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INVITATION TO BID

PROVISION OF TRAVEL MANAGEMENT SERVICES

ITB No.: UNDP-IRH-201901-ITB-02

Country: TURKEY

Issued on: 15 April 2019

Contents

Section 1. Letter of Invitation 4
Section 2. Instruction to Bidders 5
GENERAL PROVISIONS 5
1. Introduction 5
2. Fraud & Corruption, Gifts and Hospitality 5
3. Eligibility 5
4. Conflict of Interests 6
B. PREPARATION OF BIDS 6
5. General Considerations 6
6. Cost of Preparation of Bid 7
7. Language 7
8. Documents Comprising the Bid 7
9. Documents Establishing the Eligibility and Qualifications of the Bidder 7
10. Technical Bid Format and Content 7
11. Price Schedule 7
12. Bid Security 7
13. Currencies 8
14. Joint Venture, Consortium or Association 8
15. Only One Bid 9
16. Bid Validity Period 9
17. Extension of Bid Validity Period 9
18. Clarification of Bid (from the Bidders) 10
19. Amendment of Bids 10
20. Alternative Bids 10
21. Pre-Bid Conference 10
C. SUBMISSION AND OPENING OF BIDS 11
22. Submission 11
Hard copy (manual) submission 11
Email and eTendering submissions 11
23. Deadline for Submission of Bids and Late Bids 11
24. Withdrawal, Substitution, and Modification of Bids 12
25. Bid Opening 12
D. EVALUATION OF BIDS 12
26. Confidentiality 12
27. Evaluation of Bids 12
28. Preliminary Examination 13
29. Evaluation of Eligibility and Qualification 13
30. Evaluation of Technical Bid and prices 13
31. Due diligence 13
32. Clarification of Bids 14
33. Responsiveness of Bid 14
34. Nonconformities, Reparable Errors and Omissions 14
E. AWARD OF CONTRACT 15
35. Right to Accept, Reject, Any or All Bids 15
36. Award Criteria 15
37. Debriefing 15
38. Right to Vary Requirements at the Time of Award 15
39. Contract Signature 15
40. Contract Type and General Terms and Conditions 15
41. Performance Security 15
42. Bank Guarantee for Advanced Payment 15
43. Liquidated Damages 16
44. Payment Provisions 16
45. Vendor Protest 16
46. Other Provisions 16
Section 3. Bid Data Sheet 17
Section 4. Evaluation Criteria 20
Section 5a: Schedule of Requirements and Technical Specifications/Bill of Quantities 22

Section 6: Returnable Bidding Forms / Checklist.....30
Form A: Bid Submission Form..... 31
Form B: Bidder Information Form..... 32
Form C: Joint Venture/Consortium/Association Information Form 34
Form D: Eligibility and Qualification Form 35
Form E: Format of Technical Bid..... 37
FORM F: Price Schedule Form 40

Section 1. Letter of Invitation

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: Schedule of Requirements and Technical Specifications
Section 6: Returnable Bidding Forms

- Form A: Bid Submission Form
- Form B: Bidder Information Form
- Form C: Joint Venture/Consortium/Association Information Form
- Form D: Qualification Form
- Form E: Format of Technical Bid
- Form F: Price Schedule

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

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

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

Approved by:

Operations IRH
15 April 2019

Section 2. Instruction to Bidders

GENERAL PROVISIONS		
1. Introduction	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 https://popp.undp.org/SitePages/POPPBSUnit.aspx?TermID=254a9f96-b883-476a-8ef8-e81f93a2b38d
	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.
	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.
	1.4	As part of the bid, it is desired that the Bidder registers at the United Nations Global Marketplace (UNGM) website (www.ungm.org). The Bidder may still submit a bid even if not registered with the UNGM. However, if the Bidder is selected for contract award, the Bidder must register on the UNGM prior to contract signature.
2. Fraud & Corruption, Gifts and Hospitality	2.1	UNDP strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical or unprofessional practices, and obstruction of UNDP vendors and requires all bidders/vendors observe the highest standard of ethics during the procurement process and contract implementation. UNDP's Anti-Fraud Policy can be found at http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti
	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.
	2.3	In pursuance of this policy, UNDP: (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; (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.
	2.4	All Bidders must adhere to the UN Supplier Code of Conduct, which may be found at http://www.un.org/depts/ptd/pdf/conduct_english.pdf
3. Eligibility	3.1	A vendor should not be suspended, debarred, or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization. Vendors are therefore required to disclose to UNDP whether they are subject to any sanction or temporary suspension imposed by

		these organizations.
	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.
4. Conflict of Interests	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: a) Are or have been associated in the past, with a firm or any of its affiliates which have been engaged by UNDP to provide services for the preparation of the design, specifications, Terms of Reference, cost analysis/estimation, and other documents to be used for the procurement of the goods and services in this selection process; b) Were involved in the preparation and/or design of the programme/project related to the goods and/or services requested under this ITB; or c) Are found to be in conflict for any other reason, as may be established by, or at the discretion of UNDP.
	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.
	4.3	Similarly, the Bidders must disclose in their Bid their knowledge of the following: 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 b) All other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices. Failure to disclose such an information may result in the rejection of the Bid or Bids affected by the non-disclosure.
	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.
B. PREPARATION OF BIDS		
5. General Considerations	5.1	In preparing the Bid, the Bidder is expected to examine the ITB in detail. Material deficiencies in providing the information requested in the ITB may result in rejection of the Bid.
	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.

6. Cost of Preparation of Bid	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.
7. Language	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.
8. Documents Comprising the Bid	8.1	The Bid shall comprise of the following documents and related forms which details are provided in the BDS: a) Documents Establishing the Eligibility and Qualifications of the Bidder; b) Technical Bid; c) Price Schedule; d) Bid Security, if required by BDS; e) Any attachments and/or appendices to the Bid.
9. Documents Establishing the Eligibility and Qualifications of the Bidder	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.
10. Technical Bid Format and Content	10.1	The Bidder is required to submit a Technical Bid using the Standard Forms and templates provided in Section 6 of the ITB.
	10.2	Samples of items, when required as per Section 5, shall be provided within the time specified and unless otherwise specified by the Purchaser, at no expense to the UNDP. If not destroyed by testing, samples will be returned at Bidder's request and expense, unless otherwise specified.
	10.3	When applicable and required as per Section 5, the Bidder shall describe the necessary training programme available for the maintenance and operation of the equipment offered as well as the cost to the UNDP. Unless otherwise specified, such training as well as training materials shall be provided in the language of the Bid as specified in the BDS.
	10.4	When applicable and required as per Section 5, the Bidder shall certify the availability of spare parts for a period of at least five (5) years from date of delivery, or as otherwise specified in this ITB.
11. Price Schedule	11.1	The Price Schedule shall be prepared using the Form provided in Section 6 of the ITB and taking into consideration the requirements in the ITB.
	11.2	Any requirement described in the Technical Bid but not priced in the Price Schedule, shall be assumed to be included in the prices of other activities or items, as well as in the final total price.
12. Bid Security	12.1	A Bid Security, if required by BDS, shall be provided in the amount and form indicated in the BDS. The Bid Security shall be valid for a minimum of thirty (30) days after the final date of validity of the Bid.
	12.2	The Bid Security shall be included along with the Bid. If Bid Security is required by the ITB but is not found in the Bid, the offer shall be rejected.

	12.3 If the Bid Security amount or its validity period is found to be less than what is required by UNDP, UNDP shall reject the Bid. 12.4 In the event an electronic submission is allowed in the BDS, Bidders shall include a copy of the Bid Security in their bid and the original of the Bid Security must be sent via courier or hand delivery as per the instructions in BDS. 12.5 The Bid Security may be forfeited by UNDP, and the Bid rejected, in the event of any, or combination, of the following conditions: a) If the Bidder withdraws its offer during the period of the Bid Validity specified in the BDS, or; b) In the event the successful Bidder fails: i. to sign the Contract after UNDP has issued an award; or 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.
13. Currencies	13.1 All prices shall be quoted in the currency or currencies indicated in the BDS. Where Bids are quoted in different currencies, for the purposes of comparison of all Bids: 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 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.
14. Joint Venture, Consortium or Association	14.1 If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Bid, they shall confirm in their Bid that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Bid; and (ii) if they are awarded the contract, the contract shall be entered into, by and between UNDP and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture. 14.2 After the Deadline for Submission of Bid, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of UNDP. 14.3 The lead entity and the member entities of the JV, Consortium or Association shall abide by the provisions of Clause 9 herein in respect of submitting only one Bid. 14.4 The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entities in the joint venture in delivering the requirements of the ITB, both in the Bid and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by UNDP. 14.5 A JV, Consortium or Association in presenting its track record and experience

	should clearly differentiate between: a) Those that were undertaken together by the JV, Consortium or Association; and b) Those that were undertaken by the individual entities of the JV, Consortium or Association. 14.6 Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials 14.7 JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm.
15. Only One Bid	15.1 The Bidder (including the individual members of any Joint Venture) shall submit only one Bid, either in its own name or as part of a Joint Venture. 15.2 Bids submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following: a) they have at least one controlling partner, director or shareholder in common; or b) any one of them receive or have received any direct or indirect subsidy from the other/s; or c) they have the same legal representative for purposes of this ITB; or d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Bid of another Bidder regarding this ITB process; 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.
16. Bid Validity Period	16.1 Bids shall remain valid for the period specified in the BDS, commencing on the Deadline for Submission of Bids. A Bid valid for a shorter period may be rejected by UNDP and rendered non-responsive. 16.2 During the Bid validity period, the Bidder shall maintain its original Bid without any change, including the availability of the Key Personnel, the proposed rates and the total price.
17. Extension of Bid Validity Period	17.1 In exceptional circumstances, prior to the expiration of the Bid validity period, UNDP may request Bidders to extend the period of validity of their Bids. The request and the responses shall be made in writing, and shall be considered integral to the Bid. 17.2 If the Bidder agrees to extend the validity of its Bid, it shall be done without any change to the original Bid. 17.3 The Bidder has the right to refuse to extend the validity of its Bid, in which case, the Bid shall not be further evaluated.

18. Clarification of Bid (from the Bidders)	18.1	Bidders may request clarifications on any of the ITB documents no later than the date indicated in the BDS. Any request for clarification must be sent in writing in the manner indicated in the BDS. If inquiries are sent other than specified channel, even if they are sent to a UNDP staff member, UNDP shall have no obligation to respond or confirm that the query was officially received.
	18.2	UNDP will provide the responses to clarifications through the method specified in the BDS.
	18.3	UNDP shall endeavour to provide responses to clarifications in an expeditious manner, but any delay in such response shall not cause an obligation on the part of UNDP to extend the submission date of the Bids, unless UNDP deems that such an extension is justified and necessary.
19. Amendment of Bids	19.1	At any time prior to the deadline of Bid submission, UNDP may for any reason, such as in response to a clarification requested by a Bidder, modify the ITB in the form of an amendment to the ITB. Amendments will be made available to all prospective bidders.
	19.2	If the amendment is substantial, UNDP may extend the Deadline for submission of Bid to give the Bidders reasonable time to incorporate the amendment into their Bids.
20. Alternative Bids	20.1	Unless otherwise specified in the BDS, alternative Bids shall not be considered. If submission of alternative Bid is allowed by BDS, a Bidder may submit an alternative Bid, but only if it also submits a Bid conforming to the ITB requirements. Where the conditions for its acceptance are met, or justifications are clearly established, UNDP reserves the right to award a contract based on an alternative Bid.
	20.2	If multiple/alternative bids are being submitted, they must be clearly marked as "Main Bid" and "Alternative Bid"
21. Pre-Bid Conference	21.1	When appropriate, a pre-bid conference will be conducted at the date, time and location specified in the BDS. All Bidders are encouraged to attend. Non-attendance, however, shall not result in disqualification of an interested Bidder. Minutes of the Bidder's conference will be disseminated on the procurement website and shared by email or on the e-Tendering platform as specified in the BDS. No verbal statement made during the conference shall modify the terms and conditions of the ITB, unless specifically incorporated in the Minutes of the Bidder's Conference or issued/posted as an amendment to ITB.

C. SUBMISSION AND OPENING OF BIDS

22. Submission	22.1 The Bidder shall submit a duly signed and complete Bid comprising the documents and forms in accordance with requirements in the BDS. The Price Schedule shall be submitted together with the Technical Bid. Bid can be delivered either personally, by courier, or by electronic method of transmission as specified in the BDS. 22.2 The Bid shall be signed by the Bidder or person(s) duly authorized to commit the Bidder. The authorization shall be communicated through a document evidencing such authorization issued by the legal representative of the bidding entity, or a Power of Attorney, accompanying the Bid. 22.3 Bidders must be aware that the mere act of submission of a Bid, in and of itself, implies that the Bidder fully accepts the UNDP General Contract Terms and Conditions.
Hard copy (manual) submission	22.4 Hard copy (manual) submission by courier or hand delivery allowed or specified in the BDS shall be governed as follows: 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. (b) The Technical Bid and Price Schedule must be sealed and submitted together in an envelope, which shall: i. Bear the name of the Bidder; ii. Be addressed to UNDP as specified in the BDS; and iii. Bear a warning not to open before the time and date for Bid opening as specified in the BDS. 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.
Email and eTendering submissions	22.5 Electronic submission through email or eTendering, if allowed as specified in the BDS, shall be governed as follows: a) Electronic files that form part of the Bid must be in accordance with the format and requirements indicated in BDS; b) Documents which are required to be in original form (e.g. Bid Security, etc.) must be sent via courier or hand delivered as per the instructions in BDS. 22.6 Detailed instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link: http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/
23. Deadline for Submission of Bids and Late Bids	23.1 Complete Bids must be received by UNDP in the manner, and no later than the date and time, specified in the BDS. UNDP shall only recognise the actual date and time that the bid was received by UNDP 23.2 UNDP shall not consider any Bid that is received after the deadline for the

		submission of Bids.
24. Withdrawal, Substitution, and Modification of Bids	24.1	A Bidder may withdraw, substitute or modify its Bid after it has been submitted at any time prior to the deadline for submission.
	24.2	Manual and Email submissions: A bidder may withdraw, substitute or modify its Bid by sending a written notice to UNDP, duly signed by an authorized representative, and shall include a copy of the authorization (or a Power of Attorney). The corresponding substitution or modification of the Bid, if any, must accompany the respective written notice. All notices must be submitted in the same manner as specified for submission of Bids, by clearly marking them as "WITHDRAWAL" "SUBSTITUTION," or "MODIFICATION"
	24.3	eTendering: A Bidder may withdraw, substitute or modify its Bid by Cancelling, Editing, and re-submitting the Bid directly in the system. It is the responsibility of the Bidder to properly follow the system instructions, duly edit and submit a substitution or modification of the Bid as needed. Detailed instructions on how to cancel or modify a Bid directly in the system are provided in the Bidder User Guide and Instructional videos.
	24.4	Bids requested to be withdrawn shall be returned unopened to the Bidders (only for manual submissions), except if the bid is withdrawn after the bid has been opened.
25. Bid Opening	25.1	UNDP will open the Bid in the presence of an ad-hoc committee formed by UNDP of at least two (2) members.
	25.2	The Bidders' names, modifications, withdrawals, the condition of the envelope labels/seals, the number of folders/files and all other such other details as UNDP may consider appropriate, will be announced at the opening. No Bid shall be rejected at the opening stage, except for late submissions, in which case, the Bid shall be returned unopened to the Bidders.
	25.3	In the case of e-Tendering submission, bidders will receive an automatic notification once the Bid is opened.
D. EVALUATION OF BIDS		
26. Confidentiality	26.1	Information relating to the examination, evaluation, and comparison of Bids, and the recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with such process, even after publication of the contract award.
	26.2	Any effort by a Bidder or anyone on behalf of the Bidder to influence UNDP in the examination, evaluation and comparison of the Bids or contract award decisions may, at UNDP's decision, result in the rejection of its Bid and may subsequently be subject to the application of prevailing UNDP's vendor sanctions procedures.
27. Evaluation of Bids	27.1	UNDP will conduct the evaluation solely on the basis of the Bids received.
	27.2	Evaluation of Bids shall be undertaken in the following steps: a) Preliminary Examination including Eligibility b) Arithmetical check and ranking of bidders who passed preliminary examination by price. c) Qualification assessment (if pre-qualification was not done)

	a) Evaluation of Technical Bids b) Evaluation of prices Detailed evaluation will be focussed on the 3 - 5 lowest priced bids. Further higher priced bids shall be added for evaluation if necessary
28. Preliminary Examination	28.1 UNDP shall examine the Bids to determine whether they are complete with respect to minimum documentary requirements, whether the documents have been properly signed, and whether the Bids are generally in order, among other indicators that may be used at this stage. UNDP reserves the right to reject any Bid at this stage.
29. Evaluation of Eligibility and Qualification	29.1 Eligibility and Qualification of the Bidder will be evaluated against the Minimum Eligibility/Qualification requirements specified in the Section 4 (Evaluation Criteria). 29.2 In general terms, vendors that meet the following criteria may be considered qualified: a) They are not included in the UN Security Council 1267/1989 Committee's list of terrorists and terrorist financiers, and in UNDP's ineligible vendors' list; b) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments, c) They have the necessary similar experience, technical expertise, production capacity, quality certifications, quality assurance procedures and other resources applicable to the supply of goods and/or services required; d) They are able to comply fully with the UNDP General Terms and Conditions of Contract; e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and f) They have a record of timely and satisfactory performance with their clients.
30. Evaluation of Technical Bid and prices	30.1 The evaluation team shall review and evaluate the Technical Bids on the basis of their responsiveness to the Schedule of Requirements and Technical Specifications and other documentation provided, applying the procedure indicated in the BDS and other ITB documents. When necessary, and if stated in the BDS, UNDP may invite technically responsive bidders for a presentation related to their technical Bids. The conditions for the presentation shall be provided in the bid document where required.
31. Due diligence	31.1 UNDP reserves the right to undertake a due diligence exercise, aimed at determining to its satisfaction, the validity of the information provided by the Bidder. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the following: a) Verification of accuracy, correctness and authenticity of information provided by the Bidder; 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; c) Inquiry and reference checking with Government entities with jurisdiction on the Bidder, or with previous clients, or any other entity that may have done business with the Bidder; d) Inquiry and reference checking with previous clients on the performance on on-going or completed contracts, including physical inspections of previous

	works, as deemed necessary; e) Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder; f) Other means that UNDP may deem appropriate, at any stage within the selection process, prior to awarding the contract.
32. Clarification of Bids	32.1 To assist in the examination, evaluation and comparison of Bids, UNDP may, at its discretion, request any Bidder for a clarification of its Bid. 32.2 UNDP's request for clarification and the response shall be in writing and no change in the prices or substance of the Bid shall be sought, offered, or permitted, except to provide clarification, and confirm the correction of any arithmetic errors discovered by UNDP in the evaluation of the Bids, in accordance with the ITB. 32.3 Any unsolicited clarification submitted by a Bidder in respect to its Bid, which is not a response to a request by UNDP, shall not be considered during the review and evaluation of the Bids.
33. Responsiveness of Bid	33.1 UNDP's determination of a Bid's responsiveness will be based on the contents of the bid itself. A substantially responsive Bid is one that conforms to all the terms, conditions, specifications and other requirements of the ITB without material deviation, reservation, or omission. 33.2 If a bid is not substantially responsive, it shall be rejected by UNDP and may not subsequently be made responsive by the Bidder by correction of the material deviation, reservation, or omission.
34. Nonconformities, Reparable Errors and Omissions	34.1 Provided that a Bid is substantially responsive, UNDP may waive any non-conformities or omissions in the Bid that, in the opinion of UNDP, do not constitute a material deviation. 34.2 UNDP may request the Bidder to submit the necessary information or documentation, within a reasonable period, to rectify nonmaterial nonconformities or omissions in the Bid related to documentation requirements. Such omission shall not be related to any aspect of the price of the Bid. Failure of the Bidder to comply with the request may result in the rejection of its Bid. 34.3 For the bids that have passed the preliminary examination, UNDP shall check and correct arithmetical errors as follows: a) if there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of UNDP there is an obvious misplacement of the decimal point in the unit price; in which case, the line item total as quoted shall govern and the unit price shall be corrected; b) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail. 34.4 If the Bidder does not accept the correction of errors made by UNDP, its Bid shall

		be rejected.
E. AWARD OF CONTRACT		
35. Right to Accept, Reject, Any or All Bids	35.1	UNDP reserves the right to accept or reject any bid, to render any or all of the bids as non-responsive, and to reject all Bids at any time prior to award of contract, without incurring any liability, or obligation to inform the affected Bidder(s) of the grounds for UNDP's action. UNDP shall not be obliged to award the contract to the lowest priced offer.
36. Award Criteria	36.1	Prior to expiration of the period of Bid validity, UNDP shall award the contract to the qualified and eligible Bidder that is found to be responsive to the requirements of the Schedule of Requirements and Technical Specification, and has offered the lowest price.
37. Debriefing	37.1	In the event that a Bidder is unsuccessful, the Bidder may request for a debriefing from UNDP. The purpose of the debriefing is to discuss the strengths and weaknesses of the Bidder's submission, in order to assist the Bidder in improving its future Bids for UNDP procurement opportunities. The content of other Bids and how they compare to the Bidder's submission shall not be discussed.
38. Right to Vary Requirements at the Time of Award	38.1	At the time of award of Contract, UNDP reserves the right to vary the quantity of 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.
39. Contract Signature	39.1	Within fifteen (15) days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to UNDP. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Bid Security, if any, and on which event, UNDP may award the Contract to the Second highest rated or call for new Bids.
40. Contract Type and General Terms and Conditions	40.1	The types of Contract to be signed and the applicable UNDP Contract General Terms and Conditions, as specified in BDS, can be accessed at http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
41. Performance Security	41.1	A performance security, if required in the BDS, shall be provided in the amount specified in BDS and form available at https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&action=default within 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.
42. Bank Guarantee for Advanced Payment	42.1	Except when the interests of UNDP so require, it is UNDP's standard practice to not make advance payment(s) (i.e., payments without having received any outputs). If an advance payment is allowed as per the BDS, and exceeds 20% of the total contract price, or USD 30,000, whichever is less, the Bidder shall submit a Bank Guarantee in the full amount of the advance payment in the form available at

		https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Contract%20Management%20Payment%20and%20Taxes_Advanced%20Payment%20Guarantee%20Form.docx&action=default
43. Liquidated Damages	43.1	If specified in the BDS, UNDP shall apply Liquidated Damages for the damages and/or risks caused to UNDP resulting from the Contractor's delays or breach of its obligations as per Contract.
44. Payment Provisions	44.1	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.
45. Vendor Protest	45.1	UNDP's vendor protest procedure provides an opportunity for appeal to those persons or firms not awarded a contract through a competitive procurement process. In the event that a Bidder believes that it was not treated fairly, the following link provides further details regarding UNDP vendor protest procedures: http://www.undp.org/content/undp/en/home/procurement/business/protest-and-sanctions.html
46. Other Provisions	46.1	In the event that the Bidder offers a lower price to the host Government (e.g. General Services Administration (GSA) of the federal government of the United States of America) for similar goods and/or services, UNDP shall be entitled to the same lower price. The UNDP General Terms and Conditions shall have precedence.
	46.2	UNDP is entitled to receive the same pricing offered by the same Contractor in contracts with the United Nations and/or its Agencies. The UNDP General Terms and Conditions shall have precedence.
	46.3	The United Nations has established restrictions on employment of (former) UN staff who have been involved in the procurement process as per bulletin ST/SGB/2006/15 http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&referer

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 be considered.
4	21	Pre-Bid conference	Will be Conducted Time: Ist (UTC +3) at 15:00 Date : 24-Apr-19 Venue : Key Plaza The UNDP focal point for the arrangement is: Procurement IRH E-mail: procurement.irh@undp.org *All participants should register company representatives' names at latest 3 days prior to the meeting to the email address above. *All participitants are encouraged to participate in Pre-proposal conference.
5	16	Bid Validity Period	90 days
6	13	Bid Security	Not Required
7	41	Advanced Payment upon signing of contract	Not Allowed
8	42	Liquidated Damages	Will not be imposed

9	40	Performance Security	Not Required
10	12	Currency of Bid	United States Dollar 1-The Offerors shall quote their prices in US$. 2-In case any successful offeror to which an LTA is awarded is a company established and operating in Turkey, the payments shall be effected in 'Turkish Lira'(TL) through conversion of the US$ amounts to TL by the official UN exchange rate valid on the date of payment. https://treasury.un.org/operationalrates/OperationalRates.php
11	31	Deadline for submitting requests for clarifications/ questions	**5** days before the submission deadline
12	31	Contact Details for submitting clarifications/questions	Focal Person in UNDP: Procurement IRH E-mail address: procurement.irh@undp.org
13	18, 19 and 21	Manner of Disseminating Supplemental Information to the ITB and responses/clarifications to queries	Direct communication to prospective Proposers by email and Posting on the website; 1- UNDP 2-UNGM
14	23	Deadline for Submission	1 May 2019 13.30 P.M. Istanbul Time (GMT +3)
14	22	Allowable Manner of Submitting Bids	☒ Courier/Hand Delivery
15	22	Bid Submission Address	UNDP Istanbul Regional Hub Regional Bureau for Europe and the CIS Key Plaza, Abide-i Hürriyet Cd. Istiklal Sk. No:11 34381, Sisli, Istanbul, Turkey
		No. of copies of Proposal that must be Submitted	Original Hard Copy: 1 Soft/Electronic Copy: 1 USB

			Original Hard Copy and Soft Copy must be proposed in order of the Section 6.
16	22	Electronic submission (email or eTendering) requirements	N/A
17	25	Date, time and venue for the opening of bid	Date and Time: 1-May-19 Venue: IRH Time: 14:00 P.M. Istanbul Time (GMT +3) *Bidders who would like to be present in opening should register their names along with their proposals.
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	*13 May 2019*
20		Maximum expected duration of contract	Up to 3 years. Long Term Agreement will be signed for an initial period of one (1) year, with the possibility of an extension two (2) more years based on the satisfactory performance from an LTA holder(s).
		Configuration of the LTA	Multiple vendor LTAs without secondary competition
21	35	UNDP will award the contract to:	One or more Proposers
22	39	Type of Contract	Contract for Goods and/or Services for/to UN Entities http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
23	39	UNDP Contract Terms and Conditions that will apply	UNDP General Terms and Conditions for Contracts http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html

Section 4. Evaluation Criteria

Preliminary Examination Criteria

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

- Appropriate signatures
- Power of Attorney
- Minimum Bid documents provided
- Bid Validity

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
ELIGIBILITY		
Legal Status	Vendor is a legally registered entity.	Form B: Bidder Information Form
Eligibility	Vendor is not suspended, nor debarred, nor otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization in accordance with ITB clause 3.	Form A: Bid Submission Form
Conflict of Interest	No conflicts of interest in accordance with ITB clause 4.	Form A: Bid Submission Form
Bankruptcy	Has not declared bankruptcy, is not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future.	Form A: Bid Submission Form
Certificates and Licenses	▪ Accredited BSP/IATA Travel Agent duly licensed to operate in the Republic of Turkey(copy of certificate to be submitted). ▪ Latest Business Registration	Form B: Bidder Information Form
QUALIFICATION		
History of Non-Performing Contracts[1]	Non-performance of a contract did not occur as a result of contractor default for the last 3 years.	Form D: Qualification Form

[1] Non-performance, as decided by UNDP, shall include all contracts where (a) non-performance was not challenged by the contractor, including through referral to the dispute resolution mechanism under the respective contract, and (b) contracts that were so challenged but fully settled against the contractor. Non-performance shall not include contracts where Employers decision was overruled by the dispute resolution mechanism. Non-performance must be based on all information on fully settled disputes or litigation, i.e. dispute or

Litigation History	No consistent history of court/arbitral award decisions against the Bidder for the last **3** years.	Form D: Qualification Form
Previous Experience	Minimum **3** years of relevant experience. Minimum **2** years of IATA membership.	Form D: Qualification Form
	Minimum **3** contracts of similar value, nature and complexity implemented over the last **5** years. *(For JV/Consortium/Association, all Parties cumulatively should meet requirement).* Experienced, and maintains a good track record of at least three continuous years of serving international organizations, embassies, and medium to large corporations with travel volumes comparable to the UNDP.	Form D: Qualification Form
Financial Standing[2]	Minimum average annual turnover of USD **250,000** for the last 3 years. *(For JV/Consortium/Association, all Parties cumulatively should meet requirement).* Finanical Ratio not less than 1.0 at least last year of 3 years of relevant experience.	Form D: Qualification Form
	Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability. *(For JV/Consortium/Association, all Parties cumulatively should meet requirement).*	Form D: Qualification Form
Technical Evaluation	The technical bids shall be evaluated on a pass/fail basis for compliance or non-compliance with the technical specifications identified in the bid document.	Form E: Technical Bid Form
Financial Evaluation	Detailed analysis of the price schedule based on requirements listed in Section 5 and quoted for by the bidders in Form F. Price comparison shall be based on: • Transaction Fees • Discounts (where applicable)	Form F: Price Schedule Form

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.

[2] Bidders are expected to have financial standing in order to cover purcahses have been done on behalf of UNDP until the invoicing dates.

Section 5a: Schedule of Requirements and Technical Specifications/Bill of Quantities

BACKGROUND

In order to achieve further time and cost efficiency while ensuring outstanding quality of service, UNDP wishes to enter into a Long-Term Agreement with a competent Travel Agency/Agencies to serve all its travel management services for an initial period of one year with the option to extend for another two additional years, subject to a satisfactory performance evaluation. These Travel Services Management (TSM) Agency/Agencies will be providing services, but not limited, to air, land, and sea travel reservations, with all their formalities required to be executed.

Compensation for TSM will be based on management/transaction fees.

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

These official purposes include, but need not be limited, to the following:

- Official missions, meetings and various events;
- Appointment and repatriation of staff and family members;
- Home leaves, emergency travels and educational leaves;
- Visit to project sites, by either UN staff, Government and counterparts, or other entities involved in execution of various UN-funded undertakings;
- Personal travel of employees/family members of the UNDP/UN Agencies

The volume of travels have been made in the past years will be the range for upcoming services, however, UNDP does not gurantee an estimate volume of sales. There could be other UN Agencies may wish to use services regardless of agremeent rules that have been entered into between UNDP IRH and Service Providers.

Summary of UNDP IRH Travel Report in the last 3 years		
Years	**Amount USD**	**Flights**
2016	**771,844.45**	**1706**
2017	**917,056.12**	**2214**
2018	**1,345,105.21**	**2186**
Grand Total	**3,034,005.78**	**6106**

The figures shown are the air travel spent during the period indicated and based on management information currently available to UNDP. Please re-note UNDP offers (but cannot warrant) the accuracy of any information contained within this Invitation to Bid, and offers it in good faith. Any agreement resulting from this Invitation to Bid carries with it no guarantee of future business levels.

After every submission of invoices for the expenses made will be paid upon approval of Travel and Logistics Team. UNDP IRH will transfer payments via Electronically to the bank account(s) of Service Provider(s) for the received services of the past month based on the issues invoices.

TRAVEL POLICY

Current air travel policy requires the Travel Agent(s) in all cases to book the most direct lowest available economy fare options which satisfy the UN/UNDP travel polices and mission requirements.
The UN travel policies embody the following basic principles which, however, are subject to subsequent revision:

1. Where available, use of the lowest applicable fare (including penalty fares) is the preference;
2. Full economy fares may be used if no appropriate reduced fares are available;
3. Business class travel or equivalent may be applicable only in limited situations; such as Missions above 9 hours flight travel
4. Travel regulations prohibit first-class travel except for a few specific categories;
5. The Travel Agent must be knowledgeable of and prepare to offer special fares, restricted fares, discount fares, and bulk fares for use whenever appropriate. Fares which entail restrictive conditions (such as penalties or stay-overs), however, shall only be booked with the express approval of UNDP;

QUALIFICATIONS OF THE SUCCESSFUL TRAVEL MANAGEMENT SERVICES PROVIDER

6. The Travel Agent contracted will provide a wide range of Travel Management Services (TMS) and should have the capacity to handle UNDP IRH accounts.
7. The successful Travel Agency who will be contracted to serve the needs of the UN shall have the following minimum qualifications:
    i. Agency Requirements

    - Minimum 3 years of agency establishment;
    - Minimum 2 years of IATA membership;
    - Maintains a good track record in serving international organizations, embassies and multinational corporations. Minimum 3 recommendation letters provided;
    - Duly licensed in the country and minimum 1 branch located in Istanbul;
    - Financially capable of rendering services to UNDP IRH;
    - Maintains facilities of on-line booking/airline reservations, in-plant domestic and international ticketing and ticket printing facilities. (CRS, STP, basic office equipment, telecommunications equipment, and online booking tool) – at least 1 reservation system;
    - Willing and able to guarantee the delivery of products and services in accordance with the performance standards required by this TOR.
    - Capable to ensure efficient and timely e-mail and/or telephone communication when necessary.
    - Minimum 3 years of management experience of Company General Manager;
    - Availability of management plan for providing services to UNDP;

- Whenever a lower price is found in internet by UN staff for an already proposed ticket by agency, TMS provider shall buy suggested ticket with its own sources and invoice to UN/UNDP by adding the agreed service fee.

ii. Staff Requirements

In general, the Travel Agent shall assign the relevant personnel according to their technical know-how and reliability to fulfill its obligations under the LTA with the UNDP. The successful Travel Agent shall be required to devote at least 1 dedicated personnel (Travel experts) with the following minimum qualifications:

- Employs competent and experienced travel consultants, especially in ticketing and fare computations, as evidenced by their track record in their Curriculum Vitae and copies of their certificates in reservation/booking systems, if available (at least 1 travel consultants with minimum 3 years' experience);
- Minimum one certificate or diploma in air tickets reservation/booking system for Travel Expert(s) nominated by Travel Agent to support UNDP IRH;
- Minimum 3 years of experience in air tickets selling for Travel Expert(s) nominated by Travel Agent to support UNDP /UN Agencies;
- Has adequate authority to make decisions for the timely resolution of problems;
- In the case of emergencies (e.g. evacuation, war, ad-hoc missions etc.), the travel consultant shall maintain operations necessary to support UNDP/UN Agencies;
- 24 hours a day access to emergency service, including requests originate;

SERVICES & REQUIREMENTS TO UNDP IRH

In line with Qualifications of TMS provider, below are the services and its requirements at minimum to UNDP IRH.

General Requirements:

- For the overall management of the UNDP/UN Agencies accounts;
- To propose itineraries, fare computations and ticketing,
- For the documentations assistance/billing;
- To prioritize delivery of documents to UNDP/UN Agencies authorized travelers.
- TMS Provider should deliver travel services from 8.00 am to 7.00 p.m during working days.
- In addition TMS Provider 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. One of the TMS Provider's employees shall always be reachable by phone/email.
- The official travel requirements shall be accorded the highest priority and, therefore, the Travel Agent shall ensure that servicing private travel does not delay, impede or frustrate the TMS Provider timely and effective processing of the UNDP official travel;
- TMS Provider shall provide polite, responsive and efficient service at all times to fulfill the UNDP requirements. As a service objective, telephone calls/emails should be answered promptly.
- The successful TMS Provider shall provide full, prompt, accurate and expert international and domestic travel products and services to officers/staff of the UNDP IRH, their dependents and other travelers authorized by the UNDP IRH, in accordance with the UNDP policies, procedures and guidelines.

- All the calls that of UNDP staff, especially of executive level, must be answered without a delay.

Reservation and Ticketing Requirements:

- To book the most direct lowest available economy fare routing options
- To send confirmed air tickets to the travelers' email address; TMS Provider shall promptly issue and deliver accurately printed tickets and detailed itineraries, (in printed and electronic format) showing the accurate status of the airline and all segments of the journey;
- For wait-listed bookings, travel agency shall provide regular feedback on status of flight;
- TMS provider is responsible to monitor flight option times and make reservation renewals;
- TMS Provider shall accurately advise the UNDP of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings;
- TMS provider shall inform the traveler on stop-overs and visa requirements for stop-overs/transfers;
- Air tickets shall be issued only on approved ticket stock of the International Air Transportation
- Association ("IATA") or tickets stock of recognized, reputable airlines as approved by the UNDP;
- The Travel Agent shall only act on travel requests for official travel submitted by the responsible staff of the UNDP IRH;
- The Travel Agent shall provide all official travelers with last seat availability, advance seat assignments and advance boarding passes on all airlines for which TMS Provider can offer these services. TMS Provider is expected to expand these services, as they become available on additional carriers;
- TMS Provider shall provide information on airline tickets schedules.
- Propose fares/airlines which are not listed as non-recommended airlines on the FlightSafe website at http://www.flightsafe.co.uk/rhapsody/mainframe.html
- Additional services that may be requested by UNDP IRH;
    - Preferred Seating Arrangements /Upgrades
    - Privileged Check-in Services/Use of Airline Lounges Facilities/ VIP Services / Meet and Greet Facilities
    - Excess Baggage/Lost Baggage
    - Emergency Services, e.g., sickness, injury, Travel Insurance, etc.
    - Provide support to UNDP travelers in the airport in case of problems (information on flights delay, missing flights, etc.)

Visa Application Services (Optional)

- Ensure a seamless integration of visa arrangement services with other travel related procedures (e.g. identification and information of travelers about visa requirements based on ticket booking procedures);
- Provide comprehensive information on visa related procedures, delays and requirements for travelers;
- Identify visa requirements and inform travelers by email within the same day of request;
- Verify validity and completeness of all visa applications including validating the name of the certifying officer.
- Ensure prompt delivery of the visa applications to the Embassy/Consulate within one working day upon receipt for urgent cases and two (2) working days for routine requests;
- Ensure prompt collection of the travel documents from the embassy/consulate. The travel documents shall be collected on the day the visa is delivered by the embassy/consulate.

- Liaise whenever necessary with UNDP IRH Travel Unit member responsible for processing and handling travel documents and authorizations.
- If required, accompany the applicant/traveler during visa applications where he/she is required to be present.
- Prepare a table of visa up-to-date requirements for the countries listed/provided by the UNDP IRH Travel Unit. Make amendments on the list of requirements when needed.
- Make required payments for visa application on behalf of UNDP IRH.
- Agency representative should have knowledge on diplomatic visa application process.
- Service fee should include the transportation/delivery of forms between the Hub and embassy/consulate. If the documents are needed to be submitted to an embassy in Ankara, delivery charges will be added to the service fee.
- All supporting documents must be provided with the invoice, like visa fee, cargo fee, subcontractors fee, etc.

Travel Documentation Requirements:

- Ensure that all traveling staff has complete travel documents required for their journeys, sufficiently before departure
- Immediately replace tickets and other travel documents in the event of their loss; and immediately replace tickets and other travel documents in the event of their loss;
- Assist UNDP IRH Travel Team in negotiating with airlines on preferred carrier fares for the UNDP
- Advise market practices and trends that could result in further savings for the UNDP IRH, including the use of corporate travel booking tools with automated travel policy compliance and enforcement, and travel management reporting.
- Provide all official travelers with last seat availability, advance seat assignments and advance boarding passes on all airlines for which TMS Provider can offer these services.

Contract management, Billing and Invoice Requirements:

TMS Provider shall send UNDP an itemized invoice for each ticket which should reflect among other the following information:

- ticket number;
- airline name;
- date the ticket was issued;
- traveler's surname/name;
- departure/destination points;
- actual ticket cost as offered by the airlines and applied service fee;
- title of UNDP/project requested ticket.

UNDP shall provide payment to TMS Provider by means of bank transfer after the approval of transactions.

UNDP IRH Travel Team shall serve as the focal point for the following:

To the Head of Travel and Logistics ;

- Contract administration and overall point of contact for the contracted TMS Provider;
- Obtain and review quarterly reports from the TMS Provider;
- Conduct TMS Provider Performance Review once per year, based on feedback received from UNDP IRH staff;

To the Travel and Logistics Department;

- Perform inspection of services, including verification of fares, rates, etc.
- Issuance, answering questions; coordination and establishment of reports;
- Flight Cancellations/Rebooking and Refunds

TMS Provider shall;

- timely inform UNDP on flight cancellations due to force majeures like airport closures, strikes, unexpected weather conditions, etc.
- process duly authorized flight changes/ cancellations when and as required and taking care that in such cases, cancellation fees and charges imposed by the airlines are avoided.
- immediately process airline refunds for canceled travel requirements/unutilized pre-paid tickets and credit these to the UNDP as expeditiously as possible;
- Refund tickets within two (2) months only; and
- Limit refund charges at airline rates only, i.e., no additional charges will accrue to the TMS Provider.

Reporting requirements

Agency may be requested to prepare monthly, quarterly and/or yearly statistics. Use of reporting tools and systems would be supportive. These reports may be required to determine the number of business class tickets or total amount of tickets issued until a specific date or number of tickets issued on a specific airline, etc.
Agency must send monthly payment report to the Head of Travel and Events Unit for monitoring the payments.

Performance Standards and Service Level Guarantees:

TMS Provider shall perform its services and deliver its products in accordance with the herein prescribed minimum performance standards set by the UNDP IRH:

Product / Service	Performance Attribute	Definition	Standard / Service Level
1. Airline Reservation	Accuracy	Ability to perform task completely and without error	Zero-error in passenger records/airline bookings/fare computation/routing
	Speed and Efficiency	Ability to deliver product or service promptly	For confirmed bookings, within two hours from time of request For wait-listed bookings, update everyday
2. Airline Tickets	Accuracy	Ability to perform task completely and without error	Zero-error in printing tickets/ cancellation of travel due to incomplete travel documents
	Timeliness of delivery	Ability to deliver product or	Within 2 hours or earlier after receiving UNDP travel

Product / Service	Performance Attribute	Definition	Standard / Service Level
		service promptly	authorization
3. Travel Documentation	Clarity/Accuracy	Ability to ascertain requirements for various destinations/nationalities; Ability to deliver product or service Promptly	10 Working days before departure Zero-incident of complaints/ cancellation of travel due to incomplete travel documents
4. Billing	Accuracy	Ability to generate billing statements without errors	Zero-Error/no discrepancy between invoices and attachments
	Clarity	Ability to generate bills that are transparent and easy to understand	Zero-Returns for clarification/explanation
5. Rates/Pricing	Fairness	Reasonable charges for services offered	At same or rates lower than market standards
	Best Value for money	Ability to quote competitive fare	At levels same or lower than airline preferred rates. Guarantee that one quotation is the lowest obtainable fare
	Willingness to assist UNDP negotiate with airlines regarding preferred rates and concessions	Voluntarily offering to assist/represent UNDP in dealings with airlines	Semi-annual meetings to obtain competitive rates in the market and preferable fare conditions (i.e. ticketing, deadlines, etc.)
6. Service Quality	Accessibility	Ability to access or approach the travel agency	Telephone: accommodate all calls Emergency: 24 hours Email: available Website: available
	Responsiveness	Willingness to help the traveller	Regular coordination meetings with **UNDP IRH Head of Travel and Logistics Unit**: twice a year
7. Problem Solving	Refunds	Ability to process and obtain ticket refunds on a timely basis	100% within one month from date of cancellation
	Complaint Handling	Ability to resolve complaints	Timeliness: one (1) week
8. Communications	Awareness Level regarding Travel Agency Product and Services	Services and policies are communicated to travellers.	Frequency of meetings: Monthly

Product / Service	Performance Attribute	Definition	Standard / Service Level
9. Service	Office Premises/Hours	Required hours/space to perform obligations	Four (8) hours/day 0900 – 1800 of work Monday – Friday Istanbul Time (GMT +3) 24/7 access of service. No complaints of lack of answering calls.

Section 6: Returnable Bidding Forms / Checklist

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:

Have you duly completed all the Returnable Bidding Forms?	
▪ Form A: Bid Submission Form	☐
▪ Form B: Bidder Information Form	☐
▪ Form C: Joint Venture/Consortium/ Association Information Form	☐
▪ Form D: Qualification Form	☐
▪ Form E: Terms of Reference	☐
Have you provided the required documents to establish compliance with the evaluation criteria in Section 4?	☐

Price Schedule:

▪ Form F: Price Schedule Form	☐

Form A: Bid Submission Form

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

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

Legal name of Bidder	[Complete]
Legal address	[Complete]
Year of registration	[Complete]
Bidder's Authorized Representative Information	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
Are you a UNGM registered vendor?	☐ Yes ☐ No If yes, [insert UGNM vendor number]
Are you a UNDP vendor?	☐ Yes ☐ No If yes, [insert UNDP vendor number]
Countries of operation	[Complete]
No. of full-time employees	[Complete]
Quality Assurance Certification (e.g. ISO 9000 or Equivalent) *(If yes, provide a Copy of the valid Certificate):*	[Complete]
Does your Company hold any accreditation such as ISO 14001 or ISO 14064 or equivalent related to the environment? *(If yes, provide a Copy of the valid Certificate):*	[Complete]
Does your Company have a written Statement of its Environmental Policy? *(If yes, provide a Copy)*	[Complete]
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	[Complete]
Is your company a member of the UN Global Compact	[Complete]
Contact person that UNDP may contact for requests for	Name and Title: [Complete]

clarifications during Bid evaluation	Telephone numbers: [Complete] Email: [Complete]
Please attach the following documents:	▪ Company Profile, which should not exceed fifteen (15) pages, including printed brochures and product catalogues relevant to the goods and/or services being procured ▪ IATA Certification ▪ Certificate of Incorporation/ Business Registration ▪ Tax Registration/Payment Certificate issued by the Internal Revenue Authority evidencing that the Bidder is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Bidder ▪ Trade name registration papers, if applicable ▪ Quality Certificate (e.g., ISO, etc.) and/or other similar certificates, accreditations, awards and citations received by the Bidder, if any ▪ Certification or authorization to act as Agent on behalf of the Manufacturer, or Power of Attorney. ▪ Local Government permit to locate and operate in assignment location, if applicable ▪ Official Letter of Appointment as local representative, if Bidder is submitting a Bid on behalf of an entity located outside the country

Form C: Joint Venture/Consortium/Association Information Form

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

To be completed and returned with your Bid if the Bid is submitted as a Joint Venture/Consortium/Association.

No	**Name of Partner and contact information** *(address, telephone numbers, fax numbers, e-mail address)*	**Proposed proportion of responsibilities (in %) and type of goods and/or services to be performed**
1	[Complete]	[Complete]
2	[Complete]	[Complete]
3	[Complete]	[Complete]

Name of leading partner (with authority to bind the JV, Consortium, Association during the ITB process and, in the event a Contract is awarded, during contract execution)	[Complete]

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:	[Insert ITB Reference Number]		

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

History of Non- Performing Contracts

☐Non-performing contracts did not occur during the last 3 years			
☐ 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)

☐ No litigation history for the last 3 years			
☐ Litigation History as indicated below			
Year of dispute	**Amount in dispute** (in US$)	**Contract Identification**	**Total Contract Amount** (current value in US$)
		Name of Client: Address of Client: Matter in dispute: Party who initiated the dispute: Status of dispute: Party awarded if resolved:	

Previous Relevant Experience

Please list only previous similar assignments successfully completed in the last 3 years.

List only those assignments for which the Bidder was legally contracted or sub-contracted by the Client as a company or was one of the Consortium/JV partners. Assignments completed by the Bidder's individual experts working privately or through other firms cannot be claimed as the relevant experience of the Bidder, or that of the Bidder's partners or sub-consultants, but can be claimed by the Experts themselves in their CVs. The Bidder should be prepared to substantiate the claimed experience by presenting copies of relevant documents and references if so requested by UNDP.

Project name & Country of Assignment	Client & Reference Contact Details	Contract Value	Period of activity and status	Types of activities undertaken

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

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

Financial Standing

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

Financial information (in US$ equivalent)	**Historic information for the last 3 years**		
	Year 1	Year 2	Year 3
	Information from Balance Sheet		
Total Assets (TA)			
Total Liabilities (TL)			
Current Assets (CA)			
Current Liabilities (CL)			
	Information from Income Statement		
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:	[Insert ITB Reference Number]		

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.

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 Accredited BSP/IATA Travel Agent duly licensed to operate in the Republic of Turkey (copy of the IATA membership to be submittd). List of any of business agreement that TMS provider has direct contract with will be an asset.

2.2 Minimum 3 years of IATA membership.

2.3 Experienced and maintains good track of record of at least three (3) continuous years of serving medium to large multinational/national corporations with travel volumes comparable to the services requested in this Terms of Reference

2.4 At least one (1) branch in Istanbul. List of other branches located in Republic of Turkey and/or region will be an asset.

2.5 Availibility of one (1) booking system to UNDP

2.6 Able to provide all services required in this Terms of Reference

2.7 Able to guarantee the delivery of services in accordance with the Performance and Service Level Guarantees

2.8 Minimum three (3) references from the Clients worked in the past three (3) years

2.9 All Provisions of the UNDP General Terms and Conditions are accepted

2.10 Employs qualified, competent and experienced travel consultants who are able to meet the requiremetns and needs to the described tasks in Terms of References

2.11 Bid Submission compliance as per the Forms requested in Section 6 / Returnable Forms for Technical and Financial

Services to be Supplied and Technical Specifications	**Your response**				
	Compliance with technical specifications		**Response Time** *(confirm that you comply or indicate your delivery date)*	**Quality Certificate/Export Licenses, etc.** *(indicate all that apply and attach)*	**Comments**
	Yes, we comply	**No, we cannot comply** *(indicate discrepancies)*			

SECTION 3: Management Structure and Key Personnel

3.1 Describe the overall management chart and approach toward planning and implementing the project.

3.2 A detailing of the activities to be undertaken from the award of the contract to the actual start of operation with corresponding timelines

3.3 The logistical nad administrative requirments of the travel agent from the UNDP to facilitate the starting up and the successful interfacing of operations

3.4 The flow of the transactions involved from the requesting stage to the billing/invoicing and payment procedures

3.5 The expected roles and responsibilities of the parties involved over the contract duration

3.6 Comprehensive CVs of the staff that will be assigned by the travel agency to serve the UNDP indicating their designation in the team

3.7 CVs that clearly highlights each staff's travel related work experiences including names of corporate clients that s/he has served, travel related trainings and skills, educational background

3.8 The expected roles and responsibilities of the parties involved over the contract duration.

Format for CV of Proposed Key Personnel

Name of Personnel	[Insert]
Position for this assignment	[Insert]
Nationality	[Insert]
Language proficiency	[Insert]

Education/ Qualifications	*[Summarize college/university and other specialized education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.]*
	[Insert]
Professional certifications	*[Provide details of professional certifications relevant to the scope of goods and/or services]*
	▪ Name of institution: [Insert] ▪ Date of certification: [Insert]
Employment Record/ Experience	*[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.]*
	[Insert]
References	*[Provide names, addresses, phone and email contact information for two (2) references]*
	Reference 1: [Insert] Reference 2: [Insert]

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:	[Insert ITB Reference Number]		

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

Any estimates for cost-reimbursable items, such as travel of experts and out-of-pocket expenses, should be listed separately.

Currency of the Bid: [Insert Currency]

Price Schedule – Ticketing

Item #	Description UOM	Unit	Estimated Annual Ticket Quantity	Unit Price – Service Fee	Total Price
1	International Air Ticket – Most Direct Tour Economy Class	Per ticket	1800		
2	Domestic Air Ticket – Most Direct Tour Economy Class	Per ticket	200		
				Discounts	
				GRAND TOTAL	

Price Schedule – Visa Application

Item #	Description UOM	Unit	Estimated Annual Visa Quantity	Unit Price – Service Fee	Total Price
1	Visa Processing Fee	Per visa	50		
				Discounts	
				GRAND TOTAL	

Name of Bidder: _____

Authorised signature: _____

Name of authorised signatory: _____

Functional Title: _____

[insert: address and email address]