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# INVITATION TO BID

## **Establishment of Long Term Agreement (LTA) with two Travel Agents for the United Nations System in Viet Nam**

ITB No.: C-180901

Country: Viet Nam

Issued on: 24 September 2018

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## Section 1. Letter of Invitation

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The United Nations Development Programme (UNDP) hereby invites you to submit a Bid to this Invitation to Bid (ITB) for the above-referenced subject.

This ITB includes the following documents and the General Terms and Conditions of Contract which is inserted in the Bid Data Sheet:

- 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 (TOR)
- Section 6: Returnable Bidding Forms
  - Form A: Bid Submission Form
  - Form B: Bidder Information Form
  - Form C: Joint Venture/Consortium/Association Information Form
  - Form D: Qualification Form
  - Form E: Price Schedule

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

Please acknowledge receipt of this ITB by sending an email to [procurement.vn@undp.org](mailto:procurement.vn@undp.org), indicating whether you intend to submit a Bid 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 ITB. Should you require further clarifications, kindly communicate with the contact person/s identified in the attached Data Sheet as the focal point for queries on this ITB.

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

Issued by

Approved by:

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Name: Luu Ngoc Diep  
Title: Procurement Associate  
Date: **September 24, 2018**

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Name: Tran Thi Hong  
Title: Head of Procurement Unit  
Date: **September 24, 2018**

GENERAL PROVISIONS	
<b>1. Introduction</b>	<p>1.1 Bidders shall adhere to all the requirements of this ITB, including any amendments made in writing by UNDP. This ITB is conducted in accordance with the UNDP Programme and Operations Policies and Procedures (POPP) on Contracts and Procurement which can be accessed at <a href="https://popp.undp.org/SitePages/POPPBSUnit.aspx?TermID=254a9f96-b883-476a-8ef8-e81f93a2b38d">https://popp.undp.org/SitePages/POPPBSUnit.aspx?TermID=254a9f96-b883-476a-8ef8-e81f93a2b38d</a></p> <p>1.2 Any Bid submitted will be regarded as an offer by the Bidder and does not constitute or imply the acceptance of the Bid by UNDP. UNDP is under no obligation to award a contract to any Bidder as a result of this ITB.</p> <p>1.3 UNDP reserves the right to cancel the procurement process at any stage without any liability of any kind for UNDP, upon notice to the bidders or publication of cancellation notice on UNDP website.</p> <p>1.4 As part of the bid, it is desired that the Bidder registers at the United Nations Global Marketplace (UNGM) website (<a href="http://www.ungm.org">www.ungm.org</a>). 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>
	<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 <a href="http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti">http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti</a></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:</p> <p>(a) Shall reject a bid if it determines that the selected bidder has engaged in any corrupt or fraudulent practices in competing for the contract in question;</p> <p>(b) Shall declare a vendor ineligible, either indefinitely or for a stated period, 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 <a href="http://www.un.org/depts/ptd/pdf/conduct_english.pdf">http://www.un.org/depts/ptd/pdf/conduct_english.pdf</a></p>
	<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</p>

		meet the eligibility requirements as established by UNDP.
<b>4. Conflict of Interests</b>	<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"> <li>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;</li> <li>b) Were involved in the preparation and/or design of the programme/project related to the goods and/or services requested under this ITB; or</li> <li>c) Are found to be in conflict for any other reason, as may be established by, or at the discretion of UNDP.</li> </ul> <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 conflict exists.</p> <p>4.3 Similarly, the Bidders must disclose in their Bid their knowledge of the following:</p> <ul style="list-style-type: none"> <li>a) If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel who are family members of UNDP staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving goods and/or services under this ITB; and</li> <li>b) All other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices.</li> </ul> <p>Failure to disclose such an information may result in the rejection of the Bid or Bids 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 ITB, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Bid.</p>	
<b>B. PREPARATION OF BIDS</b>		
<b>5. General Considerations</b>	<p>5.1 In preparing the Bid, the Bidder is expected to examine the ITB in detail. Material deficiencies in providing the information requested in the ITB may result in rejection of the Bid.</p> <p>5.2 The Bidder will not be permitted to take advantage of any errors or omissions in the ITB. Should such errors or omissions be discovered, the Bidder must notify the UNDP accordingly.</p>	
<b>6. Cost of Preparation of Bid</b>	<p>6.1 The Bidder shall bear all costs related to the preparation and/or submission of the Bid, regardless of whether its Bid is selected or not. UNDP shall not be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process.</p>	

<b>7. Language</b>	7.1 The Bid, 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.
<b>8. Documents Comprising the Bid</b>	8.1 The Bid shall comprise of the following documents and related forms which details are provided in the BDS: <ul style="list-style-type: none"> <li>a) Documents Establishing the Eligibility and Qualifications of the Bidder;</li> <li>b) Technical Bid;</li> <li>c) Price Schedule;</li> <li>d) Bid Security, if required by BDS;</li> <li>e) Any attachments and/or appendices to the Bid.</li> </ul>
<b>9. Documents Establishing the Eligibility and Qualifications of the Bidder</b>	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.
<b>10. Technical Bid Format and Content</b>	10.1 The Bidder is required to submit a Technical Bid using the Standard Forms and templates provided in Section 6 of the ITB. 10.2 Samples of items, when required as per Section 5, shall be provided within the time specified and unless otherwise specified by the Purchaser, at no expense to the UNDP. If not destroyed by testing, samples will be returned at Bidder's request and expense, unless otherwise specified. 10.3 When applicable and required as per Section 5, the Bidder shall describe the necessary training programme available for the maintenance and operation of the 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. 10.4 When applicable and required as per Section 5, the Bidder shall certify the availability of spare parts for a period of at least five (5) years from date of delivery, or as otherwise specified in this ITB.
<b>11. Price Schedule</b>	11.1 The Price Schedule shall be prepared using the Form provided in Section 6 of the ITB and taking into consideration the requirements in the ITB. 11.2 Any requirement described in the Technical Bid but not priced in the Price Schedule, shall be assumed to be included in the prices of other activities or items, as well as in the final total price.
<b>12. Bid Security</b>	12.1 A Bid Security, if required by BDS, shall be provided in the amount and form indicated in the BDS. The Bid Security shall be valid for a minimum of thirty (30) days after the final date of validity of the Bid. 12.2 The Bid Security shall be included along with the Bid. If Bid Security is required by the ITB but is not found in the Bid, the offer shall be rejected. 12.3 If the Bid Security amount or its validity period is found to be less than what is required by UNDP, UNDP shall reject the Bid. 12.4 In the event an electronic submission is allowed in the BDS, Bidders shall include a copy of the Bid Security in their bid and the original of the Bid Security must be sent via courier or hand delivery as per the instructions in BDS. 12.5 The Bid Security may be forfeited by UNDP, and the Bid rejected, in the event of



	<p>any, or combination, of the following conditions:</p> <ul style="list-style-type: none"> <li>a) If the Bidder withdraws its offer during the period of the Bid Validity specified in the BDS, or;</li> <li>b) In the event the successful Bidder fails: <ul style="list-style-type: none"> <li>i. to sign the Contract after UNDP has issued an award; or</li> <li>ii. 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.</li> </ul> </li> </ul>
<b>13. Currencies</b>	<p>13.1 All prices shall be quoted in the currency or currencies indicated in the BDS. Where Bids are quoted in different currencies, for the purposes of comparison of all Bids:</p> <ul style="list-style-type: none"> <li>1. UNDP will convert the currency quoted in the Bid into the UNDP preferred currency, in accordance with the prevailing UN operational rate of exchange on the last day of submission of Bids; and</li> <li>2. In the event that UNDP selects a Bid 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.</li> </ul>
<b>14. Joint Venture, Consortium or Association</b>	<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 Bid, they shall confirm in their Bid 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 Bid; 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 Bid, 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 Bid.</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 entities in the joint venture in delivering the requirements of the ITB, both in the Bid 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> <ul style="list-style-type: none"> <li>a) Those that were undertaken together by the JV, Consortium or Association; and</li> <li>b) Those that were undertaken by the individual entities of the JV, Consortium or Association.</li> </ul> <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</p>

	<p>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>
<b>15. Only One Bid</b>	<p>15.1 The Bidder (including the individual members of any Joint Venture) shall submit only one Bid, either in its own name or as part of a Joint Venture.</p> <p>15.2 Bids 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"> <li>a) they have at least one controlling partner, director or shareholder in common; or</li> <li>b) any one of them receive or have received any direct or indirect subsidy from the other/s; or</li> <li>c) they have the same legal representative for purposes of this ITB; or</li> <li>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 Bid of another Bidder regarding this ITB process;</li> <li>e) they are subcontractors to each other's Bid, or a subcontractor to one Bid also submits another Bid under its name as lead Bidder; or some key personnel proposed to be in the team of one Bidder participates in more than one Bid received for this ITB process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Bid.</li> </ul>
<b>16. Bid Validity Period</b>	<p>16.1 Bids shall remain valid for the period specified in the BDS, commencing on the Deadline for Submission of Bids. A Bid valid for a shorter period may be rejected by UNDP and rendered non-responsive.</p> <p>16.2 During the Bid validity period, the Bidder shall maintain its original Bid without any change, including the availability of the Key Personnel, the proposed rates and the total price.</p>
<b>17. Extension of Bid Validity Period</b>	<p>17.1 In exceptional circumstances, prior to the expiration of the Bid validity period, UNDP may request Bidders to extend the period of validity of their Bids. The request and the responses shall be made in writing, and shall be considered integral to the Bid.</p> <p>17.2 If the Bidder agrees to extend the validity of its Bid, it shall be done without any change to the original Bid.</p> <p>17.3 The Bidder has the right to refuse to extend the validity of its Bid, in which case, the Bid shall not be further evaluated.</p>
<b>18. Clarification of Bid (from the Bidders)</b>	<p>18.1 Bidders may request clarifications on any of the ITB 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 endeavour 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 Bids, unless UNDP deems that such an extension is justified and necessary.</p>

<b>19. Amendment of Bids</b>	<p>19.1 At any time prior to the deadline of Bid submission, UNDP may for any reason, such as in response to a clarification requested by a Bidder, modify the ITB in the form of an amendment to the ITB. 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 of Bid to give the Bidders reasonable time to incorporate the amendment into their Bids.</p>
<b>20. Alternative Bids</b>	<p>20.1 Unless otherwise specified in the BDS, alternative Bids shall not be considered. If submission of alternative Bid is allowed by BDS, a Bidder may submit an alternative Bid, but only if it also submits a Bid conforming to the ITB requirements. 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 Bid.</p> <p>20.2 If multiple/alternative bids are being submitted, they must be clearly marked as “Main Bid” and “Alternative Bid”</p>
<b>21. Pre-Bid Conference</b>	<p>21.1 When appropriate, a pre-bid 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 ITB, unless specifically incorporated in the Minutes of the Bidder’s Conference or issued/posted as an amendment to ITB.</p>

### C. SUBMISSION AND OPENING OF BIDS

<b>22. Submission</b>	<p>22.1 The Bidder shall submit a duly signed and complete Bid comprising the documents and forms in accordance with requirements in the BDS. The Price Schedule shall be submitted together with the Technical Bid. Bid can be delivered either personally, by courier, or by electronic method of transmission as specified in the BDS.</p> <p>22.2 The Bid 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 Bid.</p> <p>22.3 Bidders must be aware that the mere act of submission of a Bid, in and of itself, implies that the Bidder fully accepts the UNDP General Contract Terms and Conditions.</p>
<b>Hard copy (manual) submission</b>	<p>22.4 Hard copy (manual) submission by courier or hand delivery allowed or specified in the BDS shall be governed as follows:</p> <p>a) The signed Bid shall be marked “Original”, and its copies marked “Copy” as appropriate. The number of copies is indicated in the BDS. All copies shall be made from the signed original only. If there are discrepancies between the original and the copies, the original shall prevail.</p> <p>(b) The Technical Bid and Price Schedule must be sealed and submitted together in an envelope, which shall:</p> <ul style="list-style-type: none"> <li>i. Bear the name of the Bidder;</li> <li>ii. Be addressed to UNDP as specified in the BDS; and</li> <li>iii. Bear a warning not to open before the time and date for Bid opening as</li> </ul>

	<p>specified in the BDS.</p> <p>If the envelope with the Bid is not sealed and marked as required, UNDP shall assume no responsibility for the misplacement, loss, or premature opening of the Bid.</p>
<b>Email and eTendering submissions</b>	<p>22.5 Electronic submission through email or eTendering, if allowed as specified in the BDS, shall be governed as follows:</p> <ul style="list-style-type: none"> <li>a) Electronic files that form part of the Bid must be in accordance with the format and requirements indicated in BDS;</li> <li>b) Documents which are required to be in original form (e.g. Bid Security, etc.) must be sent via courier or hand delivered as per the instructions in BDS.</li> </ul> <p>22.6 Detailed instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link:  <a href="http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/">http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/</a></p>
<b>23. Deadline for Submission of Bids and Late Bids</b>	<p>23.1 Complete Bids must be received by UNDP in the manner, and no later than the date and time, specified in the BDS. UNDP shall only recognise the actual date and time that the bid was received by UNDP</p> <p>23.2 UNDP shall not consider any Bid that is received after the deadline for the submission of Bids.</p>
<b>24. Withdrawal, Substitution, and Modification of Bids</b>	<p>24.1 A Bidder may withdraw, substitute or modify its Bid 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 Bid 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 Bid, if any, must accompany the respective written notice. All notices must be submitted in the same manner as specified for submission of Bids, by clearly marking them as "WITHDRAWAL" "SUBSTITUTION," or "MODIFICATION"</p> <p>24.3 eTendering: A Bidder may withdraw, substitute or modify its Bid by Cancelling, Editing, and re-submitting the Bid 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 Bid as needed. Detailed instructions on how to cancel or modify a Bid directly in the system are provided in the Bidder User Guide and Instructional videos.</p> <p>24.4 Bids 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>
<b>25. Bid Opening</b>	<p>25.1 <b>UNDP will open the Bid in the presence of an ad-hoc committee formed by UNDP of at least two (2) members.</b></p> <p>25.2 The Bidders' names, modifications, withdrawals, the condition of the envelope labels/seals, the number of folders/files and all other such other details as UNDP may consider appropriate, will be announced at the opening. No Bid shall be rejected at the opening stage, except for late submissions, in which case, the Bid shall be returned unopened to the Bidders.</p>

	25.3	In the case of e-Tendering submission, bidders will receive an automatic notification once the Bid is opened.
<b>D. EVALUATION OF BIDS</b>		
<b>26. Confidentiality</b>	26.1	Information relating to the examination, evaluation, and comparison of Bids, 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.
	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 Bids or contract award decisions may, at UNDP's decision, result in the rejection of its Bid and may subsequently be subject to the application of prevailing UNDP's vendor sanctions procedures.
<b>27. Evaluation of Bids</b>	27.1	UNDP will conduct the evaluation solely on the basis of the Bids received.
	27.2	Evaluation of Bids shall be undertaken in the following steps: <ul style="list-style-type: none"> <li>a) Preliminary Examination including Eligibility</li> <li>b) Arithmetical check and ranking of bidders who passed preliminary examination by price.</li> <li>c) Qualification assessment (if pre-qualification was not done)</li> <li>a) Evaluation of Technical Bids</li> <li>b) Evaluation of prices</li> </ul> Detailed evaluation will be focussed on the 3 - 5 lowest priced bids. Further higher priced bids shall be added for evaluation if necessary
<b>28. Preliminary Examination</b>	28.1	UNDP shall examine the Bids to determine whether they are complete with respect to minimum documentary requirements, whether the documents have been properly signed, and whether the Bids are generally in order, among other indicators that may be used at this stage. UNDP reserves the right to reject any Bid at this stage.
<b>29. Evaluation of Eligibility and Qualification</b>	29.1	Eligibility and Qualification of the Bidder will be evaluated against the Minimum Eligibility/Qualification requirements specified in the Section 4 (Evaluation Criteria).
	29.2	In general terms, vendors that meet the following criteria may be considered qualified: <ul style="list-style-type: none"> <li>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;</li> <li>b) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments,</li> <li>c) They have the necessary similar experience, technical expertise, production capacity, quality certifications, quality assurance procedures and other resources applicable to the supply of goods and/or services required;</li> <li>d) They are able to comply fully with the UNDP General Terms and Conditions of Contract;</li> <li>e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and</li> <li>f) They have a record of timely and satisfactory performance with their clients.</li> </ul>
<b>30. Evaluation of Technical Bid and prices</b>	30.1	The evaluation team shall review and evaluate the Technical Bids on the basis of their responsiveness to the Schedule of Requirements and Technical Specifications and other documentation provided, applying the procedure indicated in the BDS and other ITB documents. When necessary, and if stated in the BDS, UNDP may

	invite technically responsive bidders for a presentation related to their technical Bids. The conditions for the presentation shall be provided in the bid document where required.
<b>31. Due diligence</b>	<p>31.1 UNDP reserves the right to undertake a due diligence exercise, 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"> <li>a) Verification of accuracy, correctness and authenticity of information provided by the Bidder;</li> <li>b) Validation of extent of compliance to the ITB requirements and evaluation criteria based on what has so far been found by the evaluation team;</li> <li>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;</li> <li>d) Inquiry and reference checking with previous clients on the performance on on-going or completed contracts, including physical inspections of previous works, as deemed necessary;</li> <li>e) Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder;</li> <li>f) Other means that UNDP may deem appropriate, at any stage within the selection process, prior to awarding the contract.</li> </ul>
<b>32. Clarification of Bids</b>	<p>32.1 To assist in the examination, evaluation and comparison of Bids, UNDP may, at its discretion, request any Bidder for a clarification of its Bid.</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 Bid 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 Bids, in accordance with the ITB.</p> <p>32.3 Any unsolicited clarification submitted by a Bidder in respect to its Bid, which is not a response to a request by UNDP, shall not be considered during the review and evaluation of the Bids.</p>
<b>33. Responsiveness of Bid</b>	<p>33.1 UNDP's determination of a Bid's responsiveness will be based on the contents of the bid itself. A substantially responsive Bid is one that conforms to all the terms, conditions, specifications and other requirements of the ITB without material deviation, reservation, or omission.</p> <p>33.2 If a bid 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>
<b>34. Nonconformities, Repairable Errors and Omissions</b>	<p>34.1 Provided that a Bid is substantially responsive, UNDP may waive any non-conformities or omissions in the Bid that, in the opinion of UNDP, do not constitute a material deviation.</p> <p>34.2 UNDP may request the Bidder to submit the necessary information or documentation, within a reasonable period, to rectify nonmaterial nonconformities or omissions in the Bid related to documentation requirements. Such omission shall not be related to any aspect of the price of the Bid. Failure of the Bidder to comply with the request may result in the rejection of its Bid.</p> <p>34.3 For the bids that have passed the preliminary examination, UNDP shall check and</p>

	<p>correct arithmetical errors as follows:</p> <ul style="list-style-type: none"> <li>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;</li> <li>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</li> <li>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.</li> </ul> <p>34.4 If the Bidder does not accept the correction of errors made by UNDP, its Bid shall be rejected.</p>
<b>E. AWARD OF CONTRACT</b>	
<b>35. Right to Accept, Reject, Any or All Bids</b>	35.1 UNDP reserves the right to accept or reject any bid, to render any or all of the bids as non-responsive, and to reject all Bids 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.
<b>36. Award Criteria</b>	36.1 Prior to expiration of the period of Bid validity, UNDP shall award the contract to the qualified and eligible Bidder that is found to be responsive to the requirements of the Schedule of Requirements and Technical Specification, and has offered the lowest price.
<b>37. Debriefing</b>	37.1 In the event that a Bidder is unsuccessful, the Bidder may request for 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 Bids for UNDP procurement opportunities. The content of other Bids and how they compare to the Bidder's submission shall not be discussed.
<b>38. Right to Vary Requirements at the Time of Award</b>	38.1 At the time of award of Contract, UNDP reserves the right to vary the quantity of goods and/or services, by up to a maximum <b>twenty-five per cent (25%)</b> of the total offer, without any change in the unit price or other terms and conditions.
<b>39. Contract Signature</b>	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 Bid Security, if any, and on which event, UNDP may award the Contract to the Second highest rated or call for new Bids.
<b>40. Contract Type and General Terms and Conditions</b>	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 <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a>
<b>41. Performance Security</b>	41.1 A performance security, if required in the BDS, shall be provided in the amount specified in BDS and form available at

	<p><a href="https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&amp;action=default">https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&amp;action=default</a> within a maximum of 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>
<b>42. Bank Guarantee for Advanced Payment</b>	<p>42.1 Except when the interests of UNDP so require, it is UNDP's standard practice to not make advance payment(s) (i.e., payments without having received any outputs). If an advance payment is allowed as per the 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 <a href="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&amp;action=default">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&amp;action=default</a></p>
<b>43. Liquidated Damages</b>	<p>43.1 If specified in the BDS, UNDP shall apply Liquidated Damages for the damages and/or risks caused to UNDP resulting from the Contractor's delays or breach of its obligations as per Contract.</p>
<b>44. Payment Provisions</b>	<p>44.1 Payment will be made only upon UNDP's acceptance of the goods and/or services performed. <b><u>The terms of payment shall be within thirty (30) days,</u></b> after receipt of invoice and certification of acceptance of goods and/or services issued by the proper authority in UNDP with direct supervision of the Contractor. Payment will be effected by bank transfer in the currency of the contract.</p>
<b>45. Vendor Protest</b>	<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: <a href="http://www.undp.org/content/undp/en/home/procurement/business/protest-and-sanctions.html">http://www.undp.org/content/undp/en/home/procurement/business/protest-and-sanctions.html</a></p>
<b>46. Other Provisions</b>	<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 goods and/or services, UNDP shall be entitled to the 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 <a href="http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&amp;refer">http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&amp;refer</a></p>



### Section 3. Bid Data Sheet

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

BDS No.	Ref. to Section.2	Data	Specific Instructions / Requirements
1	7	Language of the Bid	English
2		Submitting Bids for Parts or sub-parts of the Schedule of Requirements (partial bids)	Not Allowed
3	20	Alternative Bids	Shall not be considered
4	21	Pre-Bid conference	<p>Will be Conducted  Date &amp; Time: <b>September 28, 2018 12:00 AM</b>  Venue : <b>Green One UN House, 304 Kim Ma, Ha Noi</b></p> <p><b><i>Please send your registration to the UNDP focal point for the arrangement before 25 September 2018:</i></b>  Luu Ngoc Diep  Telephone: +84 24 38500200  E-mail: <a href="mailto:luu.ngoc.diep@undp.org">luu.ngoc.diep@undp.org</a>  Please provide the names of persons who will attend on behalf of your firm (maximum 2 attendees per firm)</p>
5	16	Bid Validity Period	90 days
6	13	Bid Security	Not Required
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	12	Currency of Bid	<b>VND</b>

11	31	Deadline for submitting requests for clarifications/ questions	05 days before the submission deadline
12	31	Contact Details for submitting clarifications/questions	Focal Person in UNDP: Luu Ngoc Diep Address: 304 Kim Ma, Ha Noi E-mail address: <a href="mailto:luu.ngoc.diep@undp.org">luu.ngoc.diep@undp.org</a>
13	18, 19 and 21	Manner of Disseminating Supplemental Information to the ITB and responses/clarifications to queries	Direct communication to prospective Proposers by email and Posting on the website: <a href="http://procurement-notice.undp.org/">http://procurement-notice.undp.org/</a>
14	23	Deadline for Submission	<b><u>Submission of proposal:</u></b> <b>16 October 2018 (Hanoi time)</b> <b><u>Submission of password to open proposal for electronic submission:</u></b> <b>17 October 2018 (Hanoi time)</b>
14	22	Allowable Manner of Submitting Bids	<input checked="" type="checkbox"/> Courier/Hand Delivery <input checked="" type="checkbox"/> Submission by email <input type="checkbox"/> e-Tendering
15	22	Bid Submission Address	<p>➤ <b><u>By email:</u></b> For green environment, this is preferred submission method E-mail address for proposal submission: <a href="mailto:bidding.vn@undp.org">bidding.vn@undp.org</a> With subject: (Ref. C-180901) ITB for Travel Services for UN Vietnam (Email ... of ... emails)</p> <p>➤ <b><u>By hard copy:</u></b> (within working hours 8.00 am - 5.00 pm Monday - Friday only) Address for proposal submission: Procurement Unit UNDP Vietnam 304 Kim Ma Street, Hanoi, Vietnam</p> <p>With envelop subject: (Ref. C-180901) ITB for Travel Services for UN Vietnam</p> <p>When submitting hard copy proposals, please call one of the following staff to receive hard copy proposal:</p> <ol style="list-style-type: none"> <li>1. Ms. Luu Ngoc Diep, Procurement Associate Tel: +84-24-38500200</li> <li>2. Ms. Quach Thuy Ha, Procurement Assistant Tel: +84-24-38500143</li> </ol> <p>The bidder is requested to sign a bid submission form when delivering proposal.</p>

			<p><b>Note:</b></p> <ul style="list-style-type: none"> <li>- For both submission methods, please send separate email to <a href="mailto:procurement.vn@undp.org">procurement.vn@undp.org</a> to notify that you already submitted proposal and the number of email submitted (in case submitted by email).</li> <li>- Notification emails should be sent to above email by submission deadline or right after you submit proposals</li> </ul> <p>UNDP will acknowledge receipt of the proposals within 2 working days from the submission deadline. In case you do not receive acknowledgement, please contact us within 3 working days after submission deadline</p>
16	22	Electronic submission (email) requirements	<ul style="list-style-type: none"> <li>▪ Format: PDF files only, <b>password protected</b></li> <li>▪ Free from virus and corrupted files</li> <li>▪ Official Address for e-submission: <b><a href="mailto:bidding.vn@undp.org">bidding.vn@undp.org</a></b></li> <li>▪ Password <b>must</b> be provided to UNDP on <b>17 October 2018 (Hanoi time)</b></li> <li>▪ File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard.</li> <li>▪ All files must be free of viruses and not corrupted.</li> <li>▪ Max. File Size per transmission: <b>07 MB</b></li> <li>▪ Mandatory subject of email: (Ref. C-180901) ITB for Travel Services for UN Vietnam (Email ... of ... emails)</li> </ul>
17	25	Date, time and venue for the opening of bid	<p>Date and Time: October 17, 2018 3:00 PM</p> <p>Venue: Green One UN House, 304 Kim Ma, Ha Noi</p>
18	27, 36	Evaluation Method for the Award of Contract	<b>Lowest priced technically responsive, eligible and qualified bid.</b>
19		Expected date for commencement of Contract	<b>January 1, 2019</b>
20		Maximum expected duration of Long Term Agreement	The total expected duration of an LTA is three (3) years. LTA will be signed for an initial duration of one (1) year, with possibility of an extension for additional two (2) years based on documented satisfactory performance of an LTA holder
21	35	UNDP will award the contract to:	<b>Two lowest priced technically responsive Proposers</b>
22	39	Type of Contract	<p>Contract for Goods and/or Services to UNDP</p> <p><a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a></p>

23		Configuration of the LTA	<p><b><u>For international tickets:</u></b> Quotations will be obtained from the two selected travel agents and tickets will be bought from the travel agent offering the lower fare meeting booking requirements;</p> <p><b><u>For domestic tickets:</u></b> Each travel agent will provide travel services to fixed UN agencies based on the UN agencies volume (List of UN agencies the travel agent providing travel services will be defined upon contract signing). In case of low response from the assigned the travel agent, service from the other travel agent will be used for domestic tickets.</p>
24	39	UNDP Contract Terms and Conditions that will apply	<p>UNDP General Terms and Conditions for Contracts  <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a></p>
25		Other Information Related to the ITB	<p>Bidders are responsible for checking the UNDP website:  <a href="http://www.vn.undp.org/content/vietnam/en/home/operations/procurement/procurement_notices.html">http://www.vn.undp.org/content/vietnam/en/home/operations/procurement/procurement_notices.html</a> for any addenda and updated deadline to this Invitation to Bid. UNDP reserves the right to post addenda up to the closing date for submissions. Hence bidders are advised to check the UNDP website frequently prior to submitting their proposals.</p>

## Section 4. Evaluation Criteria

### Preliminary Examination Criteria

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

- Appropriate signatures
- Power of Attorney
- Minimum Bid documents provided
- Bid Validity
- Bid Security (if required) submitted as per ITB requirements with compliant validity period

### Part 1: Minimum Eligibility and Qualification Criteria

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

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

Subject	Criteria	Document Submission requirement	Pass/Fail
Mandatory requirements	1.1. Business license to operate in the Viet Nam (mandatory)	provision of copy of business registration	
	1.2. Minimum 5 years of experience in travel management services (mandatory)	Form D	
	1.3. Accredited IATA Travel Agents (mandatory)	<i>provision of IATA accreditation and certification</i>	
Legal Status	Vendor is a legally registered entity.	Form B: Bidder Information Form and copy of business license	
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: Bid Submission Form	
Conflict of Interest	No conflicts of interest in accordance with ITB clause 4.	Form A: Bid Submission Form	
Bankruptcy	Has not declared bankruptcy, is 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: Bid Submission Form	

QUALIFICATION			
<b>History of Non-Performing Contracts<sup>1</sup></b>	Non-performance of a contract did not occur as a result of contractor default for the last 3 years.	Form D: Qualification Form	
<b>Litigation History</b>	No consistent history of court/arbitral award decisions against the Bidder for the last 3 years.	Form D: Qualification Form	

**Bidders who do not meet all the requirements in part 1 will be rejected for further evaluation**

## **Part 2 – Technical Examination Criteria**

All preliminarily selected bids from Part 1 will be evaluated on a **Pass/Fail** basis under part 2.

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

	<b>TECHNICAL CRITERIA</b> <b>Capacity and reputation of Travel Agents</b>	<b>Pass/Fail</b>
2.1.	<b>Financial soundness</b> (Form D with copies of the audited financial statements (balance sheets, including all related notes, and income statements) Total average annual turnover over each of the last three years (2015,2016,2017) exceeded the amount of US\$ 600,000 /year	
2.2	UNDP will check the financial accounts to compute the quick ratio (QR) which should be more than 1.0. Quick ratio tests the company's financial strength and liquidity by calculating a company's liquid assets in proportion to its liabilities (form D)	
2.3	<b>Minimum Volume of air ticket sales</b> in 2015, 2016 and 2017: <b>USD 700,000 accumulative for 3 years (Form D)</b>	
2.4	<b>Minimum of 3 Contracts</b> in the past 5 years providing ticketing services for international organizations in Viet Nam (form D)	
2.5.	Having at least <b>one year with total volume of air ticketing sales of USD 250,000 with international organizations</b> in Viet Nam for the past 3 years (Form D)	
2.5.	<b>Reliability</b> (Provision of 3 Statements of Satisfactory Performance from the Top 10 Clients in terms of Contract Value for the past 3 years)	
2.6.	<b>Personnel Competence</b>	
2.6.1.	<b>Ticketing staff No. 1</b>	

<sup>1</sup> 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.

	Minimum 5 years of experience in ticketing services	
	Having ticketing training certificate <i>(Provision of training certificates)</i>	
	Good English speaking and written skills <i>(Provision of English certificate or evidence of serving international clients)</i>	
2.6.2.	<b><i>Ticketing staff No. 2</i></b>	
	Minimum 5 years of experience in ticketing services	
	Having ticketing training certificate <i>(Provision of training certificates)</i>	
	Good English speaking and written skills <i>(Provision of English certificate or evidence of serving international clients)</i>	

All bids passing all above criteria of the technical evaluation in Part 2 will be technically qualified for financial evaluation (Form E). **Two lowest offers will be selected.**

## I. BACKGROUND

In compliance with the Secretary General's UN Reform Programme, the UN Resident Coordinator (RC) System in Viet Nam, consisting of all UN agencies present in the country, has undertaken steps to harmonize common services among the UN Agencies in Viet Nam, which includes but not limited to:

- The Food and Agricultural Organization (FAO);
- The United Nations Development Programme (UNDP);
- The United Nations Educational, Scientific and Cultural Organization (UNESCO);
- The United Nations Children's Fund (UNICEF);
- The United Nations Industrial Development Organization (UNIDO)
- The World Health Organization (WHO)
- The United Nations Population Fund (UNFPA)
- The United Nations Office on Drugs and Crime (UNODC)
- Joint United Nations Programme on HIV/AIDS (UNAIDS)
- The United Nations Human Settlements Programme (UN-HABITAT)
- United Nations Entity for Gender Equality and the Empowerment of Women (UNWOMEN)
- The International Labour Organization (ILO)
- United Nations Volunteers (UNV)
- International Organization for Migration (IOM)

In order to achieve cost efficiency from economies of scale while ensuring quality of service, one recommendation agreed among the UN Agencies was to consolidate all the travel requirements and enter into two Long Term Agreements (LTA) with **the 1<sup>st</sup> and 2<sup>nd</sup> ranked bidders** to serve its all travel 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, both international and domestic. These official purposes include, but need not be limited, to the following:

- Official missions, meetings and various events;
- Interviews of applications / Candidates for employment;
- Appointment and repatriation of staff and family members;
- Home leaves, emergency travels and educational leaves; and
- Visit to project sites, by either UN staff, Government and counterparts, or other entities involved in execution of various UN-funded undertakings;
- Personal travel of employees of UN Agencies;
- Pleasure trips (Official/Personal)

The travel statistics show that (i) the annual travel cost by UN Agencies in Vietnam is approx. **US\$1,200,000**, (ii) and UN frequently used airlines are: **Vietnam Airline, Cathay pacific Airways**. Currently UN has corporate agreements with two airlines: Vietnam airline, Cathay pacific Airways. The UN will share these cooperate agreements with the two selected travel agents so that they can use the discount fares in these agreements for UN travelers from these airlines.

## II. TRAVEL SERVICE REQUIREMENTS

The successful travel agents shall render the following high-quality services to all the officers/staff of the UN System, including their dependents and other travelers authorized/accredited under the UN System:



### 1. **Reservation and Ticketing Services:**

- a. Upon request for booking/reservation, the travel agents shall immediately:
  - ❖ Provide a quotation from all airlines which UN has cooperate agreements and other airlines operating the route, in accordance with entitlements as per UN travel policies or Travel Authorizations and obtain minimum three options or less depending on available options. Transit visa if required for any options must be included in the bookings;
  - ❖ Fare quotation should be delivered to the requesters within 3 hours or latest within the same day of request thru email;
- b. In the event that required travel arrangements cannot be confirmed, the travel agency shall notify the requester of the problem and present alternative routings/quotations/dates for the traveler's consideration;
- c. For wait-listed bookings, travel agency shall provide daily feedback on status of flight and continuously endeavor to secure confirmation until it is obtained;
- d. Upon receipt of UN authorization to issue tickets, the Travel agency shall promptly issue accurately tickets and detailed itineraries showing the accurate status of the airline on all segments of the journey. **The issued tickets must be from the airline operating the flights with ticket fares and associated taxes, fees, not from the travel agent.** Ticket class must be the same as the ticket class in the booking confirmed by UN.
- e. Travel agency shall accurately and in a timely manner advise requesters of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings;
- f. Provide the same level of service for rebooking, reissuance and refund requirements;
- g. Advise the UN on market practices and trends that could result in further savings for the UN;
- h. Monitor and give feedback regarding refund. Refund must not take more than 3 months to process;
- i. Obtain and maintain travelers' phone numbers and email contacts;
- j. Monitor outbound and inbound flights to advise travelers of schedule changes, required transit visa and ensure protection for cancelled, delayed, diverted and misconnected flights;
- k. Explain in writing all restrictions and limitations when using special fares.

### 2. **Flight Cancellations/Rebooking and Refunds:**

Travel agents shall:

- a. process duly authorized flight changes/cancellations when and as required to avoid cancellation fees and charges imposed by the airlines;
- b. immediately process airline refunds for canceled travel requirements/unutilized pre-paid tickets and credit these to the UN as expeditiously as possible;
- c. Refund tickets within a maximum of three (3) months only; and
- d. Limit refund charges at airline rates only, i.e., no additional charges will accrue to the travel agents.

### 3. **Travel Information/Advisories:**

Travel agents shall:

- a. Inform travelers, upon booking confirmation, of flight/ticket restrictions, involuntary stop-overs, hidden stops, required transit visa and other possible inconveniences of the itinerary;
- b. Provide travelers with online and offline relevant information on official destinations (e.g., airport transfers/land transportation facilities, currency restrictions/regulations, health advisories, security advisories, weather conditions, etc.);
- c. Notify travelers of airport closures delayed or canceled flights, security procedures, health precautions, as well as other changes that will affect or will require preparations from the travelers, sufficiently before departure time;
- d. Provide travelers with quick reference for requested destinations.
- e. Documents/information on changes and updates on airline rates, promotions, policy changes, etc., immediately upon the Travel Agency's receipt of such document/information

4. Required Service time:

The successful travel agents are required to provide eight (8) hours full service without interruption from 8 hrs to 12 hrs and from 13 hrs to 17 hours Monday through Friday on all UN working days and 24 hours access in the case of emergencies to provide necessary supports required by UN.

**5. Management Reporting System:**

Travel Agents shall submit the following reports/documents:

#	Reports	Due dates	Receivers	Available templates
1	Monthly reports of all tickets issued to each UN agency	Date 7 for previous month report	UN travel focal points	Annex 1
2	UN data travel reports every 6 months	1 <sup>st</sup> week of 7th month for the last 6 months report	UNDP	Annex 2
3	Monthly airlines Cooperate reports (as required by airlines) to be cleared by travel agents before submitting to UNDP for certification	2 days upon receiving reports from airlines	UNDP	

**6. Availability of Other Products and Services As May Be Requested:**

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

- a) Preferred seating arrangements/upgrades
- b) Travel insurance (for UN Guest travelers only)
- c) Excess/Lost baggage

**III. LTA CONFIGURATION**

The selected travel agents will work mainly with the travel focal points of each UN agency for UN official travel services. The UN travel focal points will send travel requests, instructions to the travel agents and authorize travel agents to issue tickets. List of UN travel focal points will be shared with the selected travel agents upon contract signing.

The selected travel agents will work directly with UN travel points for payment of official travels. For personal travel services, the travelers will directly contact and settle payment with the travel agents.

To ensure equal distribution of travel services to the two selected travel agents and competitive airfares offered to UN, the following arrangement will be set:

**For international tickets:** Quotations will be obtained from the two selected travel agents and tickets will be bought from the travel agent offering the lower fare meeting booking requirements;

**For domestic tickets:** Each travel agent will provide travel services to fixed UN agencies based on the UN agencies volume (List of UN agencies the travel agent providing travel services will be defined upon contract signing). In case of low response from the assigned the travel agent, service from the other travel agent will be used for domestic tickets.

#### **IV. MONITORING AND QUALITY ASSURANCE**

- UN travel focal points shall perform inspection of services, including but not limit to:
  - (i) checking if the tickets sent to UN are **from the airline** operating the flights with ticket fares and associated taxes, fees;
  - (ii) verification of **the ticket class** indicated in the ticket and in the confirmed booking;
  - (iii) checking ticket fares with website fares for the same ticket class and itineraries especially for **domestic tickets**
  - (iv) checking service charge rates.

Frequency of deviation from the competitive rates in the market and in the contract shall be factored into the annual performance review and will be considered as ground for contract termination;

- Quarterly meetings will be arranged between the selected travel agents and the UN travel focal points to review the service quality of the travel agents, discuss any deficiencies found and corrective actions to be taken;
- Contract administration and performance assessment will base on the Service Level required by the UN – **Annex 3**.
- Standard Operation Procedures (SOP) on buying tickets and payment is attached in **Annex 4**.

#### **V. DURATION OF THE LONG TERM AGREEMENT WITH THE SUCCESSFUL TRAVEL AGENTS**

The successful bidders shall be contracted for this purpose for an initial period of one (1) year, and may be extended for additional two years on yearly basis based on:

- a) Satisfactory performance of the selected travel agents;
- b) Retention of the same service fees as agreed with the UN during the first year of contract, except when the fees are reduced without a reduction in the scope and quality of services; and
- c) Requirements from UN agencies in Viet Nam.

The contracts with the successful travel agents shall be signed by UNDP, the appointed agency for and on behalf of the other UN Agencies.

The Contracts shall not set a minimum guarantee on volume sales on the part of the UN Agencies, nor will the UN or the travel agent be allowed to impose such a guarantee of volume any time before or during the life of the contract.

#### **VI. DUTY STATION**

The first ranked travel agent will provide on-site travel service in the GOUNH, 304 Kim Ma. The 2<sup>nd</sup> travel agent will provide travel services from their own office.

## **VII. COMPENSATION SCHEME AND PAYMENT TERMS**

Travel agents shall generate its income mainly on a per-ticket issuance fee;

For official travels, the selected travel agents will work directly with UN travel points for payment. Payment will be made monthly by each UN agency upon receiving and acceptance of:

- Official request for payment from the contractor
- Official invoice from the contractor to each agency
- Summary of tickets issued, ticket fares with associated service fees to each UN agency

For personal travel services, the travelers will directly contact and settle payment with the travel agents.

#### **LIST OF ANNEXES ATTACHED TO THE TOR**

- Annex 1: Monthly report for payment
- Annex 2: Template for UN data report
- Annex 3: Service Level required by UN
- Annex 4: SOP on tickets and payments

## Section 6: Returnable Bidding Forms / Checklist

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

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

### Technical Bid:

<b>Have you duly completed all the Returnable Bidding Forms?</b>	
▪ Form A: Bid 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"/>
<b>Have you provided the required documents to establish compliance with the evaluation criteria in Section 4?</b>	<input type="checkbox"/>
▪ Copy of business license in Viet Nam	<input type="checkbox"/>
▪ Copy of IATA accreditation	<input type="checkbox"/>
▪ Track records of contracts of similar sizes with UN - Form D	<input type="checkbox"/>
▪ Copies of the audited financial statements (balance sheets, including all related notes, and income statements) – attached to form D- part 5	<input type="checkbox"/>
▪ 3 Statements of Satisfactory Performance from the Top 10 Clients in terms of Contract Value the past 3 years – attached to Form D	<input type="checkbox"/>
▪ CVs of proposed travel personnel ( <i>two dedicated and one alternate travel personnel</i> ) with <ul style="list-style-type: none"> <li>- Copy of ticketing training certificate(s) and</li> <li>- English certificate or evidence of serving international clients</li> </ul>	<input type="checkbox"/>

### Financial Proposal:

▪ Form E: Financial Proposal Form	<input type="checkbox"/>
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**Form A: Bid Submission Form**

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
ITB reference:	C-180901		

We, the undersigned, offer to supply the goods and related services required for LTAs with Two Travel Agents for the United Nations System in Viet Nam in accordance with your Invitation to Bid No. C-180901 and our Bid. We hereby submit our Bid, which includes this Technical Bid and Price Schedule.

Our attached Price Schedule is for the sum of [Insert amount in words and figures and indicate currency].

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 Bid are true and we accept that any misinterpretation or misrepresentation contained in this Bid may lead to our disqualification and/or sanctioning by the UNDP.

We offer to supply the goods and related services in conformity with the Bidding documents, including the UNDP General Conditions of Contract and in accordance with the Schedule of Requirements and Technical Specifications.

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

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

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

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_ *[Stamp with official stamp of the Bidder]*

<b>Legal name of Bidder</b>	[Complete]
<b>Legal address</b>	[Complete]
<b>Year of registration</b>	[Complete]
<b>Bidder's Authorized Representative Information</b>	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
<b>Are you a UNGM registered vendor?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No      If yes, [insert UGNM vendor number]
<b>Are you a UNDP vendor?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No      If yes, [insert UNDP vendor number]
<b>Countries of operation</b>	[Complete]
<b>No. of full-time employees</b>	[Complete]
<b>Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):</b>	[Complete]
<b>Does your Company hold any accreditation such as ISO 14001 or ISO 14064 or equivalent related to the environment? (If yes, provide a Copy of the valid Certificate):</b>	[Complete]
<b>Does your Company have a written Statement of its Environmental Policy? (If yes, provide a Copy)</b>	[Complete]
<b>Does your organization demonstrates significant commitment to sustainability through some other means, for example internal company policy documents on women empowerment, renewable energies or membership of trade institutions promoting such issues</b>	[Complete]
<b>Is your company a member of the UN Global Compact</b>	[Complete]
<b>Contact person that UNDP may contact for requests for clarifications during Bid evaluation</b>	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
<b>Please attach the following documents:</b>	<ul style="list-style-type: none"> <li>▪ Business Registration</li> <li>▪ Quality Certificate (e.g., ISO, etc.) and/or other similar certificates, accreditations, awards and citations received by the Bidder, if any ;</li> <li>▪ Environmental Compliance Certificates, Accreditations, Markings/Labels, and other evidences of the Bidder's practices</li> </ul>



which contributes to the ecological sustainability and reduction of adverse environmental impact (e.g., use of non-toxic substances, recycled raw materials, energy-efficient equipment, reduced carbon emission, etc.), either in its business practices (if any)

**Form C: Joint Venture/Consortium/Association Information Form**

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
ITB reference:	C-180901		

To be completed and returned with your Bid if the Bid 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 goods and/or services to be performed
1	[Complete]	[Complete]
2	[Complete]	[Complete]
3	[Complete]	[Complete]

<b>Name of leading partner</b> (with authority to bind the JV, Consortium, Association during the ITB process and, in the event a Contract is awarded, during contract execution)	[Complete]
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We have attached a copy of the below referenced 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:  
\_\_\_\_\_  
Signature: \_\_\_\_\_  
Date: \_\_\_\_\_

Name of partner:  
\_\_\_\_\_  
Signature: \_\_\_\_\_  
Date: \_\_\_\_\_

Name of partner:  
\_\_\_\_\_  
Signature: \_\_\_\_\_  
Date: \_\_\_\_\_

Name of partner:  
\_\_\_\_\_  
Signature: \_\_\_\_\_  
Date: \_\_\_\_\_

**Form D: Eligibility and Qualification Form**

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
ITB reference:	C-180901		

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

**1. History of Non- Performing Contracts (please tick the box)**

<input type="checkbox"/> Non-performing contracts did not occur during the last 3 years			
<input type="checkbox"/> Contract(s) not performed in 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:	

**2. Litigation History (including pending litigation) – please tick the box**

<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:	

### 3. Previous Relevant Experience (please fill in below table)

3.1. Please list only previous similar assignments successfully completed in from **2015 – Present**

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	Client & Reference Contact Details	Contract Value (USD)	Period of activity and status (2015-present)	Types of activities undertaken

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

3.2. **Ticketing contract(s) from USD 250,000/year with international organization(s) in Viet Nam from 2015-now**

	Clients	Year (2015, 2016, 2017 or 2018)	Contract value USD	Contract No.	Client contact details (name, MOB, email)
1					
2					
3					
4					

3.3. Volume of air ticket sales in 2015, 2016 and 2017

Description	2015 USD	2016 USD	2017 USD	Total 2015-2017 USD
Volume of air ticket sales				

### 4. Performance

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

### 5. Financial Standing

Annual Turnover for the last 3 years	Year 2015	USD
	Year 2016	USD
	Year 2017	USD

Financial information (in US\$ equivalent)	Historic information for the last 3 years		
	Year 1 (2015)	Year 2 (2016)	Year 3 (2017)
	<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 in Vietnamese language (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;
- c) Historic financial statements must correspond to accounting periods already completed and audited. No statements for partial periods shall be accepted.

\_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

*[Stamp with official stamp of the Bidder]*

**FORM E: Financial Proposal Form**

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
ITB reference:	C-180901		

The Bidder is required to prepare the Price Schedule following the below format. The Price Schedule must include a detailed cost breakdown of all goods and related services to be provided. Separate figures must be provided for each functional grouping or category, if any.

**Currency of the Bid: VND**

**Ticket Issuance Fees**

Item #	Description	Estimated data for 3 years (a)	Fee charge per issued ticket (VND) VAT included if applicable (b)	Total fees (VND) VAT included if applicable $a*b$
1.	Fee for issuing international air-tickets	3,500 tickets		
2.	Fee for issuing domestic air-tickets	7,500 tickets		
<b>Total (1+2)</b>				

UN Vietnam does not warrant that any quantity will be purchased during the term of the agreement/s.

Name of Bidder: \_\_\_\_\_

Authorised signature: \_\_\_\_\_

Name of authorised signatory: \_\_\_\_\_

Functional Title: \_\_\_\_\_