



DOCUMENT TITLE	Invitation to Tender MAG/2009/05/Travel Tender	DOCUMENT REFERENCE	CSS/ITT/005
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Questions and Responses

Tender response question clarification

In response to the queries of the dates supplied the Tender Request Response Table has been amended and all dates are now correct and confirmed. Please respond to quotes from this amended table.

Question 1.

Can you please advise the estimated volume of visas processed in the UK from UK based applicants?

Response

These figures can be found in the volume and values table in the Technical Specification Document.

Question 2.

How should we send our documents to you?

Response

As specified in the Participation file:

Proposal Submission to be submitted to the address above in sealed envelopes bearing the markings:

- "Supplier name" response to MAG Tender: MAG/2009/05/Travel
- Containing the following:
- 3 full hard copies to be submitted
- 1 electronic copy of the Travel Request Response Table– Word document on CD or flash drive.

Question 3

I have just noticed that most of the documents for the tender are in PDF format which can't be edited. Can you either send them in a Word format that we can edit with our responses or are you happy for us to create new documents in Word for our proposal?

Response

Only the Supplier Questionnaire, Tender Request Response table and Supplier Registration document need to be edited. The first two are in word format and can be edited. The Supplier Registration Document has now been changed and is saved as a word document.

Question 4

Response

3. Deadlines section

- How do MAG consider that this clause might be related to the travel contract.
- What is mean by late delivery when we are providing e-tickets and services?
- Financial penalties for late delivery would be unacceptable to our company, please clarify what exactly is meant by this?
- The cancellation of an order without financial consequence could not be guaranteed - particularly if the user has purchased a non-refundable air ticket.

These are MAG's general purchasing conditions. We are aware some are not appropriate to travel and as mentioned these will be negotiated with the winning bidder.