

PRE-BID MEETING MINUTES

ITB for 02 travel agents for the United Nations system in Vietnam

(Ref. C-180901)

Time and date: 10.30 am, 28 September 2018

Venue: Meeting room M2, Ground floor, GOUNH, 304 Kim Ma, Hanoi

Participants:

Ms. Tran Thi Hong, UNDP Head of Procurement Unit

Ms. Luu Ngoc Diep, UNDP Procurement Associate

Bidders' representatives

I. INTRODUCTION:

UNDP Head of Procurement Unit welcomed all meeting participants. She then briefed all bidders that the purpose of this meeting is to help bidders to fully understand the key requirements for the bid of the above-mentioned service. Bidders can raise queries through Questions and Answers session during this meeting as well as during their proposal preparation. **Minutes of this meeting will be posted on UNDP website, so all bidders can have the same information and understanding.** In case bidders have queries after the pre-bid meeting, bidders should send queries to the contact person indicated in the ITB. Below are some key points on preparing and submitting bid:

1. Preparing proposal:

- Attention should be paid to **Section 3 of the RFP (Bid Data Sheet)** for proposals preparation and submission.
- Evaluation method is important and is mentioned clearly in the ITB: **Bids will be evaluated on a Pass/Fail basis** for technical evaluation (including two parts of *Minimum Eligibility and Qualification Criteria* and *Technical Examination Criteria*). Bids passing all the criteria of those two parts will be technically qualified for financial evaluation. **Two lowest offers will be selected.**
- Please refer to the detailed evaluation criteria in the ITB for UNDP requirements while preparing proposal. Bidders should provide in their proposals relevant information, proof/evidence, supporting documents they have for each criterion and bidders are advised to check the Submission check-list (Section 6) for all required documents of the bid.
- Templates are included in the word and excel format. Bidders **must** use the provided templates.

2. Details on Bid submission:

- **Submission deadline: 16 October 2018 (Hanoi time).** **Bid should be password protected and password should be sent on 17 October 2018.**
- Subject of email/envelop: (Ref. C-180901) **ITB for Travel Services for UN Vietnam** (Email/envelop ... of ... emails/envelops)
- If submission in hard copy, please submit 1 original + 3 copies + CD ROM containing all contents corresponding to hardcopy in PDF format.
- For submission by email, please sign, PDF/scan, **protect all documents by password and submit to bidding.vn@undp.org.**
- **Password to open soft copy proposals** to be sent to bidding.vn@undp.org on **17 October 2018 (Hanoi time)**
- Maximum size per email: **30 MB**. Bidders can send several emails.

- After submission, please send notification email (**without attachment**) to: procurement.vn@undp.org

II. QUESTIONS/ANSWER SESSION

#	Query	Answer
1	The contractor for this kind of service normally signs a principle contract which does not mention the contract value. How can the bidder provide UN with the requested information about contract volume?	Bidders do not need to share detailed contracts, but their volume of air-ticket sales in 2015, 2016 and 2017 as well as the total volume of the air-tickets selling an international organization in Vietnam for the past 3 years.
2	Contractors are normally requested by their counterparts for confidentiality responsibilities as contract's terms of conditions. Therefore, it is difficult for them to share the amount/volume of air-tickets which they have provided.	UNDP signed many contracts with a variety of contractors and UNDP sees that there should be no problem for a bidder to list a track record for all the services including costs it has provided. UNDP will also cross check with the bidder's clients to validate the provided data if required.
3	There is a concern about the quotation for the fee for issuing international air-tickets since the issuance fees for air-tickets among different continents are different.	That is what the bidders should carefully consider when providing the fees for international tickets. Bidders are required to offer only one fee for issuing international ticket regardless of any continent. Bidders should also note that every dong will make a difference among different financial proposals , according to the evaluation criteria.
4	Is it possible for UNDP to share its records on air-tickets purchase for the past 3 years so that the bidders can use for their financial proposal calculation?	The estimated number of tickets to be purposed for 3 years is already put in the financial offer template i.e. 3,500 international tickets and 7,500 domestic tickets.
5	Is it possible for the bidder to list the services and amount in the track record without a copy of contracts?	Yes, bidders can list with authorized signature and stamp, mentioning detailed contacts for the provided information if copies of contracts are not available. However, UNDP will cross check with their clients to validate the data provided.
6	Can the services/volume which bidders have provided to an international private company be counted in their track record? The private sector has a huge demand for travel services and the bidders' contracts with them have big value.	UNDP would prefer having records for experiences with similar counterparts i.e. international organizations like UN.

7	In case there are months when the volume is too high due to many travel requests, is it possible for the contractor to request for a payment during the month instead of by the end of the month?	Yes, UN can make an ad-hoc payment when the volume of ticket sales is high upon request from the contractor and UN acceptance.
8	Is it mandatory for bidders to be a UNGM registered vendor?	It is not a mandatory requirement.
9	Is it possible for bidders to provide non-notarized copies of their certificates?	Bidders should provide notarized copy of their business licences and IATA certificate. It is fine for other non-notarized certificates.
10	Is it possible for bidders to use Vietjet's invoices for UNDP's payment since Vietjet is issuing direct invoices to their customers?	Vietjet's invoices can only be used for UN's cross-check/references but will not be used for the payment by UN. UN will make payment to contractor <u>based on the contractor's invoice</u> NOT Vietjet's invoices.

This minutes will be posted on website for an easy access.