

Subject:

IFIB-ACT-SACT-26-22 Q&A #2

Reference:

Q&A 2

Date of Issue:

29 June 26

The following questions were raised with respect to subject **IFIB-ACT-SACT- 26-22 Travel Management Services**. Responses are to provide clarification.

Questions	Responses
1. There was no workload volumes provided in the RFP. This information is critical for an offeror to determine staffing to meet the SLAs associated with the workload. Can NATO provide the annual number of the following transactions: a. domestic (within the U.S.) air/rail transactions; b. international air/rail transactions; c. hotel bookings; d. car bookings; e. group air moves (10 or more persons traveling as a group on same flight); f. bus charters; g. number of phone calls; h. percentage or number of travel requests that come in via walk in at the on-site, phone call, email; i. changes and cancellations; j. percentage of travel that is high-priority / last-minute / mission-critical; and h. other known travel.	HQ SACT does not have a detailed transaction count breakdown by domestic air, international air, hotel, and car bookings. Based on available 2025 data, approximately 5,400 airline tickets were booked, and total airfare spend was approximately \$5.4 million. Hotel reservations were generally booked directly by travelers and were not centrally tracked through the travel provider; therefore, HQ SACT cannot provide a reliable hotel transaction count or spend figure. Rental car spend for 2025 was approximately \$200,000; however, a detailed transaction count is not currently available. The majority of HQ SACT travel is international, with a significant portion involving transatlantic travel, while domestic-only travel represents a smaller portion of overall travel activity.
2. What is the expected transition timeline between award and go-live date?	HQ SACT contemplates award in July 2026 with contract start 'go-live' 2 January 2027.
3. Does NATO require the contractor to provide CBA Reconciliation? If yes, how many CBA cards does NATO use?	The Contractor shall support operational reconciliation of CBA-paid travel transactions to the extent necessary to validate invoices, ticketing records, refunds, credits, and services rendered.
4. Can NATO clarify whether NATO or the contractor will procure the online booking tool?	Because it is difficult to know what an online booking tool may consist of due to challenges with security accreditation, the exact details are unknown at this time. NATO wishes to collaborate with the selected contractor to determine the potential solution once the option has been exercised.
5. The RFP BIDDING INSTRUCTIONS in Section 8 requires that "All Contracting staff listed on this RFP must receive such requests via email for clarification..." BIDDING	Tonya.bonilla@nato.int Inga.love@nato.int Margaret.anderson@nato.int

INSTRUCTIONS Section 20 lists the POC but no email addresses were provided for these POCs. Can NATO provide the email addresses?	
6. RFP BIDDING INSTRUCTIONS section 17 states that the “Contractor shall nominate an Account Manager as the single point of contact for contract/administrative and technical matters...” Is the Account Manager to be dedicated only to NATO or designated such that the Account Manager may work on other accounts?	The account manager may work on other accounts. HQ SACT is seeking a single point of contact only.
7. RFP Statement of Work (SOW), Annex A, Section 5.d. requires “Airport Shuttle Reservation and Booking”. Can NATO provide a further explanation on the requirements for the airport shuttle reservations and booking. What type of service is being requested (car service, bus, taxi)? Are any VIP transport services required?	HQ SACT expects the Contractor to support airport ground transportation arrangements when requested in connection with official travel. This may include identifying and arranging suitable shuttle, taxi, ride service, private car, bus, or other locally available ground transportation options, depending on traveler requirements, mission needs, local availability, and applicable cost parameters. The requirement is not intended to establish a dedicated VIP transport service. However, this does not remove the requirement for the Contractor to support special transport arrangements where specifically requested and authorized by HQ SACT. Any VIP, executive, or special transport requirement, if needed, will be specifically identified by HQ SACT at the time of request.
8. RFP SOW, Annex A, Section 6.2.d requires the Contractor to issue Government Fares where allowable. Use of GSA Government City Pairs requires use of a government-issued credit card (individual or centrally billed). Will NATO be providing a GSA Smartpay credit card to book Government Fares? Otherwise, no TMC can book Government city pair fares.	HQ SACT will provide a credit card for booking.
9. RFP SOW, Annex A, Section 6.2.e requires the Contractor to issue e-tickets without any delay. Please clarify what "without delay" means with regard to e-ticket issuance (ex. ticket immediately at time of booking, when authorization is received, or when airline requires immediate ticketing? Will NATO follow the ticketing standard of 3-business day prior to departure for Government Fares?	“Without delay” means that the Contractor shall issue the e-ticket promptly once NATO has provided the required travel authorization and the booking is ready for ticketing, subject to applicable airline fare rules, ticketing deadlines, and Government Fare requirements. Where an airline requires immediate ticketing, the Contractor shall advise NATO and process the ticket once authorization is confirmed. NATO does not intend “without delay” to require ticketing before the required authorization has been received. Where applicable, Government Fare ticketing standards, including ticketing no later than three business days prior to departure, should be followed unless airline rules or operational urgency require earlier ticketing.

10. RFP SOW, Annex A, Section 6.2.g, mentions urgent travel. What is NATO's definition of urgent travel (within the next 24 hours)?	Urgent travel means travel that requires priority handling due to operational necessity, mission requirements, or unforeseen changes. This may include travel with a required departure within the next 24 hours, but may also include other travel identified by HQ SACT as urgent or mission-critical. The Contractor shall prioritize such requests and coordinate promptly with HQ SACT to confirm authorization, routing, ticketing requirements, fare availability, and any applicable airline restrictions.
11. RFP SOW, Annex A, Section 6.2.k requires the Contractor to "advise NATO of excess baggage rules and fees, which may vary from the country of origin. Additional excess baggage shall be booked, as and when requested by NATO, at no additional handling fee (including when it is done on airline websites where technically possible)." Is NATO expecting that the TMC will go online to the carrier's site and book excess baggage? How will the excess baggage be paid for?	HQ SACT expects the Contractor to advise travelers and/or HQ SACT on applicable excess baggage rules, restrictions, and fees. Where requested and authorized by HQ SACT, the Contractor shall support the booking of excess baggage where technically possible, including through the airline reservation system or carrier website where available. Payment for approved excess baggage should be made using the HQ SACT-provided credit card/CBA where the booking channel permits. If advance booking or payment is not technically possible, the traveler may be required to pay the airline directly at check-in and seek reimbursement in accordance with applicable NATO travel rules. The "no additional handling fee" requirement refers to the Contractor not charging an additional service/transaction fee for arranging approved excess baggage; it does not waive or absorb airline-imposed baggage charges.
12. RFP SOW, Annex A, Section 6.2.l requires the "Contractor shall provide information about travel insurance and baggage insurance as indicated by the airline, if requested." Please confirm that NATO is not requiring the TMC to provide travel insurance and/or baggage insurance but only requiring the TMC to advise what insurance the carriers provide.	HQ SACT confirms that TMC is to advise only.
13. RFP SOW, Annex A, Section 14, Profile Management, states "Traveler profiles shall be managed and stored by the Contractor....At the start of the contract, the Contractor shall agree with the HQ on the most efficient process to create an initial set of traveler profiles....The Contractor shall ensure the regular update and synchronization of traveler profiles." Will the TMC be required to update traveler profiles or will the travelers update their own?	It is anticipated that the travelers will update their own profiles once the online booking tool is developed/incorporated. However, the Contractor remains responsible for managing, storing, updating, and synchronizing traveler profiles in accordance with the agreed process and applicable security and data protection requirements.

14. RFP SOW, Annex A, Section 15.1 references emergency request, simple trip and complex trips. Please define emergency requests, simple trips, and complex trips. How does your current TMC differentiate these in a reportable way today to be able to manage the requested SLAs?	HQ SACT does not currently require the incumbent contractor to report these categories in a standardized manner. For the purposes of the SLA framework, an emergency request means travel requiring immediate action due to operational necessity, mission urgency, or unforeseen disruption. A simple trip generally means a straightforward point-to-point or round-trip itinerary with limited segments, standard commercial routing, and no special coordination requirements. A complex trip generally means travel involving multiple destinations, multiple carriers, unusual routing, group coordination, short-notice changes, special fare or routing considerations, or other requirements that require additional research or coordination. The selected Contractor shall work with HQ SACT during transition to confirm practical reporting definitions and apply them consistently for SLA monitoring and monthly reporting.
15. RFP SOW, Annex A, Section 15 states, “The Contractor shall reserve, issue and pay all tickets on behalf of NATO and execute changes or cancelation requests if needed...” IS NATO expecting the Contractor to front the monies to pay for tickets on behalf of NATO and seek reimbursement? If yes, can NATO provide information on the monthly travel dollar volume invoiced to NATO for the past 12 months?	No. NATO will provide a credit card to pay for the tickets at booking.
16. . RFP SOW, Annex A, Section 16.1.a states: “A ticket change will not lead to the application of a transaction fee.” As the pricing that has been requested is a monthly management fee, please clarify what transaction fee is being referenced. Please note that if the airline requires a new ticketing fee the TMC is obligated to pass that on.	The referenced “transaction fee” means any additional Contractor service or handling fee for processing ticket changes or cancellations. HQ SACT does not intend for the Contractor to charge a separate transaction fee for changes or cancellations where such services are covered by the agreed management fee or pricing structure. This does not apply to airline-imposed charges, fare differences, penalties, taxes, or other carrier costs that may arise from a change or cancellation. Any such airline-imposed costs remain chargeable to the applicable travel requirement, subject to authorization and applicable fare rules.
17. RFP SOW Annex A, Section 16.1.b states “When it is possible to lower the price of a ticket, the Contractor shall change only the price instead of issuing another ticket to avoid additional transaction fees and other costs associated with the issuance of new tickets.” It is not possible to make a price change to a ticketed reservation without issuing a new ticket. Under applicable airline rules, a TMC would not be able to change the price of a ticketed reservation without issuing a new ticket.	HQ SACT acknowledges that, under applicable airline fare rules and ticketing procedures, a price reduction on an already ticketed reservation may require reissuing or exchanging the ticket rather than simply changing the price. The intent of the requirement is that the Contractor should pursue the most cost-effective available option and avoid unnecessary reissuance, transaction fees, or other costs where this is technically and commercially possible. Where a lower fare can only be obtained through reissuance or exchange, the Contractor shall advise HQ SACT of the available option, including any fare difference, airline-imposed fees, taxes, penalties, and service implications, and proceed only upon authorization.

18. RFP SOW Annex A, Section 16.2 states that the “Contractor is responsible for ensuring that tickets and refunds are provided even if the Traveler does not cancel his/her air ticket.” Please clarify how the TMC will verify whether a traveler used his/her ticket to be able to request a refund. If NATO expects the TMC to pay for the ticket upfront, wouldn’t any refund go to the TMC if not yet reimbursed by NATO?	HQ SACT does not expect the Contractor to pay for tickets upfront from its own funds. Airfare will be paid at the time of ticketing using an HQ SACT-provided credit card/CBA. The Contractor is expected to monitor unused, partially used, cancelled, exchanged, or refundable tickets through available booking system records, airline reporting, traveler or HQ SACT notifications, and other information reasonably available to the Contractor. Where a ticket appears unused or eligible for refund or credit, the Contractor shall notify HQ SACT, support the refund or credit process in accordance with applicable airline fare rules, and provide supporting documentation. Any refund, credit, or residual value shall be returned or applied to the HQ SACT-provided payment method or otherwise credited to HQ SACT, as permitted by the airline and payment process.
19. RFP SOW Annex A, Section 16.4.b, Refund Management, states “Regarding non-refundable tickets, the Contractor shall obtain, at least, the reimbursement of all taxes such as the airport tax.” Please note that there are cases where all taxes are not refundable. The TMC would only be able to refund the taxes that are allowed to be refunded based on fare rules. Please clarify how the requirement for the TMC to pay for NATO’s travel will work in regard to non-refundable tickets. Is the process that the TMC will invoice NATO the cost of all tickets, refundable and non-refundable, and NATO will pay the costs of those tickets, whether refunded or not refundable. And in turn the TMC will send NATO any refunds amounts it subsequently receives?	HQ SACT confirms that the Contractor is not expected to fund ticket purchases from its own resources. Airfare will be paid at the time of ticketing using an HQ SACT-provided credit card/CBA. For non-refundable tickets, the Contractor shall seek reimbursement of refundable taxes, fees, charges, or residual values to the extent permitted by the applicable airline fare rules and ticketing conditions. HQ SACT acknowledges that not all taxes or fees may be refundable in every case. The Contractor shall support the refund process, provide supporting documentation, and ensure that any refund, credit, or residual value received is returned to, credited to, or applied for the benefit of HQ SACT, as permitted by the airline and payment process.
20. RFP SOW, Annex A, Section 18, Travel Agency Personnel, requires the Contractor to provide a minimum of three dedicated travel agents onsite. a) In the past, have three agents sufficient to meet the SLAs in Annex B? b) Is there space for more onsite agents, and if yes, how many more? c) Is the onsite space provided without cost to the Contractor? d) Would on site employees have access to the site outside of the business hours stated (8a-1630p EST M-F)? e) What is the expected volume of daily on-site foot traffic? f) Please confirm any hours outside the core hours (7a-1630 EST M-F (with onsite being	HQ SACT is requesting a minimum of three dedicated travel agents, with a combination of on-site and remote support acceptable where this meets operational requirements and agreed service levels. The current support model has relied on dedicated agents and has generally supported operational travel requirements; however, offerors remain responsible for proposing an adequate staffing model to meet the required SLAs. On-site workspace for the required personnel is expected to be provided by HQ SACT without charge to the Contractor, subject to site access, security, and facility procedures. Additional on-site space, if required, cannot be guaranteed and would need to be coordinated with HQ SACT. Access outside normal business hours is not assumed and would be subject to prior approval and site access procedures. Daily walk-in volume is not separately tracked. Support outside core hours is expected to cover urgent or mission-critical travel requirements and may be provided through the Contractor’s after-hours support capability. HQ SACT requires the Contractor to provide a 1-800 number, or equivalent toll-free support number, for traveler assistance outside

8a-1630EST) are considered after hours? g) Please confirm service expectation outside of core hours. For example, does NATO expect the after-hours team to be dedicated or shared that provides reservation phone support phone for urgent travel needs (travel within next 24 hours) or is NATO expecting full service/all channels 24x7x365?	core hours or when travelers require urgent support. The same approved HQ SACT travel procedures, rules, authorization requirements, fare rules, payment arrangements, and contract requirements shall apply to support provided through this number. The Contractor will be provided with clear instructions on which authorizations are permitted and which are not, including any approval limits, escalation requirements, and circumstances requiring prior HQ SACT confirmation before action is taken.
21. RFP SOW, Annex A, Section 19. Security Requirements states “The Contractor shall comply with established NATO security regulations.” Please provide the applicable NATO security regulations. What security clearance is required for any staff providing services to NATO?	The Contractor shall comply with all applicable NATO security regulations, HQ SACT local security procedures, and any site access requirements communicated by HQ SACT during contract implementation. Personnel requiring physical access to HQ SACT premises or access to NATO information systems, networks, or non-public information may be subject to identity verification, background screening, site access approval, and any clearance requirements determined by HQ SACT security authorities. The specific clearance or access requirements will depend on the nature of the services, location of performance, and level of access required. At a minimum, contractor personnel must comply with HQ SACT badging, escort, information-handling, and security awareness requirements. Final access and clearance determinations remain subject to HQ SACT security review and approval.
22. RFP SOW, Annex A, Section 21, states “The contractor shall submit detailed electronic invoices for each travel request under format specified by ACT....” It also references “OGM”. Can NATO provide an example of both the individual invoicing, weekly and monthly SOA they are expecting? Can NATO explain what OGM means? On which invoice does NATO pay – individual, weekly or monthly?	HQ SACT expects the Contractor to provide detailed electronic invoice data for each travel request in the ACT-approved format. The invoice data must allow each travel request to be matched to the related ACT Travel Authorization, purchase order and purchase order line, traveler, itinerary, booking or ticket reference, service provided, payment method, transaction fee, and any subsequent adjustment, refund, credit, cancellation, or exchange. Individual invoice details shall be available at travel-request level to support validation, purchase order matching, and reconciliation. The Contractor shall also provide the weekly Aggregated Invoice / Statement of Account (AI/SOA) for each ACT Command, consolidating the relevant invoices in a format that can be uploaded into ACT’s ERP Oracle system using the standard set-up. A monthly bulk invoice and monthly reconciliation shall also be provided in the ACT-approved format to support period-end review and reconciliation. HQ SACT will process payment through the electronic AI/SOA submitted in the ACT-approved format. The AI/SOA consolidates the invoices for processing and payment; it does not remove the requirement for each underlying charge to be properly supported by authorization, booking, ticketing, payment, and reconciliation documentation. “OGM” refers to an internal ACT invoice processing or workflow reference, where applicable. It is not a separate invoice type or payment basis. Further format details and examples will be confirmed with the Contractor during implementation to ensure

	alignment with ACT invoicing and reconciliation requirements.
23. RFP SOW, Annex A, Section 21 states: “c. In case the invoice included in the AI/SOA does not conform to the instruction given in the ACT Travel Authorization, the ACT Command shall only pay the amount authorized. d. Whenever the Contractor has incurred or paid the expenditure involved in a currency other than USD, neither Party to the contract should gain on exchange rate fluctuations at the expense of the other party. The counter value in USD should always be provided.” Please clarify what is meant by the statement that the ACT Command will only pay the amount authorized. Given the time between an authorization being issued and ticketing, there is likely to be some exchange rate fluctuations to consider. This could result in the Contractor not fully recovering the cost of tickets. Is NATO expecting the Contractor to absorb and exchange rate fluctuations? What source is to be used for any USD conversion value?	HQ SACT will only pay amounts that are supported by an approved ACT Travel Authorization or other written authorization issued by HQ SACT. This means that the Contractor should not ticket, amend, cancel, add services, or incur chargeable costs beyond the approved travel requirement unless additional authorization has been obtained. HQ SACT does not intend for the Contractor to absorb exchange rate fluctuations where costs have been properly authorized and incurred in accordance with the approved travel requirement. Where the Contractor incurs or pays an authorized cost in a currency other than USD, the invoice or supporting documentation shall show both the original currency amount and the USD countervalue. The conversion should be based on the actual card settlement amount where the charge is paid through the HQ SACT-provided CBA/credit card. Where no card settlement amount is available, the Contractor should use a reasonable and consistently applied exchange rate source, supported by documentation, and identify the source used on the invoice or reconciliation. Any difference between the amount authorized and the final ticketed amount due to fare availability, taxes, airline-imposed charges, or exchange rate movement should be brought to HQ SACT’s attention before ticketing where practicable. If the final cost exceeds the authorized amount, the Contractor shall obtain updated authorization before proceeding. If urgent operational circumstances require immediate action, the Contractor shall act only within the pre-approved emergency procedures and authorization limits communicated by HQ SACT.
24. RFP SOW, Section 21.f states, “The Contractor shall provide a monthly reconciliation detailing invoiced amounts versus services rendered and shall promptly investigate and resolve any discrepancies notified by ACT.” We are unclear on what is being requested. Could NATO provide an example?	HQ SACT expects the Contractor to provide a monthly reconciliation that allows ACT to verify that amounts invoiced correspond to the services actually provided during the billing period. The reconciliation should identify, at a minimum, the travel request or authorization reference, traveler name, ticket or booking reference, type of service provided, date of service or ticketing, amount invoiced, payment method, and any refunds, credits, cancellations, exchanges, or adjustments processed during the month. For example, the reconciliation should allow HQ SACT to confirm that a ticket charged to the CBA, an invoice line, and the related travel authorization all relate to the same approved travel requirement, and that any later refund, credit, or change has been properly recorded. If HQ SACT identifies a discrepancy, such as an invoice line without supporting booking documentation, a mismatch between the authorized amount and invoiced amount, or a missing refund/credit, the Contractor shall investigate and provide corrective action or supporting explanation promptly.

25. RFP SOW, Section 21 Electronic Invoicing appears to be focused on transaction billing only. Please clarify what are the requirements for invoicing the monthly fee.	Invoicing of the monthly fee can be submitted on a standard invoice and is expected to be separated from the transactional billing.
26. RFP SOW, Annex B: Service Levels states the phone SLA as “80% calls answered within 20 seconds (MONTHLY)” and “Emails: 95% answered within 4 hours (MONTHLY)”. Are these SLAs for core hours or all hours?	This applies only to core hours. Outside core hours, the Contractor remains responsible for 24/7 continuity of reservations, changes, cancellations, and issuance support for urgent or mission-critical travel requirements.
27. RFP SOW, Annex B, Service Levels references “confirmations” or “confirmation”. What does NATO mean by these words? What constitutes confirmation to meet these SLSAs? 28. RFP SOW, Annex C, A3. OBT Implementation, A3.1` Contractor shall implement an OBT for HQ SACT (and other U.S. NATO entities if ordered). How many entities are expected to be ordered for inclusion into the management fee, or will NATO accept additional pricing/fees for OBT implementations?	Confirmation for SLA purposes: “Confirmation” means a written response from the Contractor to the traveler and/or HQ SACT acknowledging the request and confirming the status of the required action within the applicable SLA timeframe. Confirmation may include, as applicable, confirmation that a booking has been made, an itinerary or fare proposal has been provided, ticketing is pending authorization, a change or cancellation request has been actioned, or further information is required before the Contractor can proceed. The confirmation SLA is met when the Contractor provides a clear written status update or confirmation within the required timeframe. Confirmation does not require final ticket issuance or completion where completion depends on HQ SACT authorization, traveler input, airline availability, fare rules, payment processing, or other factors outside the Contractor’s control. This clarification applies only to the “confirmation” SLA and does not change the separate SLA requirements for ticket approval or ticket issuance once the applicable trigger event has occurred. OBT implementation / entities and pricing: HQ SACT is the primary entity for the Online Booking Tool option. Other NATO entities may be added only if the option is exercised and ordered. HQ SACT cannot currently confirm how many additional entities, if any, will be included. Offerors should price according to the RFP and Amendment 1, and any additional OBT implementation requirements would be handled under the contract option and agreed pricing mechanism.
29. RFP SOW Annex C, A3.3 OBT Implementation states that “Contractor shall provide a dedicated project manager.” Is this project manager just for the OBT implementation?	Yes.

30. RFP SOW, Annex C, Section A3.6 states, "Contractor shall work with CIS Security Accreditation team to ensure OBT meets NATO security accreditation requirements." What are the NATO security accreditation requirements?	The NATO security accreditation requirements will be provided upon exercise of the OBT option so that the contractor may consider this in its pricing at that time.
31. RFP SOW, Annex D Sample AP Invoice Wizard references Annex C which is a spreadsheet for an illustrative invoice. However, the Annex C that is provided is entitled "(Unpriced Option) – Online Booking Tool (OBT) Services". Can NATO provide the referenced spreadsheet?	Refer to Q&A 1 and Amendment 1 located at www.act.nato.int/contracting
32. The RFP requires pricing in the form of a monthly management fee. There is a cost to the use of an OBT which is generally based upon a per booking fee. That is the fee is charged each time the OBT is used by the third-party vendor. We assume that the cost should be included in the monthly management fee, is that a correct assumption? As the monthly cost may vary based upon the number of OBT bookings, how is the contractor to account for these costs that may fluctuate month by month such that the contractor does not undercharge or overcharge?	Refer to Amendment 1 located at www.act.nato.int/contracting
33. Does NATO have an established hotel program? If not, is NATO interested in the Contractor to negotiate a hotel program on their behalf? 34. As NATO established its own specific per diem for official travels, are the Contractor, US Per diem programs, GOV, Promotional and other available rates required to be at or below the NATO established per diem rate?	HQ SACT does not currently have a centrally managed hotel program. Hotel reservations have generally been made directly by travelers. HQ SACT is interested in the Contractor supporting hotel arrangements by identifying suitable hotel options, including NATO, U.S. Government, promotional, or other available rates where applicable and available. Hotel options should normally be within the authorized NATO per diem allowance. Where a suitable rate below or at the applicable allowance is not available, the Contractor should advise HQ SACT and/or the traveler of the available options, applicable rate conditions, and any cost implications so that the required authorization may be obtained before booking. The Contractor is not expected to guarantee that all available rates will be at or below the NATO per diem, but should make reasonable efforts to identify compliant and cost-effective options.
35. Can you provide a breakdown of your travel spend and transaction count as follows: a. Domestic air b. International air	HQ SACT does not have a detailed transaction count breakdown by domestic air, international air, hotel, and car bookings. Based on available 2025 data, approximately 5,400 airline tickets were booked, and total airfare spend was approximately \$5.4 million. Hotel reservations were generally booked directly by travelers and

c. Hotel d. Car	were not centrally tracked through the travel provider; therefore, HQ SACT cannot provide a reliable hotel transaction count or spend figure. Rental car spend for 2025 was approximately \$200,000; however, a detailed transaction count is not currently available. The majority of HQ SACT travel is international, with a significant portion involving transatlantic travel, while domestic-only travel represents a smaller portion of overall travel activity.
36. Regarding “The Contractor shall reserve, issue and pay all tickets on behalf of NATO and execute changes or cancellation requests if needed”, please confirm if the expectation is for the TMC to pay for all travel reservations or if a credit card will be provided	A credit card will be provided.
37. How are approvals received currently?	Travel approvals are currently received through HQ SACT’s internal travel authorization process before ticketing or other chargeable travel action is completed. The Contractor should only proceed with ticketing, changes, cancellations, excess baggage, or other chargeable services once the required authorization has been provided by HQ SACT or its designated approving authority.
38. Are there any current challenges in the travel program you hope to address in the new agreement?	HQ SACT seeks continuous improvement in its travel management processes, including improved service responsiveness, clearer reporting, stronger support for urgent and mission-critical travel, better visibility over ticketing, changes, cancellations, refunds, credits, and CBA reconciliation, and more consistent application of travel procedures. HQ SACT also seeks opportunities to improve cost efficiency, reduce processing delays, and enhance traveler support while maintaining compliance with applicable NATO travel rules and authorization requirements.
39. Please provide more information about expectations regarding excess baggage? How many travelers does this apply to on an annual basis? How is it paid for? CBA or travelers IBA?	HQ SACT expects the Contractor to advise travelers and/or HQ SACT on applicable excess baggage rules, restrictions, and fees and, where requested and authorized by HQ SACT, to support the booking of approved excess baggage where technically possible. This may include booking through the airline reservation system or carrier website where available. HQ SACT does not currently track the annual number of travelers requiring excess baggage separately, and therefore cannot provide a reliable annual volume. Payment for approved excess baggage should be made using the HQ SACT-provided CBA/credit card where the booking channel permits. If advance booking or CBA payment is not technically possible, the traveler may be required to pay the airline directly at check-in and seek reimbursement in accordance with applicable NATO travel rules. Optional or unauthorized excess baggage remains the traveler’s responsibility.

40. If a traveler elects to take travel or baggage insurance, is this paid by NATO on the CBA or by traveler on IBA?	HQ SACT confirms that the Contractor is not required to provide travel insurance or baggage insurance. If information regarding travel or baggage insurance is requested, the Contractor shall only provide information on insurance options or protections made available by the airline or carrier. Any purchase of optional travel or baggage insurance must be specifically authorized by HQ SACT in advance. Unless expressly authorized as part of the official travel requirement, optional travel or baggage insurance elected by a traveler shall not be charged to the HQ SACT CBA and would be the traveler's responsibility.
41. What percentage of travelers are eligible for US Government programs such as the City Pair Program?	HQ SACT estimates that approximately 90% of the travelers are eligible for U.S. Government programs such as the City Pair Program. Eligibility depends on the traveler, travel purpose, route, fare availability, applicable program rules, and payment method. The Contractor shall issue U.S. Government fares where allowable and advise HQ SACT when such fares are available or not available for a specific itinerary.
42. Since the online booking tool is currently out of scope, do we need to address Annex C in our technical proposal?	No. If you have an existing tool and would like to share that information, it would be well received, but it is not mandatory at this time. HQ SACT is only seeking to confirm that you have the ability to offer this option.
43. NATO RFP ACT 26 22 -page 15 & 16 Section 8.1 Monthly Reports The following report deliverables are to be provided on a monthly basis and separately for each entity using this contract vehicle: a. Type of traffic and evolution	"Type of traffic and evolution" means a monthly summary of travel activity by relevant category, such as air, rail, hotel, car rental, airport shuttle, or other ground transportation, and any other categories agreed with HQ SACT. The "evolution" should show how activity changes over time, normally month-over-month and year-to-date. Where historical data is available, the report may also include comparison to prior-year activity. The intent is to allow HQ SACT to monitor travel demand, volume trends, and changes in the nature of travel activity by entity using the contract vehicle.
44. Bidding Instructions, 11.a.7 Compliance matrix (See Annex E to Statement of Work).	Offerors should include Annex E in the technical proposal and complete the mandatory compliance matrix by indicating compliance and providing references to the relevant sections of their proposal that substantiate compliance. Offerors should also ensure that their technical proposal addresses the scored evaluation areas in Annex E, including staffing, customer service methodology, account management, continuity and surge support, travel reservation and ticketing methodology, cost optimization, past performance, security and data protection, and reporting capability. The purpose is to allow HQ SACT to evaluate the proposal against the mandatory and scored criteria stated in the RFP.
45. Are offerors allowed to submit multiple pricing proposals based on the different service configurations they propose?	HQ SACT has identified the pricing configuration requested at Amendment 1. Please refer to www.act.nato.int/contracting.

46. Can you clarify page 5 #11. Content of Proposal #7 Compliance matrix (See Annex E to Statement of Work). Q: Are you looking for me to just include the matrix in the technical proposal “as-is” and be sure to address each item within 6) Company description, management plan, service offerings and supplementary relevant information; and	HQ SACT would like you to include reference(s) within the compliance matrix to the location within your proposal that substantiates the experience requested.
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