

Riga

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Reg. No: 1.13p/LV-2026-119

Electronic Procurement System

An answer to the question from the interested suppliers in the open competition "Travel agency services for business trips", identification number RBR 2026/6

RB Rail AS presents following answers to the questions received from the interested suppliers until 28th July 2026:

Nr.	Question	Answer
	We would like to clarify the following questions regarding Business Trip Task Description (Annex No 3):	The Procurement commission kindly provides the following answers to the questions received:
1.	Is it required to make original reservations as part of the task?	Yes, in accordance with Annex No 3 "Business Trip Task Description", Tenderers are required to submit evidence of reservations, including reservation system printouts, screenshots showing the reservation creation time, and confirmations regarding reservation details and pricing. Therefore, the proposed solutions must be based on actual reservations made in the relevant reservation systems.
2.	Are the specified flights Riga – Amsterdam – Madrid provided in accordance with the actual situation on 27 July? As we do not have information about such flights in our system. The only flight for Riga to Amsterdam on 27.07.2026. is only this: – BT 621 /RIX AMS 1150 1310 For the flight KL 1501 from Amsterdam to Madrid on 27.07.2026. there is only this flight: – KL1501 /AMS MAD 2 0700 0930 The same question for Task No 2: On the task no 2 is mentioned these flight details: November 10, 2026, on the route: – Tallinn (TLL) – Munich (MUC) Lufthansa LH2407 (06:00 / 07:35) – Munich (MUC) – Tallinn (TLL) Lufthansa LH2406 (20:15 / 23:45) on November 13, 2026 But unfortunately, there are no direct flight from Tallinn to Munich with flight nr. LH2407 on 10.11.2026. and no direct flight from Munich to Tallinn on 10.11.2026. with flight nr. LH2406.	For Business Trip Task No 1 Tenderer is kindly asked to consider flights: – Air Baltic BT 621 Riga (RIX) – Amsterdam (AMS) (11:50 / 13:05); – KLM KL1505 Amsterdam (AMS) – Madrid (MAD) (14:20 / 17:00). For Business Trip Task No 2 Tenderer is kindly asked to consider flights: – Tallinn (TLL) – Riga (RIX) - Munich (MUC) airBaltic (05:40 / 08:20) (respective flight numbers: BT362 and BT221) – Munich (MUC) – Riga (RIX) - Tallinn (TLL) airBaltic (19:25 / 00:30) on November 13, 2026 (respective flight numbers: BT224 and BT361). The Procurement commission also informs that the Procurement Regulations will be amended to reflect the information provided in this letter.
3.	Do we have to use mentioned information about flight numbers and departure times as it is or we have to refer to the real situation according to the information what is available in the booking system?	Tenderer is kindly asked to follow the flight numbers and departure times considering the Answer No 2 in this letter.

		The Procurement commission also informs that the Procurement Regulations will be amended to reflect the information provided in this letter.
4.	Do the tickets for the both Task solutions need to be changeable with a surcharge and refundable with additional cost?	Yes, for the purposes of the tasks, Tenderers shall assume the ticket conditions exactly as specified in Annex No. 3: Business Trip Task No. 1: economy class tickets with checked baggage (23 kg), exchangeable and cancellable at an additional cost. Business Trip Task No. 2: tickets with carry-on baggage only, exchangeable and cancellable at an additional cost. The proposed solutions shall be developed based on these conditions.
5.	Do we understand correctly that, at the time they receive the delay notification for the Task No 1, the passengers are at RIX Airport?	Yes, for the purpose of the task, Tenderers shall assume that on 27 July 2026 at 10:30 the passengers are preparing to start their journey from Riga Airport and the Tenderer receives information regarding the delay of the originally booked flight.
6.	Do we understand correctly that if a flight is provided on 27 July for the Task No 1, accommodation is not required?	Yes, if the proposed solution ensures that the travellers arrive in Madrid no later than 22:00 on 27 July 2026, accommodation is not required. Hotel accommodation should only be included where the proposed solution cannot ensure arrival in Madrid on the same day as required by the task.
7.	The task terms require submission of "Confirmation from the air ticket reservation system operator (such as Amadeus, Travelport or equivalent) about the time of booking, the price and confirmation that the price is automatically charged". We would like to point out that airline ticket bookings can also be made on airlines' online booking platforms (not publicly available on websites) to which airlines have granted agencies access, in which case no airline certifications are issued. In this case, can electronically signed proof of the applicant's signature, with printouts and screenshots from reservation systems, be provided of what has been done on the reservation, in which the booking and price can be verified? If necessary, reservations may be presented on arrival at the Customer's Office with a laptop.	Yes, where reservations are made through professional airline booking platforms or other systems which do not issue separate confirmations from the reservation system operator, the Tenderer may provide: – an electronically signed explanation; – reservation system printouts; – screenshots (PrintScreen) demonstrating the reservation details; – other supporting documentation that clearly verifies the reservation creation time, price and authenticity of the reservation. The Contracting Authority reserves the right, during the evaluation process, to request additional information, clarification or demonstration of the reservation records in order to verify the submitted information.

Sincerely,

Procurement commission chairperson / secretary

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