

United Nations Development Programme (UNDP) Expression of Interest

"EOI – Travel Management Services"



Empowered lives.
Resilient nations.

The office of United Nations Development Programme (UNDP) on behalf of UN Agencies in Kyrgyz Republic Office invites interested travel and transportation agencies to apply on the following:

Summary of proposal:

UNDP on behalf of UN Agencies in Kyrgyzstan is inviting you to express your interest in organization of travel management services (hereinafter TMS) for the UN Agencies in the Kyrgyz Republic on long term basis. (One year of initial contract, extendable for two additional years, based on the performance evaluation done on annual basis). Travel management services include management of passenger air and ground transportation and visa support when requested.

You are kindly requested to express your interest by submitting relevant information mentioned under the eligibility criteria no later than **10:00 local time (GMT+6) of 14 November 2012** in sealed envelopes marked **"EOI- Travel Management Services"**. Travel Agencies that fully satisfy the eligibility criteria shall be considered for the bid solicitation.

Eligibility criteria

Lot 1

List of attributes	Benchmark
Legal status	Certificate of registration by relevant state entity
IATA accreditation	Accredited IATA Travel Agency duly licensed in the country
Travel Agency history	Not less than 3 years experience in provision of travel management services
Experience in handling similar scopes	Maintains a good track record in serving international organizations, embassies and medium to large multi-national corporations
Financial Capacity	Copy of the latest 3 years financial statements (Balance sheet and Income statement for 2009, 2010, 2011, audited as per country regulation or validated by tax office); Volume of Sales for 2009, 2010, 2011: <ul style="list-style-type: none"> Annual number of tickets issued (should be 4000 or more per year); Annual air tickets turnover (US\$; should be US\$1 mln or more per year).
Technical capacity	Maintains facilities of on-line booking / airline reservations (i.e. Amadeus, Galileo and/or other), international ticketing and ticket printing facilities; Technical capacity to provide ground transportation; Capability to deploying motorized messenger (s)/documentation clerk when required;
Qualified staff	List of competent and experienced travel consultants, especially in ticketing and fare computations, as evidenced by their track record in their Curriculum Vitae for minimum 10 staff; List of competent and experienced visa agents with CVs- minimum 2; List of staff managing ground transportation with CVs.
Quality of services	Guarantee and ability to deliver the products and services in accordance with highest performance standards
Ability to nominate dedicated staff to perform services for UN Agencies	The successful travel agency shall be required to devote at least two personnel with the following minimum qualifications: <ol style="list-style-type: none"> 1) Senior travel expert with a minimum three (3) years of practical experience in the management of travel services, in operating the automated reservation and ticketing systems; 2) Has adequate authority to make decisions for the timely resolution of problems; 3) In the case of emergencies (e.g. evacuations, war, etc.), the travel expert shall maintain operations necessary to support UN Agencies; and 4) 24 hours a day access of emergency service and necessary delivery of tickets as

	required by UN Agencies to the required destinations.
	Other expertise needed and facilities required shall be sourced from the existing capacity of the Travel Agency.
Contingency system	The travel agency shall have a contingency replacement plan to be enforced during periods of illness and vacations of its personnel in order to maintain full service at all times under the contract.

Submission details

Interested Travel Agencies must provide information indicating that they are qualified to the above requirements and perform the services (brochure, description of similar assignments, experience in similar conditions, availability of appropriate skills among staff, etc.).

The EOI (Expression of Interest) and accompanying documents signed by authorized representatives, stamped and sealed in an envelope and marked «EOI_ Travel Services» must be delivered no later than 10:00 (GMT+6) of 14 November 2012 to the following address:

UN House
160 Chui Avenue, 720040
Bishkek, Kyrgyzstan

EOI received after the above deadline will not be considered.

EOI from entities failing to provide the requested information will be disregarded. Request for proposal and any subsequent contract will be issued in accordance with the rules and procedures of UNDP.

This EOI does not entail any commitment on the part of UNDP, either financial or otherwise. UNDP reserve the right to accept or reject any or all EOI without incurring any obligation to inform the affected applicant/s of the grounds.

Interested Travel Agency may address their questions in regards to this EOI in writing to procurement@undp.kg by 8 November 2012.