



*Empowered lives.
Resilient nations.*

REQUEST FOR PROPOSAL

Long Term Agreement for the Provision of Travel Management Services to UNDP and other UN Agencies in Ukraine

RFP No.: 05-2018-UNDP-UKR-RFP-CO

Project: UNDP Country Office

Country: Ukraine

Issued on: 7 May 2018

Contents

SECTION 1. LETTER OF INVITATION	4
SECTION 2. INSTRUCTION TO BIDDERS.....	5
A. GENERAL PROVISIONS	5
1. Introduction.....	5
2. Fraud & Corruption, Gifts and Hospitality.....	5
3. Eligibility.....	5
4. Conflict of Interests.....	6
B. PREPARATION OF PROPOSALS.....	6
5. General Considerations	6
6. Cost of Preparation of Proposal.....	6
7. Language.....	6
8. Documents Comprising the Proposal	6
9. Documents Establishing the Eligibility and Qualifications of the Bidder	7
10. Technical Proposal Format and Content	7
11. Financial Proposals.....	7
12. Proposal Security	7
13. Currencies.....	8
14. Joint Venture, Consortium or Association	8
15. Only One Proposal	9
16. Proposal Validity Period	9
17. Extension of Proposal Validity Period.....	9
18. Clarification of Proposal	9
19. Amendment of Proposals	9
20. Alternative Proposals.....	10
21. Pre-Bid Conference	10
C. SUBMISSION AND OPENING OF PROPOSALS.....	10
22. Submission.....	10
23. Deadline for Submission of Proposals and Late Proposals	11
24. Withdrawal, Substitution, and Modification of Proposals.....	11
25. Proposal Opening.....	12
D. EVALUATION OF PROPOSALS.....	12
26. Confidentiality	12
27. Evaluation of Proposals	12
28. Preliminary Examination	12
29. Evaluation of Eligibility and Qualification.....	12
30. Evaluation of Technical and Financial Proposals	13
31. Due Diligence.....	13
32. Clarification of Proposals.....	14
33. Responsiveness of Proposal	14
34. Nonconformities, Repairable Errors and Omissions	14
E. AWARD OF CONTRACT	15
35. Right to Accept, Reject, Any or All Proposals.....	15
36. Award Criteria	15
37. Debriefing	15
38. Right to Vary Requirements at the Time of Award	15
39. Contract Signature	15
40. Contract Type and General Terms and Conditions.....	15
41. Performance Security	15
42. Bank Guarantee for Advanced Payment	15
43. Liquidated Damages	16
44. Payment Provisions.....	16
45. Vendor Protest	16
46. Other Provisions.....	16
SECTION 3. BID DATA SHEET	17

SECTION 4. EVALUATION CRITERIA	20
SECTION 5. TERMS OF REFERENCE	25
SECTION 6: RETURNABLE BIDDING FORMS / CHECKLIST	38
FORM A: TECHNICAL PROPOSAL SUBMISSION FORM	39
FORM B: BIDDER INFORMATION FORM.....	40
FORM C: JOINT VENTURE/CONSORTIUM/ASSOCIATION INFORMATION FORM	41
FORM D: QUALIFICATION FORM	42
FORM E: FORMAT OF TECHNICAL PROPOSAL	45
FORM F: FINANCIAL PROPOSAL SUBMISSION FORM.....	47
FORM G: FINANCIAL PROPOSAL FORM	48
FORM H: FORM OF PROPOSAL SECURITY	50

Section 1. Letter of Invitation

The United Nations Development Programme (UNDP) 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

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 procurement.ua@undp.org, indicating whether you intend to submit a Proposal or otherwise. You may also utilize the "Accept Invitation" function in e-Tendering 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.

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

Issued by:



Name: Maryna Anokhina
Title: Procurement assistant
Date: **May 7, 2018**

Approved by:



Name: Zafar Yuldashev
Title: Deputy Country Director (Operations) a.i.
Date: **May 7, 2018**

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 UNDP. 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 UNDP. UNDP 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 UNDP strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical or unprofessional practices, and obstruction of UNDP 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 UNDP 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, UNDP (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 UNDP 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 UNDP 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 UNDP.</p>

4. Conflict of Interests	<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 UNDP 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 UNDP. <p>4.2 In the event of any uncertainty in the interpretation of a potential conflict of interest, Bidders must disclose to UNDP, and seek UNDP'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 UNDP 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 UNDP'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>
B. PREPARATION OF PROPOSALS	
5. General Considerations	<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 UNDP</p>
6. Cost of Preparation of Proposal	<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. UNDP shall not be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process.</p>
7. Language	<p>7.1 The Proposal, as well as any and all related correspondence exchanged by the Bidder and UNDP, shall be written in the language (s) specified in the BDS.</p>
8. Documents	<p>8.1 The Proposal shall comprise of the following documents:</p>

Comprising the Proposal	<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.
9. Documents Establishing the Eligibility and Qualifications of the Bidder	<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 UNDP's satisfaction.</p>
10. Technical Proposal Format and Content	<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 UNDP, and at no expense to UNDP</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 UNDP. 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>
11. Financial Proposals	<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>
12. Proposal Security	<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 UNDP, UNDP 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 UNDP, and the Proposal rejected, in the event of any one or combination, of the following conditions:</p> <ul style="list-style-type: none"> a) If the Bidder withdraws its offer during the period of the Proposal Validity specified in the BDS, or; b) In the event that the successful Bidder fails:

	<p>i. to sign the Contract after UNDP has issued an award; or</p> <p>12.6 to furnish the Performance Security, insurances, or other documents that UNDP may require as a condition precedent to the effectivity of the contract that may be awarded to the Bidder.</p>
13. Currencies	<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) UNDP will convert the currency quoted in the Proposal into the UNDP 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 UNDP selects a proposal for award that is quoted in a currency different from the preferred currency in the BDS, UNDP shall reserve the right to award the contract in the currency of UNDP's preference, using the conversion method specified above.</p>
14. Joint Venture, Consortium or Association	<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 UNDP 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 UNDP.</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 UNDP.</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 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 UNDP 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, UNDP 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 UNDP staff member, UNDP shall have no obligation to respond or confirm that the query was officially received.</p> <p>18.2 UNDP will provide the responses to clarifications through the method specified in the BDS.</p> <p>18.3 UNDP 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 UNDP to extend the submission date of the Proposals, unless UNDP deems that such an extension is justified and necessary.</p>
19. Amendment of Proposals	<p>19.1 At any time prior to the deadline of Proposal submission, UNDP 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>

	19.2 If the amendment is substantial, UNDP may extend the Deadline for submission of proposal to give the Bidders reasonable time to incorporate the amendment into their Proposals.
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. UNDP 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, UNDP 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	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.
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> <ul style="list-style-type: none"> 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. 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 PROPOSAL" or "FINANCIAL PROPOSAL", as appropriate. Each envelope SHALL clearly indicate the name of the Bidder. The outer envelopes shall: <ul style="list-style-type: none"> i. Bear the name and address of the bidder; ii. Be addressed to UNDP as specified in the BDS

	<p>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	<p>25.1 There is no public bid opening for RFPs. UNDP shall open the Proposals in the presence of an ad-hoc committee formed by UNDP, 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.</p>
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 UNDP in the examination, evaluation and comparison of the Proposals or contract award decisions may, at UNDP's decision, result in the rejection of its Proposal and may be subject to the application of prevailing UNDP'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. UNDP 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"> Preliminary Examination Minimum Eligibility and Qualification (if pre-qualification is not done) Evaluation of Technical Proposals Evaluation of Financial Proposals
28. Preliminary Examination	<p>28.1 UNDP 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. UNDP reserves the right to reject any Proposal at this stage.</p>
29. Evaluation of Eligibility and Qualification	<p>29.1 Eligibility and Qualification of the Bidder will be evaluated against the Minimum 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> <ol style="list-style-type: none"> 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; They have a good financial standing and have access to adequate financial

	<p>resources to perform the contract and all existing commercial commitments,</p> <p>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;</p> <p>d) They are able to comply fully with UNDP General Terms and Conditions of Contract;</p> <p>e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and</p> <p>f) They have a record of timely and satisfactory performance with their clients.</p>
30. Evaluation of Technical and Financial Proposals	<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, UNDP 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, UNDP 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: 10px; margin-top: 10px;"> <p><u>Rating the Technical Proposal (TP):</u></p> <p>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>FP Rating = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100</p> <p><u>Total Combined Score:</u></p> <p>Combined Score = (TP Rating) x (Weight of TP, e.g. 70%) + (FP Rating) x (Weight of FP, e.g., 30%)</p> </div>
31. Due Diligence	<p>31.1 UNDP 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</p>

	<p>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 UNDP 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, UNDP may, at its discretion, ask any Bidder for a clarification of its Proposal.</p> <p>32.2 UNDP'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 UNDP 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 UNDP, shall not be considered during the review and evaluation of the Proposals.</p>
33. Responsiveness of Proposal	<p>33.1 UNDP'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 UNDP and may not subsequently be made responsive by the Bidder by correction of the material deviation, reservation, or omission.</p>
34. Nonconformities, Reparable Errors and Omissions	<p>34.1 Provided that a Proposal is substantially responsive, UNDP may waive any non-conformities or omissions in the Proposal that, in the opinion of UNDP, do not constitute a material deviation.</p> <p>34.2 UNDP 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, UNDP shall check and correct 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 UNDP 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

	<p>of subtotals, the subtotals shall prevail and the total shall be corrected; and</p> <p>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> <p>34.4 If the Bidder does not accept the correction of errors made by UNDP, its Proposal shall be rejected.</p>
E. AWARD OF CONTRACT	
35. Right to Accept, Reject, Any or All Proposals	35.1 UNDP 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 UNDP's action. UNDP 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, UNDP 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 UNDP. 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 UNDP 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, UNDP 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 UNDP. 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, UNDP 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 both parties. Where a performance security is required, the receipt of the performance security by UNDP shall be a condition for rendering the contract effective.
42. Bank Guarantee for Advanced Payment	42.1 Except when the interests of UNDP so require, it is UNDP'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
43. Liquidated Damages	<p>43.1 If specified in BDS, UNDP 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 UNDP'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 UNDP 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 UNDP'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:</p> <p>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, UNDP shall be entitled to same lower price. The UNDP General Terms and Conditions shall have precedence.</p> <p>46.2 UNDP 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</p> <p>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	Will be Conducted Time: 14-30 Date: 05/14/2018 Address: 1, Klovsky Uzviz, Kyiv Venue: Aleksanyan conference hall Contact person: Procurement Unit Telephone: +38 044 253 93 63
5	10	Proposal Validity Period	90 days
6	14	Bid Security	Required in the amount of USD 7,000.00 In the form of Bank Guarantee
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	<p>United States Dollar</p> <p><input checked="" type="checkbox"/> Local Currency – can be considered.</p> <p>Reference date for determining UN Operational Exchange Rate: May 2018, please refer to treasury.un.org</p>
11	31	Deadline for submitting requests for clarifications/ questions	5 days before the submission deadline
12	31	Contact Details for submitting clarifications/questions	<p>Focal Person in UNDP: Procurement Unit Address: 1, Klovsky Uzviz, 01021 Kyiv, Ukraine</p> <p>Tel. No. :+ 38 044 253-93-63 E-mail address dedicated for this purpose: procurement.ua@undp.org</p>
13	18, 19 and 21	Manner of Disseminating Supplemental Information to the RFP and responses/clarifications to queries	Direct communication to prospective Proposers by email and Posting on the website http://procurement-notice.undp.org
14	23	Deadline for Submission	22.05.2018, local time
14	22	Allowable Manner of Submitting Proposals	Submission by email
15	22	Proposal Submission Address	<p>tenders.ua@undp.org</p> <p><u>Please note that bids received through any other address will not be considered.</u></p>
16	22	Electronic submission (email or eTendering) requirements	<ul style="list-style-type: none"> ▪ Format: PDF files, ZIP archives 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 UNDP until requested by UNDP ▪ Time Zone to be Recognized: <i>[Kyiv +2]</i> ▪ Max. File Size per transmission: 5 MB

			<ul style="list-style-type: none"> ▪ Mandatory subject of email: <i>05-2018-UNDP-UKR-RFP-CO Travel Management Services</i> ▪ Other conditions: <i>Proposers are solely responsible for ensuring that any and all files sent to UNDP are readable, that is, uncorrupted, in the indicated electronic format, and free from viruses and malware. Failure to provide readable files will result in the proposal being rejected.</i>
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 required to pass is 70% of the obtainable score of 700 points.</p>
18		Expected date for commencement of Contract	<i>June 6, 2018</i>
19		Maximum expected duration of contract	<p>Up to 3 years, in the following manner:</p> <p>Duration of initial contract - 1 year with a possibility to extend for 2 additional one-year periods subject to satisfactory supplier/s performance.</p>
20	35	UNDP will award the contract to:	One or more Proposers, depending on the following factors: 2 Proposers having achieved the highest score, with the possibility of secondary competition.
21	39	Type of Contract	Purchase Order and Contract for Goods and Services for UNDP Long Term Agreement
22	39	UNDP Contract Terms and Conditions that will apply	<p>UNDP General Terms and Conditions for Mixed Goods and 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	

Section 4. Evaluation Criteria

Required documents

- Company Profile, which should not exceed ten (10) pages, including printed brochures and product catalogues relevant to the goods/services being procured;
- 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;
- Certificate of Registration of the business, including Articles of Incorporation, or equivalent document if Bidder is not a corporation;
- Official Letter of Appointment as local representative, if Bidder is submitting a Bid in behalf of an entity located outside the country;
- Quality Certificate (e.g., ISO, etc.) and/or other similar certificates, accreditations, awards and citations received by the Bidder, if any; Quality Assurance procedures information to be provided in details.
- Latest Audited Financial Statement (Income Statement and Balance Sheet) including Auditor's Report for the past 2 years
- Statement of Satisfactory Performance from the Top 3 Clients in terms of Contract Value the past 3 years
- Copy of Valid IATA Accreditation Certificate (3 year IATA membership is a minimum requirement)
- Copy of valid license to provide travel management services in the current location of office or factory.
- Volume of sales for the last 2 years as follows:
 - annual number of tickets issued;
 - annual amount (monetary value) of air tickets sold in 2013 and 2014.
- List of name(s) and address(s) of main and branch office (s) (if any) worldwide;
- Duly signed Technical and financial proposals as per Forms A, B, F and G. Financial proposal must be in a separate file and password protected.
- Duly furnished form for proposal security as per Form H;
- CVs of responsible staff highlighting experiences in servicing similar contracts, including relevant certificates, accreditations and awards received as per Form E, Section 3.
- List of corporate clients highlighting similar contracts for clients of comparable business nature and/or size as UNDP/UN;
- List of embassies where companies have accreditation (for visa purposes);
- List of airlines your agency sells air tickets on behalf of, if any.

Preliminary Examination Criteria

Submitted offers will be reviewed on "Pass" or "Fail" basis to determine compliance with the below formal criteria/ requirements:

Offers must be submitted within the stipulated deadline

Offers must meet required Offer Validity

Offers have been signed by the proper authority

Offers include requested company documentation, including proposal security and documentation regarding the company's legal status and registration

Offers must comply with general administrative requirements:

- a) properly registered and licensed company

- b) at least 5 years of experience in the required area
- c) access to Global Distribution System
- d) IATA accredited (minimum 3 years)
- e) Minimum air ticketing turnovers of 2000 tickets and 1,500,000 USD annually for the past 2 years.

Other information is available on <http://www.undp.org.ua/en/tenders>; For the information, please contact procurement@undp.org.ua

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
Previous Experience	Minimum 5 years of relevant experience.	Form D: Qualification Form
	Minimum 3 years of accreditation in IATA. (For JV/Consortium/Association, all Parties cumulatively should meet requirement).	Form D: Qualification Form
Financial Standing	Minimum average annual turnover of USD1,500,000.00 for the last 2 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.

	<i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	
	<p>Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability.</p> <p><i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i></p>	Form D: Qualification Form

Technical Evaluation Criteria

Summary of Technical Proposal Evaluation Forms		Points Obtainable
1.	Bidder's experience and reputation on the market	180
2.	Bidder's capability and expertise	335
3.	Key Personnel	185
	Total	700

Section 1. Bidder's experience and reputation on the market		Points obtainable
1.1	Industry Standing, reflected in the bidder's profile and based on outer sources available (new market player, corresponding to minimum requirements – 20 pts., well-known travel provider with high reputation on the market – 30 pts.)	30
1.2	Bidder's experience in the field (5 - 7 years of relevant services provision – 35 pts., 8 and more years – 50 pts.)	50
1.3	Years of IATA membership (3 - 5 years– 35 pts., 6 and more years – 50 pts.)	50
1.4	Reputation of the Company, reflected in references and recommendations provided. 50 points max (references from IATA Air Carrier – 5 points for every recommendation, 25 points max; recommendations from international organizations, embassies, medium to large businesses – 5 points for every recommendation, 25 points max)	50
Total Section 1		180

Section 2. Bidder's capability and expertise		Points obtainable
2.1	Number of branch office(s) around the country/worldwide – max 30 points (1 branch minimum – 15 points, 3 points for every additional branch in the country and/or worldwide, but no more than 15 points)	30
2.2	Number of qualified staff employed - 20 points max: 10 or less qualified staff – 5 points, 11-15 -10 points, 16-20 -11-15 points, 21-25 experts and over – 16-20 points)	20
2.3	Membership in global travel management associations – 20 points max	20
2.4	Volume of sales for the past 3 years – max 110 points: - minimum 2000 tickets sold annually - 30 points, 5 points for every additional 1000 tickets but not more than 25 points - minimum value/turnover of tickets sold annually –USD 1,500,000 - 30 points, 5 points for every additional 500,000 but not more than 25 points).	110

2.5	Availability of reservation booking systems – 50 points max (1 booking system minimum requirement - 40 points, 5 points for every additional booking system but no more than 10 points)	50
2.6	Quality Assurance procedures in place – 40 points max	40
2.7	Experience in provision of supplementary services (visa support, accommodation arrangement, logistics etc. as per para 7 of the “Scope of Work” of the ToR	40
2.8	Overall presentation of the proposal, sequence of activities and logical planning (assessed based on the Proposer’s overall description of the scope of services proposed as per Form A: Technical Proposal Submission Form)	25
Total Section 2		335

Section 3. Key Personnel		Points obtainable
3.1	Certificates or diploma in travel management services – 60 points max (at least one certificate or diploma in travel/air tickets reservation/booking system – 40 points, 5 points for every additional certificate but not more than 20)	60
3.2	IATA certified staff member in travel management - 20 points max	20
3.3	Proven successful field experience in the similar assignments/projects with acknowledged results – 90 points max (3 year experience minimum requirement – 50 points, 10 points for every additional year but no more than 40)	90
3.4	Language Qualifications – 15 points max (fluency in Ukrainian and Russian, intermediate English – 10 points, (fluency in Ukrainian, Russian and English – 15 points)	15
Total Section 3		185

Section 5. Terms of Reference

BACKGROUND

UNDP wishes to enter into a Long Term Agreement (LTA) with the most competent Travel Agencies to serve all its travel ticketing services.

Travel, as referred to in the TOR, shall apply to all journeys of UNDP/UN Agency staff from one place to another for official business purposes. These official purposes include, but need not be limited to, to the following:

- Official missions, meetings and various events;
- Interviews of applicants / candidates for employment;
- Appointment and repatriation of staff and family members;
- Home leaves, emergency travels, and educational leaves;
- Visit to project sites, by UNDP/UN Agency staff, Government and counterparts, or other entities and
- Personal travel of personnel.

OBJECTIVE

UNDP is hereby undertaking a solicitation of proposals from Travel Agencies who are interested to provide various Travel Management Services regularly required by the UNDP and other UN agencies in Ukraine. All management and administrative products, current and emerging, which assist in the support of the authorized travel, fall within the scope of the proposal.

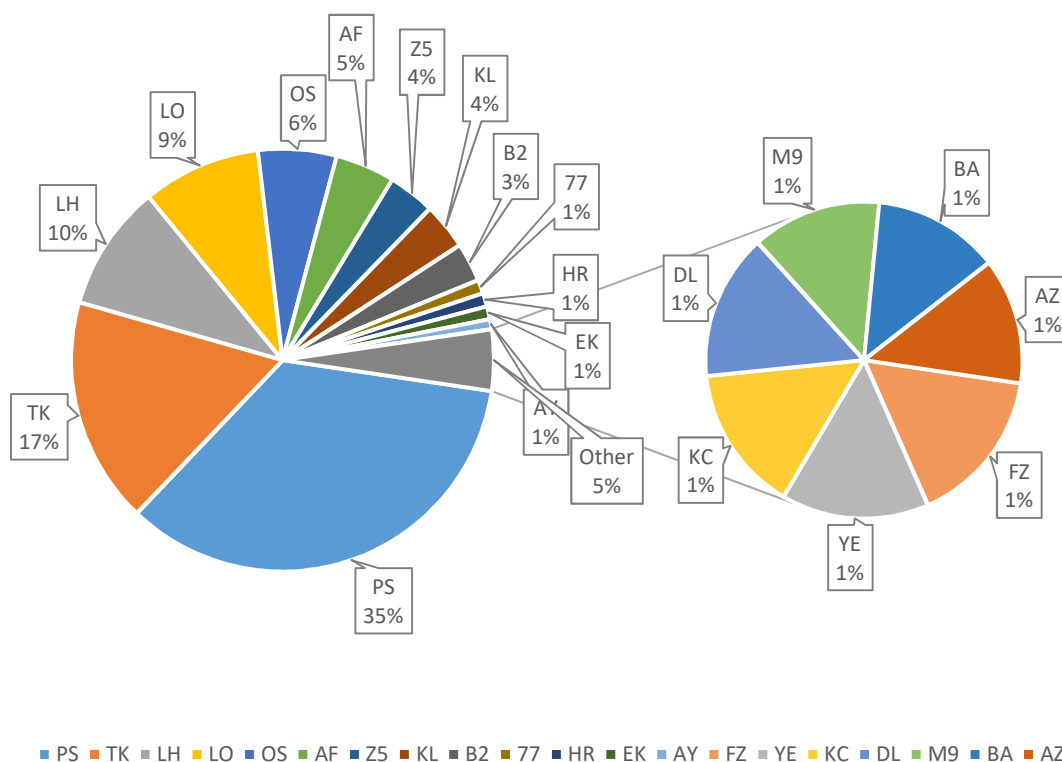
GENERAL PROVISIONS

1. The initial contract shall be concluded for a period of 1 (one) year and may be extended for 2 (two) additional 1 (one)-year terms at the discretion of the procuring UN entity subject to satisfactory performance by the Contractor/s.
2. Based on past expenditures (years 2016-2017), the estimated turnover on travel services within three (3) years for Travel Management Services is estimated at USD 2,000,000. Except for UNDP, expenditures of such agencies as UNICEF, OHCHR, IOM, WFP, OCHA, UNFPA, UNHCR and UNOPS were included in statistics. While there is no expected travel budget, ticketing volume in the years to come is expected to remain at the comparatively similar levels.

For the Proposers to estimate the sales volumes under the current RFP, we are providing the past statistics for the travel services procured by UNDP/ UN Agency below:

2a) Most used airlines:

TOP 20 Airlines, 2016-2017



Airlines codes

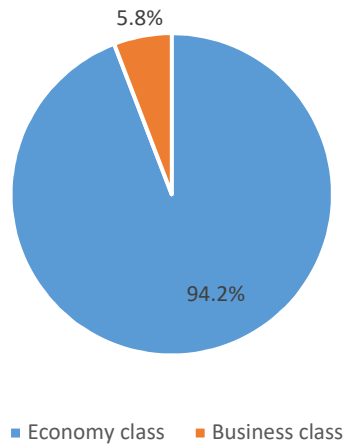
PS	Ukraine International Airlines
TK	Turkish Airlines
LH	Lufthansa
LO	LOT Polish Airlines
OS	Austrian Airlines
AF	Air France
Z5	Dniproavia
KL	KLM Royal Dutch Airlines
B2	BELAVIA
77	Wizz Air
HR	Hahn Air
EK	Emirates
AY	Finnair
FZ	FZ
YE	Yanair
KC	Air Astana
DL	Delta Air Lines
M9	Motor Sich Airlines
BA	British Airways

City codes

GVA	Geneva
JFK	New York
ODS	Odesa
DNK	Dnipro
TBS	Tbilisi
IST	Istanbul
CAI	Cairo
KIV	Chisinau
BRU	Brussels
MSQ	Minsk
BUD	Budapest
CPH	Copenhagen
WAW	Warsaw
BUS	Batumi
OTP	Bucharest
ISB	Islamabad
PTY	Tocomen
FRU	Frankfurt
BKK	Bangkok

2b) Service classes:

Service Class Comparison, 2015 - 2016



2c) Detailed statistics per airlines, 2016-2017:

Air Carrier	Historical sales volume, USD, 2017	Historical sales volume, number of tickets, 2017	Historical sales volume, USD, 2016	Historical sales volume, number of tickets, 2016	Average annual sales volume, USD, 2016 - 2017	Average annual sales volume, number of tickets, 2016-2017
PS	174317.79	786	171380.60	932	172849.19	859
TK	75300.45	138	97018.71	196	86159.58	167
LO	47918.25	146	42170.76	121	45044.51	133.5
OS	32292.39	52	27490.92	52	29891.66	52
LH	27948.61	41	67932.49	93	47940.55	67
AF	27198.34	28	18122.89	29	22660.61	28.5
KL	16541.39	17	18874.80	29	17708.10	23
B2	15525.71	84	14175.05	75	14850.38	79.5
Z5	14306.48	97	21281.39	160	17793.93	128.5
77	5387.14	25	4998.39	28	5192.77	26.5
AZ	5203.37	12	794.97	6	2999.17	9
M9	5003.00	55	5765.30	61	5384.15	58
FZ	4025.21	8	3447.71	8	3736.46	8
BT	3926.14	13	884.39	8	2405.27	10.5
EY	3718.39	3	1551.93	1	2635.16	2
PILOT	3291.06	11			3291.06	11
DL	3262.43	4	3683.90	3	3473.16	3.5
DE	3225.01	2	474.80	1	1849.90	1.5
EK	3033.75	2	6764.36	11	4899.06	6.5

KC	2826.04	5	4124.84	12	3475.44	8.5
YE	2706.31	13	4309.84	21	3508.08	17
J2	2677.12	5	227.38	1	1452.25	3
S7	2618.67	11	1742.56	5	2180.62	8
HR	2529.03	13	7686.48	19	5107.76	16
CA	2380.04	3			2380.04	3
OK	2222.81	11	1647.78	7	1935.30	9
JP	2079.72	4	2947.79	10	2513.76	7
7W	2041.96	15	72.24	1	1057.10	8
RJ	1984.90	4	1448.34	4	1716.62	4
SN	1971.90	5	2309.53	7	2140.71	6
SK	1823.81	5	674.98	5	1249.39	5
A9	1678.38	10	0.00	0	839.19	5
QR	1070.95	2	53.50	2	562.22	2
W2	983.75	4	229.92	1	606.84	2.5
A3	888.71	6	1289.64	6	1089.17	6
BA	872.48	2	5140.22	8	3006.35	5
FR	858.59	14	0.00	0	429.30	7
UT	840.05	4	1898.17	7	1369.11	5.5
Other	1901.68	10	19888.00	69	10894.84	39.5
Total	508382.7838	1670	562504.6	1999	535443.70	1834.5

2d) Statistics by destination

Destination	Historical sales volume, USD, 2017	Historical sales volume, number of tickets, 2017	Historical sales volume, USD, 2016	Historical sales volume, number of tickets, 2016	Average annual sales volume, USD, 2016 - 2017	Average annual sales volume, number of tickets, 2016-2017
GVA	27621	80	35294	113	31457	97
JFK	22029	19	23111	23	22570	21
TBS	21746	102	17563	120	19654	111
ODS	19250	139	23587	138	21419	139
CPH	17934	35	4041	10	10987	23
BRU	17748	49	11233	34	14491	42
CAI	17311	24	16651	27	16981	26
KIV	17276	86	13770	85	15523	86
DNK	15162	100	24622	181	19892	141
MSQ	14280	88	9069	63	11675	76
IST	14138	68	21638	98	17888	83
VIE	12625	32	15655	49	14140	41
OTP	8921	49	7521	31	8221	40
PEK	8653	13	1562	2	5108	8

BUS	8411	24	8287	27	8349	26
FRU	7839	8	6657	10	7248	9
NBO	7771	7	5359	8	6565	8
VNO	7565	29	2535	19	5050	24
WAW	7251	51	11276	49	9263	50
BUD	6825	28	16439	63	11632	46
CDG	6812	14	4696	11	5754	13
AMM	6627	18	4648	16	5637	17
CLJ	6333	20			6333	20
VTE	6152	3			6152	3
OSL	5978	16	988	3	3483	10
BKK	5389	3	7898	9	6644	6
MAD	5379	12	2120	5	3749	9
RIX	4797	21	2724	32	3761	27
GDN	4714	18	1838	8	3276	13
ATH	4399	18	2145	15	3272	17
TXL	4368	13			4368	13
FRA	4354	6	2080	4	3217	5
WRO	4247	17	6414	21	5330	19
HRK	4146	39	5943	65	5044	52
BEG	3832	10	1724	4	2778	7
EWB	3759	1			3759	1
LWO	3739	39	4722	44	4230	42
FIH	3498	1			3498	1
MUC	3293	4	2048	5	2670	5
KBL	3119	3	1083	3	2101	3
SOF	3100	13	2437	8	2768	11
RGN	3034	2	1091	1	2062	2
MEL	2996	2	1552	1	2274	2
BEY	2849	6	3490	6	3170	6
DXB	2788	5	2791	10	2790	8
DAC	2687	2			2687	2
CGN	2545	6	123	1	1334	4
SKP	2530	4			2530	4
DME	2521	11	3526	14	3024	13
ALA	2478	5	3816	9	3147	7
MLP	2428	7	4301	10	3365	9
LJU	2379	5	3716	6	3048	6
ZAG	2370	5	747	2	1559	4
HKG	2362	2	992	2	1677	2
LIM	2253	1			2253	1
SSH	2247	2			2247	2
JIB	2215	1			2215	1
EJA	2209	1			2209	1
TLL	2094	5	133	11	1113	8

DKR	2034	1			2034	1
AER	2025	7	1930	8	1977	8
IAD	2003	3	5738	4	3871	4
FCO	2001	6	9178	27	5589	17
QKL	1983	5			1983	5
ZRH	1976	5			1976	5
PRN	1946	3	497	2	1221	3
GYD	1909	15	1894	7	1902	11
KIX	1881	1	750	1	1316	1
HEL	1826	8	678	5	1252	7
EZE	1818	1			1818	1
BNE	1788	1	2308	1	2048	1
ABJ	1705	1	10250	3	5978	2
VKO	1688	8	756	5	1222	7
PRG	1631	8	2848	11	2240	10
EVN	1630	10	255	1	943	6
IFO	1612	12	2676	23	2144	18
AMS	1599	4	6861	17	4230	11
BCN	1576	5	1084	3	1330	4
TBB	1501	1			1501	1
HAV	1486	1			1486	1
MLA	1481	4	448	1	964	3
DYU	1480	3	908	2	1194	3
GZT	1458	2			1458	2
FNA	1365	1	570	2	968	2
CIA	1337	3			1337	3
OZH	1317	20	2015	24	1666	22
Other	35397	119	155204	370		
Total	508382.7838	1670	562504.6	1999	535443.70	1834.5

3. While UNDP intends to establish the LTA there is no fixed committed contract amount and UNDP reserves the right to utilize other sources at its discretion to assure value for money.

4. It is anticipated to award the contract to **2 qualified suppliers** as a result of this RFP. UNDP/ UN Agency may arrange a secondary competition among the 2 LTA holders when the services are required and award the Purchase Order(s) to the LTA holder offering the lowest price for requested services. The service standards to be provided must be of the highest order, and responses to specific criteria concerning service elements will be weighted heavily.

5. IMPORTANT: Travel service provider/s are therefore requested to provide a 24/7 contact support person for the purposes of UN staff travel support in such cases. The UN-dedicated Senior Travel Consultant must have 24/7 access to the booking system and have the possibility to provide support as may be requested in the emergency situations.

6. UNDP recognizes the importance of confidentiality of the data provided: the proposal information and the travel itineraries and reservations of its travelers. Accordingly, the selected agency must keep confidential all dealings with UNDP and the UN Agencies.

TRAVEL POLICY:

Current air travel policy requires the Travel Agent(s) in all cases to book the lowest available fares/the most direct and economical options and to research alternate itineraries (at least three options, if available) in order to provide the lowest appropriate fares, which satisfy the UN/UNDP travel policies and mission requirements. The UN travel policies embody the following basic principles which, however, are subject to subsequent revision:

1. Where available, use of the lowest applicable fare (including penalty fares) is the preference;
2. Full economy fares may be used if no appropriate reduced fares are available;
3. Business class travel or equivalent may be applicable only in limited situations;
4. The first class travel is organized only on specific request from authorised UNDP/UN Agency staff;
5. The Travel Agent 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 UNDP/ UN Agency;
6. The Travel Agent shall, where appropriate, attempt to obtain free business class and first class upgrades for UNDP/UN Agency travellers. Any upgrades should be used for the cost-savings purposes.

SCOPE OF WORK AND EXPECTED OUTCOMES

The travel agencies shall provide full, prompt, accurate and expert international travel products and services to staff of the UNDP/ UN Agency. The products and services include, but are not limited to, the following:

1) Reservation and Ticketing:

- Upon request from authorized focal point (UNDP/UN Agency staff) travel agency shall immediately make bookings and prepare appropriate itineraries and formal quotation based on the lowest fare and the most direct and convenient routing;
- In the event that required travel arrangement cannot be confirmed, travel agency shall notify UNDP/UN Agency of the problem and present alternative routings/quotations for considerations;
- For wait-listed bookings, travel agency shall provide regular daily feedback on status of the flight;
- Travel agency shall promptly issue tickets and detailed itineraries, (in electronic format) showing the accurate status of the airline on all segments of the journey;
- Travel agency shall accurately advise UNDP/ UN Agency of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings;
- Travel agency shall provide information on airline/train tickets schedules.

2) Airfares and Airlines Routings / Itineraries

- Upon the request of UNDP/UN Agency for a new requirement, the travel agency must provide minimum two itineraries;
- Travel agency shall propose fares/airline routings and guarantee that it shall obtain the lowest available airfare for the journey concerned. Such journeys shall be the most direct and economic routing.

- The travel agency may be requested to provide business class tickets where the travel time exceeds nine (9) hours in duration with a maximum four (4) hours break between flight segments;
- Travel agency shall ensure that tickets issued are in accordance with entitlements prescribed in UN agencies Travel Authorization;
- The travel agency shall assist UN agencies in negotiating with airlines on preferred fare conditions;
- The travel agency shall advise UN agencies of market practices and trends that could result in further

savings for them, including the use of corporate travel booking tools with automated travel policy compliance and enforcement, and travel management reporting.

3) Travel Information / Advisories

- Travel agency shall provide travellers with a complete automated itinerary document to include carrier(s), flight and voyage numbers, departure and arrival times (s) for each segment of the trip, tax exempt information, etc.;
- Travel agency shall inform travellers, upon booking confirmation, of flight/ticket restrictions, involuntary stop-overs, hidden stops, and other inconveniences of the itinerary and provide required documentation for travels;
- Upon request of UNDP/ UN Agency, travel agency shall provide travellers with online and offline relevant information on official destinations, i.e. visa requirements, security procedures, airport transfers/land transportation facilities, local points of interest, currency restrictions/ regulations, health precautions, weather conditions, etc.; and
- Travel agency shall promptly notify UNDP/ UN Agency Travel Administrator or traveller/s (if contacts are provided by UNDP) of airport closures, delayed or cancelled flights, as well as other changes that might affect or will require preparations from travellers, sufficiently before departure time;

4) Billing and Invoice

- Travel agency shall send an itemized official invoice to UNDP/ UN Agency Travel Administrator or relevant focal points from other UN agencies as relevant immediately upon the ticket issuance for all transactions. The invoice should reflect the actual cost as offered by the airlines, substantiated by evidence and added to it the travel service provider/s service fees. UNDP/ UN Agency shall provide payment to the Travel agency by means of bank transfer after the approval of transactions. The invoice, VAT tax certificate (if applicable), act of acceptance of services provided in hard copies should be submitted to UNDP/UN in addition to the payment request of the Airlines in regards to the specific ticket requested by UNDP/UN.

5) Flight Cancellation / Rebooking and Refunds

- Travel agency shall process duly authorized flight/train changes / cancellations when and as required;
- Travel agency shall immediately process airline refunds for cancelled travel requirements / unutilized pre-paid tickets and credit these to UNDP/UN Agency as expeditiously as possible;
- Travel agency shall refund tickets within three (3) months only (shorter period than 3 months offered will be an advantage);
- Travel agency shall limit refund charges at airline rate only, i.e. no additional charges will accrue to the travel agency;

- Travel agency shall absorb cancellation and / or change reservation date charges which are due to no fault of UNDP/UN Agency or the traveller;
- Travel agency shall report back to UNDP/UN on the status of ticket refunds.

6) Management Reporting System

Travel agency shall submit the following reports on a regular basis:

- Quarterly Production Statistics (per UN Agency Office and consolidated format);
- Yearly Carrier – Route – Fare Analysis and Production / Volume of Business;
- Monthly reports on the status of ticket refunds per UN Agency.
- Changes and Update on Airline Rates, promotions, policy changes, etc, immediately upon the receipt of the advise;
- Complaint Analysis.

7) Availability of Other Products and Services as May Be Requested

- The Travel Agent(s) shall assist the UN Agency /UNDP in obtaining visas. This assistance shall consist of providing information on a country visa requirements, forms and applications for visa requests, providing visa information to travellers, conducting visa assistance follow-ups, keeping appropriate records thereon, using and making arrangements for issuance of visas;
- Travel Agent(s) shall indicate any special features, programmes, or services that would be beneficial to the UN System in Ukraine and its travellers (e.g. visa processing, "Meet and Greet", Lost baggage follow-up, insurance, preferred seating arrangements);
- Where travel to destinations outside the territory of Ukraine requires provision of additional logistical arrangements, the Travel Agent(s) shall at the request of UN Agency /UNDP provide other services including, but not limited to, accommodation arrangement, arrangement of conferences, meetings, seminars and training workshops, transportation, additional equipment and related services as required. The Travel Agent shall identify suitable hotels or other venues, request for quotations, negotiate rates and other conditions and present the final offer for consideration and approval by the UN Agency/UNDP. Such services are not the primary scope of this LTA but may be requested from time to time; mini-competition for these may as well apply between the LTA holders.
- Any additional services or discounts/incentives that the applicant wishes to identify.

ROLES AND RESPONSIBILITIES

UNDP shall serve as the focal point for the following functions related to the travel contract for all UN agencies:

- Overall contract administration;
- Performance reviews;
- Obtain regular progress reports;
- Perform inspection of services, verification of fares, rates, etc.

Responsible staff in each UN agency (except the temporarily present missions for whom UNDP will serve as a focal point) shall serve as the focal points for the following travel functions related to their agency:

- Requesting of travel services and price quotations by phone and/or e-mail;
- Confirmation of ticket reservations by e-mail;
- Processing of payments upon receipt of an invoice.

(List of authorized staff from the UN agencies will be provided to LTA holders separately and updated in case of changes).

PERFORMANCE STANDARDS AND SERVICE LEVEL GUARANTEE

The contracted travel agent shall perform its services and deliver its products in accordance with the herein prescribes minimum performance standards set by the UNDP:

Product / Service	Performance Attribute	Definition	Standard / Service Level
1. Airline Reservation	Accuracy	Ability to perform task completely and without error	<u>Zero-error</u> in passenger records/airline bookings/fare computation/routing
	Speed and Efficiency	Ability to deliver product or service promptly	For confirmed bookings, <u>within two hours</u> from time of request For wait-listed bookings, <u>update daily</u>
2. Airline/Train Tickets	Accuracy	Ability to perform task completely and without error	<u>Zero-error</u> in electronic tickets/cancellation of travel due to incomplete travel documents
	Timeliness of delivery	Ability to deliver product or service promptly	<u>Immediately</u> after receiving UNDP travel authorization, but not later than in 2 hours.
3. Billing	Accuracy	Ability to generate billing statements without errors	<u>Zero-Error/no discrepancy</u> between invoices and attachments
	Clarity	Ability to generate bills that are transparent and easy to understand	<u>Zero>Returns</u> for clarification/explanation
4. Rates/Pricing	Fairness	Correspondence of charges to proposed	<u>Zero-tolerance</u>

Product / Service	Performance Attribute	Definition	Standard / Service Level
		and fixed service fees	
	Best Value for money	Ability to quote competitive fare	At levels same or lower than airline preferred rates. Guarantee that <u>one quotation is the lowest obtainable fare</u>
	Willingness to assist UNDP negotiate with airlines regarding preferred rates and concessions	Voluntarily offering to assist/represent UNDP in dealings with airlines	Semi annual meetings to obtain competitive rates in the market and preferable fare conditions (i.e. ticketing, deadlines, etc.)
5. Service Quality	Accessibility	Ability to access or approach the travel agency	Telephone: accommodate all calls Emergency: 24/7 hours availability with immediate reaction is a must Email: available Website: available
	Responsiveness	Willingness to help the traveler	Regular coordination meetings with UNDP: twice a year
6. Problem Solving	Refunds	Ability to process and obtain ticket refunds on a timely basis	100% within three months from date of cancellation
	Complaint Handling	Ability to resolve complaints	Timeliness: one (1) week and depending on the nature of the claim
7. Communications	Awareness Level regarding Travel Agency Product and Services	Services and policies are communicated to travelers.	Frequency of communications: Monthly

Product / Service	Performance Attribute	Definition	Standard / Service Level
8. Office premises and Hours of Services	Office Premises/Hours	Required hours/space to perform obligations	Accommodation of calls during off-hours Zero complaints that no one was around to answer calls.

REQUIREMENTS TO THE CONTRACTOR:

The successful travel agency shall have the following minimum qualifications:

- 1) Accredited IATA Travel Agency, duly licensed in the country, with an access to Global Distribution System (minimum 5 year company experience and minimum 3 years of IATA membership is required);
- 2) Maintains a good track record in serving international organizations, embassies and medium to large multi-national corporations, proved by at least 3 reference letters from main clients in terms of scope of cooperation / contract value;
- 3) Employs competent and experienced travel experts, especially in ticketing and fare computations, as evidenced by their track record in their Curriculum Vitae;
- 4) Financially and logistically capable of rendering services to UN agencies including UNDP (minimum 2000 number of tickets sold annually and minimum 1,500,000 USD annual turnover for the past 2 years is required);
- 5) Maintains facilities of on-line booking / airline reservations (e.g. Amadeus) – minimum one booking system is required, international ticketing, ticket printing facilities, train ticketing, international visa and accommodation support;
- 6) Availability of courier delivery;
- 7) Acceptance of UNDP General terms and conditions.

The successful travel agency shall be required to devote at least one (1) personnel with the following minimum qualifications:

- 1) Senior Travel Expert dedicated to UNDP/UN Agency with a diploma or certificate in travel/tourism or related areas and of minimum three (3) years of practical experience in travel services management, operating the automated reservation and ticketing systems;
- 2) Has adequate authority to make decisions for the timely resolution of problems;
- 3) Shall maintain operations necessary to support 24/7 in ad-hoc/emergency situations as required by the UN/UNDP including access of service and necessary delivery of tickets to the required destinations;
- 4) Shall be fluent in Ukrainian and Russian and possess at least intermediate level of English.

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.

If the travel agency decided to terminate the services of the travel expert, the travel agency must notify UNDP one month in advance and attach to the letter the Curriculum Vitae of the succeeding proposed travel expert. UNDP has the right to reject the newly nominated travel expert if not competent enough to handle the management of the travel services.

UNDP reserves the right to interview the Senior Travel Experts prior to opening the financial proposal to finalize the technical proposal (in case of necessity).

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 password protected file via email. Electronic format of submission only)

▪ 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 UNDP.

We offer to provide services in conformity with the Bidding documents, including the UNDP 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 UNDP 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 UNDP vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert UNDP 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 UNDP 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 Incorporation/ Business Registration ▪ 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 (address, telephone numbers, fax numbers, e-mail address)	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 UNDP 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 UNDP.

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			
---------------	--	--	--

☐ 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 experience and reputation on the market

- 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 Relevant certificates and association membership confirming documents.
- 1.4 Quality assurance procedures and risk mitigation measures.
- 1.5 Organization's commitment to sustainability.

SECTION 2: Bidder's capability and expertise

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 Detailed organizational structure of the Company, including quantity of qualified personal available.
- 2.2 Information about sales volumes past 3 years.
- 2.3 Description of booking system in use
- 2.4 Quality assurance and service support provision information.
- 2.5 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.
- 2.6 Description of available performance monitoring and evaluation mechanisms and tools; how they shall be adopted and used for a specific requirement.
- 2.7 Demonstrate how you plan to integrate sustainability measures in the execution of the contract.
- 2.8 Any other comments or information regarding the project approach and methodology that will be adopted.

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 and submit it in a file separate from the Technical Proposal as indicated in the Instruction to Bidders. Any Financial information provided in the Technical Proposal shall lead to Bidder's disqualification.

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

The below table represents a breakdown of tickets purchased grouped by destinations (for avia) and average quantity of train tickets (local) over 2017. It shall be used as a guide in preparing the Financial Proposal. Bidders are expected to insert their service fee per ticket issued for each of the destination groups. UNDP does not expect to pay any fees other than the services fees for each ticket.

Only columns marked blue need to be filled-in by the proposers.

Table 1: Avia tickets

Destination	Historical sales volume, 2017, number of avia tickets (1)	Service fee charged by the travel agency per avia ticket, USD or UAH (please indicate currency) (2)	VAT (if applicable), USD or UAH	Total price proposal (3)=(1)*(2), USD
European	536			
Intercontinental	120			
Local (Ukraine)	585			
CIS	310			
Others	119			
Total	1,670.00			(4) = Σ (3)

Table 2: Train tickets

Destination	Historical sales volume, 2017, number of train tickets (1)	Service fee charged by the travel agency per train ticket, USD or UAH (please	VAT (if applicable), USD or UAH	Total price proposal (3)=(1)*(2), USD
-------------	--	---	---------------------------------	---------------------------------------

		indicate currency) (2)		
Total	4800			

In addition to above main financial component, the Proposers are requested to provide their service handling fee for the below transactions which may be leveraged by UNDP upon request. The below rates will not be considered during the evaluation stages, however UNDP may include these fees in the Long Term Agreement as a guide.

#	Transaction	Service Fee, USD or UAH (please indicate currency)	VAT (if applicable), USD or UAH
1	Hotel reservations/accommodation		
2	Ground transportation/car rental		
3	Passport and Visa processing		
4	Travel insurance		
5	Excess baggage		
6	Package tours and promotions for personal travel (to be paid for by passenger)		
7	Privileged check-in services/use of airline lounges facilities		
8	Preferred seating arrangements/upgrades		
9	Emergency services, e.g. sickness, injury, etc.;		
10	Other services (<i>Proposer to specify</i>)		

“Duly authorized to sign the proposal for and on behalf of” _____

(Name of Organisation): _____

Signature/Stamp of Entity/Date: _____

Name of representative: _____

Address: _____

Telephone/Fax: _____

Email: _____

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: UNDP

[Insert contact information as provided in Data Sheet]

WHEREAS [Name and address of Bidder] (hereinafter called "the Bidder") has submitted a Proposal to UNDP 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 UNDP has awarded it;
- b) Withdraws its Proposal after the date of the opening of the Proposals;
- c) Fails to comply with UNDP's variation of requirement, as per RFP instructions; or
- d) Fails to furnish Performance Security, insurances, or other documents that UNDP 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]