



KAA/OT/HRD/0028/2019-2020

31st October, 2019

To: All Tenderers

RE: PROVISION OF AIR TICKETING SERVICES FOR KENYA AIRPORTS AUTHORITY.

TENDER NO: KAA/OT/HRD/0028/2019-2020

ADDENDUM NO:3

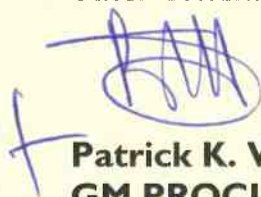
The following are tender clarifications/addendum issued regarding the above tender in accordance to instructions to tenderers clause 2.4 of the bidding document for the referenced tender.

NO	BIDDERS QUESTIONS	ANSWERS
1.	What if the No. of Clients could add up to 6 Million average Turnover in the period of 2 Years.	It shall be 3Million per year
2.	What if the Tax Compliance Certificate expires after the Tender Opening/Closing date what would be the Authority's position.	The tax compliance should be valid on the date of opening.
3.	Should Table. 4 be filled or they can indicate "see attached on Page 'X' "	Must be filled
4.	How does the Authority handles Emergency Tickets. (No Communication via E-mail/On call Tickets)	Through email and phone calls
5.	Can a Bank draft a letter in reference to the Six month Bank Statements	The bidder is to provide the six months statement

NO	BIDDERS QUESTIONS	ANSWERS
6.	All Travel Consultants and the Company is IATA Certified but the Manager/Owner is not. Note: she works as a travel consultant. Will this affect our chances of securing the tender?	Yes
7.	In regards to dealing with Non-refundable amount of cancelled tickets, whats the way forward for KAA?	The agents to negotiate with the airlines on modalities of refund (cost sharing)
8.	How to place cancellation fees since different airlines have different fees.	The airline to give agents their cancellation fee
9.	KQ does not offer cancellation of tickets (No refund/No Cancellation cost) but new ticketing is issued. Whats the position of the Authority on the same?	<ul style="list-style-type: none"> <li data-bbox="970 875 1498 1048">i. For local KQ offer cancellation and refunds (Negotiate on percentage of refund) <li data-bbox="970 1070 1498 1370">ii. International cancellation done but the ticket is non-refundable Negotiation can also be done in advance for cost sharing on a negotiated percentage.

The closing/opening date remains on **7th November, 2019** at the same time and place as per the Tender document.

The addendum forms part of the bidding document and is binding on all bidders. All other conditions remain the same.



Patrick K. Wanjuki
GM PROCUREMENT AND LOGISTICS
For: MANAGING DIRECTOR/CEO