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# INVITATION TO BID

## Provision of Travel Management Services for UN agencies in India on Long term basis

ITB No.: **ITB-099-IND-2018**

Project: Travel Management Services-UN Agencies

Country: India

Issued on: 02 November 2018

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## SECTION 1. LETTER OF INVITATION

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Subject: **Provision of Travel Management Services for UN agencies in India on Long term basis**

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: Scope of Work including Specifications/ Bill of Quantities
- Section 6: Returnable Bidding Forms
  - o Form A: Bid Submission Form
  - o Form B: Bidder Information Form
  - o Form C: Joint Venture/Consortium/Association Information Form
  - o Form D: Qualification Form
  - o Form E: Format of Technical Bid
  - o Form F: Price Schedule
- Section 7: Format of Performance Bank Guarantee

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 [arun.arumughan@undp.org](mailto:arun.arumughan@undp.org) indicating whether you intend to submit a Bid or otherwise. You may also utilize the **"Accept Invitation" function in eTendering system**. 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: Arun Arumughan  
Title: Procurement Officer  
Date: **November 02, 2018**

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Name: [Alka Aneja]  
Title: [Procurement Analyst]  
Date: **November 2, 2018**

## SECTION 2. INSTRUCTION TO BIDDERS

GENERAL PROVISIONS	
1. Introduction	<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>
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 <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>
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</p>

	<p>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>
<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</b>	<p>5.1 In preparing the Bid, the Bidder is expected to examine the ITB in detail.</p>

<b>Considerations</b>	<p>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>	<p>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.</p>
<b>8. Documents Comprising the Bid</b>	<p>8.1 The Bid shall comprise of the following documents and related forms which details are provided in the BDS:</p> <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>	<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>
<b>10. Technical Bid Format and Content</b>	<p>10.1 The Bidder is required to submit a Technical Bid using the Standard Forms and templates provided in Section 6 of the ITB.</p> <p>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.</p> <p>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.</p> <p>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.</p>
<b>11. Price Schedule</b>	<p>12.1 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.</p>
<b>12.</b>	<p>12.2 Any requirement described in the Technical Bid but not priced in the Price</p>

	Schedule, shall be assumed to be included in the prices of other activities or items, as well as in the final total price.
<b>13. Bid Security</b>	<p>13.1 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.</p> <p>13.2 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.</p> <p>13.3 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.</p> <p>13.4 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.</p> <p>13.5 The Bid Security may be forfeited by UNDP, and the Bid rejected, in the event of any, or combination, of the following conditions:</p> <p>a) If the Bidder withdraws its offer during the period of the Bid Validity specified in the BDS, or;</p> <p>b) In the event the successful Bidder fails:</p> <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>
<b>14. Currencies</b>	<p>14.1 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> <p>a) 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</p> <p>b) 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.</p>
<b>15. Joint Venture, Consortium or Association</b>	<p>15.1 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>15.2 After the Deadline for Submission of Bid, the lead entity identified to represent</p>

	<p>the JV, Consortium or Association shall not be altered without the prior written consent of UNDP.</p> <p>15.3 The lead entity and the member entities of the JV, Consortium or Association shall abide by the provisions of Clause 15 herein in respect of submitting only one Bid.</p> <p>15.4 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>15.5 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>15.6 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>15.7 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>16. Only One Bid</b>	<p>16.1 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>16.2 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>17. Bid Validity Period</b>	<p>17.1 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>17.2 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>18. Extension of Bid Validity Period</b>	<p>18.1 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>18.2 If the Bidder agrees to extend the validity of its Bid, it shall be done without any change to the original Bid.</p> <p>18.3 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>19. Clarification of Bid (from the Bidders)</b>  <b>20.</b>	<p>20.1 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>20.2 UNDP will provide the responses to clarifications through the method specified in the BDS.</p> <p>20.3 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>21. Amendment of Bids</b>  <b>22.</b>	<p>22.1 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>22.2 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>23. Alternative Bids</b>	<p>23.1 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>23.2 If multiple/alternative bids are being submitted, they must be clearly marked as "Main Bid" and "Alternative Bid"</p>
<b>24. Pre-Bid Conference</b>	<p>24.1 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-</p>

	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.
<b>C. SUBMISSION AND OPENING OF BIDS</b>	
<b>25. Submission</b>	<p>25.1 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>25.2 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>25.3 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>26. Hard copy (manual) submission</b>	<p>26.1 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> <ol style="list-style-type: none"> <li>Bear the name of the Bidder;</li> <li>Be addressed to UNDP as specified in the BDS; and</li> <li>Bear a warning not to open before the time and date for Bid opening as specified in the BDS.</li> </ol> <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>27. Email and eTendering submissions</b>	<p>27.1 Electronic submission through email or eTendering, if allowed as specified in the BDS, shall be governed as follows:</p> <ol style="list-style-type: none"> <li>Electronic files that form part of the Bid must be in accordance with the format and requirements indicated in BDS;</li> <li>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> </ol> <p>27.2 Detailed instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the eTendering system Bidder User Guide</p>

	<p>and Instructional videos available on this link:  <a href="http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notice/resources/">http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notice/resources/</a></p>
<b>28. Deadline for Submission of Bids and Late Bids</b>	<p>28.1 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>28.2 UNDP shall not consider any Bid that is received after the deadline for the submission of Bids.</p>
<b>29. Withdrawal, Substitution, and Modification of Bids</b>	<p>29.1 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>29.2 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>29.3 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>29.4 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>30. Bid Opening</b>	<p>30.1 UNDP will open the Bid in the presence of an ad-hoc committee formed by UNDP of at least two (2) members.</p> <p>30.2 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> <p>30.3 In the case of e-Tendering submission, bidders will receive an automatic notification once the Bid is opened.</p>
<b>D. EVALUATION OF BIDS</b>	
<b>31. Confidentiality</b>	<p>31.1 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.</p> <p>31.2 Any effort by a Bidder or anyone on behalf of the Bidder to influence UNDP in</p>

	<p>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.</p>
<b>32. Evaluation of Bids</b>	<p>32.1 UNDP will conduct the evaluation solely on the basis of the Bids received.</p> <p>32.2 Evaluation of Bids shall be undertaken in the following steps:</p> <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> <p>Detailed evaluation will be focussed on the 3 - 5 lowest priced bids. Further higher priced bids shall be added for evaluation if necessary</p>
<b>33. Preliminary Examination</b>	<p>33.1 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.</p>
<b>34. Evaluation of Eligibility and Qualification</b>	<p>34.1 Eligibility and Qualification of the Bidder will be evaluated against the Minimum Eligibility/Qualification requirements specified in the Section 4 (Evaluation Criteria).</p> <p>34.2 In general terms, vendors that meet the following criteria may be considered qualified:</p> <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>35. Evaluation of Technical Bid and prices</b>	<p>35.1 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</p>

	<p>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.</p>
<b>36. Due diligence</b>	<p>36.1 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>37. Clarification of Bids</b>	<p>37.1 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>37.2 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>37.3 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>38. Responsiveness of Bid</b>	<p>38.1 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>38.2 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>39. Nonconformities, Repairable Errors and Omissions</b>	<p>39.1 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>39.2 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>39.3 For the bids that have passed the preliminary examination, UNDP shall check and 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>39.4 If the Bidder does not accept the correction of errors made by UNDP, its Bid shall be rejected.</p>
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## **E. AWARD OF CONTRACT**

<b>40. Right to Accept, Reject, Any or All Bids</b>	<p>40.1 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.</p>
<b>41. Award Criteria</b>	<p>41.1 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.</p>
<b>42. Debriefing</b>	<p>42.1 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.</p>
<b>43. Right to Vary Requirements at the Time of Award</b>	<p>43.1 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 twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.</p>
<b>44. Contract Signature</b>	<p>44.1 Within fifteen (15) days from the date of receipt of the Contract, the successful</p>

	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>45. Contract Type and General Terms and Conditions</b>	45.1 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>46. Performance Security</b>	46.1 A performance security, if required in the BDS, shall be provided in the amount specified in BDS and form available at <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.
<b>47. Bank Guarantee for Advanced Payment</b>	47.1 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>
<b>48. Liquidated Damages</b>	48.1 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.
<b>49. Payment Provisions</b>	49.1 Payment will be made only upon UNDP's acceptance of the goods and/or services performed. The terms of payment shall be within thirty (30) days, 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.
<b>50. Vendor Protest</b>	50.1 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>

<b>51. Other Provisions</b>	<p>51.1 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>51.2 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>51.3 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;referer">http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&amp;referer</a></p>
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## 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  Time: 10:30 am  Date : 15 November 2018  Venue UN House, 55 Lodi Estate, Delhi-110003</p> <p>The UNDP focal point for the arrangement is:  Deepti Handa, Travel Associate  Telephone: +11 465 32435  E-mail: <a href="mailto:deepti.handa@undp.org">deepti.handa@undp.org</a></p>
5	16	Bid Validity Period	120 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	Indian Rupees
11	31	Deadline for submitting requests for clarifications/ questions	7 days before the submission deadline
12	31	Contact Details for submitting clarifications/questions	Focal Person in UNDP: Procurement Officer Address: UN House, 55 Lodi Estate <u>E-mail address:</u> <a href="mailto:arun.arumughan@undp.org">arun.arumughan@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 eTendering portal
14	23	Deadline for Submission	As indicated on the eTendering portal
14	22	Allowable Manner of Submitting Bids	- e-Tendering portal
15	22	Bid Submission Address	<p>As indicated in eTendering system. Note that system time zone is in EST/EDT (New York) time zone.</p> <p><b><u>PLEASE NOTE:-</u></b></p> <p>1. Date and time visible on the main screen of event (on e-tendering portal) will be final and prevail over any other closing time indicated elsewhere, in case they are different. The correct bid closing time is as indicated in the e-tendering portal and system will not accept any bid after that time. It is the responsibility of the bidder to make sure bids are submitted within this deadline. UNDP will not accept any bid that is not submitted directly in the system.</p> <p>2. Try to submit your bid a day prior or well before the closing time. Do not wait until last minute. If you face any issue submitting your bid at the last minute, UNDP may not be able to assist.</p>

16	22	Electronic submission	<p>Format: PDF files only</p> <p>File names may be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard.</p> <p>All files must be free of viruses and not corrupted.</p> <p>Password for financial proposal <u>must</u> not be provided to UNDP until requested by UNDP</p>
17	25	Date, time and venue for the opening of bid	No Public Bid opening
18	27, 36	Evaluation Method for the Award of Contract	Lowest priced technically responsive, eligible and qualified bid.
19		Expected date for commencement of Contract	<i>1 March 2019</i>
20		Maximum expected duration of contract	The total expected duration of an LTA is three (3)+(2) years. LTA will be signed for an initial duration of three (3) years, 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:	One Bidder only
22	39	Type of Contract	Long Term Agreement (LTA) <sup>1</sup>
23		Configuration of the LTA	Only one service provider will be selected, The Long term agreement for all participating UN agencies will be issued for a period of 3 years initially, however, each UN agency may sign their own separate contract.
24	39	UNDP Contract Terms and Conditions that will apply	UNDP General Terms and Conditions for Contracts UNICEF General Terms and Conditions for Contracts ILO Terms and Conditions for Contracts
25		Other Information Related to the ITB	Three General Terms and Conditions for Contracts – from UNDP, ILO and UNICEF have been shared.

<sup>1</sup> A “long term agreement” is a written agreement between UNDP and a service supplier that is established for specific services at prescribed prices or pricing provisions for a defined period, year, against which specific Orders (call-offs) can be placed at any time, during the defined period and with no legal obligation to order any minimum or maximum quantity.

## Section 4. Evaluation Criteria

### 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
<b>ELIGIBILITY</b>		
<b>Legal Status</b>	Vendor is a legally registered entity. <ul style="list-style-type: none"> <li>▪ Latest Business registration certificate, including Articles of Incorporation, or equivalent document</li> </ul>	Form B: Bidder Information Form
<b>Eligibility</b>	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
<b>Conflict of Interest</b>	No conflicts of interest in accordance with ITB clause 4.	Form A: Bid Submission Form
<b>Bankruptcy</b>	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
<b>Certificates and Licenses</b>	<ul style="list-style-type: none"> <li>▪ Official appointment as local representative, if Bidder is submitting a Bid on behalf of an entity located outside the country</li> <li>▪ Patent Registration Certificates, if any of technologies submitted in the Bid is patented by the Bidder</li> <li>▪ Latest Audited Financial Statement (Income Statement and Balance Sheet) or equivalent</li> <li>▪ 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</li> <li>▪ Company Profile, which should <u>not</u> exceed fifteen (15) pages, including Organization chart, printed brochures and product catalogues relevant to the services being procured</li> </ul>	Form B: Bidder Information Form

QUALIFICATION		
<b>History of Non-Performing Contracts<sup>2</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
<b>Previous Experience</b>	<ul style="list-style-type: none"> <li>7 years of operational experience and registered as travel agent</li> <li>Minimum one registered office in India</li> </ul>	Form D: Qualification Form
	Minimum three (3) ongoing or completed contracts for same or similar services executed in last 36 months having: <ol style="list-style-type: none"> <li>One of the contract above INR 1 crore (USD 140,000) per year</li> <li>One of the contract implemented through Implant office of more than 2 person at Client's premises</li> </ol> <p>*For each contract, provide details of: client name, contract dates, contract values, contract focal point name and email, work location.</p> <p>[Note: UNDP reserves the right to conduct reference checks with one or more of the listed clients of the Vendor]</p>	Form D: Qualification Form
	Accredited IATA (Billing Settlement Payment/ International Air Transportation Association) Travel Agent for 5 years	To submit a copy of IATA membership
	Maintains facilities of GDS (Global Distr. System, i.e. Amadeus, Galileo, World Span, etc.).	To submit a copy of certificate/proof
	Maintains a good track record in serving international organizations, embassies and multinational corporations. <ul style="list-style-type: none"> <li>Letter of Satisfactory Performance from the top 5 clients in terms of contract value.</li> </ul>	To submit <b>five reference letters</b>
	Contractor shall have membership in global travel management associations and partnership arrangements	Copy of certificate to be attached
	Able to guarantee the delivery of products and services in accordance with the <b>Performance Standards and Service Level Guarantees as per ToRs</b>	

<sup>2</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.

	Evidence of satisfactory credit rating (“Good Credit Worthiness” or equivalent) by reputable reporting agencies (Dunn and Bradstreet, Moody’s Investor Services, CRISIL, CARE FITCH etc ).	
	Proposed staff should be experienced travel consultants, especially in ticketing and fare computations, as evidenced by their track record in their curriculum vitae <b>(please refer to the TOR and provide CVs of key personnel).</b>	
<b>Additional Requirements</b>	Proposed Client Manager: Minimum 7 years of experience	CV to be provided
	Proposed Head of UN implants: Minimum 7 years of experience in relevant services.	CV to be provided
	One of the Travel Expert should have minimum 5 years of experience in visa management.	CV to be provided
	Proposed solution to assist UN agencies in reimbursement of GST payments. The solution will be evaluated by the UN evaluation committee for workability.	Confirmation to be provided
	Able to provide all mandatory services as per TOR <b>(except for Optional Services).</b>	Confirmation to be provided
<b>Financial Standing</b>	Financially capable of rendering services to UN Agencies in India. <b>Minimum average annual turnover (from sale of air tickets only) not be less than INR 25 Crore (approx.. USD 3.5 million) during past three years)</b> <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

## Section 5a: Schedule of Requirements

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### Terms of Reference (TOR)

#### Provision of Travel Management Services for the UN Agencies in India on Long Term Agreement basis

##### *A. Background and General Considerations*

##### **1. Background**

United Nations Development Programme (UNDP) India, on behalf of the participating UN Agencies wishes to enter into a Long-Term Agreements (LTA) for three + two years with one (1) competent Travel Management Agency (referred as TMA in this document) to provide travel management services. The list of participating UN agencies is as below:

UNDP - United Nations Development Programme  
UNICEF – United Nations Children's Fund  
UNFPA – United Nations Populations Fund  
UNHCR – United Nations High Commissioner for Refugees  
UNODC – United Nations Office on Drugs and Crime  
UNEP – United Nations Environment  
UNWomen – UN Women  
UNDSS – United Nations Department of Safety and Security  
UNIC – United Nations Information Centre for India and Bhutan  
ILO – International Labour Organization  
FAO Food and Agriculture Organization  
IFAD - International Fund for Agricultural Development  
UNAIDS - Joint United Nations Programme on HIV/AIDS  
UNIDO - United Nations Industrial Development Organization  
Any other UN Agency

The LTA will be signed for a duration of three years initially extendable for two more years upon satisfactory evaluation of performance. The performance evaluation will be carried out at the end of each year by a focal group of all participating UN agencies.

Three separate contracts would be signed culminating from this Long-Term Agreement –by UNDP, UNICEF and ILO. UNICEF and ILO representatives would sign their own contracts and UNDP would sign on behalf of UNDP and other UN agencies. Standard Contract template and Terms and conditions of UNDP ,UNICEF and ILO are shared at Section 8, 9 and 10 respectively.

The average annual volume of air tickets procured by the above UN Agencies during 2015, 2016 and 2017 amounts to approximately INR 22 Crore (USD 3.5 Million). Ticketing volume in the years to come is expected to remain at comparatively similar levels. However, any agreement resulting from this Request for Proposal carries with it no guarantee of future business levels.

Travel, as referred to in the TOR, shall apply to all journeys of UNDP and/or UN Agencies staff from one place to another for official business purposes. These official purposes include, but are 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;
- Visit to project sites, by either UNDP staff, Government and counterparts, or other entities involved in execution of various UNDP-funded activities; and
- Other official trips as applicable.

## **2. UN/UNDP Travel Policy**

Current air travel policy requires the Travel Agencies in all cases to book the most economical fare available including restricted and non-refundable fares and to research alternate itineraries in order to provide the lowest appropriate fares, which satisfy the UN/UNDP travel policies and mission requirements.

The UN travel policies embody the following basic principles:

- a. Where available, use of the lowest restricted and non-refundable fare (including penalty fares) is the preference;
- b. Full economy fares may be used if no appropriate reduced fares are available;
- c. Business class travel or equivalent may be applicable only in limited situations;
- d. Travel regulations prohibit first-class travel except for a few rare specific categories;
- e. The Travel Agency must be knowledgeable of and prepared to offer special fares, restricted fares, discount fares, and bulk fares for use whenever appropriate;
- f. The Travel Agency shall, where appropriate, attempt to obtain upgrades for UN/UNDP travelers wherever possible.

Travel policies of each agency will be shared with the successful service provider.

## **3. UN Agencies Travel Volumes from 2015-2017**

The annual value and volume of travel services procured by the UN Agencies in India during 2015-2017 is approximately **INR 75 Crore (approx.. USD 10.5 million)** to the Terms of Reference. These figures shall serve as indication of expected future business level, however UN Agencies in India

neither represent nor warrant that the selected Travel Agency will provide a guaranteed level of Travel Management Services hereunder, and UN Agencies do not guarantee any minimum quantity of Travel Management Services or procurement.

It is expected that the selected agency, will pass on the own fares and conditions offered by the air carriers to UN agencies and shall not expect to receive any standard or override commissions from the respective air carrier. In addition, UN Agencies in India and at Corporate level have entered into agreements/deals with a list of domestic and international air carriers for corporate discounts based on the volumes and travel preferences. A list of such airlines and agreements/deals is listed below. As a result of these agreements, air carriers would apply special fares and conditions which the selected Agency would be required to utilize and pass on to UN Agencies under this contract – unless the Travel Agency's own discounts are more convenient to UN Agencies.

<b>International Airlines</b>	<b>Domestic Airline</b>
Emirates	Jet Airways
Etihad	Vistara
Qatar	Indigo
South African	Spicejet
Turkish Airlines	Go Air

#### ***B. Scope of Services, Expected Outputs and Performance Standards***

### **5. Scope of Services**

The successful TMA shall provide full, prompt, accurate and expert international travel products and services to staff of the UN Agencies from 08:30 to 18:00 during working days. The travel agency shall be able to provide implant services at three UN locations at New Delhi as per details in TOR Section 9 (Contract Management, Reporting and Billing), equipment, and facilities, with the least operational disruption, and with practically no lead time for UN and other agencies, from the time of signing of the contract. In addition, the TMA shall provide for 24 hours emergency service, as well as for services during weekends and official holidays where emergency travel service is required (this can originate from remote locations). One of the TMA's employees shall always be reachable by phone. The products and services include, but are not limited to, the following:

## **Mandatory Services Requirement**

### **1) Reservation and Ticketing**

- For every request, the TMA shall immediately make offers and prepare appropriate itineraries and formal quotation based on the most economical fare available including restricted and non-refundable fares on the most direct and convenient routing;
- In the event of loss, the TMA shall immediately replace airline tickets, as per conditions enforced by airline carriers;
- In the event that required travel arrangement cannot be confirmed, the TMA shall notify the UN Agency representative of the problem and present minimum three (3) alternative routings/quotations for consideration;
- For wait-listed bookings, the TMA shall provide regular daily feedback on status of the flight;
- The TMA shall reconfirm and revalidate airline tickets, re-issue tickets which are returned as a result of changed routing or fare structures and printed itineraries, as per conditions enforced by airline carriers;
- The TMA shall promptly issue and deliver accurately printed e-tickets and detailed itineraries, (in printed and/or electronic format) showing the accurate status of the airline on all segments of the journey;
- The TMA shall accurately advise UN/UNDP of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings;
- The TMA shall provide information on airline tickets schedules.

### **2) Airfares and Airlines Routings/Itineraries**

- The Travel Agency shall propose fares/airline routings and guarantee that it shall obtain the lowest available airfare for the journey concerned. Such journeys shall be the most direct and economic routing, unless travel time exceeds nine (9) hours in duration with a maximum two (2) hours break between flight segments;
- The Travel Agency shall ensure that tickets issued are in accordance with entitlements prescribed in UN/UNDP Travel Authorization;
- The Travel Agency shall assist UN/UNDP representatives in negotiating with airlines on preferred fare conditions for UN Agencies, such as ticketing deadlines to be as flexible as possible (i.e. until the date of commencement of particular travel);
- The Travel Agency shall advise market practices and trends that could result in further savings for UN Agencies, including the use of corporate travel booking tools with automated travel policy compliance and enforcement, and travel management reporting;
- The Travel Agency shall propose fares/airline routings in accordance with the latest UN Airline Safety List;
- The Travel Agency shall provide all official travelers with last seat availability, advance seat assignments and advance boarding passes, wherever possible on all airlines for which the Travel Agent can offer these services. The Travel Agency is expected to expand these services, as they become available on additional carriers.
- The TMA shall keep the updated traveler's profile including traveler's preference: seat,

special meals, frequent flyers programmed numbers, address, telephone, mobile number, and e-mail. The TMA shall obtain a consent or opposition on the usage of their personal data made by travel agency or sub-contractors to third parties. This disclosure is requested in order to protect the privacy of the travelers and should be treated as important obligation under this contract.

### 3) Travel Information / Advisories

- The TMA shall provide quick reference for requested destinations;
- The TMA shall provide travelers with a complete automated itinerary document to include carrier(s), flight and voyage numbers, departure and arrival times for each segment of the trip, tax exempt information, etc.;
- The TMA shall inform travelers, upon booking confirmation, of flight/ticket restrictions, involuntary stop-overs, and other inconveniences of the itinerary and provide required documentation for travels;
- The TMA shall provide travelers on request with online and offline relevant information on official destinations, i.e. visa requirements, security procedures, airport transfers/land transportation facilities, local points of interest, currency restrictions/ regulations, health precautions, weather conditions, etc., as per Global Distribution System guides;
- The TMA shall promptly notify travellers of airport closures, delayed or cancelled flights, as well as other changes that might affect or will require preparations from travellers, sufficiently before departure time, and as soon as it becomes available.

### 4) Flight Cancellation / Rebooking and Refunds

- The TMA shall process duly authorized flight changes /cancellations when and as required;
- The TMA shall immediately process airline refunds for cancelled travel requirements unutilized pre-paid tickets and credit these to the respective UN Agency as expeditiously as possible;
- The TMA shall refund tickets within one (1) week only;
- The TMA shall limit refund charges at airline rate only, i.e. no additional charges will accrue to the Travel Agency;
- The TMA shall absorb cancellation and/or change reservation date charges which are due to no fault of the UN Agency or the traveler;
- The Travel Agency shall report back to the respective UN Agency on the status of ticket refunds.

### 5) Supplier Relations

- The TMA shall not favor any particular air carrier when making reservations, unless they have preferential agreements with particular airlines and will be for overall benefit of UN and the traveler.;
- The TMA shall maintain excellent relations with all air carriers for the benefit of the UN Agencies in India.

#### 6) Services Quality Control and continuous improvements

- The TMA shall establish and operate to monitor on a regular and continuous basis the quality of travel products and services provided to the UN Agencies in India ;
- 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 UN Agencies in India ;
- Regular\meetings between senior management to monitor and review progress on an ongoing basis with a view to suggesting improvements to the service.
- The UN Agencies in India shall be notified of any deficiencies found and corrective action taken;
- The Travel Agency warrants that the personnel assigned to handle the UN Agencies' travel arrangements shall constantly be trained to be kept up to date.
- Measurements of improvements to the service will be part of the Service Level Agreement between the parties.

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

##### a) Lost Ticket/Travel Documents

TMA to support the traveler in case of any lost tickets or other travel documents.

##### b) Preferred Seating Arrangements/Upgrades

Whenever requested by the travel focal points, TMA to facilitate preferred seating arrangements, web check-in (e.g. Aisle seat for single women traveler??).

##### c) Privileged Check-In Services/Use of Airline Lounge Facilities

Travel focal points may request for privileged check in services for some travelers.

TMA to facilitate such requests and guide the traveler appropriately.

##### d) Excess Baggage/Lost Baggage

TMA to support the traveler on lost baggage and clearly indicate the total weight allowed per seat on the ticket. Any guidance or rule change by any airlines on baggage allowance and claims should be informed to the UN agencies in a timely manner.

##### e) Travel Insurance

The TMA shall offer a full insurance scheme (incorporating coverage for medical expenses, medical evacuation/repatriation, lost baggage/lost money, travel accident) under the terms of a company scheme. In the event that all the organizations' travellers can not be insured under the corporate scheme, the travel agency shall propose an alternative scheme at a competitive cost per person.

It is the responsibility of TMA to support UN staff traveling on official on settlement of claims and liaison with the insurance company. UN agencies will not be held responsible for this interactions.

f) Rail booking – if required, assist in booking through rail in India and overseas. The rules and SLA for rail booking will be as applicable for each UN Agency.

g) Medical advice

- The Travel Management Agency will provide medical advice and information on health requirements at all times for international travelers. The traveler profiles will include details of inoculations, wherever applicable.

h) Passport and Visa arrangements

- The Travel Management Agency shall always notify UN staff and travellers of the updated Visa requirements for destinations to be visited and transited during a planned journey and shall make certain the traveler is in possession of valid travel documents before commencement of travel. Current Visa application forms should be readily available at all times with the implant staff.
- Notification of any passport and visa requirements shall always be given at the earliest opportunity.
- The Travel Management Agency shall be responsible for the provision of all necessary forms and the processing of Visa applications.
- Applications shall be processed upon receipt by the Travel Management Agency and forwarded to the relevant consulate or embassy. The Travel Management Agency shall make the traveler / booker aware of the normal period required by the relevant authority to process the application.
- All applications will be checked by the Travel Management Agency for accuracy and completeness upon receipt. Notification of any errors shall be immediately made to the applicant.
- The progress of all passport and visa applications shall be closely monitored by the Travel Management Agency to ensure the correct documentation is returned to the traveler prior to the date of travel.
- The TMA to follow-up with the High commissions/embassies for passport and visa processing and inform applicants about the status and any other documentation requirement.
- It is expected that TMA will have good contacts with High commissions, Embassies and consulates and will be able to provide guidance and assistance to the applicants.
- It is expected that TMA will prepare visa letters for all the International Travelers

i) Emergency Services, e.g., sickness, injury, etc.

- At all other times a comprehensive 24 hour Emergency Service shall be available 365 days per year for assistance both in India and overseas to all travelers and members of UN Agencies' staff who may need access to an emergency service.
- The emergency service will also provide assistance in obtaining emergency medical help for staff on official travel, assistance in obtaining lost baggage, and emergency repatriation travel of UN staff. During emergencies the implant offices will be expected to be operational during holidays and weekends.

j) Meet and Assist Facilities & Airport Assistance

The TMA will provide assistance service at airports as and when required

- At the time of departure: Assist passenger with issuance of boarding pass and check-in facilities at the airlines counter. Guide them to Immigration counter and security check.

- At the time of Arrival: Help them in custom clearance of luggage and guide them to vehicle parking area.
- Any other special request for meet and greet as and when communicated by UN agencies.

*Meet & Assist: Services rendered by travel Agents staff to a passenger at the time of arrival , departure and transit with boarding, embarkation or during connections.*

k) Hotel bookings: The travel management agency may be asked to book hotels within and outside India for official visits.

UNDP and other participating agencies in New Delhi may add any or all of the Optional Services to the main Travel Agreement with the selected service provider should these be assessed as convenient for UNDP.

#### 8) Newsletter

- The Travel Management Agency shall provide a regular newsletter providing updated information pertinent to UN travelers. This will incorporate information regarding relevant promotional fares and rates, changes to the Travel Management Agency personnel and general travel information.

9) Providing an Interface with major Airlines and Hotels to get the best corporate deals: Ability to facilitate meetings with Senior colleagues from Airlines and leading Hotel chains to get the best corporate deals for UN (data to be based on the MIS reports).

### **Optional Services Requirement**

#### 1) Ground Transportation/Car Rental / Taxi services :

UN agencies may require the services of Travel Agency for regular or adhoc requirements in Delhi and anywhere in India for ground transportation. These services may be required on ad-hoc or monthly rental arrangements by all UN Agencies for various requirements ranging from high end (Mercedes, BMWs etc), middle level (Toyota, Mahindra, Renault etc.) and low end (Maruti Suzuki, Hyundai, Tata etc)

#### 2) Tour packages

UN Agencies, for their official purposes OR the staff of UN agencies personally, may obtain additional services of Package tours. The “package” may include a variety of services together (such as transport, accommodation and meals, and may also include the provision of a tour guide and/or leader) to make a single “combined” trip. These tours can be long or short in duration and distance.

They may be a one-day or overnight package (like to Taj Mahal), or they could be a period of a month or more (excursion to Tibet).

In the event that the proposal is made in association with one or multiple partners (i.e. Consortium or Joint Venture) the documentation shall include the corresponding agreement between the parties and indicate roles and responsibilities of all the partners.

Performance Standards and Service Level Guarantee for Travel services has been provided in the next column. However, if the contract is entered for other optional services as well, Service Level Agreements for the rest of services would be agreed with the selected service provider and UN agencies before the beginning of the contract.

**Bidders are requested to clearly indicate if they propose to provide these additional services; if yes, then please submit the methodology along with financial proposal for these additional services separately. After finalisation of the preferred bidder, UNDP and participating agencies will decide on incorporating the additional services in the main Travel Management contract based on the proposed methodology and financial quotes. The financial quote for these additional services should be quoted separately and submitted along with the [Section – 7 : Financial Proposal Form](#).**

## 6. Performance Standards and Service Level Guarantee

The contracted Travel Agency shall perform services and deliver products in accordance with the herein prescribed minimum performance standards set by the UNDP India :

Product / Service	Performance Attribute	Definition	Standard / Service Level
1. Airline Reservation	Agency Accuracy	Ability to perform task completely and without error	Zero-error in passengers' records/airline bookings, fare computation, routing;
	Speed and Efficiency	Ability to deliver product or service promptly and with the use of resources	<ul style="list-style-type: none"> <li>For confirmed bookings via itinerary within two hours time of request;</li> <li>For wait listed bookings via regular updates every two days;</li> </ul>
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
	Timeliness of delivery	Ability to deliver product or service on or before promised date	3 working days before departure date

Product / Service	Performance Attribute	Definition	Standard / Service Level
3. Travel Documentation	Accuracy	Ability to ascertain requirements for various destinations/nationalities	<u>Zero-incident</u> of complaint/aborted travel due to incomplete travel documents
	Clarity	Ability to deliver product or service on or before promised date	<u>10 working days</u> before travel date
4. Billing	Accuracy	Ability to generate billing statements without errors as per the periodic intervals decided by the specific UN Agency	<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&gt;Returns</u> for clarification/explanation
5. Rates/Pricing	Fairness	Charges for services offered as per agreements with the Airlines	At same or rates lower than market standards
	Company concern about fares	Ability to quote competitive fare	Guarantee that at least three competitive Quotes are provided.
	Good value indicated by price	Competitive fares quoted vs. restrictions or lack/absence thereof	At the same terms or better than quoted by airlines
	Willingness to assist UN Agencies to negotiate preferred rates and concessions	Voluntarily offering to assist/represent UN Agencies in dealings with airlines	Semi annual meetings to obtain competitive rates in the market and preferable fare conditions
6. Service Quality	Accessibility	Ability to access or approach travel agency	Telephone: 80% calls to answered within 20 seconds Emergency: 24 hours Email: available Website: available
	Responsiveness	Willingness to go out of one's way to help the traveler	Regular coordination meetings with UN Agencies; Travel Agency Performance Reviews once a quarter;
7. Problem	Refunds	Ability to process and	Within 15 days from date of

Product / Service	Performance Attribute	Definition	Standard / Service Level
Solving	Complaint Handling	obtain ticket refunds on a timely basis Ability to resolve complaints	cancellation  Timeliness: one (1) week Manner of resolution: Satisfactory score
8. Travel Experts	Competence	Knowledge of destinations; Knowledge of airline practices, fare levels and shortest routes and connections; Knowledge of UN Travel Policies;	Proficiency rating of not less than 75% Agency to endeavor to retain 90% of dedicated staff allocated to UN account including Account Management Team
9. Communications	Awareness Level of Travelers regarding Travel Agency Product and Services	Services and policies are communicated to travelers; Travelers are well informed about matters concern them;	Frequency of communications: Monthly
10. Office premises and Hours of Services	Readiness to do business	Travel Expert to commence business	<ul style="list-style-type: none"> <li>▪ The Travel Agent(s) should provide travel services from 8.30 am to 18.00 p.m during working days. In addition Travel Agent(s) shall provide for 24 hours a day emergency service, as well as for services during weekends and official holidays where emergency travel service is required.</li> <li>▪ Zero complaints that no one was available to answer calls.</li> </ul>
11. UN Travel Policy	Adherence to UN Travel Policy	Knowledge of UN Travel Policy and secure reservations only in compliance with it	Minimum 99% compliance to UNDP travel policy. Travel Experts deployed under UN contract to be fully conversant with travel policy. Non-compliance to be recorded

Product / Service	Performance Attribute	Definition	Standard / Service Level
12. Disaster Recover	Contingency	A comprehensive and robust contingency plan to be in place	Continue to provide services in the event of Emergency
13. Forex Services	Agency Accuracy	Ability to perform task completely and without error	Adherence to prevailing RBI guidelines;
	Timeliness of delivery	Ability to deliver product or service on or before promised date	Within 5 working hours after the formal request
14. Service Quality (Forex)	Accessibility	Ability to access or approach Forex representative	Telephone: 80% calls to answered within 20 seconds Emergency: 24 hours Email: available Website: available
	Responsiveness	Willingness to go out of one's way to help the traveler	Regular coordination meetings with UN Agencies; Performance Reviews twice a year;
15. Billing Cycle (Forex)	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&gt;Returns</u> for clarification/explanation
16. Problem Solving (Forex)	Refunds	Ability to process and obtain Currency refunds on a timely basis	Within one month from date of request
	Complaint Handling	Ability to resolve complaints	Timeliness: one (1) week Clear line of escalation

### ***C. Contractual and Institutional Arrangements***

#### **7. Contract Parameters**

UNDP, UNICEF and ILO India envisage entering into a multiyear contract with one selected Service Provider for the provision of Travel Management and associated Services. The Travel Agency, selected as a result of the present Request for Proposal, will pass on to the UN Agencies in India their own fares and conditions offered by the air carriers including all commissions and discounts in the form of upfront discounts applicable to a ticket booking. In addition, recently UN Agencies in India have entered into agreement with a list of domestic and international air carriers for

corporate discounts based on the volumes and travel preferences and such list may be expanded in the near future. As a result of these agreements, air carriers would apply special fares and conditions which the selected Travel Agency would be required to utilize and pass on to UN Agencies under this contract.– unless the Travel Agency’s own discounts for specific purchases are more convenient to UN Agencies.

## **8. Roles and Responsibilities**

The Travel Agency shall collaborate with the representatives designated by the UN Agencies in India listed above, who will request quotations for various itineraries, as required. Requests shall be sent in writing to the Travel Experts designated by the contracted Travel Agency and shall contain the following minimum information:

- routing/itinerary of travel;
- outbound departure date and inbound arrival date;
- class of booking and conditions of booking, if applicable (i.e. changeable dates, fully refundable etc.);
- number of tickets required;
- restrictions regarding airlines and/or air-carriers, if applicable.

Requests for quotation shall be sent between 08:30 and 18:00 during working days. In case of emergency services requested during weekends and official holidays, the request for quotation sent in writing shall be followed by a phone call from the requestor alerting of the emergency.

Within two working hours from receipt of written request by email, the contracted Travel Agency shall provide its quotation as per applicable UN/UNDP Travel Policy and special fares and conditions offered by air carriers to the UN Agencies in India. The quotation shall consist of minimum three options for the requested itinerary and shall contain the following information for each option:

- air-carriers and flight numbers;
- dates and times of departures/arrivals for each segment of the trip;
- booking class with description of applicable restrictions and period of validity of booking;
- refund/rebooking charges;
- price in INR/USD, disaggregated by ticket fare, taxes, service fee and other charges if applicable.

The UN Agency representative shall select the acceptable offer and shall confirm and request the Travel Agency to make the booking, as early as possible. The Travel Agency shall send the booking by email to the UN Agency representative. The period of validity of booking shall be in accordance with policies enforced by airline carriers and shall be indicated in the message.

The UN Agency representative shall make every effort to obtain all required approvals for the proposed booking and travel within the period of validity of booking. In the event that he/she failed to request issuance of electronic ticket within the period of validity of the initially proposed booking, the Travel Agency shall make every effort to re-book the initially proposed itinerary at the same fare and conditions, or shall inform the UN Agency representative of the impossibility of

doing so and shall re-book the ticket at the next lowest available fare.

Upon approval of travel, the authorized sender shall request issuance of electronic ticket as per confirmed booking and price.

## 9. Contract Management, Reporting and Billing

The contract resulting from the present Request for Proposal shall be available for use by all UN Agencies in India listed above, which will designate one representative to deal with the Travel Agency. However, the overall contract management responsibility shall rest with UNDP, UNICEF and ILO India, whose Travel Administrative Associate shall serve as focal point for this purpose.

The UNDP, UNICEF and ILO Travel India Administrative Associate shall serve as the focal point for the following:

- Contract administration and overall point of contact for the contracted Travel Agency;
- Issuance, answering questions; coordination and establishment of reports;
- Obtain and review quarterly reports from the Travel Agency;
- Conduct Travel Agency Performance Review once per year;
- Perform inspection of services, including verification of fares, rates, etc.

The UN focal points shall, from time to time, evaluate and verify with other Travel Agencies and other industry indicators the comparability and competitiveness of the rates offered by the contracted Travel Agency. The UNDP India reserves the right to terminate contract with the Travel Agency at any time if the Travel Agency charges UN Agencies in India on higher rates than market standards, or does not render minimum services described in this tendering document.

UN Staff may use the services under this contract on same pricing conditions (including the corporate discounts) for personal requirements, however, their payment would be settled by the staff themselves and UNDP / other UN Agencies shall have not any obligation of settling such payments. Any such personal request should not take preference over the official work and should only be provided by the Agency if excess capacity is available.

For purposes of accessibility, ease of coordination, efficiency of delivery of services and lowering the overall costs of doing business, the UN Agencies remain the right, and the Travel Agency contracted through this tendering exercise will comply with the request, ***to open three (3) implants within the UN Houses at New Delhi and be able to provide services at other locations (within New Delhi) for a day or two on ad-hoc basis as and when required.***

Implant requirements from the Travel Management Agency:

- The Travel Management agency will assign dedicated staff exclusively for UN implant office led by a qualified Implant Head. The implant staff must have a minimum of 5 years business travel experience and have completed the IATA / UFTAA Standard course. The implant staff should be comfortable in a multi-cultural environment and have the ability to establish good work relationships.
- For reference purposes current status of implants: one at UNDP (managed by 2 dedicated Personnel), one at UNICEF (managed by 1 dedicated personnel) and one at ILO (managed by 1 dedicated person). The successful travel agent is required to provide as many staff as needed in the implants to process the expected service volumes while meeting the

performance standards set forth in the service level agreement.

- At the minimum, the following persons must be assigned at the implants:
  - One Implant head – for the LTA and overall management of all implants, to be located at UN House
  - One Implant travel experts at UN House
  - One Implant travel experts and UNICEF and
  - One Implant travel expert at ILO
- The service provider should comply<sup>3</sup> with all the statutory Indian Labor regulations of wages, working hours, leaves, PF, ESI etc. for the staff working in UN implants. UNDP reserves the right to request copies of the employment contracts of professionals working under this contract at any time during this contract.
- In New Delhi, the implant offices should be functional during established UN working days and agreed time schedules. In case of heavy workload, there should be additional member of staff for back-up. UN Agencies in India have many state offices and the location and staffing structure for these offices is not fixed. The agency should be able to provide a suitable arrangement like Call in facilities, etc. as part of the technical proposal.
- The implant should be familiar with UN travel policies and procedures and ensure compliance in all official transactions for travel related services listed above.
- The agency should be able to provide back-up support to the regular implant staff from Agency's City Office for efficient and timely servicing of TC related transactions.
- It has been observed that selected agencies frequently rotate their resources from one organization to another resulting in loss of continuity of operations. It is expected that the selected travel agency will depute dedicated staff for UN operations and ensure the motivation levels and retention of resources.
- All office/communication equipment and stationery for efficient servicing at implant office, e.g. fax machine, computer hardware and peripherals, etc. should be provided by the Agency, however the following cost of the operational overheads shall be borne by the respective UN agencies – viz. office space, electricity and local phone calls.

### MIS /Reporting

The Travel Agency shall submit the following reports on regular basis to designated officials:

- Monthly reconciliation statements and settlement of invoices as per each UN Agency requirement
- Quarterly Production Statistics;

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<sup>3</sup> Please see the ILO Labour Clauses of the attached ILO Terms and Conditions for Contracts; proposed agency to ensure that the staff working at UN premises will be governed by these clauses.

- Quarterly Carrier – Route – Fare Analysis and Production/Volume of Business containing the following minimum information: name of requesting unit (UN Agency), ticket number, passenger name, travel dates, itinerary, ticket price, service fee applied;
- Changes and Update on Airline Rates, promotions, policy changes, etc., immediately upon the receipt of the advice;
- Reports listed below with data refreshed monthly and made available at a consolidated level as well as by organization.

Report Name	Description
Air Detail Report By Traveler	Shows detail for each ticket issued including routing, fare paid, fare basis, in policy airfare, reason for policy exception (if applicable), airfare savings (fare paid against the fare without the contract discount applied).
Air Summary Report	Shows total of fares paid with comparisons to benchmark fares; average ticket price; avg. cost per mile
Lost Opportunity by Traveler	Exception report by traveler showing fare offered compared to fare accepted with lost savings
Carrier Usage	Shows actual carrier results (e.g. spend and market-share)
Market Pairs	Market pairs including, carrier, class of service, segment fare, # of segments, average fare and cost per mile.
Advance purchase – booking	Advance booking days, expenditure, transactions, average ticket price.
Advance purchase – purchase	Advance purchase days, expenditure, transactions, average ticket price.
Frequent travelers	Traveler name, index number, tickets issued, expenditure, average ticket price
Air Carrier Analysis Report	Carrier concentration reports market pairs each of the top 10 airlines with expenditure, transactions, average segment cost and market share % for purpose of negotiations
Hotel Property Analysis by City	Reports hotels used in each city for purpose of determining negotiation opportunities by city
Unit Analysis	Breakdown of airfare spend by UN entity
Class of Service	Airline, class, segments, segment cost, % of total and average segment cost.
<b>Carbon reporting</b>	<b>Air CO2 Emissions: An estimate in kilograms of the number of emissions during a flight.</b>
Executive Summary	A summary of travel spend with air, hotel and car expenditures showing current and YTD data domestic vs. int'l and totals

- Any ad hoc reports requested that do not require extensive searches for data and/or

extensive data comparison to be delivered by electronic means within two business days. Those ad hoc report requests that require extensive data search and/or extensive data comparison will be delivered according to an agreed upon delivery time.

- Exception Reports
  - Rolled up by organization, Traveler, Lost Savings Amount, with following details
    - Specified Class of Service (requests for Y class fares) – used to improve upgrade chances
    - Declined to flight time preference
    - Declined due to carrier preference
    - Declined due to penalty or restriction - (Refundable vs. Non-refundable, Use of International Restricted Fares)
    - Declined due to airport preference
    - Approved standard of accommodation exception
- Non Refundable Ticket Tracking
- Crisis reporting – whose where – on demand
- Monthly Service Level Report
- Financial statement with revenues, expenses and associated support documentation. This will include transactional level detail for any activity based pricing (e.g. after hour calls).

#### Billing and Invoice

- The Travel Agency shall send an itemized official invoice to the designated representative of the UN Agency at the end of periodic cycle decided by the respective UN agency for all services provided;
- The invoice shall be issued in Indian Rupees;
- The invoice price shall be disaggregated by ticket fare, different type of taxes, service fee and other charges (if applicable);
- Within **30** working days the invoiced UN Agency shall affect payment to the Travel Agency upon review and approval of the services included in the invoice;
- Invoices for Personal services shall be settled by the staff themselves. UN agencies will not be responsible for any dispute or settlement of staff invoices.

GST : UN agencies are entitled to reimbursement of GST amount, therefore, it is the responsibility of the Travel Agency to:

- Liaise the airlines to register with GST and share the airline GST number with UN
- Collect all GST invoices received from respective airlines and share with UN agencies along with the invoice statements of the TMA.
- Ensure the Unique GST numbers assigned to each UN agency is marked on the invoices of respective airlines.

*if available, TMA can recommend a better solution for management and reimbursement of GST for UN agencies.*

#### **D. Requirement from the Service Provider**

The successful Travel Agency shall be required to devote personnel with the following minimum qualifications:

1. **Client Manager** with adequate authority to make decisions for the timely resolution of problems (need not be 100% dedicated to UN Account but visiting regularly and be available on demand) ;
2. Implant head with adequate authority to make decision for regular requirements under the contract;
3. At least three (3) travel experts proposed for implant, with a minimum 5 five years of practical experience in the management of travel services, in operating the automated reservation and ticketing systems;
4. In the case of emergencies (e.g. evacuations, war, etc.), the travel expert shall maintain operations necessary to support UN Agencies in India ;
5. 24 hours a day access of emergency service and necessary delivery of tickets as required by UN Agencies in India.

Minimum qualification for the required key personnel:

##### **a. Client Manager**

- The Client Manager should have at least seven (7) years of account management experience with a strong operational background.
- Strong GDS knowledge and experience.
- Ability to manage up and set expectations to manage work flow and expected ETA's.
- Strong consultation and liaison skills.
- Excellent communication skills.
- Experience in identifying and implementing process opportunities and generating process improvement ideas.

##### **b. Implant Head**

- i. Minimum of seven (7) years' of corporate travel reservations experience with minimum three (3) years of predominately complex international travel.
- ii. Proficient in Microsoft Excel and Word.
- iii. Knowledge of back office operations.
- iv. Ability to understand and effectively utilize technology via the web or TMC reporting tools.
- v. Ability to understand and implement process and products.
- vi. Strong GDS skills.

- vii. Experience with TMC reporting tools.
- viii. Experience of working with International travelers, comfortable with English and good communication skills

**c. Travel Experts**

- i. Minimum of five (5) years' of corporate travel reservations experience with minimum three (3) years of international travel.
- ii. One of the travel experts should have minimum 5 years of experience in visa management.
- iii. Ability to understand and effectively utilize technology via the web or TMC reporting tools.
- iv. Strong GDS skills.
- v. Experience with TMC reporting tools.
- vi. Experience of working with International travelers, comfortable with English and good communication skills

The nominated travel experts in the proposal must be the employee who will be responsible for the management of travel services to UN Agencies in India the entire period set for this contract. If the travel expert decided to terminate her/his services with the travel agency, the latter must notify UNDP India Administrative Associate one month in advance and attach to the letter the Curriculum Vitae of the proposed replacement of the travel expert. UN Agencies have the right to reject the newly nominated travel expert if found to be not competent enough to handle the management of the travel services. In the event of failing to assign experienced personnel, UN and Participating agencies in India shall have the right to terminate the contract.

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

The Travel Agency shall have a contingency replacement plan to be enforced during periods of illness and vacations of its personnel in order to maintain full service at all times under the contract.

***E. Recommended Presentation of Proposal***

For purposes of generating proposals whose contents are uniformly presented and facilitate their comparative review, it is recommended that Proposers make use of the Technical Proposal Format presented under Form E: Format of Technical Bid/Bill of Quantities. The descriptions and information provided under each sub-section therein should prove the Proposer's ability to meet and/or exceed the requirements of the Terms of Reference and should facilitate ease of analysis/evaluation process in accordance with technical evaluation criteria presented under Section 4 of the present Invitation to Bid. Any additional documents provided as part of the Technical Proposal should be referenced in a chronological order and labeled accordingly. A Proposal determined as not substantially responsive will be rejected and may not subsequently be

made responsive by the Proposer by correction of the non-conformity.

UNDP India recognizes the importance of confidentiality of the data provided by Proposers and the proposal information.

## Section 5b: Other Related Requirements

Further to the Schedule of Requirements in the preceding Table, Bidders are requested to take note of the following additional requirements, conditions, and related services pertaining to the fulfillment of the requirements:

Delivery Term [INCOTERMS 2010] <i>(Pls. link this to price schedule)</i>	Other _____ N/A _____
Exact Address of Delivery	NA
Payment Terms <i>(max. advanced payment is 20% as per UNDP policy)</i>	100% within 30 days upon UNDP's acceptance of the services
Conditions for Release of Payment	<input checked="" type="checkbox"/> Confirmation of ticket issued <input checked="" type="checkbox"/> Certification that travel occurred and ticket used <input checked="" type="checkbox"/> Written Acceptance of services based on full compliance with ITB requirements
All documentations, including catalogues, instructions and operating manuals, shall be in this language	English

## 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"/>
▪ Form E: Format of Technical Bid/Bill of Quantities	<input type="checkbox"/>
<b>Have you provided the required documents to establish compliance with the evaluation criteria in Section 4?</b>	<input type="checkbox"/>

### Price Schedule:

▪ Form F: Price Schedule 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:	<b>ITB-099-IND-2018</b>		

We, the undersigned, offer to supply the goods and related services required for [Insert Title of goods and services] in accordance with your Invitation to Bid No. [Insert ITB Reference Number] 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]*

## Form B: Bidder Information Form

<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)</b> <i>(If yes, provide a Copy of the valid Certificate):</i>	[Complete]
<b>Does your Company hold any accreditation such as ISO 14001 or ISO 14064 or equivalent related to the environment?</b> <i>(If yes, provide a Copy of the valid Certificate):</i>	[Complete]
<b>Does your Company have a written Statement of its Environmental Policy?</b> <i>(If yes, provide a Copy)</i>	[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>▪ Company Profile, which should <u>not</u> exceed fifteen (15) pages, including printed brochures and product catalogues relevant to the goods and/or services being procured</li> <li>▪ IATA Certification of accreditation</li> <li>▪ Certificate of Incorporation/ Business Registration</li> <li>▪ 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</li> <li>▪ Trade name registration papers, if applicable</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 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 or in the goods it manufactures</li> <li>▪ Patent Registration Certificates, if any of technologies submitted in the Bid is patented by the Bidder</li> <li>▪ Certification or authorization to act as Agent on behalf of the Manufacturer, or Power of Attorney.</li> <li>▪ Local Government permit to locate and operate in assignment location, if applicable</li> <li>▪ Official Letter of Appointment as local representative, if Bidder is submitting a Bid on behalf of an entity located outside the country</li> </ul>

## FORM C: JOINT VENTURE/CONSORTIUM/ASSOCIATION INFORMATION FORM

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
ITB reference:	<b>ITB-099-IND-2018</b>		

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 <i>(address, telephone numbers, fax numbers, e-mail address)</i>	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: \_\_\_\_\_ Name of partner: \_\_\_\_\_

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

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

Name of partner: \_\_\_\_\_ Name of partner: \_\_\_\_\_

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

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

## Form D: Eligibility and Qualification Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
ITB reference:	<b>ITB-099-IND-2018</b>		

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

### History of Non- Performing Contracts

<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:	

### 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

<b>Annual Turnover for the last 3 years</b>	Year	USD
	Year	USD
	Year	USD
<b>Latest Credit Rating (if any), indicate the source</b>		

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 Bid

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
ITB reference:	<b>ITB-099-IND-2018</b>		

### To be filled as per requirement in the terms of Reference in Section 5a

The Bidder's Bid should be organized to follow this format of the Technical Bid. 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 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).
- 1.2 Relevance of specialized knowledge and experience on similar engagements done in the region/country.
- 1.3 Quality assurance procedures and risk mitigation measures.
- 1.4 Organization's commitment to sustainability.

### SECTION 2: Scope of Supply, Technical Specifications, and Related Services

This section should demonstrate the Bidder's responsiveness to the specification by identifying the specific components proposed, addressing the requirements, as specified, point by point; providing a detailed description of the essential performance characteristics proposed; and demonstrating how the proposed bid meets or exceeds the requirements/specifications. All important aspects should be addressed in sufficient detail.

- 2.1 A detailed description of how the Bidder will deliver the required goods and services, 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 Explain whether any work would be subcontracted, to whom, how much percentage of the requirements, the rationale for such, and the roles of the proposed sub-contractors and how everyone will function as a team.
- 2.3 The bid shall also include details of the Bidder's internal technical and quality assurance review mechanisms.
- 2.4 Implementation plan including a Gantt chart or Project Schedule indicating the detailed sequence of activities that will be undertaken and their corresponding timing.
- 2.5 Demonstrate how you plan to integrate sustainability measures in the execution of the contract.

Goods and services to be Supplied and Technical Specifications	Your response				
	Compliance with technical specifications		Delivery Date <i>(confirm that you comply or indicate your delivery date)</i>	Quality Certificate/Export Licenses, etc. <i>(indicate all that apply and attach)</i>	Comments
	Yes, we comply	No, we cannot comply <i>(indicate discrepancies)</i>			

Other Related services and requirements <i>(based on the information provided in Section 5b)</i>	Compliance with requirements		Details or comments on the related requirements
	Yes, we comply	No, we cannot comply <i>(indicate discrepancies)</i>	
e.g. Delivery Term			
Warranty			
Local Service Support			

### 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 goods and/or services.

## Format for CV of Proposed Key Personnel

<b>Name of Personnel</b>	[Insert]
<b>Position for this assignment</b>	[Insert]
<b>Nationality</b>	[Insert]
<b>Language proficiency</b>	[Insert]
<b>Education/ Qualifications</b>	<p><i>[Summarize college/university and other specialized education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.]</i></p> <p>[Insert]</p>
<b>Professional certifications</b>	<p><i>[Provide details of professional certifications relevant to the scope of goods and/or services]</i></p> <ul style="list-style-type: none"> <li>▪ Name of institution: [Insert]</li> <li>▪ Date of certification: [Insert]</li> </ul>
<b>Employment Record/ Experience</b>	<p><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></p> <p>[Insert]</p>
<b>References</b>	<p><i>[Provide names, addresses, phone and email contact information for two (2) references]</i></p> <p>Reference 1: [Insert]</p> <p>Reference 2: [Insert]</p>

I, the undersigned, certify that to the best of my knowledge and belief, the data provided above correctly describes my qualifications, my experiences, and other relevant information about myself.

\_\_\_\_\_  
Signature of Personnel

\_\_\_\_\_  
Date (Day/Month/Year)

## FORM F: Price Schedule Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
ITB reference:	<b>ITB-099-IND-2018</b>		

The Bidder is required to prepare the Financial Bid in the same envelope with the Technical bid as indicated in the Instruction to Bidders.

For the services listed under Section 5a: Schedule of Requirements - Terms of Reference, the selected Travel Agency will charge the UN Agencies in India, a fixed service fee per each issued ticket regardless of booking class, as detailed in below table. The service fees shall remain fixed for the whole duration of the contract and shall apply for a whole itinerary per passenger and each independent air ticket issued unless there are changes in pricing introduced by air carrier which should be officially communicated.

*Financial evaluation* of the technically qualified proposals will be performed in the following way: the proposed transaction fee (B) would be multiplied by the weight of each service (A) to obtain (C). (C) would be added to get the total score obtained by each bidder.

### Price Schedule

Ticketing Based Charges and Other Service and Transaction Fees	Weightage for each service (A)	Fixed Fee per transaction (INR) (B)	Total (A)x(B) (INR) (C)
<b>a) TICKET ISSUANCE FEES</b> (Including Cancellation and/or Re-issuance in the same Airline)			
• International Air Ticket	14		
• Domestic Air Ticket	75		
• Rail Ticket (domestic)	4		
<b>b) NON-TICKET BASED FEES AND OTHER SERVICE CHARGES:</b>			
• Visa processing/assistance fee - per visa	2		
• Lost ticket and travel documents assistance – per ticket / document	Complementary		
• Airport assistance (meet and greet at airport) – per instance	2		
• Assistance in Hotel Reservation – per individual (not for workshops or bulk bookings)	3		
<b>Total (INR)</b>			

