

MTC Mobile Telecommunications Limited

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RFP Section	RFP Requirement Statement	Questions	Response by MTC
	General	Which agency does MTC's current travel bookings?	MTC is currently using the services of Travel Hub Namibia
	General	Reason for going out on tender?	The Contract has expired.
	General	What is MTC's current payment terms with its current travel agency & is MTC looking to for the same terms for this tender?	Payment terms are currently at 30 days from invoice date, this is usually negotiated at contract level.
	Price schedule	Price Schedule – If the structure or the transactions fees that we charge differs from your Price Schedule on page 21, can we refer to our own Full Transaction Fees Schedule as an Annexure?	Yes, you may attach your own price schedule as an annexure

<p>Certifications</p>	<p>ANTA Certificate (association of Namibia travel agency)</p>	<p>Could we get an understanding as to why this is a key requirement? ANTA is an association, and not a statutory body. From past experiences, they did the bare minimum to advance the interest of the wider travel agency market, especially smaller and upcoming entrants into the market. The running of day-to-day affairs is by individuals who are competing directly for the same opportunities and who have the power to approve/reject applications on any grounds.</p>	<p>After internal deliberation, it has been decided that the ANTA certification is no longer a key requirement.</p>
<p>PRICE SCHEDULE</p>		<p>Please confirm that, as per the discussion on 8 April, bidders may include a completed Price Schedule which differs from the Price Schedule on pages 15 and 16 of the tender documents.</p>	<p>Yes, you may attach your own price schedule</p>
		<p>If a company is CC registered, please advise if the CC registration documents would</p>	<p>For shareholding yes, but for NPPC not.</p>

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Company registration number: 94/458

		suffice for the shareholding certificate/NPPC requirements?	
		Can we also add refund fee for Domestic tickets?	You may submit a separate price schedule that will include these fees
		Would it be possible to send a separate Word or PDF document for just the Price Schedule?	Yes, you may attach you own separate sheet
Page 19	Company Information	Financial Statement for the past 6 months – Can we provide as per the AFS for the last financial year?	Yes, you may provide a AFS as proof of the Financial Statement requested, provide the AFS is not older than 12 months
		Company Information – Financial Statement for the past 6 months. Is this Bank Statements as our Annual Financial Audited Statements being from July 2022 – Jun2 2023 and we will include it.	The AFS should be sufficient
		Proof of Travel Insurance – We sell Travel Insurance to our traveller from 2 different Suppliers. What exactly do we need to submit, that we	Please provide documentation that you are indeed in agreement with these suppliers to provide your clients with travel insurance.

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		have our own Travel Insurance or that we are able to sell Travel Insurance?	
		Proof of travel insurance: What documents do you require? We only assist our clients to purchase travel insurance provided by TIC or Hollard for each travel booking they do.	Please provide documentation that you are indeed in agreement with these suppliers to provide your clients with travel insurance.
Page 21	Price Schedule	<p>Can you explain the following on page 21.</p> <ol style="list-style-type: none"> 1. Published Fares Commissionable 2. Nett Fare tickets 3. Tripple or Bundle nett Fares 4. Triple/Bundle Published fares Commissionable. 	<p>1. Published Fares Commissionable:</p> <ul style="list-style-type: none"> - Published fares refer to the standard fares that are available to the public and are typically listed in airline fare charts or systems. These fares are set by airlines and travel suppliers and are subject to change based on various factors. - Commissionable fares are fares on which travel agents or agencies can earn a commission for selling the ticket. When a ticket is designated as "commissionable," it means that the travel agent will receive a percentage of the fare as their commission for facilitating the sale. <p>2. Nett Fare tickets:</p> <ul style="list-style-type: none"> - Nett fares are special discounted fares that are offered to travel agents or agencies by airlines or other travel suppliers. These fares are usually lower than the standard published fares and may have specific conditions attached to them. - Nett fare tickets are tickets purchased at these discounted rates. Travel agents may have access to nett fares through special agreements with suppliers, which allows them to offer competitive prices to their customers.

			<p>3. Triple or Bundle Nett Fares:</p> <ul style="list-style-type: none"> - Triple or Bundle nett fares are variations of discounted nett fares that may offer additional benefits or services bundled with the ticket purchase. These could include things like complimentary upgrades, extra baggage allowance, lounge access, or other perks. - Travelers may opt for these bundle fares to enjoy a more comprehensive travel experience at a discounted rate compared to purchasing each component separately. <p>4. Triple/Bundle Published Fares Commissionable:</p> <ul style="list-style-type: none"> - These are published fares that include bundled services or benefits, similar to the Triple or Bundle nett fares mentioned above. Travel agents can earn a commission on these fares when selling them to customers. - By offering these bundled fares, airlines and suppliers aim to attract customers by providing value-added services along with the ticket purchase, while also incentivizing travel agents to promote these fares through commission incentives.

		<p>International Drivers License, is this a service fees to assist in acquiring an international driver's license? Kindly explain.</p>	<p>The agency contracted would help MTC in this category as follows:</p> <p>Clarification of Regulations:</p> <ul style="list-style-type: none"> - Travel agencies can clarify any questions travelers may have regarding the validity of an International Driver's License in specific countries they plan to visit. Regulations regarding driving with an IDL can vary by country, so having accurate information is important. <p>Reminder in Travel Documents:</p> <ul style="list-style-type: none"> - Some travel agencies may include reminders or information about the importance of having an International Driver's License as part of their pre-travel documentation. This can help travelers be prepared for any driving needs during their international trip. <p>Assistance with International Driving Regulations:</p> <ul style="list-style-type: none"> - While not directly related to obtaining an IDL, travel agencies may also provide information on international driving regulations, road signs, and other driving-related aspects to help travelers navigate safely in a foreign country.

		<p>Booking fees for hotel where we receive no commission, (is this referring to the Travel Agency or MTC), and can you kindly elaborate</p>	<p>When a travel agency needs to book a hotel for a customer where they receive no commission, they may handle the situation in a few different ways to still provide a seamless service to their clients. These services can include but not limited to:</p> <ol style="list-style-type: none"> 1. Transparent Communication: <ul style="list-style-type: none"> - The travel agency can inform the customer upfront that they will be booking a hotel where they do not receive any commission. They can explain the reasons for this, such as certain hotels not offering commissions to agents. 2. Service Fee or Booking Fee: <ul style="list-style-type: none"> - The travel agency may charge the customer a service fee or booking fee for making the hotel reservation. This fee would be separate from the cost of the hotel room and would compensate the agency for their time and effort in arranging the booking. 3. Value-Added Services: <ul style="list-style-type: none"> - To justify the booking fee, the travel agency can offer additional value-added services to the customer. This could include personalized recommendations, itinerary planning, special requests to the hotel, or other perks to enhance the customer's experience. 4. Price Matching or Best Rate Guarantee: <ul style="list-style-type: none"> - The agency can assure the customer that they will match or provide the best available rate for the hotel booking, even if they do not receive a commission. This can help build trust with the customer and show that the agency is committed to providing value.
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		International as the service fees are not the same, can the accommodation fee be split between, domestic, regional and international?	
		I do not see provision being made for a bill back fees on the accommodation and car hire invoices or should this be included in the booking fee/service fee.	Yes, these apply as service fees, you may include these in a separate price schedule sheet.
		The service for travel insurance as per scope on page 19, is not included in the price Schedule.	You may submit a separate price schedule that will include these fees

	<p>Pricing Schedule</p>	<p>Can you kindly explain the price schedule for me in detail please if you can.</p> <p>NETT FARE TICKETS/PTA? Airline Tickets-per ticket/pta- Domestic Airline Tickets-per ticket/pta- Regional Airline Tickets-per ticket/pta- International</p> <p>TRIPLE/BUNDLE NETT FARES? Airline Tickets-per bundle/pta- Domestic Airline Tickets-per bundle/pta- Regional Airline Tickets-per bundle/pta- International</p> <p>TRIPLE/BUNDLE PUBLISHED FARES COMMISSIONABLE? Airline Tickets-per ticket/pta- Domestic Airline Tickets-per ticket/pta- Regional/ International</p>	<p>NETT FARE TICKETS/PTA:</p> <ul style="list-style-type: none"> • These are tickets sold at a fixed price without any additional fees or taxes. The "PTA" stands for "Prepaid Ticket Advice," which means payment has been made in advance. <p>They are categorized based on the destination:</p> <ul style="list-style-type: none"> -Domestic: Tickets for flights within the same country. -Regional: Tickets for flights within a specific geographical region. -International: Tickets for flights between different countries. <p>TRIPLE/BUNDLE NETT FARES:</p> <ul style="list-style-type: none"> • These are discounted fares offered when purchasing tickets in bulk or as part of a package deal. <p>They are also categorized based on destination similar to NETT FARE TICKETS/PTA:</p> <ul style="list-style-type: none"> -Domestic -Regional -International <p>TRIPLE/BUNDLE PUBLISHED FARES COMMISSIONABLE:</p> <ul style="list-style-type: none"> • These are fares where travel agents or intermediaries receive a commission for selling them. <p>They are also categorized by destination:</p> <ul style="list-style-type: none"> - Domestic -Regional/International <p>In a nutshell, NETT FARE TICKETS/PTA are fixed-price tickets without additional fees, TRIPLE/BUNDLE NETT FARES are discounted bulk purchase tickets, and TRIPLE/BUNDLE PUBLISHED FARES COMMISSIONABLE are fares where agents receive a commission for selling. Each category is further divided based on the destination of the flight.</p>