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REQUEST FOR PROPOSAL

Common Travel Management Services to the UN System in Republic of Mozambique

RFP No.: RFP_003_2018

Project: ONE UN

Country: Mozambique

Issued on: 5 June 2018

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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
 - Form A: Technical Proposal Submission Form
 - Form B: Bidder Information Form
 - Form C: Joint Venture/Consortium/Association Information Form
 - Form D: Qualification Form
 - Form E: Format of Technical Proposal
 - Form F: Financial Proposal Submission Form
 - Form G: Financial Proposal Form
 - Form H: Form of Proposal Security

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

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

Issued by:

Approved by:

Name: Mauro Ivo Salia
Title: Procurement Analyst
Date: **June 5, 2018**

Name: Abdourahmane Dia
Title: Deputy Country Director (O)
Date: **June 5, 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> <p>19.2 If the amendment is substantial, UNDP may extend the Deadline for submission</p>

	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	<p>21.1 When appropriate, a Bidder's conference will be conducted at the date, time and location specified in the BDS. All Bidders are encouraged to attend. Non-attendance, however, shall not result in disqualification of an interested Bidder. Minutes of the Bidder's conference will be disseminated on the procurement website and shared by email or on the e-Tendering platform as specified in the BDS. No verbal statement made during the conference shall modify the terms and conditions of the RFP, unless specifically incorporated in the Minutes of the Bidder's Conference or issued/posted as an amendment to RFP.</p>
C. SUBMISSION AND OPENING OF PROPOSALS	
22. Submission	<p>22.1 The Bidder shall submit a duly signed and complete Proposal comprising the documents and forms in accordance with the requirements in the BDS. The submission shall be in the manner specified in the BDS.</p> <p>22.2 The Proposal shall be signed by the Bidder or person(s) duly authorized to commit the Bidder. The authorization shall be communicated through a document evidencing such authorization issued by the legal representative of the bidding entity, or a Power of Attorney, accompanying the Proposal.</p> <p>22.3 Bidders must be aware that the mere act of submission of a Proposal, in and of itself, implies that the Bidder fully accepts the UNDP General Contract Terms and Conditions.</p>
Hard copy (manual) submission	<p>22.4 Hard copy (manual) submission by courier or hand delivery allowed or specified in the BDS shall be governed as follows:</p> <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 iii. Bear a warning that states <i>"Not to be opened before the time and date for proposal opening"</i> as specified in the BDS.

	<p>If the envelopes and packages with the Proposal are not sealed and marked as required, UNDP shall assume no responsibility for the misplacement, loss, or premature opening of the Proposal.</p>
<p>23. Deadline for Submission of Proposals and Late Proposals</p>	<p>23.1 Complete Proposals must be received by UNDP in the manner, and no later than the date and time, specified in the BDS. UNDP shall only recognize the date and time that the bid was received by UNDP</p> <p>23.2 UNDP shall not consider any Proposal that is submitted after the deadline for the submission of Proposals.</p>
<p>24. Withdrawal, Substitution, and Modification of Proposals</p>	<p>24.1 A Bidder may withdraw, substitute or modify its Proposal after it has been submitted at any time prior to the deadline for submission.</p> <p>24.2 Manual and Email submissions: A bidder may withdraw, substitute or modify its Proposal by sending a written notice to UNDP, duly signed by an authorized representative, and shall include a copy of the authorization (or a Power of Attorney). The corresponding substitution or modification of the Proposal, if any, must accompany the respective written notice. All notices must be submitted in the same manner as specified for submission of proposals, by clearly marking them as "WITHDRAWAL" "SUBSTITUTION," or "MODIFICATION"</p> <p>24.3 eTendering: A Bidder may withdraw, substitute or modify its Proposal by Canceling, Editing, and re-submitting the proposal directly in the system. It is the responsibility of the Bidder to properly follow the system instructions, duly edit and submit a substitution or modification of the Proposal as needed. Detailed instructions on how to cancel or modify a Proposal directly in the system are provided in Bidder User Guide and Instructional videos.</p> <p>24.4 Proposals requested to be withdrawn shall be returned unopened to the Bidders (only for manual submissions), except if the bid is withdrawn after the bid has been opened</p>
<p>25. Proposal Opening</p>	<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>
<p>D. EVALUATION OF PROPOSALS</p>	
<p>26. Confidentiality</p>	<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>
<p>27. Evaluation of Proposals</p>	<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> <ul style="list-style-type: none"> a) Preliminary Examination b) Minimum Eligibility and Qualification (if pre-qualification is not done) c) Evaluation of Technical Proposals

	d) Evaluation of Financial Proposals
28. Preliminary Examination	<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> <ul style="list-style-type: none"> a) They are not included in the UN Security Council 1267/1989 Committee's list of terrorists and terrorist financiers, and in UNDP's ineligible vendors' list; b) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments, c) They have the necessary similar experience, technical expertise, production capacity where applicable, quality certifications, quality assurance procedures and other resources applicable to the provision of the services required; d) They are able to comply fully with UNDP General Terms and Conditions of Contract; e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and f) They have a record of timely and satisfactory performance with their clients.
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>

	<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>
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 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, Repairable Errors and	<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</p>

Omissions	<p>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 of subtotals, the subtotals shall prevail and the total shall be corrected; and c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail. <p>34.4 If the Bidder does not accept the correction of errors made by UNDP, its Proposal shall be rejected.</p>
E. AWARD OF CONTRACT	
35.Right to Accept, Reject, Any or All Proposals	<p>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.</p>
36.Award Criteria	<p>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.</p>
37.Debriefing	<p>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.</p>
38.Right to Vary Requirements at the Time of Award	<p>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.</p>
39.Contract Signature	<p>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.</p>
40.Contract Type and General Terms and	<p>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</p>

Conditions	http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
41. Performance Security	<p>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.</p>
42. Bank Guarantee for Advanced Payment	<p>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</p>
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: 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 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 not be conducted
5	10	Proposal Validity Period	90 days
6	14	Bid Security	Not Required of financial proposal
7	41	Advanced Payment upon signing of contract	Not Allowed
8	42	Liquidated Damages	Will not be imposed
9	40	Performance Security	Not Required
10	18	Currency of Proposal	Local currency Meticaïs
11	31	Deadline for submitting requests for clarifications/ questions	5 days before the submission deadline

12	31	Contact Details for submitting clarifications/questions	Focal Person in UNDP: procurement.mozambique@undp.org
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	16:30 Local time, 11/07/2018
14	22	Allowable Manner of Submitting Proposals	X Courier/Hand Delivery
15	22	Proposal Submission Address	Av: Kenneth Kaunda, 921/931 Maputo, Mozambique
16	22	Electronic submission (email or eTendering) requirements	▪ N/A
17	27 36	Evaluation Method for the Award of Contract	Lowest Financial Offer among Technically Responsive and Qualified Proposals The minimum technical score required to pass is 70%.
18		Expected date for commencement of Contract	<i>August 1, 2018</i>
19		Maximum expected duration of contract	3 years
20	35	UNDP will award the contract to:	4 Best responsive bidders
21	39	Type of Contract	Contract for Goods and Services on behalf of UN Entities http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
22	39	UNDP Contract Terms and Conditions that will apply	UNDP General Terms and Conditions for Mixed Goods and Services http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html

			In addition, the UN General Terms and Conditions
23	Other Information Related to the RFP	<p>CONTRACTUAL TERMS AND CONDITIONS The UN General Terms and Conditions are attached and will form part of any contract resulting from the RFP.</p> <p>FULL RIGHT TO USE AND SELL The bidder warrants that it has not and shall not enter into any agreement or arrangement that restrains or restricts any UN agencies and Government of Moçambique the rights to use the service that may be acquired under any resulting Contract.</p> <p>SUBCONTRACTING Proposers MUST identify on their offer, any services, which may be offered by themselves, but originate from another supplier and/or country. UN must review all subcontracting prior to award.</p> <p>PROPOSER'S REPRESENTATIONS The proposer represents and warrants that it has the personnel, experience, qualifications, facilities, financial resources and all other skills and resources to perform his or her obligations under any resulting Contract.</p> <p>CONFIDENTIAL INFORMATION Information, which the bidder considers proprietary, should be clearly marked "proprietary", if any, next to the relevant part of the text, and UN will treat such information accordingly.</p> <p>RIGHTS OF THE UN UN reserves the right to accept any proposal, in whole or in part; or, to reject any or all proposals. UN reserves the right to invalidate any Proposal received from a Bidder who has previously failed to perform properly or complete contracts on time, or a Proposal received from a Bidder who, in the opinion of UN, is not in position to perform the contract. UN shall not be held responsible for any cost incurred by the Bidder in preparing the response to their Request for Proposal. The Bidder agrees to be bound by the decision of UN as to whether her/his proposal meets the requirements stated in this Request for Proposal. Specifically, UN reserves the right to:</p> <ol style="list-style-type: none"> 1) Contact any or all references supplied by the bidder(s) 2) Request additional supporting or supplementary data (from the bidder(s)) 3) Arrange interviews with the bidder(s) 4) Reject any or all proposals submitted 5) Accept any proposals in whole or in part 6) Negotiate with the most favourable bidder(s)- 7) Contract any number of candidates as required to achieve the overall evaluation objectives 	

Section 4. Evaluation Criteria

Preliminary Examination Criteria

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

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

Minimum Eligibility and Qualification Criteria

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

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

Subject	Criteria	Document Submission requirement
ELIGIBILITY		
Legal Status	Vendor is a legally registered entity.	Form B: Bidder Information Form
Eligibility	Vendor is not suspended, nor debarred, nor otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization in accordance with ITB clause 3.	Form A: Technical Proposal Submission Form
Conflict of Interest	No conflicts of interest in accordance with ITB clause 4.	Form A: Technical Proposal Submission Form
Bankruptcy	Not declared bankruptcy, not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future.	Form A: Technical Proposal Submission Form
IATA membership	Vendor is a registered member of the International Air Transport Association	Evidence of membership
Travel booking ERP	Being the holder of a valid certificate of an ERP for ticket booking (AMADEUS, GALILEO, etc.)	Valid license to operate

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 3 years of relevant experience.	Form D: Qualification Form
	Minimum 3 contracts of similar value, nature and complexity implemented over the last 3 years. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Form D: Qualification Form
Financial Standing	Minimum average annual turnover of USD 300,000.00 for the last 3 years. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Form D: Qualification Form
	Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Form D: Qualification Form

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.

Technical Evaluation Criteria

Summary of Technical Proposal Evaluation Forms		Points Obtainable
1.	Bidder's qualification, capacity and experience	170
2.	Proposed Methodology, Approach and Implementation Plan	300
3.	Management Structure and Key Personnel	230
	Total	700

Section 1. Bidder's qualification, capacity and experience		Points obtainable
1.1	Reputation of Organization and Staff Credibility / Reliability / Industry Standing	50
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	30
1.3	Relevance of specialized knowledge and experience on similar engagements done in the region/country	30
1.4	Quality assurance procedures and risk mitigation measures	10
1.5	Organizational Commitment to Sustainability (mandatory weight) – Organization is compliant with ISO 9001 or equivalent – 5 points – Organization is a member of the UN Global Compact – 52 points – Organization demonstrates significant commitment to sustainability through some other means – 5 points, for example internal company policy documents on women empowerment, renewable energies or any of the Sustainable Development Goals (SDGs) ²	10
1.6	Number of customers, size of projects, number of staff per project	20
1.7	Client references	20
Total Section 1		170

Section 2. Proposed Methodology, Approach and Implementation Plan		Points obtainable
2.1	Understanding of the requirement: Have the important aspects of the task been addressed in sufficient detail? Are the different components of the project adequately weighted relative to one another?	100
2.2	Description of the Offeror's approach and methodology for meeting or exceeding the requirements of the Terms of Reference	100
2.3	Details on how the different service elements shall be organized, controlled and delivered	50
2.4	Description of available performance monitoring and evaluation mechanisms and tools; how they shall be adopted and used for a specific requirement	40
2.5	Assessment of the implementation plan proposed including whether the activities are properly sequenced and if these are logical and realistic	40

² SDGs: <https://sustainabledevelopment.un.org/sdgs>

2.6	Demonstration of ability to plan, integrate and effectively implement sustainability measures in the execution of the contract	50
2.7	Innovation approach	10
2.8	Technologies used - compatibility with UN	10
Total Section 2		400

Section 3. Management Structure and Key Personnel			Points obtainable
3.1	Composition and structure of the team proposed. Are the proposed roles of the management and the team of key personnel suitable for the provision of the necessary services?		50
3.2	Qualifications of key personnel proposed		
3.2 a	Team Leader / Head of Business		80
	- Minimum 10 years of working Experience	20	
	- Minimum 10 years' experience in Travel Management Services	30	
	- Minimum 5 years' experience in the Region/International	20	
	- Language Qualifications (Minimum bilingual: Portuguese and English)	10	
3.2 b	Senior Expert / Key Account Manager		60
	- Minimum 5 years of working Experience	20	
	- Minimum 5 years' experience in Travel Management Services	30	
	- Language Qualifications (Minimum bilingual: Portuguese and English)	10	
3.2 c	Junior Expert / Service Desk Personnel		40
	- Minimum 3 years of working experience	15	
	- Minimum 3 years' experience in Travel Management Services	15	
	- Language Qualifications (Minimum bilingual: Portuguese and English)	10	
Total Section 3			230

Section 5. Terms of Reference

FOR THE SELECTION OF A COMMON TRAVEL MANAGEMENT SERVICES TO THE UN SYSTEM IN REPUBLIC OF MOZAMBIQUE.

1. BACKGROUND

In compliance with the Secretary General's UN Reform Programme, the UN Resident Coordinator (RC) System in Mozambique, consisting of all UN agencies present in the country, has undertaken steps to harmonize common services among the UN Agencies in Mozambique to provide Travel and Protocol services to UN Agencies which includes but is not limited to the United Nations Development Programme (UNDP), The Resident Coordinators Office (RCO), Food and Agriculture Organization (FAO), United Nations Population Fund (UNFPA), United Nations Children Education Fund (UNICEF), United Nations Educational, Scientific and Cultural Organization (UNESCO), United Nations High Commission for Refugees (UNHCR), United Nations Industrial Development Organization (UNIDO), United Nations Information Centre (UNIC), United Nations Programme on HIV/AIDS (UNAIDS), United Nations Entity for Gender Equality and Empowerment of Women (UN Women), World Health Organization (WHO), World Food Programme (WFP), International Labour Organization (ILO), International Fund for Development (IFAD), International Organization for Migration (IOM) and United Nations Settlement Programme (UN-Habitat) and other agencies that may wish to join later.

To achieve cost efficiency from economies of scale while ensuring outstanding quality of service, one recommendation agreed among the UN Agencies was to consolidate all the travel requirements and enter into common contracts with four travel agents to serve all its travel needs and service requirements.

Travel, as referred to in the TOR, shall apply to all movements or journey of UN staff from one place to another for official business purposes, being inter-continental, international and domestic.

The latest official travel statistics for UN Agencies based in Mozambique during the year 2017 was approximately US\$ 1 Million for International tickets and US\$ 2 Million for Domestic tickets. Please note UNDP offers (but cannot guarantee) the accuracy of any information contained in the above stated report and offers it in good faith. Any agreement resulting from this Request for Proposal carries with it no guarantee of future business levels up to that level. The Personnel dedicated to UN shall be required to be well-versed on the travel policies of the UN and each of its agencies, and adopt the same knowledge on the conduct of business and delivery of services to the UN System. The personnel who will be assigned to serve the UN need not necessarily be new, but may also be current employee of the travel agencies, to be reassigned to service the UN requirements on a full-time basis.

Other expertise needed and facilities required shall be sourced from the existing capacity of the Travel Agencies.

2. RESPONSIBILITIES FOR PROVISION OF RESOURCE AND MATERIALS

In case of a requirement by any of the UN Agency, the requesting Agency may provide the floor space, furniture and an internal telephone for making calls to extensions of UN personnel within the building. The Travel Agent shall provide the following:

- a) The Travel agent shall provide travel services from 8.00am to 7.00pm during UN working days;
- b) The travel agent will give the United Nations a list of names, addresses, telephone numbers and contacting services of its assigned personnel;
- c) The Travel agent will designate one or several members of its personnel that can be reached to provide travel services in case of an emergency, outside normal working hours, weekends, and holidays or when the travel agencies are closed. The travel agencies must, therefore, provide the home address and accessible 24-hour contact numbers, for emergencies (telephone number, mobile phones or beeper). This information shall be periodically up-dated;
- d) Much of the official travel must be organized on short notice, thereby placing a premium on efficiency and rapid communication in handling all travel related matters. Furthermore, in carrying out its diverse worldwide operations, the Travel Administrator and the Associated Agencies need not only to arrange for travel of its Maputo based staff, but also for the travel of new staff, participants in meetings, and staff from other parts of the world.
- e) The Travel Agent shall have in its current office all necessary equipment and facilities and shall employ enough experienced and professionally trained experts and staff to handle minimum requirements of the UN Agency System.
- f) The Implants, should there be an agency specific requirement, shall be appropriately equipped, with legal authorizations and qualified personnel to comply with the responsibilities included in the contract. It shall have reservation system terminals, air ticket printer, safe deposit, etc. or any other technological means considered by the company to allow it to provide service. The Agency's WEB platform will be given high consideration. To provide adequate service the Travel Agent must at least have the following at the implant located at the UN premises:
 - Tow computerized reservation systems from the main air service providers (GALILEO and/or AMADEUS), appropriate equipment and furniture, communication facilities, etc.
 - From the commencement of the contract, a computer with internet connection type ISDN, a printer and a fax machine; this equipment will be used by the personnel providing services at the implant; and any other assistance agreed upon by the parties that will allow the provision of the required services.
 - E-mail service and email address for each of the assigned members to facilitate communication between the travel agencies and the United Nations.
 - The Travel Agent shall be equipped with a fully automated accounting system

3. MINIMUM PRODUCTS AND SERVICES REQUIRED BY UN AGENCIES

The successful travel agent service provider shall provide full, prompt, accurate and expert international and domestic travel products and services to officers/staff of the UN Agency System, their dependents and other travelers authorized/accredited under the System, in accordance with the UN policies, procedures and guidelines. The products and services required by the UN Agencies include, but not be limited to, the following:

A. Reservation and Ticketing

- 1) For every duly approved UN Travel Authorization, Travel Agent shall immediately make bookings on at least 2 (two) main airlines operating the route and prepare appropriate, all confirmed if possible, itineraries and formal quotations based on the most economical fare and the most direct and convenient routing;
- 2) If required travel arrangements cannot be confirmed, Travel Agent shall notify the requesting party of the problem and present three (3) alternative routings/quotations for the traveler's consideration;
- 3) For wait-listed bookings, Travel Agent shall provide regular feedback on status of flight and continuously endeavor to secure confirmation;

- 4) Travel Agent shall promptly issue and deliver accurately printed tickets and detailed itineraries, (in printed and electronic format) showing the accurate status of the airline and hotel reservations on all segments of the journey as well as the restrictions applicable;
- 5) Travel Agent shall accurately advise the UN Agency of the ticketing deadlines, restrictions and other relevant information every time reservations are made, in order to avoid cancellations of bookings and unnecessary refunding;
- 6) Travel Agent shall be given complete copies of the various UN travel policies and procedures and shall be fully familiar and comply with these policies and procedures for all official Travel;
- 7) The Travel Agent shall provide all official travelers with last seat availability, advance seat assignments and advance boarding passes on all airlines for which the Travel Agent can offer these services. The Travel Agent is expected to expand these services, as they become available on additional carriers;
- 8) The Travel Agent must be knowledgeable of and accepts to propose special fares, restricted fares, discount fares, and bulk fares for use whenever appropriate. Fares which entail restrictive conditions (such as penalties and stay-overs), however, shall only be booked with the express approval of authorized Agency personnel;
- 9) The Travel Agent shall, where appropriate, attempt to obtain free business class and first-class upgrades for UN Agency travelers. Any upgrades shall be used for the cost-saving purposes.

B. Hotels

- 1) The Travel Agent shall make reservations for lodging accommodations when required. This service shall include initiating and confirming reservations, and confirming the all-inclusive rate at which the reservation is made;
- 2) The Travel Agent shall negotiate to the maximum extent possible, discount rates, including net rates, for hotel accommodations applicable specifically to reservations by the UN for official travel and to arrange such services on a worldwide basis when requested to do so.

C. Other Services

- 1) The Travel Agent shall assist the UN in obtaining visas. This assistance shall consist of providing the forms and applications for visa requests, providing visa information to travelers, conducting visa assistance follow ups, keeping appropriate records thereon, using and making arrangement for issuance of visas;
- 2) The Travel Agent shall provide travelers with advise on necessary health requirements, including types of inoculations and vaccinations either required or suggested for travel to certain countries or areas;
- 3) Travel Agent shall indicate any special features, programmes, or services that would be beneficial to the UN and its travelers (e.g. visa processing, "Meet and Greet", lost baggage follow-up, insurance, preferred seating arrangements);
- 4) Travel Agent shall provide transportation services for the UN staff members and workshop participants to/from Mozambique airports on regular basis.

D. Travel Documentation

- 1) Travel Agent shall ensure that all traveling staff has complete travel documents required for their journeys, sufficiently before departure;
- 2) Immediately replace tickets and other travel documents in the event of their loss.

E. Airfares and Airline Routings/Itineraries

Travel Agent shall –

- 1) 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 economical routing;

- 2) ensure that tickets issued are in accordance with entitlements as per UN standard travel policies, and as may be prescribed in the Travel Authorization;
- 3) negotiate with airlines on preferred carrier fares for the UN Agency System (LAM, South Africa, TAP, etc.) and load such fares in the Travel Agent's Computerized Reservation System for use in auto-ticketing;
- 4) negotiate with airlines tickets with points and/or accumulated mileage on behalf of the United Nations. Such benefits will be credited to each of the concerned Associated Agency.
- 5) Provide general information of benefits especially those regarding accumulated free tickets with shall be detailed by each UN Agency (Frequent Flyer) and divided 50% to the United Nations and 50% to staff members, if not possible to reach a better agreement with airlines concerned;
- 6) advise the UN on market practices and trends that could results in further savings for the UN including the use of corporate travel booking tools with automated travel policy compliance and enforcement, and travel management reporting.

F. Travel Information/Advisories

Travel agent shall –

- 1) inform travelers, upon booking confirmation, of flight/ticket restrictions, involuntary stop-overs, hidden stops, and other possible inconveniences of the itinerary';
- 2) provide travelers with online and offline relevant information on official destinations (e.g. airport transfers/land transportation facilities, local points of interest, currency restrictions/regulations, health advisories, security advisories, weather conditions, etc.);
- 3) notify travelers of airport closures delayed or cancelled flights, security procedures, health precautions, as well as other changes that will affect or will require preparations from the travelers, sufficiently before departure time, and quick reference for requested destination.

G. Flight Cancellations/Rebooking and Refunds

Travel Agent shall –

- 1) process duly authorized flight changes/cancellations when and as required and taking are that in such cases, cancellation fees and charges imposed by the airlines are avoided;
- 2) immediately process airline refunds for canceled travel requirements/unutilized pre-paid tickets and credit these to the UN as expeditiously as possible;
- 3) Refund tickets within three (3) months only;
- 4) Limit refund charges at airlines rates only, i.e. no additional charges will accrue to the Travel Agent.

H. Management Reporting System

Travel Agent shall submit to the UN the following reports/documents on a monthly regular basis immediately or at any time upon request by the UN:

- 1) Daily/weekly/monthly production statistics (per UN Country Office and Consolidated format) with comparative figures if applicable (month to month, year on year);
- 2) Monthly Carrier-Route-Fare Analysis and Production/Volume of business;
- 3) Changes and Updates on Airlines Rates, promotions, policy changes, etc., immediately upon the Travel Agent's receipt of the advise;
- 4) Complaint analysis;
- 5) Savings achieved from the carrier's lowest available 'Y' fare and 'ticket refund' status;
- 6) Bonus in terms of amounts and mileages accrued

I. Availability of Other Products and Services as May Be Requested

Travel Agent, where applicable and upon request to the travelers, shall provide other services including, but not limited to, the following:

- 1) PTAs/MCOs
- 2) Lost Ticket/Travel Documents
- 3) Package Tours and Promotions for Personal Travel
- 4) Preferred Seating Arrangements/Upgrades
- 5) Privileged Check-in Services/Use of Airline Lounge Facilities
- 6) VIP Services
- 7) Hotel Reservations/Accommodations/Car Rental
- 8) Processing of Lost Baggage Claims
- 9) Ground Transportation/Car Rental
- 10) Travel Insurance
- 11) Emergency Services, e.g., sickness, injury, etc.
- 12) Meet and Greet Facilities
- 13) Airport Assistance
- 14) Conference/Event Planning for Travelers
- 15) Provide support to UN Travel Office in their preparation of Fare Analysis, Complaint Analysis and any other analytical work.

The foregoing description of services herein required by the UN System, as well as the succeeding performance standards, were identified and herein spelled out specifically, based on many years of experiences, best practices and lessons learned. Hence, the UN will be strictly enforcing them and ensuring the Travel Agent's compliance to them during their contractual relationship with the UN.

J. Traveler's Profiles

The Travel Agent shall maintain computerized profiles of all frequent travelers, as designated or defined from time to time by the UN, setting forth the traveler's preferences regarding airlines, hotels, seating and meal requirements, passport and credit card information, and such other information as is useful to facilitate such travelers travel arrangements.

K. Ticket Delivery

- 1) The Travel Agent shall deliver tickets, based upon proper authority from the Associated Agency in case of official travel, as set forth in item 2 above, itineraries, boarding passes (where available) and other travel documents as determined necessary by the Associated Agency. Tickets shall routinely be provided not earlier than one or two days in advance of travel unless required otherwise.
- 2) The Travel Agent shall deliver tickets to the UN traveler at the Maputo premises of the respective Associated Agency during business hours, except for tickets that need to be delivered in other countries to the travelers on official travel, in which case the Travel Agent shall use other facilities to effect such deliveries. Furthermore, the Travel Agent shall, as requested provide emergency ticket delivery, or prepaid tickets or otherwise, after hours at an appropriate airport or through one of its office or correspondent worldwide.

L. Service Standards

The Travel Agent shall provide polite, responsive and efficient service always to fulfill the UN requirements. As a service objective, telephone calls shall be answered promptly. When it is necessary to place calls on hold, they shall not be kept on hold for more than a few minutes and call-back, when necessary, shall be made within one hour.

M. Supplier Relations

- 1) Travel Agent shall not favor any carrier when making reservations.
- 2) The Travel Agent shall maintain excellent relations with all carriers for the benefit of the UN.
- 3) The Travel Agent shall undertake to provide contacts between the UN and, inter alia, airports, airlines, hotels and car rental companies, and shall when required arrange for meetings between the UN and such entities for the benefit of the UN.

N. Private Travel

- 1) The Travel Agent shall provide the UN staff with any information on local and non-local travel, including lodging, resorts and clubs for holidays and other private travel, with all related services. The Travel Agent shall provide vacation arrangements for all well-known tour operators, as well as its own products in the leisure market, including flight, only arrangements at bulk prices. Its personnel shall be trained to handle such private travel arrangements. However, the Travel Agent shall always give priority to handling official travel over any private travel.
- 2) The official travel requirement shall be accorded the highest priority and, therefore, the Travel Agent shall ensure that servicing private travel does not delay, impede or frustrate the Travel Agents timely and effective processing of the Associated Agencies official travel.
- 3) The Travel Agent notes that the Travel Administrator or the Associated Agencies do not guarantee the Travel Agent any minimum level of private travel, or exclusivity in handling such private travel. Neither the Travel Administrator nor the Associated Agencies will be responsible for any payment or claim of non-official travel requested by staff.

O. Performance Evaluation and Review

The Travel Agent shall meet periodically with the Travel Administrator to discuss issues of mutual concern, to review the Travel Agent's performance and to discuss improvements which the Travel Agent or the Associated Agencies should make to achieve more effective travel management and greater savings. The Travel Agent shall arrange meetings twice a year to discuss travel updates and other travel matters with the Travel Administrator. The Travel Agent shall make the Travel Administrator aware immediately of major industry changes, which have a broad impact on its travel policy or procedures.

P. Travel Agent's Quality Control

- 1) The Travel Agent shall establish and operate to monitor on a regular and continual basis the quality of travel services provided to the Travel Administrator. These procedures shall include a self-inspection system covering all the services to be performed under the Contract and shall include a method for monitoring, identifying and correcting deficiencies in the quality of service furnished to the Associated Agencies. The Travel Administrator shall be notified of any deficiencies found and corrective action taken; such actions shall be included in the Travel Agent's narrative report required under item "8" above.

- 2) The Travel Administrator and the Associated Agencies reserve the right to conduct their own quality control surveys among frequent travelers/
- 3) The Travel Agent warrants that the personnel assigned to handle the Travel Administrator and the Associated Agencies travel arrangements shall have a strong tariff experience and shall constantly be trained to be kept up to date.

Q. Conferences and Meetings

- 1) The Travel Agent shall, upon request, facilitate the arrangement of conferences, meetings, seminars and training workshops.
- 2) The Travel Agent shall identify suitable hotels or other establishments, request for proposals and quotations, negotiate rates and other terms and conditions and present the final offer for consideration and approval by the Associated Agency.
- 3) The Travel Agent shall, if requested, assist the Travel Administrator and the Associated Agencies in preparing for the meeting, including, but not limited to, ensuring that all the agreed upon conditions are being met by the hotel or the establishment where the meeting is to take place.
- 4) The Travel Agent will ensure that any other services such as registration of participants, additional equipment's, assistants, ancillary staff and transportation of participants will be satisfactorily provided.
- 5) It is understood that the successful bidder will charge a fee for providing the services listed under the points 1-4 above.

R. Personnel Requirements

- 1) The Travel Agent shall assign adequate personnel to service satisfactorily the volume of work and to fulfill its obligations under the Contract with the UN. In general, the Travel Agent shall assign the relevant personnel according to their technical know-how and reliability.
- 2) The Travel Agent shall assign a senior representative experienced in providing corporate travel services to oversee the travel management services provided to the UN and to ensure full compliance with all requirements of the Contract with the UN.
- 3) The Travel Agent's employees shall perform their functions in a highly efficient and professional manner.
- 4) It will be the agency's responsibility to ensure daily service. In case normal assigned personnel are absent due to any reason, the agency shall provide a person to cover their work. If required, the agency must substitute the assigned personnel with the prior consent of the United Nations.
- 5) The Travel agent is required to devote at least (4) personnel providing dedicated services to the travel needs of the UN, consisting of the following:
 - A Supervisor who shall be responsible for the overall management of the UN accounts;
 - A Documentations Assistant;
 - Two Travel Consultants
 - A Messenger that will priority delivery of documents to UN-authorized travelers.

All such personnel shall be required to be well-versed on the travel policies of the UN and each of its agencies, which the UN Agencies will be providing to them, and adopt the same knowledge on the conduct of business and delivery of services to the UN System. The personnel who will be assigned to serve the UN need not necessarily be new, but may also be current employee of the Travel Agent, to be re-assigned to service the UN requirements on a full-time basis.

Other expertise needed and facilities required shall be sourced from the existing operational capacity of the Travel Agent.

- 1) Each of the proposed persons shall meet the following requirements:
 - Experience in the job (7 years minimum)
 - Experience with multinational enterprise and/or international organization corporate accounts (5 years minimum)
 - Studies at the technical level related to the area
 - Completely bilingual (Portuguese/English)
 - Mature personnel capable of decision making, willing to learn and apply UN travel regulations
 - Experience in travel services, team work and communication skills
 - Knowledge in travel services, team work and communication skills
 - Knowledge of the reservation system and types of tickets issued by the airlines
 - Advanced computer skills Microsoft Office

- 2) Minimum periods of each person can be combined between each other, adding up to at least seven years minimum of experience.
 - In addition, 2 UN Agencies profiled as major user's travel services hold reservation terminal's as an extension to the ones installed at the UN Common Travel Agent and at least 2 S/Ms (one in each host UN Agency) will be trained and certified to operate the reservation terminals, to monitor at a more regular basis the rates given to the UN, and whenever required enter reservations that will ultimately be handled by the Travel Agent.

4. DURATION

- 1) The Contract shall be for a period of 36 months, unless terminated earlier.
- 2) Notwithstanding the preceding paragraph, the Travel Administrator and/or the Associated Agencies reserves the right to terminate the contract at any time:
 - On fourteen days' notice in the event of change of controlling ownership of the Travel Agent or in the event the Travel Agent fails to maintain the performance and service standards set forth in the contract; or
 - Immediately in the event of the Travel Agent entering into liquidation, whether compulsory or voluntary, or enters into receivership or bankruptcy, or defaults on its payments to IATA under the Bank Settlement Plan

5. Performance Standards and Service Level Guarantees

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

Product/Service	Performance Attribute	Definition	Standard/Service Level
1. Airline Reservation	Agency accuracy	Ability to perform task completely and without error.	Zero-Error I passenger records/airline bookings, fare computation and routing
	Speed and Efficiency	Ability to delivery product or service promptly and	a) For confirmed bookings via itinerary within two hours from time of request

		with the minimum use of resources	b) For wait listed bookings via regular updates every two days
2. Airline tickets	Agent Accuracy	Ability to perform task completely and without error	Zero-Error in the printed ticket/aborted travel due to incomplete travel documents
	Issuing of Tickets	Ability to not issue tickets un-authorized tickets	Tickets issued on the basis of written authorizations from UN agency according to SOP (Standard Operating Procedures) agreed upon with each agency.
	Timeliness of delivery	Ability to delivery product or service on or before promised date	<u>3 working days</u> before departure date
3. Travel Documentation	Accuracy	Ability to ascertain requirements for various destinations/nationalities	<u>Zero-incidence</u> of complaints/aborted travel due to incomplete travel documents
	Clarity	Ability to delivery product or service on or before promised date	<u>10 working days</u> before departure
4. Billing	Accuracy	Ability to generate billing statements without errors	<u>Zero-error</u> or no discrepancy between invoices and attachments
	Clarity	Ability to generate bills that are transparent or easy to understand	<u>Zero-Return</u> for clarifications/explanation
5. Rates/Pricing	Fairness	Reasonable charges for services offered	At same or rates lower than market standards
	Company concern about fares	Ability to quote competitive fares	At it or at levels lower than airline preferred rates. Guarantee that one quotation is the lowest obtainable fare.
	Good value indicated by price	Competitiveness of fares quoted vs. restriction or lack/absence thereof.	At the same terms better than quoted by airlines
	Willingness to assist UN negotiate with	Voluntarily offering to assist/represent UN in dealings with airlines	Semi-annual meetings to obtain competitive rates in

	airlines regarding preferred rates and concessions		the market (vz WHO, ADB and IOM rates)
6. Service Quality	Accessibility	Ability to access or approach Travel Agent	Telephone: 3 rings Emergency: 24 hours E-mail: available Website: available
	Responsiveness	Willingness to go out of one's way to help the traveler	Regular coordination meetings with UN Travel Oversight Committee Agency Performance Reviews- twice a year
7. Problem Solving	Refunds	Ability to process and obtain ticket refunds on a timely basis	100% within one month from date of cancellation
	Complaint Handling	Ability to resolve complaints	Timelines: one week Manner of Resolution: Satisfactory score
8. Travel Consultants	Competence	Knowledge of destinations Knowledge of airline practices, fare levels and shortest routes and connections Knowledge of UN policies	Proficiency rating of not less than 75%
9. Communications	Awareness Level of Travelers re Agent Product and Services	Services and policies are communicated to travelers Travelers are well informed about matters concerning them.	Frequency of communications: at least monthly
10. Office Premises and Hours of Services	Readiness to do business	Sufficient manpower to commence business at the start of office hours; provision of skeletal workforce to answer calls during breaks.	a) Same hours/day of work as UN Agency System; accommodations of calls during off-hours b) <u>Zero complaints</u> that no one was around to answer calls

Section 6: Returnable Bidding Forms / Checklist

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

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

Technical Proposal Envelope:

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

Financial Proposal Envelope

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

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

Form A: Technical Proposal Submission Form

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

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

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

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

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

<input type="checkbox"/> Contract non-performance did not occur for the last 3 years			
<input type="checkbox"/> 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)

<input type="checkbox"/> No litigation history for the last 3 years			
<input type="checkbox"/> 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 qualification, capacity and expertise

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

SECTION 2: Proposed Methodology, Approach and Implementation Plan

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

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

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

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

SECTION 3: Management Structure and Key Personnel

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

Format for CV of Proposed Key Personnel

Name of Personnel	[Insert]
Position for this assignment	[Insert]
Nationality	[Insert]
Language proficiency	[Insert]
Education/ Qualifications	<i>[Summarize college/university and other specialized education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.]</i> [Insert]
Professional certifications	<i>[Provide details of professional certifications relevant to the scope of services]</i> ▪ 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 an envelope 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.

Offerors shall also indicate in this item, based on the information provided in this RFP, the cost reduction arrangement they can offer to UN System

a) Hotel Rates

Offers shall indicate in this item the financial arrangement they have in place with the main hotels located in Maputo and provinces and what would be the rate they would be able to secure to UN agencies in the same hotels for:

- Single rooms
- Double Rooms
- Conference facilities

b) Other Services

Offers shall inform the rate of be charged to UN Agencies for the following services:

- Visa Assistance
- Car Rental
- Shuttle Services
- Airport assistance

Financial Evaluation criteria

Ref.	Summary of financial Proposal Evaluations	Point obtainable
1	Ticketing fees (online booking)	20
2	Hotel reservations	5
3	Other	5

Currency of the proposal: [Insert Currency]

Table 1: Summary of Overall Prices

Ref.	Summary of financial Proposal Evaluations	Price charged
1	Ticketing fees (online booking)	
2	Hotel reservations	
3	Other	
Total Financial Proposal		

Table 2: Breakdown of Ticketing fees per UN Destination

UN Destinations	Airlines (Where applicable)	Average price charged from ====to ===
Nairobi	Kenya Airways	
	LAM	
	Ethiopian Airways	
	South African Airways	
	Any other	
New York	Air France	
	Kenya Airways	
	LAM	
	South African Airways	
	KLM	
	Lufthansa	
	TAP	
	Any other company	
Rome	Air France	
	Kenya Airways	
	LAM	
	KLM	
	Lufthansa	
	South African Airways	
	TAP	
	Any other	
Dubai	Kenya Airways	
	Qatar Airways	
	South African Airways	
	TAP	
	Any other	
Johannesburg	LAM	
	Interlink Airlines	
	South African Airways	
	Any other	

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]