE which is widely accepted in addition to the Native Apps for Android & IOS.</p>	<p>Please advise if Drukair would consider Progressive Web Applications and Mobile Apps as core solution or optional in the commercial proposal?</p>	<p>We consider IBE and Mobile application as optional. If the vendors offer it as a part of core PSS functionality, they should list the cost as one, otherwise list the cost associated with it as separate</p>
8	<p>FORM FIN-2 SUMMARY OF COSTS Interline, Codeshare & GDS: - Page 50- Point 27 IET Airfare</p>	<p>Please clarify number of IET's partners expected by Drukair. Do you want these included in the price or shown at extra optional cost items so that costs can be kept as low as possible?</p>	<p>We have arrangements with three Airlines at the moment and will be definitely extending further. This should be optional but related cost to be reflected.</p>
9	<p>FORM FIN-2 SUMMARY OF COSTS Interline, Codeshare & GDS: - Page 50- Point 30 Codeshare</p>	<p>Please clarify number of Codeshare partners expected by Drukair. Do you want these included in the price or shown at extra optional cost items so that costs can be kept as low as possible?</p>	<p>At the moment no codeshare partners but definitely open to in future. Similarly, this should be optional but related cost to be reflected.</p>

10	Information on daily flights	Could you please provide the number of daily flights you have currently and what growth you expect month on month ?	Pre COVID- 14 flights (arrivals/Departures) During COVID -1 flight (arrivals/Departures) Post COVID - marginal growth expected
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