

Subject:

IFIB-ACT-SACT-26-22 Q&A #1

Reference:

Q&A 1

Date of Issue:

18 June 26

The following questions were raised with respect to subject **IFIB-ACT-SACT- 26-22 Travel Management Services**. The responses are to provide clarification. Please note that this is the first Q&A and HQ SACT anticipates releasing the remaining questions and answers NLT 29 June 2026.

Questions	Responses
1. What percentage of hotel bookings are made using NATO and U.S. Government negotiated rates?	Hotel reservations are currently made directly by travelers. HQ SACT is seeking support from the travel agent in identifying and arranging suitable hotel options within applicable parameters, including the authorized per diem allowance.
2. What percentage of air bookings are made under NATO and U.S. Government negotiated agreements?	The percentage is currently unknown and would require confirmation against available booking data.
3. Could you please provide your top five airline partners by booking volume or spend?	United Airlines, Delta Airlines, American Airlines, Lufthansa, Aegean Air.
4. Could you please provide your annualized air, hotel, and rental car spend for calendar year 2025 and/or for the first six months of 2026?	Air: \$5.4m (2025) Hotel: Difficult to know Rental Cars: \$200k (2025)
5. What percentage of your travel is international versus domestic?	The majority of HQ SACT travel is international, with a significant portion involving transatlantic travel due to operational requirements.
6. What is your average domestic ticket price, and what is your average international ticket price?	Difficult to know without consulting incumbent contractor. Domestic \$400, International \$1.2k (before seat upgrades costing around \$350), at a guess?
7. What percentage of your airline tickets are refunded and/or exchanged?	3-5% at a guess.
8. In the preamble, could you please clarify the requirements associated with Sprint 3 and Sprint 4 within the matrix?	Sprint 3 and Sprint 4 have been removed. Please see the amended preamble.

9. Can you confirm how travel is booked today?	Travel is currently booked directly by on-site agents and/or through e-mail correspondence or via telephone with dedicated agents.
10. Can you provide the air, hotel and car spend breakdown?	Same as question 4.
11. What percentage of these trips originate from outside of the US?	An extremely small percentage of trips originate outside the United States; typically, transatlantic routes originate from within the United States.
12. If originating from outside of the US, do these travelers require regional/ in-country offices or will these go through the US based onsite agent(s)? If not booked via onsite, can you share the number of travelers, from which countries they originate from and the amount of spend for each of these regions.	Regional or in-country offices are not required. Travelers originating outside the United States should contact the US based onsite agent(s).
13. What are your top 10 city pairs?	BRUSSELS, BE MUNICH, DE FRANKFURT, DE AMSTERDAM, NL LONDON-HEATHROW, GB LISBON, PT PARIS-DEGAULLE, FR HELSINKI-VANTAA, FI MADRID, ES COPENHAGEN, DK NAPLES, IT BUCHAREST, RO ROME-FIUMICINO, IT
14. Can you confirm that NATO will pay for the airfare at time of ticketing and is requesting just fees to be invoiced?	HQ SACT confirms that airfare will be paid at the time of ticketing via HQ SACT issued credit card.
15. It is understood that no online booking tool will be utilized initially, but can you confirm if you are currently utilizing an online booking tool today? If so, which one?	HQ SACT is not currently using an online booking tool but is open to transitioning to an online reservation tool.

16. If SAP Concur Travel, can you confirm whether you are utilizing a direct agreement with SAP Concur or utilizing your TMC's reseller agreement?	N/A (See Q#15 response)
17. If applicable, what percentage of tickets are booked online vs offline?	N/A (See Q#15 response)
18. Does NATO have a third-party risk management partner for duty of care such as iJet or ISOS?	HQ SACT does not currently require the contractor to interface with a specific third-party duty-of-care provider. Offerors should describe any traveler risk management, alerting, and emergency support capabilities included in their proposed solution.
19. Can you confirm NATO is requesting all 3 dedicated agents to be onsite?	NATO is requesting a combination of on-site and remote support.
20. Can you confirm preferred languages?	NATO official languages are English and French.
<p>21. 16.1 TICKET CHANGES</p> <p><i>a. The Contractor shall perform all required changes and cancellations for air, rail, hotel or car rental reservations, upon Traveler or Travel Agent's request. A ticket change will not lead to the application of a transaction fee.</i></p> <p>Can you confirm no transactions fees will be allowed to be charged?</p>	Confirmed. There should not be a transaction fee assessed to changes and cancellations.
<p>22. Annex D Sample AP invoice wizard</p> <p><i>See excel spreadsheet Annex C. I do not see the excel spreadsheet referenced. Can you advise?</i></p>	The applicable invoice wizard has been attached.
23. <i>Where do you see areas of improvement?</i>	HQ SACT seeks continuous improvement in its travel processes, including opportunities to enhance cost efficiency, service responsiveness, and processing time.
24. Pricing Proposal - <i>Can you confirm you are looking for all-inclusive pricing to include 3 full-time on-site agents?</i>	HQ SACT confirms that all pricing should be fully loaded. Monthly fee should include the pricing for FTE on-site agents.

<p>25. <i>Can you clarify monthly fee option 1-4? Are you looking for us to propose 4 different configurations to include 3 onsite agents?</i></p>	<p>HQ SACT is seeking service fee pricing in 4 configurations:</p> <p>On-site management service fee (minimum 3 onsite) (Fixed-Month Fee)</p> <p>Off-site management service fee (3 dedicated but remote) (Fixed-Monthly Fee)</p> <p>OBT management service fee (Monthly)</p> <p>Transaction Fee (per booking)</p> <p>See Amendment to pricing template.</p>
<p>26. <i>Pricing template: The template only lists a monthly service fee, and no transaction fees line item. Is it acceptable to propose a management fee plus transaction fees?</i></p>	<p>Yes</p> <p>See Amendment to pricing template</p>