

## RFQ 19PE5021Q0078 – MOTOR POOL TAXI SERVICE

### Questions & Answers

- 1. Our company, by policy and by cost structuring, we handle a maximum of 45 days credit, is it within the offered billing margin?**

The Contractor's original invoices are payable in full within 30 days after receipt of an invoice approved by the COR. Payment shall be made by Electronic Funds Transfer (EFT) to the Bank and account indicated by the contractor. This EFT form must be provided prior to awarding the contract.

- 2. In every service there is a margin of error and more in this type of service. Our company guarantees 99.5% compliance. However, for penalizable purposes we require a margin of error not less than 1.5%. Does this prevent our participation in this process?**

There is no error acceptable, the company MUST anticipate and have a backup plan in case a problem arise. 100% customer satisfaction must be guaranty.

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6.2 Level of Service. Vehicles shall be available to pick up passengers at the dispatch points 15 minutes before of the stipulated time listed in the service request made by the authorized requester. Contractor shall provide up to 15 minutes of waiting time free of charge.

- 3. Cancellations without cost will be at least 20 minutes in advance. If the cancellation of the services is with less than 20 minutes, will be charged: S / 10 or S/ 15**

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Cancellation - The Government will be liable for 100% of the fixed price of each service ordered, unless the Contracting Officer gives the contractor oral or written cancellation 12 hours prior the effective date of service.

- 4. As a taxi service we are exempt from IGV, will it still be necessary to invoice with IGV?**

No, tax should not be invoiced if you are tax exempted.

**5. For van services, is it possible to serve them with 10 passenger VAN type cars if necessary?**

SUV or Van Capable of carrying 4 - 7 passengers (excluding the driver) + Luggage for Airport Service. All vehicles must have working 3-point seat belts  
Smoking will not be allowed when transporting passengers

**6. For environmental protection issues, all the vehicles used are either natural gas or GLP, therefore they have a gas tank, would this be an impediment?**

Yes, it will be an impediment. The vehicle trunk must be cleared to allow room for baggage.

**7. The additional costs such as tolls, parking spaces, will be considered apart from the offered rate or is it at all costs?**

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The Contractor shall provide passenger transportation services, vehicles with drivers for the official business at US Embassy in Lima, Peru. The Contractor shall provide all managerial, administrative, direct labor personnel, vehicles, drivers, communication equipment, all running expenses and applicable taxes (i.e., fuel, oil, etc.), including all servicing, parking, tolls and passenger insurance, third party liability as well as other insurance required by local law (SOAT) of such vehicles that are necessary to accomplish all work required by this contract.

Parking Fees - On Airport and Grupo-8 services, parking fees are the contractor's responsibility. The contractor should track flights arrival/departure in order to avoid these expenses.

**8. Is it necessary to have a coordinator who speaks and understands English?**

Yes, it is imperative that contractor should be able to have a clear communication with US Embassy CO and Travelers.

**9. We still cannot activate the DUNS number and neither the NCAGE code, how could we do it since we know that to participate it is necessary to register in SAM and to register, we need these codes, could you give us support?**

Please contact US Embassy Procurement agent Jessica Mendez

**10. La documentación como protocolos Covid-19, plan de organización interna de la empresa, se debe presentar también en inglés?**

Yes, all documentation should be provided in English.