

QUESTION – 1

About the Bank Draft/Bank Guarantee/Cash Warrant issued by the Financial Institutions, may I know if it is accepted to use the document issued by Bank of China?

CLARIFICATION

It can be acceptable as long as its encashable from any of the banks listed as per section 30.3.

QUESTION – 2

Could you please assist to advise the forecasted volume of EMDA and EMDS per year and entire contract period?

CLARIFICATION

It's just been a little less than a year we have started using the EMD. All ancillaries are being done through paper MCO before that. Due the pandemic unable to provide an estimate.

QUESTION – 3

Who are Drukair's current payment gateway providers?

Please elaborate on the listed parties (RMA, KBANK, BOBL), and clarify their roles in terms of the provision of payment gateway services to Drukair.

CLARIFICATION

KBANK: This payment gateway service is provided by kasikorn bank. It is for all three types of nationality (Bhutanese, SAARC and Other Nationals). This PG supports Credit Card and International debit cards.

BOBL: This payment gateway service is provided by Bank of Bhutan. It is for all three types of nationality (Bhutanese, SAARC and Other Nationals). This PG supports Credit Card and International debit cards.

However, most of the Bhutanese do not carry a credit card nor international debit card. Hence, in order to cater to the domestic debit card, we have the third payment gateway:

RMA: This payment gateway is provided by the Royal Monetary Authority which supports the domestic debit card and is only for Bhutanese.

For more clarity on how it is mapped to each payment gateway based on the nationality, please feel to try it out on our website.

QUESTION – 4

In form Tech 1, it says "In this regard you may contact any of our previous Employers or the previous Employers of any of our sub-firms or any of the employees thereof for further information."

The term Employers is not clear /suitable in this context

CLARIFICATION

Employers in this context refers to the all those Firms using your services and Drukair should be able to contact them for more information if required.

QUESTION – 4

Can you provide us a contact in the KASIKORN BANK in Thailand?

CLARIFICATION

Would like to recommend you to kindly contact our Station Manager who would be able to assist you with more details with regard to the Kasikorn Bank.

C/O Station Manager

Drukair Corporation Ltd.

Z3-010, 3rd Floor, 999 Moo 7,

Airlines office (AOB)

Suvarnabhumi International Airport

Bangkok, Thailand.

Tel: +66956238382

Email: chencho.dorji@drukair.com.bt.

cc: pss.committee@drukair.com.bt

QUESTION – 5

Regarding to Functional Matrix” Reporting” – item 6, could you please elaborate more about the terms of Reports on pending selling segments and the capability for reconciliation of flight?

CLARIFICATION

This is the pending segment report that has visibility of sold GDS segments that has not performed EOT. There are many that are real selling and will appear and disappear once booking end. However, there are some that are blocked and when you run the report again, you will see those segments seats still held. In this case, you are able to find out the IATA number and/or Pseudo city code of the GDS, then the airline can act by reporting it to the GDS.

Reconciliation is only used if there is a discrepancy of seats booked versus the inventory, this due to some internal error. So, the airline can perform a RC Reconcile entry to adjust the seats. Even if it's not done, SITA RES does a nightly reconciliation for all flights during the nightly file maintenance

QUESTION – 6

About the Bid Security, there is branch in Singapore mentioned in the description.
May I know if we can make the bid security in Standard Chartered Hong Kong?

About the bid security issue, there is public holiday in Hong Kong and China during this two week, may I know if it is possible to bank-in the bid security to a designated bank account? If so, please provide us bank account details for the arrangement.

CLARIFICATION

Bank draft from Bank of China is acceptable as long as it's encashable from the Standard Chartered Bank, Singapore