



REQUEST FOR PROPOSAL

Long term Agreement for the provision of travel services

RFP No.: 0090545

Project: Common Services

Country: Germany

Issued on: 9 July 2019

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Section 1. Letter of Invitation

The United Nations Volunteers administered by United Nations Development Programme (hereinafter "UNV") hereby invites you to submit a Proposal to this Request for Proposal (RFP) for the above-referenced subject.

This RFP includes the following documents and the General Terms and Conditions of Contract which is inserted in the Bid Data Sheet (BDS):

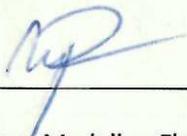
- Section 1: This Letter of Invitation
- Section 2: Instruction to Bidders
- Section 3: Bid Data Sheet (BDS)
- Section 4: Evaluation Criteria
- Section 5: Terms of Reference
- Section 6: Returnable Bidding Forms
 - o Form A: Technical Proposal Submission Form
 - o Form B: Bidder Information Form
 - o Form C: Joint Venture/Consortium/Association Information Form
 - o Form D: Qualification Form
 - o Form E: Format of Technical Proposal
 - o Form F: Financial Proposal Submission Form
 - o Form G: Financial Proposal Form
 - o Form H: Form of Proposal Security (.xls)
- Section 7: Example invoice reporting format

If you are interested in submitting a Proposal in response to this RFP, please prepare your Proposal in accordance with the requirements and procedure as set out in this RFP and submit it by the Deadline for Submission of Proposals set out in Bid Data Sheet.

Please acknowledge receipt of this RFP by sending an email to UNV Procurement procurement@unv.org, indicating whether you intend to submit a Proposal or otherwise. You may also utilize the "Accept Invitation" function in eTendering system, where applicable. This will enable you to receive amendments or updates to the RFP. Should you require further clarifications, kindly communicate with the contact person/s identified in the attached Bid Data Sheet as the focal point for queries on this RFP.

UNV looks forward to receiving your Proposal and thank you in advance for your interest in UNV procurement opportunities.

Issued by:



Name: Madalina Florica
Title: Procurement Assistant
Date: July 9, 2019

Approved by:



Name: Andrey Pogrebnyak
Title: Director Management Services
Date: July 9, 2019

Section 2. Instruction to Bidders

A. GENERAL PROVISIONS	
1. Introduction	<p>1.1 Bidders shall adhere to all the requirements of this RFP, including any amendments in writing by UNV. This RFP is conducted in accordance with the UNDP Programme and Operations Policies and Procedures (POPP) on Contracts and Procurement which can be accessed at https://popp.undp.org/SitePages/POPPBSUnit.aspx?TermID=254a9f96-b883-476a-8ef8-e81f93a2b38d</p> <p>1.2 Any Proposal submitted will be regarded as an offer by the Bidder and does not constitute or imply the acceptance of the Proposal by UNV. UNV is under no obligation to award a contract to any Bidder as a result of this RFP.</p> <p>1.3 As part of the bid, it is desired that the Bidder registers at the United Nations Global Marketplace (UNGM) website (www.ungm.org). The Bidder may still submit a bid even if not registered with the UNGM. However, if the Bidder is selected for contract award, the Bidder must register on the UNGM prior to contract signature.</p>
2. Fraud & Corruption, Gifts and Hospitality	<p>2.1 UNV strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical or unprofessional practices, and obstruction of UNV vendors and requires all bidders/vendors observe the highest standard of ethics during the procurement process and contract implementation. UNDP's Anti-Fraud Policy can be found at http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti</p> <p>2.2 Bidders/vendors shall not offer gifts or hospitality of any kind to UNV staff members including recreational trips to sporting or cultural events, theme parks or offers of holidays, transportation, or invitations to extravagant lunches or dinners.</p> <p>2.3 In pursuance of this policy, UNV (a) Shall reject a proposal if it determines that the selected bidder has engaged in any corrupt or fraudulent practices in competing for the contract in question; (b) Shall declare a vendor ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the vendor has engaged in any corrupt or fraudulent practices in competing for, or in executing a UNV contract.</p> <p>2.4 All Bidders must adhere to the UN Supplier Code of Conduct, which may be found at http://www.un.org/depts/ptd/pdf/conduct_english.pdf</p>
3. Eligibility	<p>3.1 A vendor should not be suspended, debarred, or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization. Vendors are therefore required to disclose to UNV whether they are subject to any sanction or temporary suspension imposed by these organizations.</p> <p>3.2 It is the Bidder's responsibility to ensure that its employees, joint venture members, sub-contractors, service providers, suppliers and/or their employees meet the eligibility requirements as established by UNV.</p>

<p>4. Conflict of Interests</p>	<p>4.1 Bidders must strictly avoid conflicts with other assignments or their own interests, and act without consideration for future work. Bidders found to have a conflict of interest shall be disqualified. Without limitation on the generality of the above, Bidders, and any of their affiliates, shall be considered to have a conflict of interest with one or more parties in this solicitation process, if they:</p> <ul style="list-style-type: none"> a) Are or have been associated in the past, with a firm or any of its affiliates which have been engaged by UNV to provide services for the preparation of the design, specifications, Terms of Reference, cost analysis/estimation, and other documents to be used for the procurement of the goods and services in this selection process; b) Were involved in the preparation and/or design of the programme/project related to the services requested under this RFP; or c) Are found to be in conflict for any other reason, as may be established by, or at the discretion of UNV. <p>4.2 In the event of any uncertainty in the interpretation of a potential conflict of interest, Bidders must disclose to UNV, and seek UNV's confirmation on whether or not such a conflict exists.</p> <p>4.3 Similarly, the Bidders must disclose in their proposal their knowledge of the following:</p> <ul style="list-style-type: none"> a) If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel are family members of UNV staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving services under this RFP; and b) All other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices. <p>Failure to disclose such an information may result in the rejection of the proposal or proposals affected by the non-disclosure.</p> <p>4.4 The eligibility of Bidders that are wholly or partly owned by the Government shall be subject to UNV's further evaluation and review of various factors such as being registered, operated and managed as an independent business entity, the extent of Government ownership/share, receipt of subsidies, mandate and access to information in relation to this RFP, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Proposal.</p>
<p>B. PREPARATION OF PROPOSALS</p>	
<p>5. General Considerations</p>	<p>5.1 In preparing the Proposal, the Bidder is expected to examine the RFP in detail. Material deficiencies in providing the information requested in the RFP may result in rejection of the Proposal.</p> <p>5.2 The Bidder will not be permitted to take advantage of any errors or omissions in the RFP. Should such errors or omissions be discovered, the Bidder must notify the UNV</p>
<p>6. Cost of Preparation of Proposal</p>	<p>6.1 The Bidder shall bear any and all costs related to the preparation and/or submission of the Proposal, regardless of whether its Proposal was selected or not. UNV shall not be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process.</p>
<p>7. Language</p>	<p>7.1 The Proposal, as well as any and all related correspondence exchanged by the Bidder and UNV, shall be written in the language (s) specified in the BDS.</p>

<p>8. Documents Comprising the Proposal</p>	<p>8.1 The Proposal shall comprise of the following documents:</p> <ul style="list-style-type: none"> a) Documents Establishing the Eligibility and Qualifications of the Bidder; b) Technical Proposal; c) Financial Proposal; d) Proposal Security, if required by BDS; e) Any attachments and/or appendices to the Proposal.
<p>9. Documents Establishing the Eligibility and Qualifications of the Bidder</p>	<p>9.1 The Bidder shall furnish documentary evidence of its status as an eligible and qualified vendor, using the Forms provided under Section 6 and providing documents required in those forms. In order to award a contract to a Bidder, its qualifications must be documented to UNV's satisfaction.</p>
<p>10. Technical Proposal Format and Content</p>	<p>10.1 The Bidder is required to submit a Technical Proposal using the Standard Forms and templates provided in Section 6 of the RFP.</p> <p>10.2 The Technical Proposal shall not include any price or financial information. A Technical Proposal containing material financial information may be declared non-responsive.</p> <p>10.3 Samples of items, when required as per Section 5, shall be provided within the time specified and unless otherwise specified by UNV, and at no expense to UNV</p> <p>10.4 When applicable and required as per Section 5, the Bidder shall describe the necessary training programme available for the maintenance and operation of the services and/or equipment offered as well as the cost to the UNV. Unless otherwise specified, such training as well as training materials shall be provided in the language of the Bid as specified in the BDS.</p>
<p>11. Financial Proposals</p>	<p>11.1 The Financial Proposal shall be prepared using the Standard Form provided in Section 6 of the RFP. It shall list all major cost components associated with the services, and the detailed breakdown of such costs.</p> <p>11.2 Any output and activities described in the Technical Proposal but not priced in the Financial Proposal, shall be assumed to be included in the prices of other activities or items, as well as in the final total price.</p> <p>11.3 Prices and other financial information must not be disclosed in any other place except in the financial proposal.</p>
<p>12. Proposal Security</p>	<p>12.1 A Proposal Security, if required by BDS, shall be provided in the amount and form indicated in the BDS. The Proposal Security shall be valid up to thirty (30) days after the final date of validity of the Proposal.</p> <p>12.2 The Proposal Security shall be included along with the Technical Proposal. If Proposal Security is required by the RFP but is not found along with the Technical Proposal, the Proposal shall be rejected.</p> <p>12.3 If the Proposal Security amount or its validity period is found to be less than what is required by UNV, UNV shall reject the Proposal.</p> <p>12.4 In the event an electronic submission is allowed in the BDS, Bidders shall include a copy of the Bid Security in their proposal and the original of the Proposal Security must be sent via courier or hand delivery as per the instructions in BDS.</p> <p>12.5 The Proposal Security may be forfeited by UNV, and the Proposal rejected, in the event of any one or combination, of the following conditions:</p>

	<p>a) If the Bidder withdraws its offer during the period of the Proposal Validity specified in the BDS, or;</p> <p>b) In the event that the successful Bidder fails:</p> <p>i. to sign the Contract after UNV has issued an award; or</p> <p>12.6 to furnish the Performance Security, insurances, or other documents that UNV may require as a condition precedent to the effectivity of the contract that may be awarded to the Bidder.</p>
<p>13. Currencies</p>	<p>13.1 All prices shall be quoted in the currency or currencies indicated in the BDS. Where Proposals are quoted in different currencies, for the purposes of comparison of all Proposals:</p> <p>a) UNV will convert the currency quoted in the Proposal into the UNV preferred currency, in accordance with the prevailing UN operational rate of exchange on the last day of submission of Proposals; and</p> <p>b) In the event that UNV selects a proposal for award that is quoted in a currency different from the preferred currency in the BDS, UNV shall reserve the right to award the contract in the currency of UNV's preference, using the conversion method specified above.</p>
<p>14. Joint Venture, Consortium or Association</p>	<p>14.1 If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Proposal, they shall confirm in their Proposal that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Proposal; and (ii) if they are awarded the contract, the contract shall be entered into, by and between UNV and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture.</p> <p>14.2 After the Deadline for Submission of Proposal, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of UNV.</p> <p>14.3 The lead entity and the member entities of the JV, Consortium or Association shall abide by the provisions of Clause 9 herein in respect of submitting only one proposal.</p> <p>14.4 The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Proposal and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by UNV.</p> <p>14.5 A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:</p> <p>a) Those that were undertaken together by the JV, Consortium or Association; and</p> <p>b) Those that were undertaken by the individual entities of the JV, Consortium or Association.</p> <p>14.6 Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts</p>

	<p>themselves in their presentation of their individual credentials.</p> <p>14.7 JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm.</p>
15. Only One Proposal	<p>15.1 The Bidder (including the individual members of any Joint Venture) shall submit only one Proposal, either in its own name or as part of a Joint Venture.</p> <p>15.2 Proposals submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <ul style="list-style-type: none"> a) they have at least one controlling partner, director or shareholder in common; or b) any one of them receive or have received any direct or indirect subsidy from the other/s; or c) they have the same legal representative for purposes of this RFP; or d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Proposal of, another Bidder regarding this RFP process; e) they are subcontractors to each other's Proposal, or a subcontractor to one Proposal also submits another Proposal under its name as lead Bidder; or f) some key personnel proposed to be in the team of one Bidder participates in more than one Proposal received for this RFP process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Proposal.
16. Proposal Validity Period	<p>16.1 Proposals shall remain valid for the period specified in the BDS, commencing on the Deadline for Submission of Proposals. A Proposal valid for a shorter period may be rejected by UNV and rendered non-responsive.</p> <p>16.2 During the Proposal validity period, the Bidder shall maintain its original Proposal without any change, including the availability of the Key Personnel, the proposed rates and the total price.</p>
17. Extension of Proposal Validity Period	<p>17.1 In exceptional circumstances, prior to the expiration of the proposal validity period, UNV may request Bidders to extend the period of validity of their Proposals. The request and the responses shall be made in writing, and shall be considered integral to the Proposal.</p> <p>17.2 If the Bidder agrees to extend the validity of its Proposal, it shall be done without any change in the original Proposal.</p> <p>17.3 The Bidder has the right to refuse to extend the validity of its Proposal, and in which case, such Proposal will not be further evaluated.</p>
18. Clarification of Proposal	<p>18.1 Bidders may request clarifications on any of the RFP documents no later than the date indicated in the BDS. Any request for clarification must be sent in writing in the manner indicated in the BDS. If inquiries are sent other than specified channel, even if they are sent to a UNV staff member, UNV shall have no obligation to respond or confirm that the query was officially received.</p> <p>18.2 UNV will provide the responses to clarifications through the method specified in the BDS.</p> <p>18.3 UNV shall endeavor to provide responses to clarifications in an expeditious manner, but any delay in such response shall not cause an obligation on the part of UNV to extend the submission date of the Proposals, unless UNV deems that</p>

	such an extension is justified and necessary.
19. Amendment of Proposals	<p>19.1 At any time prior to the deadline of Proposal submission, UNV may for any reason, such as in response to a clarification requested by a Bidder, modify the RFP in the form of an amendment to the RFP. Amendments will be made available to all prospective bidders.</p> <p>19.2 If the amendment is substantial, UNV may extend the Deadline for submission of proposal to give the Bidders reasonable time to incorporate the amendment into their Proposals.</p>
20. Alternative Proposals	<p>20.1 Unless otherwise specified in the BDS, alternative proposals shall not be considered. If submission of alternative proposal is allowed by BDS, a Bidder may submit an alternative proposal, but only if it also submits a proposal conforming to the RFP requirements. UNV shall only consider the alternative proposal offered by the Bidder whose conforming proposal ranked the highest as per the specified evaluation method. Where the conditions for its acceptance are met, or justifications are clearly established, UNV reserves the right to award a contract based on an alternative proposal.</p> <p>20.2 If multiple/alternative proposals are being submitted, they must be clearly marked as "Main Proposal" and "Alternative Proposal"</p>
21. Pre-Bid Conference	<p>21.1 When appropriate, a Bidder's conference will be conducted at the date, time and location specified in the BDS. All Bidders are encouraged to attend. Non-attendance, however, shall not result in disqualification of an interested Bidder. Minutes of the Bidder's conference will be disseminated on the procurement website and shared by email or on the e-Tendering platform as specified in the BDS. No verbal statement made during the conference shall modify the terms and conditions of the RFP, unless specifically incorporated in the Minutes of the Bidder's Conference or issued/posted as an amendment to RFP.</p>
C. SUBMISSION AND OPENING OF PROPOSALS	
22. Submission	<p>22.1 The Bidder shall submit a duly signed and complete Proposal comprising the documents and forms in accordance with the requirements in the BDS. The submission shall be in the manner specified in the BDS.</p> <p>22.2 The Proposal shall be signed by the Bidder or person(s) duly authorized to commit the Bidder. The authorization shall be communicated through a document evidencing such authorization issued by the legal representative of the bidding entity, or a Power of Attorney, accompanying the Proposal.</p> <p>22.3 Bidders must be aware that the mere act of submission of a Proposal, in and of itself, implies that the Bidder fully accepts the UNDP General Contract Terms and Conditions.</p>
Hard copy (manual) submission	<p>22.4 Hard copy (manual) submission by courier or hand delivery allowed or specified in the BDS shall be governed as follows:</p> <p>a) The signed Proposal shall be marked "Original", and its copies marked "Copy" as appropriate. The number of copies is indicated in the BDS. All copies shall be made from the signed original only. If there are discrepancies between the original and the copies, the original shall prevail.</p> <p>b) The Technical Proposal and the Financial Proposal envelopes MUST BE COMPLETELY SEPARATE and each of them must be submitted sealed individually and clearly marked on the outside as either "TECHNICAL</p>

	submission of Proposals.
24. Withdrawal, Substitution, and Modification of Proposals	<p>24.1 A Bidder may withdraw, substitute or modify its Proposal after it has been submitted at any time prior to the deadline for submission.</p> <p>24.2 Manual and Email submissions: A bidder may withdraw, substitute or modify its Proposal by sending a written notice to UNV, duly signed by an authorized representative, and shall include a copy of the authorization (or a Power of Attorney). The corresponding substitution or modification of the Proposal, if any, must accompany the respective written notice. All notices must be submitted in the same manner as specified for submission of proposals, by clearly marking them as "WITHDRAWAL" "SUBSTITUTION," or "MODIFICATION"</p> <p>24.3 eTendering: A Bidder may withdraw, substitute or modify its Proposal by Canceling, Editing, and re-submitting the proposal directly in the system. It is the responsibility of the Bidder to properly follow the system instructions, duly edit and submit a substitution or modification of the Proposal as needed. Detailed instructions on how to cancel or modify a Proposal directly in the system are provided in Bidder User Guide and Instructional videos.</p> <p>24.4 Proposals requested to be withdrawn shall be returned unopened to the Bidders (only for manual submissions), except if the bid is withdrawn after the bid has been opened</p>
25. Proposal Opening	25.1 There is no public bid opening for RFPs. UNV shall open the Proposals in the presence of an ad-hoc committee formed by UNV, consisting of at least two (2) members. In the case of e-Tendering submission, bidders will receive an automatic notification once their proposal is opened.
D. EVALUATION OF PROPOSALS	
26. Confidentiality	<p>26.1 Information relating to the examination, evaluation, and comparison of Proposals, and the recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with such process, even after publication of the contract award.</p> <p>26.2 Any effort by a Bidder or anyone on behalf of the Bidder to influence UNV in the examination, evaluation and comparison of the Proposals or contract award decisions may, at UNV's decision, result in the rejection of its Proposal and may be subject to the application of prevailing UNV's vendor sanctions procedures.</p>
27. Evaluation of Proposals	<p>27.1 The Bidder is not permitted to alter or modify its Proposal in any way after the proposal submission deadline except as permitted under Clause 24 of this RFP. UNV will conduct the evaluation solely on the basis of the submitted Technical and Financial Proposals.</p> <p>27.2 Evaluation of proposals is made of the following steps:</p> <ol style="list-style-type: none"> a) Preliminary Examination b) Minimum Eligibility and Qualification (if pre-qualification is not done) c) Evaluation of Technical Proposals d) Evaluation of Financial Proposals
28. Preliminary Examination	28.1 UNV shall examine the Proposals to determine whether they are complete with respect to minimum documentary requirements, whether the documents have been properly signed, and whether the Proposals are generally in order, among other indicators that may be used at this stage. UNV reserves the right to reject any Proposal at this stage.
29. Evaluation of	29.1 Eligibility and Qualification of the Bidder will be evaluated against the Minimum

<p>Eligibility and Qualification</p>	<p>Eligibility/Qualification requirements specified in the Section 4 (Evaluation Criteria).</p> <p>29.2 In general terms, vendors that meet the following criteria may be considered qualified:</p> <ul style="list-style-type: none"> a) They are not included in the UN Security Council 1267/1989 Committee's list of terrorists and terrorist financiers, and in UNDP's ineligible vendors' list; b) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments, c) They have the necessary similar experience, technical expertise, production capacity where applicable, quality certifications, quality assurance procedures and other resources applicable to the provision of the services required; d) They are able to comply fully with UNDP General Terms and Conditions of Contract; e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and f) They have a record of timely and satisfactory performance with their clients.
<p>30. Evaluation of Technical and Financial Proposals</p>	<p>30.1 The evaluation team shall review and evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference and other RFP documents, applying the evaluation criteria, sub-criteria, and point system specified in the Section 4 (Evaluation Criteria). A Proposal shall be rendered non-responsive at the technical evaluation stage if it fails to achieve the minimum technical score indicated in the BDS. When necessary and if stated in the BDS, UNV may invite technically responsive bidders for a presentation related to their technical proposals. The conditions for the presentation shall be provided in the bid document where required.</p> <p>30.2 In the second stage, only the Financial Proposals of those Bidders who achieve the minimum technical score will be opened for evaluation. The Financial Proposals corresponding to Technical Proposals that were rendered non-responsive shall remain unopened, and, in the case of manual submission, be returned to the Bidder unopened. For emailed Proposals and e-tendering submissions, UNV will not request for the password of the Financial Proposals of bidders whose Technical Proposal were found not responsive.</p> <p>30.3 The evaluation method that applies for this RFP shall be as indicated in the BDS, which may be either of two (2) possible methods, as follows: (a) the lowest priced method which selects the lowest evaluated financial proposal of the technically responsive Bidders; or (b) the combined scoring method which will be based on a combination of the technical and financial score.</p> <p>30.4 When the BDS specifies a combined scoring method, the formula for the rating of the Proposals will be as follows:</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p><u>Rating the Technical Proposal (TP):</u></p> <p style="text-align: center;">TP Rating = (Total Score Obtained by the Offer / Max. Obtainable Score for TP) x 100</p> <p><u>Rating the Financial Proposal (FP):</u></p> <p style="text-align: center;">FP Rating = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100</p> <p><u>Total Combined Score:</u></p> </div>

	Combined Score = (TP Rating) x (Weight of TP, e.g. 70%) + (FP Rating) x (Weight of FP, e.g., 30%)
31. Due Diligence	<p>31.1 UNV reserves the right to undertake a due diligence exercise, also called post qualification, aimed at determining to its satisfaction, the validity of the information provided by the Bidder. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the following:</p> <ul style="list-style-type: none"> a) Verification of accuracy, correctness and authenticity of information provided by the Bidder; b) Validation of extent of compliance to the RFP requirements and evaluation criteria based on what has so far been found by the evaluation team; c) Inquiry and reference checking with Government entities with jurisdiction on the Bidder, or with previous clients, or any other entity that may have done business with the Bidder; d) Inquiry and reference checking with previous clients on the performance on on-going or contracts completed, including physical inspections of previous works, as necessary; e) Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder; f) Other means that UNV may deem appropriate, at any stage within the selection process, prior to awarding the contract.
32. Clarification of Proposals	<p>32.1 To assist in the examination, evaluation and comparison of Proposals, UNV may, at its discretion, ask any Bidder for a clarification of its Proposal.</p> <p>32.2 UNV's request for clarification and the response shall be in writing and no change in the prices or substance of the Proposal shall be sought, offered, or permitted, except to provide clarification, and confirm the correction of any arithmetic errors discovered by UNV in the evaluation of the Proposals, in accordance with RFP.</p> <p>32.3 Any unsolicited clarification submitted by a Bidder in respect to its Proposal, which is not a response to a request by UNV, shall not be considered during the review and evaluation of the Proposals.</p>
33. Responsiveness of Proposal	<p>33.1 UNV's determination of a Proposal's responsiveness will be based on the contents of the Proposal itself. A substantially responsive Proposal is one that conforms to all the terms, conditions, TOR and other requirements of the RFP without material deviation, reservation, or omission.</p> <p>33.2 If a Proposal is not substantially responsive, it shall be rejected by UNV and may not subsequently be made responsive by the Bidder by correction of the material deviation, reservation, or omission.</p>
34. Nonconformities, Repairable Errors and Omissions	<p>34.1 Provided that a Proposal is substantially responsive, UNV may waive any non-conformities or omissions in the Proposal that, in the opinion of UNV, do not constitute a material deviation.</p> <p>34.2 UNV may request the Bidder to submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities or omissions in the Proposal related to documentation requirements. Such omission shall not be related to any aspect of the price of the Proposal. Failure of the Bidder to comply with the request may result in the rejection of its Proposal.</p> <p>34.3 For Financial Proposal that has been opened, UNV shall check and correct</p>

	<p>arithmetical errors as follows:</p> <ul style="list-style-type: none"> a) if there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of UNV there is an obvious misplacement of the decimal point in the unit price; in which case the line item total as quoted shall govern and the unit price shall be corrected; b) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail. <p>34.4 If the Bidder does not accept the correction of errors made by UNV, its Proposal shall be rejected.</p>
E. AWARD OF CONTRACT	
35. Right to Accept, Reject, Any or All Proposals	35.1 UNV reserves the right to accept or reject any Proposal, to render any or all of the Proposals as non-responsive, and to reject all Proposals at any time prior to award of contract, without incurring any liability, or obligation to inform the affected Bidder(s) of the grounds for UNV's action. UNV shall not be obliged to award the contract to the lowest priced offer.
36. Award Criteria	36.1 Prior to expiration of the proposal validity, UNV shall award the contract to the qualified Bidder based on the award criteria indicated in the BDS.
37. Debriefing	37.1 In the event that a Bidder is unsuccessful, the Bidder may request a debriefing from UNV. The purpose of the debriefing is to discuss the strengths and weaknesses of the Bidder's submission, in order to assist the Bidder in improving its future proposals for UNV procurement opportunities. The content of other proposals and how they compare to the Bidder's submission shall not be discussed.
38. Right to Vary Requirements at the Time of Award	38.1 At the time of award of Contract, UNV reserves the right to vary the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.
39. Contract Signature	39.1 Within fifteen (15) days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to UNV. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Proposal Security, if any, and on which event, UNV may award the Contract to the Second Ranked Bidder or call for new Proposals.
40. Contract Type and General Terms and Conditions	40.1 The types of Contract to be signed and the applicable UNDP Contract General Terms and Conditions, as specified in BDS, can be accessed at http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
41. Performance Security	41.1 40.1 A performance security, if required in BDS, shall be provided in the amount specified in BDS and form available at https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&action=default within fifteen (15) days of the contract signature by

	<p>both parties. Where a performance security is required, the receipt of the performance security by UNV shall be a condition for rendering the contract effective.</p>
42. Bank Guarantee for Advanced Payment	<p>42.1 Except when the interests of UNV so require, it is UNV's preference to make no advance payment(s) (i.e., payments without having received any outputs). If an advance payment is allowed as per BDS, and exceeds 20% of the total contract price, or USD 30,000, whichever is less, the Bidder shall submit a Bank Guarantee in the full amount of the advance payment in the form available at https://popp.undp.org/layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Contract%20Management%20Payment%20and%20Taxes_Advanced%20Payment%20Guarantee%20Form.docx&action=default</p>
43. Liquidated Damages	<p>43.1 If specified in BDS, UNV shall apply Liquidated Damages resulting from the Contractor's delays or breach of its obligations as per the Contract.</p>
44. Payment Provisions	<p>44.1 Payment will be made only upon UNV's acceptance of the work performed. The terms of payment shall be within thirty (30) days, after receipt of invoice and certification of acceptance of work issued by the proper authority in UNV with direct supervision of the Contractor. Payment will be effected by bank transfer in the currency of contract.</p>
45. Vendor Protest	<p>45.1 UNV's vendor protest procedure provides an opportunity for appeal to those persons or firms not awarded a contract through a competitive procurement process. In the event that a Bidder believes that it was not treated fairly, the following link provides further details regarding UNDP vendor protest procedures: http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html</p>
46. Other Provisions	<p>46.1 In the event that the Bidder offers a lower price to the host Government (e.g. General Services Administration (GSA) of the federal government of the United States of America) for similar services, UNV shall be entitled to same lower price. The UNDP General Terms and Conditions shall have precedence.</p> <p>46.2 UNV is entitled to receive the same pricing offered by the same Contractor in contracts with the United Nations and/or its Agencies. The UNDP General Terms and Conditions shall have precedence.</p> <p>46.3 The United Nations has established restrictions on employment of (former) UN staff who have been involved in the procurement process as per bulletin ST/SGB/2006/15 http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&referer</p>

Section 3. Bid Data Sheet

The following data for the services to be procured shall complement, supplement, or amend the provisions in the Request for Proposals. In the case of a conflict between the Instructions to Bidders, the Data Sheet, and other annexes or references attached to the Data Sheet, the provisions in the Data Sheet shall prevail.

BDS No.	Ref. to Section.2	Data	Specific Instructions / Requirements
1	7	Language of the Proposal	English
2		Submitting Proposals for Parts or sub-parts of the TOR (partial bids)	Not Allowed
3	20	Alternative Proposals	Shall not be considered
4	21	Pre-proposal conference	<p>Will be Conducted</p> <p>Time: 10 am (Bonn, Germany time)</p> <p>Date: 23 July 2019</p> <p>Venue: Skype meeting</p> <p>The UNDP focal point for the arrangement is: Madalina Florica E-mail: procurement@unv.org</p>
5	10	Proposal Validity Period	90 days
6	14	Bid Security	<p>Required in the amount of EUR 5,000</p> <p>Acceptable Forms of Bid Security</p> <ul style="list-style-type: none"> ▪ Bank Guarantee (See Form H for template)
7	41	Advanced Payment upon signing of contract	Not Allowed
8	42	Liquidated Damages	Will not be imposed

9	40	Performance Security	Not Required
10	18	Currency of Proposal	Local currency EURO
11	31	Deadline for submitting requests for clarifications/ questions	Questions received after 5 days before the submission deadline may not be replied
12	31	Contact Details for submitting clarifications/questions	Focal Person in UNV: Madalina Florica Address: Platz der Vereinten Nationen 1, 53113 Bonn, Germany E-mail address: procurement@unv.org
13	18, 19 and 21	Manner of Disseminating Supplemental Information to the RFP and responses/clarifications to queries	Posted directly to eTendering
14	23	Deadline for Submission	For eTendering submission - as indicated in eTendering system. Note that system time zone is in EST/EDT (New York) time zone.
14	22	Allowable Manner of Submitting Proposals	<input checked="" type="checkbox"/> e-Tendering
15	22	Proposal Submission Address	https://etendering.partneragencies.org <u>UNV10 - 0090545</u>
16	22	Electronic submission (email or eTendering) requirements	<ul style="list-style-type: none"> ▪ Format: PDF files only ▪ File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard. ▪ All files must be free of viruses and not corrupted. ▪ Password for financial proposal <u>must</u> not be provided to UNV until requested by UNV ▪ Documents which are required in original (e.g. Proposal Security) should be sent to the below address with a PDF copy submitted as part of the electronic submission: UN Campus UNV – atn. Madalina Florica - ref. RFP 0090545 Platz der Vereinten Nationen 1 53113, Bonn - Germany.

17	27 36	Evaluation Method for the Award of Contract	<p>Combined Scoring Method, using the 70%-30% distribution for technical and financial proposals respectively</p> <p>The minimum technical score for Stage I required to pass is 70%. The minimum technical score for Stage II required to pass is 70%.</p>
18		Expected date for commencement of Contract	<i>January 1, 2020</i>
19		Maximum expected duration of contract	Initial two years and maybe extended by UNV up to a maximum of five years in total, upon satisfactory performance and mutual agreement of the Parties.
20	35	UNV will award the contract to:	One Proposer Only
21	39	Type of Contract	<p>Contract for Goods and Services for UNDP</p> <p>http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</p>
22	39	UNDP Contract Terms and Conditions that will apply	<p>UNDP General Terms and Conditions for Professional Services</p> <p>http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</p>
23		Other Information Related to the RFP	The transaction fees will be fixed for the entire duration of the Long Term Agreement.

Section 4. Evaluation Criteria

Preliminary Examination Criteria

Proposals will be examined to determine whether they are complete and submitted in accordance with RFP requirements as per below criteria on a Yes/No basis:

- Appropriate signatures
- Power of Attorney
- Minimum documents provided
- Technical and Financial Proposals submitted separately
- Bid Validity
- Bid Security submitted as per RFP requirements with compliant validity period

Minimum Eligibility and Qualification Criteria

Eligibility and Qualification will be evaluated on Pass/Fail basis.

If the Proposal is submitted as a Joint Venture/Consortium/Association, each member should meet minimum criteria, unless otherwise specified in the criterion.

Subject	Criteria	Document Submission requirement
ELIGIBILITY		
Legal Status	Vendor is a legally registered entity.	Form B: Bidder Information Form
Eligibility	Vendor is not suspended, nor debarred, nor otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization in accordance with ITB clause 3.	Form A: Technical Proposal Submission Form
Conflict of Interest	No conflicts of interest in accordance with ITB clause 4.	Form A: Technical Proposal Submission Form
Bankruptcy	Not declared bankruptcy, not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future.	Form A: Technical Proposal Submission Form
QUALIFICATION		
History of Non-Performing Contracts¹	Non-performance of a contract did not occur as a result of contractor default for the last 3 years.	Form D: Qualification Form
Litigation History	No consistent history of court/arbitral award decisions against the Bidder for the last 3 years.	Form D: Qualification Form

¹ Non-performance, as decided by UNDP, shall include all contracts where (a) non-performance was not challenged by the contractor, including through referral to the dispute resolution mechanism under the respective contract, and (b) contracts that were so challenged but fully settled against the contractor. Non-performance shall not include contracts where Employers decision was overruled by the dispute resolution mechanism. Non-performance must be based on all information on fully settled disputes or litigation, i.e. dispute or litigation that has been resolved in accordance with the dispute resolution mechanism under the respective contract and where all appeal instances available to the Bidder have been exhausted.

Previous Experience	Minimum 3 years of relevant experience.	Form D: Qualification Form
	Minimum 3 contracts of similar value, nature and complexity implemented over the last 3 years. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Form D: Qualification Form
Financial Standing	Minimum average annual turnover of USD 20 Million for the last 3 years. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Form D: Qualification Form
	Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Form D: Qualification Form
	Solemn declaration that Bidder has no unpaid debts to any public organization exceeding USD 15,000 has been included in proposal	Form D: Qualification Form
Others	BSP/IATA ID number (including a copy of guaranty paper which is proving that the warranty for IATA has been paid)	Form B: Bidder Information Form
	GDS accreditation	Form B: Bidder Information Form

Technical Evaluation Criteria

Stage I - Sum

Summary of Technical Proposal Evaluation Forms	Points Obtainable
Bidder's qualification, capacity and experience	200
Proposed Methodology, Approach and Implementation Plan	200
Management Structure and Key Personnel	100
Total	500

Stage I – Detailed

Section 1. Bidder's qualification, capacity and expertise		Maximum Points obtainable
1.1	Reputation of the TMC:	40
	Financial Soundness/Liquidity for the past 3 years *if ratio > 1: 25 points *if ratio < 1: 0 points	25
	Reliability (letters of recommendation) *5 points for each letter up to 3 letters	15
1.2	Professional experience:	60
	Years of existence *5 years: 5 points *6-10 years: 10 points *> 10 years: 20 points	20
	Years of IATA membership/accreditation *1-2 years: 5 points *3-5 years: 10 points *> 5 years: 20 points	20
	Years of experience with International organizations, embassies, multinational corporations *1-2 years: 5 points *3-5 years: 10 points *> 5 years: 20 points	20
1.3	TMC capability:	80
	Size of TMC (capital, branch offices, number of employees)	20
	Volume of sales (number air tickets issued, annual air tickets turnover) *< 10,000 air tickets issued annually: 0 points	20

Section 1. Bidder's qualification, capacity and expertise		Maximum Points obtainable
	*10,000-20,000 air tickets issued annually: 10 points * >20,000 air tickets issued annually: 20 points	
	Average Annual ticketing sales volume/turnover *20 M USD: 10 points * >20 M USD (2 points for every additional 10 M USD turnover, but no more than 10 points)	20
	Electronic ticketing service provision/e-ticket system *Availability of at least 1 Reservation Booking Systems / computer reservation system / airline reservation system (e.g. Amadeus, or Galileo, or Sabre): 14 points *Availability of additional booking systems – 2 points per every additional system, but no more than 6 points	20
	Organizational Commitment to Sustainability:	20
	Compliance with ISO 14001 or ISO 14064 or equivalent	10
	Membership of the UN Global Compact	5
1.4	The organisation demonstrates significant commitment to sustainability through some other means, for example internal company policy documents on women empowerment, renewable energies or membership of the trade institutions promoting such issues.	5
Total Section 1		200

Section 2. Proposed methodology, Approach and Implementation Plan		Maximum Points obtainable
2.1	Approach and methodology meets or exceeds the requirements of the Terms of Reference. Including details on how the different service elements shall be organized, controlled and delivered.	90
2.2	Appropriateness of internal quality assurance, corporate standards and workflow organization	40
2.4	Appropriateness of performance monitoring and evaluation mechanisms and tools, including invoicing and reporting arrangements	40
2.5	Sustainability measures have been integrated in the execution of the contract	30
Total Section 2		200

Section 3. Management Structure and Key Personnel		Maximum Points obtainable
2.1	Composition and structure of the team proposed:	20

Section 3. Management Structure and Key Personnel		Maximum Points obtainable
	Proposed roles of the management and the team of key personnel are suitable for the provision of the necessary services	20
2.2	Team Leader / Account Manager:	50
	Years of experience in the management of travel services *5 years of experience in Air Ticketing: 10 points *more than 5 years (2 points for every additional year, but no more than 10 points)	20
	Years of experience in management *3 years of management experience: 5 points *more than 3 years (1 point for every additional year, but no more than 5 points)	10
	Travel certification/diploma travel team leader / account manager *no certification/diploma: 0 points *1-2 years: 2 points *>2 years: 5 points	5
	Professional skills (computer reservations systems: Amadeus, Galileo or Sabre) *1-2 years: 5 points *3-5 years: 7 points *>5 years: 10 points	10
	English language proficiency	5
2.3	Travel experts:	30
	Years of experience in travel services *less than 3 years: 0 points *3-5 years of experience in Air Ticketing: 5 points *more than 5 years (1 point for every additional year, but no more than 5 points)	10
	Travel certification/diploma travel expert *no certification/diploma: 0 points *1-2 years: 2 points *>2 years: 5 points	5
	Professional skills (computer reservations systems: Amadeus, Galileo or Sabre) *1-2 years: 5 points *3-5 years: 7 points *>5 years: 5 points	10
	English language proficiency	5
Total Section 3		100

Bidder must score minimum 70% (350 points) of total 500 points in Stage I to be considered for Stage II of the process

Stage II

Bidders passing the minimum 350 points in Stage I, will be requested to participate in a comparative Airfare Benchmarking exercise during a five days (26-30 August 2019) period.

From 26 to 30 August 2019, the qualified TMC will be provided with a total of 50 city pairs (each working day 10 city pairs will be provided). The TMC will have to submit on a daily basis their bookings in compliance with [UNDP Duty travel policy](#) to an Airfare Auditing Company who will be evaluating compliance and analysis of airfare proposed. Further instructions will be provided prior the exercise to qualified TMCs.

The Airfare Auditing Company will determine an Accuracy Rate (%) for each TMC.

The most efficient TMC (highest Accuracy Rate) will receive the maximum number of points (200).

The other TMC will be awarded points, as per formula:

$$(\text{Accuracy Rate of the Offer Being Reviewed} / \text{Highest Accuracy Rate}) \times 200$$

Stage II. TMC Efficiency		Maximum Points obtainable
4	Agency Accuracy Rate	200
Total Stage II		200

Bidder must score minimum 70% (140 points) of total 200 points in Stage II to be considered for the financial evaluation process.

	Points obtainable	Min.
Total TP Rating:		
Stage I	500	350
Stage II	200	140
Total TP Rating	700	490

In the case the TMC will pass Stage II, the fares of those companies technically qualified in Stage II only, will be shared by the AAC with UNV and used for the stage III - financial evaluation process together with the financial proposal received during the tender exercise (Form G - table 1) (see detailed Evaluation Form in excel file).

Section 5. Terms of Reference

I. Introduction

The United Nations Volunteers programme (UNV) on behalf of the UNBonn organizations is launching a Request for Proposal to contract the services of an IATA registered Travel Management Company (TMC) to carry out all travel related services detailed in these terms of reference.

UNBonn wishes to engage the TMC for the provision of high quality, world-wide travel services, mainly air travel, rail and car rental in compliance with United Nations travel policies and procedures.

The intention is to conclude a Long Term Agreement for an initial period of two-years contract renewable up to a maximum total of five years starting no later than 1 January 2020.

The TMC shall be responsible for ensuring that it is fully operational by 1 January 2020.

Background

The United Nations Campus in Bonn is home to 19 UN organizations, agencies, and convention secretariats, in their entirety referred to as UNBonn.

The UNBonn organizations have approximately 1,000 personnel (professional and support staff members) based in Bonn, Germany.

Each organization is responsible for the day-to-day management and administration of official travel.

The main type of official business travel services to be provided include, but not be limited, to the following:

1. Official missions, conferences, meetings and various national and international events;
2. Appointment and repatriation of staff and family members as well as UN Volunteers;
3. Home leaves, emergency travels and educational leaves; and
4. Visits of Government Officials and counterparts, Individual contractors (IC), Consultants, service contract holders, pro bono service providers, etc.

The administration of travel is principally supported by different ERPs, depending on each organisation, such as ATLAS Travel and Expense Module and UMOJA.

There is a space available in the UN Campus, which can be utilized if the TMC chooses so. It is not a mandatory requirement to provide an onsite configuration. There will be no rental costs for the office space. However, equipment, furniture, and running utility costs will be the sole responsibility of the TMC, if an onsite configuration is offered.

Further information about the UNBonn is publicly available at <https://www.unbonn.org/index.php/>.

UNBonn Travel operations

The UNBonn volume of official travel managed via the current TMC is focused on air, rail, hotel booking and car rental. For orientation on the expected volume of travel services required, please refer to the below figures reported for 2016 and 2017.

	2016 (in EURO)	2017 (in Euro)	2018 (in Euro)
Total gross sales	5,600,000	6,300,000	6,300,000
Total number of services	9,900	10,300	10,500

In 2018, the TOP airline companies (Lufthansa, Ethiopian Airlines, Emirates, Turkish Airlines, Air France, KLM Royal Dutch Airlines, Qatar Airways, Thai International Airways and South African Airlines among others) represented approximately 60% of total turnover and 55% of number of tickets. Approximately 2,000 train tickets were issued, representing approximately 2% of total turnover.

The figures provided are a good and fair estimate of the travel services spent by UNBonn. However, any agreement resulting from this Request for Proposal carries with it no guarantee of future business levels.

The following UN organisations are using the current TMC:
UNFCCC, UNV/UNDP, UNCCD, UNEP, UNU, IPBES, WHO, UNESCO, UNSSC.

The break of transaction services for 2017, was as follows :

- (a) UNFCCC represents 45% of all transactions
- (b) UNV represents 17% of all transactions
- (c) UNCCD represents 15% of all transactions
- (d) UNEP (incl. CMS, AEWA, EUROBATS and Ascobans) represents 7% of all transactions
- (e) UNU represents 6% of all transactions
- (f) WHO represents 5% of all transactions
- (g) IPBES represents 4% of all transactions
- (h) UNESCO-UNEVOC and UNSSC represent 1% of all transactions

All agencies follow [ST/AI/2013/3](#).

Overall the air travel policy requires the TMC in all cases to book:

- The most economical route of travel from the place of origin to the official destination that does not exceed the most direct route by four (4) hours or more AND does not add a connection;
- The lowest available fares economy options and to research alternate itineraries (at least three options, if available) in order to provide the lowest appropriate fares, which satisfy the UN travel policies and mission requirements.

The travel policy embody the following basic principles, which are subject to subsequent revision:

- Where available use of the lowest applicable fare (including penalty fares) is the preference
- Full economy fares may be used if no appropriate reduced fares are available;
- Business class travel or equivalent maybe applicable only in limited situations;
- Travel regulations prohibit first-class travel except for a few specific categories;
- The TMC must be knowledgeable of and prepare to offer special fares, restricted fares, discount fares, and bulk fares for use whenever appropriate. Fares which entail restrictive conditions (such as penalties or stay-overs), however, shall only be booked with the express approval of respective UN agency;
- The TMC shall, where appropriate, attempt to obtain free upgrades for travellers. Any upgrades should be used for the cost-savings purposes.

II. Scope of services

The TMC will provide travel services (including airline, rail, hotels and car rental bookings), **from 9.30am to 6.30pm** during working days, which may include nationally-declared non-working holidays, with a high quality of client-oriented service. In addition, the TMC shall provide for 24 hours emergency information and support service including weekends and official holidays, by telephone, fax, online chatting and e-mail

services, to facilitate communications in case of emergency travel is required whether inside Germany or from abroad. The contact details will be given to UN Bonn organisations and printed on all booked itineraries and/or issued tickets.

The successful TMC shall provide full, prompt, accurate and expert international and domestic travel products and services to staff of the UN Bonn organizations and agencies, their dependents and other travelers authorized/accredited under the UN System, in accordance with the UN Policies, Procedures and Guidelines.

The successful TMC shall have access to local airfares and German railway Deutsche Bahn licenses.

The TMC also guarantees the delivery of products and services in English.

It has to be ensured that all personal data of UN travelers are kept confidential as per EU regulations.

The TMC will also provide consolidated and reliable statistical data and appropriate invoicing in required format, at no extra cost. Two format examples are attached in Section 7 for your reference.

The TMC guarantees that all commissions, overrides, and other revenues generated from and directly attributable to the organization business travel will be returned to the Organization in its entirety. Travel Agency's only source of revenue from the contract with the UN should be the service fees.

The products and services required by the UN System shall basically include, but not be limited to, the following:

A. Reservation and Ticketing

- a) As a general policy, for every duly approved Travel Authorization, the TMC shall, immediately make bookings and prepare appropriate itineraries and formal quotations based on the most economical route of travel from the place of origin to the official destination that does not exceed the most direct route by four (4) hours or more AND does not add a connection. However, separate arrangements could be required by individual UN organizations based on their policies; If reservations made by the TMC are not the lowest available rate allowed, at the time of ticketing, the TMC shall refund the difference to the respective UN agency;
- b) In the event that the required travel arrangements cannot be confirmed, the TMC shall notify the requesting party of any such problem and present alternative routings/quotations for the traveler's consideration (if available);
- c) For wait-listed bookings, the TMC shall provide daily feedback on status of flight and continuously endeavor to secure confirmation or provide alternative bookings;
- d) Prior to issuing the tickets, the TMC shall promptly send the detailed electronic itineraries, showing the following:
 - Ticketing deadlines, in order to avoid cancellations of bookings;
 - Accurate status of the airline and hotel reservations on all segments of the journey, including 3 letter IATA code next to each city name;
 - The fare type (e.g. full economy or business class, restricted economy or business class);
 - For restricted air tickets, the TMC should provide the fare restrictions (validity, booking charges, re-routability, re-fundability etc.) and related cost implications, including a remark stating **this booking is the cheapest available option.**

- Tickets should be issued immediately upon receipt of the Travel Authorization (as per paragraph on "Performance standards and service level guarantees").
- e) The TMC shall promptly issue and deliver accurately tickets and detailed itineraries (in electronic format and in printed format when the electronic format is not available), showing the accurate status of the reservations on all segments of the journey;

B. Airfares and airline routing/itineraries

Upon request of UN staff, the TMC shall:

- a) Propose train ticket/fares/airline routings and guarantee that it shall obtain the lowest available airfare/ticket for the journey concerned, in accordance with each UN agencies travel policy.
- b) Propose fares/airline routings in accordance with the latest UN Airline Safety List which shall be provided by UN and ensure that tickets are in accordance with UN standard travel security policies.
- c) Advise the UN on market practices and trends that could result in further savings for the UN, such as the use of corporate travel booking tools with automated travel policy compliance and enforcement, and travel management reporting;
- d) Guarantee that prices offered are the best and refund difference in price if proven otherwise; UN organisations may use travel auditing tools or providers for this purpose.
- e) Advise market practices and trends that could result in further savings for UNBonn, including the use of corporate travel booking tools with automated travel policy compliance and enforcement, and travel management reporting;
- f) Provide UN agencies with 100 % of the discounts granted by all airlines to the TMC and facilitate participation in airline corporate client programmes;
- g) Include proposals for cost savings by earlier departure from origin or later departure from destination or using alternative close airports of destination/departure airports, in case this could lead to substantial saving amounts.
- h) Provide all official travelers with last seat availability, advance seat assignments and advance boarding passes on all airlines for which the TMC can offer these services. The TMC is expected to expand these services, as they become available on additional carriers.
- i) The TMC shall provide the UN agencies access to their flight reservation and pricing facilities tools through the web client systems (e.g. AMADEUS) in order to provide transparency of reservations and to enable qualified personnel of the UN agencies to confirm best quality offered. The additional cost of the web system will be paid to the chosen travel agent by the requesting UN agency.
- j) Deviations from the official route, may be made for personal convenience. Any additional costs due to the private deviation, will be born by the traveler.

C. Flight cancellations/Rebooking and Refunds

The TMC shall:

- a) Process duly authorized flight changes/cancellations when and as required and taking care that in such cases, cancellation fees and charges imposed by the airlines are avoided;
- b) Immediately process airline refunds for cancelled/unutilized pre-paid tickets and credit these to the UN as expeditiously as possible;
- c) Refund tickets within maximum three (3) months – ideally one (1) month (shorter periods offered will be an advantage); and
- d) The TMC shall limit refund charges at airline rate only, i.e. no additional charges will accrue to the TMC.
- e) The TMC shall bear charges for cancellation and/or change in reservation dates, which are due to no fault of UN
- f) The TMC shall report back to UNBonn on the status of ticket refunds

D. Travel information/advisories

The TMC shall:

- a) Provide quick reference for requested destinations;
- b) Provide travelers with a complete automated itinerary document to include carrier(s); flight and voyage numbers, departure and arrival times for each segment of the trip, tax exempt information,
- c) Inform travelers, before booking confirmation, of flight/ticket restrictions, involuntary stopovers, hidden stops, and other possible inconveniences of the itinerary;
- d) Provide travelers upon request from UN agency, with relevant information on official destinations, e.g. airport transfers/land transportation facilities, local points of interest, currency restrictions/regulations, health advisories, security advisories, weather conditions, etc.;
- e) Endeavor to notify travelers, with sufficient time before departure of airport closures, delayed or cancelled flights, security procedures, health precautions, as well as other changes that will affect or will require preparations from the travelers, and if requested, provide travelers with alternative re-bookings.
- f) Maintains an updated computerized profile of all its frequent travelers including but not limited to, the traveler's airline preferences, frequent flier memberships, seating preference, special meal requirements, visa and passport expiration dates;

E. Availability of Other Products and Services

The TMC, where applicable and upon request of the traveler, shall provide other services including, but not limited to the following:

- a) Preferred seating arrangements/upgrades;
- b) Excess Baggage/Lost Baggage;
- c) Ground Transportation/Car Rental;
- d) Emergency Services (e.g., sickness, injury, etc.);
- e) Travel Insurance;

- f) Provide support to travelers while they are on official travel in case of emergencies (information on flight delays, missing flights, etc.)
- g) Hotel reservations/Accommodations;
- h) Travel Assistance/Support to Conferences/Special Events (e.g. Renting venues and accommodation for retreats - logistical and professional services arrangements);
- i) Privileged Check-In Services/Use of Airlines Lounges Facilities;
- j) Provide an extension of the GDS (e.g. Amadeus) license to the UN organization (travel assistants) that require this service, each organization will be responsible to cover the cost.

F. Contract management, billing and invoicing

The TMC shall:

- a) Provide monthly itemized passenger listing reports for which the TMC shall propose a computerized format, stating the purpose of each trip, and an itemized listing of all transactions regardless of form of payment. The listing shall, as a minimum, include the following items/elements:
 - The full name of each official traveler, carrier/train, fare basis, booking class, and original and destination points;
 - Any travel authorization number, ticket number, account fund, trip dates, and leg-by-leg details, as required by the UN;
 - Transportation charges by mode of travel for each trip, codes to indicate whether discount fares were obtained or the TMC's justification for non-use;
 - The full fare economy tariff for the trip (standard cost) as a), b) the cheapest possible fare on the trip if booked in advance and c) the actual obtained fare. The statistics should as well state the difference between a) and c) and the difference between c) and b);
 - Total transportation charges for the billing period (statement of monthly charges and refunds, including debits and credits); and
 - A full accounting statement of financial transaction, which occurred during the reporting period.
- b) When invoicing, the UN Bonn organizations and agencies shall require the TMC to attach the agent's e-ticket and travel authorization to the traveler as attachment to the statement of invoice (separate invoice per traveler and mission).
- c) For those UN organizations operating with the financial system 'UMOJA', the invoices should be provide as regular paper invoices and as a listing of all invoices in Excel format.
- d) The TMC shall send UNBonn an itemized invoice for each ticket and service provided which should reflect among other the following information:
 - Ticket number
 - Airline name
 - Date the ticket was issued
 - Traveler's surname/name
 - Separture/stopovers and destination points
 - Actual ticket cost as offered by the airlines and applied service fee
 - Name of the requesting agency and the name of the UN staff who made the request
- e) Monthly Bank Statement Plan (BSP) indicating what was actually paid by the TMC to the airlines/national railways;

- f) The TMC will open separate credit accounts for each UN Agency. A statement of Account will be issued and delivered once a month to every agency travel focal point. Each un Agency will process the corresponding payments within 30 days of receipt. Each agency represents itself, and will not be liable for commitments assumed by another UN Agency. Each UN Agency shall provide payment to the TMC by means of bank transfer after the approval of transactions.

G. Quality Assurance

The TMC shall establish and operate to monitor on regular and continual basis the quality of travel services provided to UNBonn. These procedures shall include a self-inspection system covering all the services to be performed under this Long Term Agrrement and shall include a method for monitoring, identifying and correcting deficiencies in the quality of service. UNBonn shall be notified of any deficiencies found and corrective action taken.

UNBonn reserve the right to conduct their own quality control surveys among frequent travelers and travel focal points.

The TMC warrants that the personnel assigned to handle the travel services shall have a strong tariff experience and shall constantly be trained to be kept up to date.

The Interagency travel group and the successful TMC will meet periodically to discuss issues of mutual concern, to review the TMC's performance and to discuss improvements which TMC or UNBonn should make in order to achieve more effective travel management and greater savings.

The TMC will present minimum on annual basis a detailed business analysis.

Each UN Agency will designate two representatives authorized to deal with the TMC. However the overall contract management responsibility shall rest with UNV, whose Procurement Unit shall serve as focal point for this purpose.

UNBonn shall, from time to time, evaluate and verify with other TMCs and other industry indicators the comparability and competitiveness of the rates offered by the contracted TMC. UNV will undertake audit fare exercises throughout a third party service provider during the duration of the LTA and reserves the right to terminate the contract with the TMC at any time if the TMC charges UNBonn higher rates than market standards or does not render minimum services described in this Request for Proposal.

H. Management Reporting System

The TMC shall report, on a quarterly basis, the following reports:

- a) Purchase statistics (per UNBonn organization or agency and in a consolidated format) with comparative figures if applicable (month-to-month, year-by-year) basis;
- b) Statistics on the issued/rejected tickets and the reason for rejections;
- c) Carrier-Route-Fare analysis/Volume of Business;
- d) Status of ticket refunds
- e) Complaint analysis;
- f) Changes and updates on airline rates, promotions, policy changes, etc.;
- g) Calculation of emissions according to the UN methodology (www.unfccc.org) and recommendations to limit the carbon footprint. The emission amount in GHG (greenhouse gas) as information provided to the traveler together with the electronic ticket;

III. Performance standards and service level guarantees

The TMC shall perform its services and deliver its products in accordance with the herein prescribed minimum performance standards set by the UNBonn:

Product/Service	Performance Attribute	Definition	Standard/Service level
1. Airline/train reservation	Agency Accuracy	Ability to perform task completely and without error.	Zero-error in passenger records/airlines bookings, fare computation and routing
	Speed and efficiency	Ability to deliver products or services promptly and with the minimum use of resources.	a) For confirmed bookings via itinerary within two hours from time of request; b) For waiting listed bookings via regular updates every day;
2. Airline/train tickets issuance	TMC Accuracy	Ability to perform task completely and without error.	Zero-error in the issued ticket and/or cancelled travel due to incomplete travel documents. If the error comes the TMC, the TMC will bear the cost of reissuance.
	Timeliness of delivery	Ability to deliver products or services on or before promised time/date.	Immediately after the booking confirmation.
3. Travel documentation	Accuracy	Ability to ascertain requirements for various destinations/ Nationalities.	Zero-incident of complaints/aborted travel due to incomplete travel documents.
	Clarity	Ability to deliver products or services.	Within maximum 3 working days from the time of confirmed booking.
4. Billing	Accuracy	Ability to generate billing statements without errors.	Zero-Error or no discrepancy between invoices and attachments.
	Clarity	Ability to generate bills that are transparent and easy to understand.	Zero-Return for Clarification / explanation.
5. Rates/pricing	Fairness	Reasonable charges for services offered.	At the same rates or lower than market standards.
	Best value for money	Ability to quote competitive fares.	At levels lower than airline preferred rates. Guarantee that one quotation is the lowest obtainable fare.
	Willingness to assist UNBonn to negotiate with the airlines regarding	Voluntarily offering to assist/represent the UN in dealing with the airlines.	Semi-annual meetings to obtain competitive rates in the market and preferable fare conditions (i.e. ticketing, deadlines, etc.).

Product/Service	Performance Attribute	Definition	Standard/Service level
	preferred rates and concessions		
6. Service quality	Accessibility	Ability to access or approach the TMC.	Telephone: accommodate all calls during operating working hours (Monday to Friday from 9.30am to 6.30pm) Emergency: 24 hours incl. online chatting E-mail: within 2 hours max.
	Responsiveness	Willingness to go out of one's way to help the traveler.	Regular coordination meetings and performance review with the UN Travel Work Group
7. Problem solving	Refunds	Ability to process and obtain ticket refunds on a timely basis.	100% within three months from date of cancellation.
	Complaints handling	Ability to resolve Complaints.	Immediately take actions to resolve any complaints.
8. Travel Experts	Competence	a) Knowledge of destinations. b) Knowledge of airline practices, fare levels and shortest routes and connections. c) Knowledge of UN Policies and Regulations.	Proficiency rating of not less than 75 %.
9. Communications	Awareness Level of Travel Experts regarding TMC product and services	a) Services and policies are communicated to agencies. b) Travelers are well informed about matters related to their travel.	Frequency of communication: quarterly Always

Section 6: Returnable Bidding Forms / Checklist

This form serves as a checklist for preparation of your Proposal. Please complete the Returnable Bidding Forms in accordance with the instructions in the forms and return them as part of your Proposal submission. No alteration to format of forms shall be permitted and no substitution shall be accepted.

Before submitting your Proposal, please ensure compliance with the Proposal Submission instructions of the BDS 22.

Technical Proposal Envelope:

Have you duly completed all the Returnable Bidding Forms?	
▪ Form A: Technical Proposal Submission Form	<input type="checkbox"/>
▪ Form B: Bidder Information Form	<input type="checkbox"/>
▪ Form C: Joint Venture/Consortium/ Association Information Form	<input type="checkbox"/>
▪ Form D: Qualification Form	<input type="checkbox"/>
▪ Form E: Format of Technical Proposal	<input type="checkbox"/>
▪ Form H: Proposal Security Form	<input type="checkbox"/>
Have you provided the required documents to establish compliance with the evaluation criteria in Section 4?	<input type="checkbox"/>

Financial Proposal Envelope

(Must be submitted in a separate sealed envelope/password protected email)

▪ Form F: Financial Proposal Submission Form	<input type="checkbox"/>
▪ Form G: Financial Proposal Form	<input type="checkbox"/>

Form A: Technical Proposal Submission Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

We, the undersigned, offer to provide the services for [Insert Title of services] in accordance with your Request for Proposal No. [Insert RFP Reference Number] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal and our Financial Proposal sealed under a separate envelope.

We hereby declare that our firm, its affiliates or subsidiaries or employees, including any JV/Consortium /Association members or subcontractors or suppliers for any part of the contract:

- a) is not under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Compendium of United Nations Security Council Sanctions Lists;
- b) have not been suspended, debarred, sanctioned or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization;
- c) have no conflict of interest in accordance with Instruction to Bidders Clause 4;
- d) do not employ, or anticipate employing, any person(s) who is, or has been a UN staff member within the last year, if said UN staff member has or had prior professional dealings with our firm in his/her capacity as UN staff member within the last three years of service with the UN (in accordance with UN post-employment restrictions published in ST/SGB/2006/15);
- e) have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against them that could impair their operations in the foreseeable future;
- f) undertake not to engage in proscribed practices, including but not limited to corruption, fraud, coercion, collusion, obstruction, or any other unethical practice, with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN and we embrace the principles of the United Nations Supplier Code of Conduct and adhere to the principles of the United Nations Global Compact.

We declare that all the information and statements made in this Proposal are true and we accept that any misinterpretation or misrepresentation contained in this Proposal may lead to our disqualification and/or sanctioning by the UNV.

We offer to provide services in conformity with the Bidding documents, including the UNBONN General Conditions of Contract and in accordance with the Terms of Reference

Our Proposal shall be valid and remain binding upon us for the period of time specified in the Bid Data Sheet.

We understand and recognize that you are not bound to accept any Proposal you receive.

I, the undersigned, certify that I am duly authorized by [Insert Name of Bidder] to sign this Proposal and bind it should UNV accept this Proposal.

Name: _____

Title: _____

Date: _____

Signature: _____

[Stamp with official stamp of the Bidder]

Form B: Bidder Information Form

Legal name of Bidder	[Complete]
Legal address	[Complete]
Year of registration	[Complete]
Bidder's Authorized Representative Information	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
Are you a UNGM registered vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert UGNM vendor number]
Are you a UNV vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert UNV vendor number]
Countries of operation	[Complete]
No. of full-time employees	[Complete]
Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):	[Complete]
Does your Company hold any accreditation such as ISO 14001 related to the environment? (If yes, provide a Copy of the valid Certificate):	[Complete]
Does your Company have a written Statement of its Environmental Policy? (If yes, provide a Copy)	[Complete]
Contact person UNV may contact for requests for clarification during Proposal evaluation	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
Please attach the following documents:	<ul style="list-style-type: none"> ▪ Company Profile, which should <u>not</u> exceed fifteen (15) pages, including printed brochures and product catalogues relevant to the goods/services being procured ▪ Certificate of business registration ▪ BSP/IATA ID number and a copy of guaranty paper which is proving that the warranty for IATA has been paid ▪ GDS accreditation ▪ Tax Registration/Payment Certificate issued by the Internal Revenue Authority evidencing that the Bidder is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Bidder ▪ Trade name registration papers, if applicable ▪ Local Government permit to locate and operate in assignment location, if applicable ▪ Official Letter of Appointment as local representative, if Bidder is submitting a Bid in behalf of an entity located outside the country ▪ Power of Attorney

Form C: Joint Venture/Consortium/Association Information Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

To be completed and returned with your Proposal if the Proposal is submitted as a Joint Venture/Consortium/Association.

No	Name of Partner and contact information <i>(address, telephone numbers, fax numbers, e-mail address)</i>	Proposed proportion of responsibilities (in %) and type of services to be performed
1	[Complete]	[Complete]
2	[Complete]	[Complete]
3	[Complete]	[Complete]

Name of leading partner (with authority to bind the JV, Consortium, Association during the RFP process and, in the event a Contract is awarded, during contract execution)	[Complete]
--	------------

We have attached a copy of the below document signed by every partner, which details the likely legal structure of and the confirmation of joint and severable liability of the members of the said joint venture:

Letter of intent to form a joint venture **OR** JV/Consortium/Association agreement

We hereby confirm that if the contract is awarded, all parties of the Joint Venture/Consortium/Association shall be jointly and severally liable to UNV for the fulfillment of the provisions of the Contract.

Name of partner: _____	Name of partner: _____
Signature: _____	Signature: _____
Date: _____	Date: _____
Name of partner: _____	Name of partner: _____
Signature: _____	Signature: _____
Date: _____	Date: _____

Form D: Qualification Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

If JV/Consortium/Association, to be completed by each partner.

Historical Contract Non-Performance

Contract non-performance did not occur for the last 3 years

Contract(s) not performed for the last 3 years

Year	Non- performed portion of contract	Contract Identification	Total Contract Amount (current value in US\$)
		Name of Client: Address of Client: Reason(s) for non-performance:	

Litigation History (including pending litigation)

No litigation history for the last 3 years

Litigation History as indicated below

Year of dispute	Amount in dispute (in US\$)	Contract Identification	Total Contract Amount (current value in US\$)
		Name of Client: Address of Client: Matter in dispute: Party who initiated the dispute: Status of dispute: Party awarded if resolved:	

Previous Relevant Experience

Please list only previous similar assignments successfully completed in the last 3 years.

List only those assignments for which the Bidder was legally contracted or sub-contracted by the Client as a company or was one of the Consortium/JV partners. Assignments completed by the Bidder's individual experts working privately or through other firms cannot be claimed as the relevant experience of the Bidder, or that of the Bidder's partners or sub-consultants, but can be claimed by the Experts themselves in their CVs. The Bidder should be prepared to substantiate the claimed experience by presenting copies of relevant documents and references if so requested by UNV.

Project name & Country of Assignment	Client & Reference Contact Details	Contract Value	Period of activity and status	Types of activities undertaken

Bidders may also attach their own Project Data Sheets with more details for assignments above.

Attached are the Statements of Satisfactory Performance from the Top 3 (three) Clients or more.

Financial Standing

Annual Turnover for the last 3 years	Year	USD
	Year	USD
	Year	USD
Latest Credit Rating (if any), indicate the source		

Financial information (in US\$ equivalent)	Historic information for the last 3 years		
	Year 1	Year 2	Year 3
	<i>Information from Balance Sheet</i>		
Total Assets (TA)			
Total Liabilities (TL)			
Current Assets (CA)			
Current Liabilities (CL)			
	<i>Information from Income Statement</i>		
Total / Gross Revenue (TR)			
Profits Before Taxes (PBT)			
Net Profit			
Current Ratio			

Bidder must provide information on its solvency ratio in the last available financial year.

The solvency ratio is calculated as total equity capital value in relation to the total assets. The solvency ratio is thus calculated as $(\text{total equity capital value} / \text{total assets}) \times 100 = \text{solvency ratio}$. (For JV/Consortium/Association, the solvency ratio is calculated as the JV/Consortium/Association total equity capital value relative to the JV/Consortium/Association total assets.

The Bidder must have a solvency ratio of at least 10%.

Attached are copies of the audited financial statements (balance sheets, including all related notes, and income statements) for the years required above complying with the following condition:

- a) Must reflect the financial situation of the Bidder or party to a JV, and not sister or parent companies;
- b) Historic financial statements must be audited by a certified public accountant;
- c) Historic financial statements must correspond to accounting periods already completed and audited. No statements for partial periods shall be accepted.

Form E: Format of Technical Proposal

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

The Bidder's proposal should be organized to follow this format of Technical Proposal. Where the bidder is presented with a requirement or asked to use a specific approach, the bidder must not only state its acceptance, but also describe how it intends to comply with the requirements. Where a descriptive response is requested, failure to provide the same will be viewed as non-responsive.

SECTION 1: Bidder's qualification, capacity and expertise

- 1.1 Brief description of the organization, including the year and country of incorporation, and types of activities undertaken.
- 1.2 General organizational capability which is likely to affect implementation: management structure, financial stability and project financing capacity, project management controls, extent to which any work would be subcontracted (if so, provide details).
- 1.3 Relevance of specialized knowledge and experience on similar engagements done in the region/country.
- 1.4 Quality assurance procedures and risk mitigation measures.
- 1.5 Organization's commitment to sustainability.

SECTION 2: Proposed Methodology, Approach and Implementation Plan

This section should demonstrate the bidder's responsiveness to the TOR by identifying the specific components proposed, addressing the requirements, providing a detailed description of the essential performance characteristics proposed and demonstrating how the proposed approach and methodology meets or exceeds the requirements. All important aspects should be addressed in sufficient detail and different components of the project should be adequately weighted relative to one another.

- 2.1 A detailed description of the approach and methodology for how the Bidder will achieve the Terms of Reference of the project, keeping in mind the appropriateness to local conditions and project environment. Details how the different service elements shall be organized, controlled and delivered.
- 2.2 The methodology shall also include details of the Bidder's internal technical and quality assurance review mechanisms.
- 2.3 Explain whether any work would be subcontracted, to whom, how much percentage of the work, the rationale for such, and the roles of the proposed sub-contractors and how everyone will function as a team.
- 2.4 Description of available performance monitoring and evaluation mechanisms and tools; how they shall be adopted and used for a specific requirement.
- 2.5 Implementation plan including a Gantt Chart or Project Schedule indicating the detailed sequence of activities that will be undertaken and their corresponding timing.
- 2.6 Demonstrate how you plan to integrate sustainability measures in the execution of the contract.
- 2.7 Any other comments or information regarding the project approach and methodology that will be adopted.

SECTION 2A: Bidder’s Comments and Suggestions on the Terms of Reference

Provide comments and suggestions on the Terms of Reference, or additional services that will be rendered beyond the requirements of the TOR, if any.

SECTION 3: Management Structure and Key Personnel

- 3.1 Describe the overall management approach toward planning and implementing the project. Include an organization chart for the management of the project describing the relationship of key positions and designations. Provide a spreadsheet to show the activities of each personnel and the time allocated for his/her involvement.
- 3.2 Provide CVs for key personnel that will be provided to support the implementation of this project using the format below. CVs should demonstrate qualifications in areas relevant to the Scope of Services.

Format for CV of Proposed Key Personnel

Name of Personnel	[Insert]
Position for this assignment	[Insert]
Nationality	[Insert]
Language proficiency	[Insert]
Education/Qualifications	<i>[Summarize college/university and other specialized education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.]</i> [Insert]
Professional certifications	<i>[Provide details of professional certifications relevant to the scope of services]</i> <ul style="list-style-type: none"> ▪ Name of institution: [Insert] ▪ Date of certification: [Insert]
Employment Record/ Experience	<i>[List all positions held by personnel (starting with present position, list in reverse order), giving dates, names of employing organization, title of position held and location of employment. For experience in last five years, detail the type of activities performed, degree of responsibilities, location of assignments and any other information or professional experience considered pertinent for this assignment.]</i> [Insert]
References	<i>[Provide names, addresses, phone and email contact information for two (2) references]</i> Reference 1: [Insert] Reference 2: [Insert]

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe my qualifications, my experiences, and other relevant information about myself.

Signature of Personnel

Date (Day/Month/Year)

Form F: Financial Proposal Submission Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

We, the undersigned, offer to provide the services for [Insert Title of services] in accordance with your Request for Proposal No. [Insert RFP Reference Number] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal and our Financial Proposal sealed under a separate envelope.

Our attached Financial Proposal is for the sum of [Insert amount in words and figures].

Our Proposal shall be valid and remain binding upon us for the period of time specified in the Bid Data Sheet.

We understand you are not bound to accept any Proposal you receive.

Name: _____

Title: _____

Date: _____

Signature: _____

[Stamp with official stamp of the Bidder]

Form G: Financial Proposal Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

The Bidder is required to prepare the Financial Proposal following the below format (**only** Table 1) and submit it in an envelope separate from the Technical Proposal as indicated in the Instruction to Bidders.

Any Financial information included in Table 1 must not be provided in the Technical Proposal as this will lead to Bidder's disqualification.

The Financial Proposal should align with the requirements in the Terms of Reference and the Bidder's Technical Proposal.

UNV envisages entering into a Long Term Agreement with one qualified Travel Management Company for the provision of travel services. The selected TMC will charge UNBonn a fixed service fee per each issued ticket (**regardless of the booking class or type of ticket**). The level of the service fees shall remain fixed for the whole duration of the contract and shall apply for a whole itinerary per passenger, regardless of the number of connections/segments, or air carrier used.

Based on an estimated number of tickets, proposers are requested to indicate the service fee which they will apply per ticket issued in the table below. Such service fees shall apply regardless of the air carriers (knowing the said air carriers shall be security cleared as per relevant UN standards).

The contract will be awarded to the technically qualified Proposer who obtained the highest total weighted score in accordance with below quotation table. Technically qualified bidders are those who submitted a Technical Proposal with a minimum technical score of 70% (700 points) of the maximum obtainable score of 1,000 points in the technical evaluation (see detailed evaluation form in excel file).

Currency of the proposal: EUR

Table 1: Proposed transaction fees

	Fixed fee per transaction	Fixed fee per transaction
	Below 500 USD	Above 500 USD
Ticket Issuance Fee		
Reissuance Service Fee		
Train ticket Fee		
Car rental Fee		
Accommodation Fee		
Private deviation Fee*		

**To be paid directly by the traveller.*

- Quoted service fees should be all-inclusive (including any applicable bank charges or any other applicable charges).
- Quoted ticket issuance fees are regardless of the airline types (e.g. economy, business, one-way, return ticket, etc.)
- During the duration of the LTA, the airfares will be determined based on the actual carrier rates as published at the time of issuance. The successful TMC shall provide upon request the proof document of purchase price from the air carrier or cancellation/changes.
- The bidders shall also propose a mechanism for actual ticket cost verification/monitoring as well as passing on any discounts and other benefits to UNBonn
- After the contract award, the classification of tickets by economy class or business class will be determined by the UN travel rules and regulations.
- The TMC guarantees that all commissions, overrides, and other revenues generated from and directly attributable to the organization business travel will be returned to the Organization in its entirety. Travel Agency's only source of revenue from the contract with the UN should be the service fees.

All fees/rates quoted must be exclusive of all taxes, including VAT, since the United Nations, including its subsidiary organs, is exempt from taxes.

Form H: Form of Proposal Security

**Proposal Security must be issued using the official letterhead of the Issuing Bank.
Except for indicated fields, no changes may be made on this template.**

To: UNV

[Insert contact information as provided in Data Sheet]

WHEREAS [Name and address of Bidder] (hereinafter called "the Bidder") has submitted a Proposal to UNV dated [Click here to enter a date.](#) to execute Services [Insert Title of Services] (hereinafter called "the Proposal"):

AND WHEREAS it has been stipulated by you that the Bidder shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security in the event that the Bidder:

- a) Fails to sign the Contract after UNV has awarded it;
- b) Withdraws its Proposal after the date of the opening of the Proposals;
- c) Fails to comply with UNV's variation of requirement, as per RFP instructions; or
- d) Fails to furnish Performance Security, insurances, or other documents that UNV may require as a condition to rendering the contract effective.

AND WHEREAS we have agreed to give the Bidder such this Bank Guarantee:

NOW THEREFORE we hereby affirm that we are the Guarantor and responsible to you, on behalf of the Bidder, up to a total of *[amount of guarantee] [in words and numbers]*, such sum being payable in the types and proportions of currencies in which the Price Proposal is payable, and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of *[amount of guarantee as aforesaid]* without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

This guarantee shall be valid up to 30 days after the final date of validity of bids.

SIGNATURE AND SEAL OF THE GUARANTOR BANK

Signature: _____

Name: _____

Title: _____

Date: _____

Name of Bank _____

Address _____

[Stamp with official stamp of the Bank]