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# INVITATION TO BID

## Provision of Travel Management Services on Long Term Agreement (LTA)

ITB No.: **ITB/MUS/2019/001**

Project: UNDP Country Office in Mauritius and Seychelles

Country: **Mauritius and Seychelles**

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## Section 1. Letter of Invitation

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The United Nations Development Program (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:

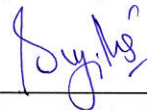
- Section 1: This Letter of Invitation
- Section 2: Instruction to Bidders
- Section 3: Bid Data Sheet (BDS)
- Section 4: Terms of Reference (TOR)
- Section 5: Evaluation Criteria
- Section 6: Schedule of Requirements and Technical Specifications
- Section 7: Returnable Bidding Forms
  - Form A: Bid 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.mu@undp.org](mailto:procurement.mu@undp.org), indicating whether you intend to submit a Bid or otherwise. 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:



Name: Sujitha Sekharan

Title: International Operations Manager

Date: May 20, 2019

## Section 2. Instruction to Bidders

### GENERAL PROVISIONS

<b>1. Introduction</b>	<p>1.1 Bidders shall adhere to all the requirements of this ITB, including any amendments made in writing by UNDP. This ITB is conducted in accordance with the UNDP Programme and Operations Policies and Procedures (POPP) on Contracts and Procurement which can be accessed at <a href="https://poppp.undp.org/SitePages/POPPBSUnit.aspx?TermID=254a9f96-b883-476a-8ef8-e81f93a2b38d">https://poppp.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>
<b>2. Fraud &amp; Corruption, Gifts and Hospitality</b>	<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>
<b>3. Eligibility</b>	<p>3.1 A vendor should not be suspended, debarred, or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization. Vendors are therefore required to disclose to UNDP whether they are subject to any sanction or temporary suspension imposed by these organizations.</p> <p>3.2 It is the Bidder's responsibility to ensure that its employees, joint venture members, sub-contractors, service providers, suppliers and/or their employees meet the eligibility requirements as established by UNDP.</p>

<b>4. Conflict of Interests</b>	<p>4.1 Bidders must strictly avoid conflicts with other assignments or their own interests, and act without consideration for future work. Bidders found to have a conflict of interest shall be disqualified. Without limitation on the generality of the above, Bidders, and any of their affiliates, shall be considered to have a conflict of interest with one or more parties in this solicitation process, if they:</p> <ul style="list-style-type: none"> <li>a) Are or have been associated in the past, with a firm or any of its affiliates which have been engaged by UNDP to provide services for the preparation of the design, specifications, Terms of Reference, cost analysis/estimation, and other documents to be used for the procurement of the goods and services in this selection process;</li> <li>b) Were involved in the preparation and/or design of the programme/project related to the goods and/or services requested under this ITB; or</li> <li>c) Are found to be in conflict for any other reason, as may be established by, or at the discretion of UNDP.</li> </ul> <p>4.2 In the event of any uncertainty in the interpretation of a potential conflict of interest, Bidders must disclose to UNDP, and seek UNDP's confirmation on whether or not such conflict exists.</p> <p>4.3 Similarly, the Bidders must disclose in their Bid their knowledge of the following:</p> <ul style="list-style-type: none"> <li>a) If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel who are family members of UNDP staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving goods and/or services under this ITB; and</li> <li>b) All other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices.</li> </ul> <p>Failure to disclose such an information may result in the rejection of the Bid or Bids affected by the non-disclosure.</p> <p>4.4 The eligibility of Bidders that are wholly or partly owned by the Government shall be subject to UNDP's further evaluation and review of various factors such as being registered, operated and managed as an independent business entity, the extent of Government ownership/share, receipt of subsidies, mandate and access to information in relation to this ITB, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Bid.</p>
<b>B. PREPARATION OF BIDS</b>	
<b>5. General Considerations</b>	<p>5.1 In preparing the Bid, the Bidder is expected to examine the ITB in detail. Material deficiencies in providing the information requested in the ITB may result in rejection of the Bid.</p> <p>5.2 The Bidder will not be permitted to take advantage of any errors or omissions in the ITB. Should such errors or omissions be discovered, the Bidder must notify the UNDP accordingly.</p>
<b>6. Cost of Preparation of Bid</b>	<p>6.1 The Bidder shall bear all costs related to the preparation and/or submission of the Bid, regardless of whether its Bid is selected or not. UNDP shall not be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process.</p>
<b>7. Language</b>	<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> </ul>

	<ul style="list-style-type: none"> <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>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.</p> <p>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.</p>
<b>12. Bid Security</b>	<p>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.</p> <p>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.</p> <p>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.</p> <p>12.4 In the event an electronic submission is allowed in the BDS, Bidders shall include a copy of the Bid Security in their bid and the original of the Bid Security must be sent via courier or hand delivery as per the instructions in BDS.</p> <p>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:</p> <ul style="list-style-type: none"> <li>a) If the Bidder withdraws its offer during the period of the Bid Validity specified in the BDS, or;</li> <li>b) In the event the successful Bidder fails: <ul style="list-style-type: none"> <li>i. to sign the Contract after UNDP has issued an award; or</li> <li>ii. to furnish the Performance Security, insurances, or other documents that UNDP may require as a condition precedent to the effectivity of the contract that may be awarded to the Bidder.</li> </ul> </li> </ul>



<b>13. Currencies</b>	<p>13.1 All prices shall be quoted in the currency or currencies indicated in the BDS. Where Bids are quoted in different currencies, for the purposes of comparison of all Bids:</p> <ul style="list-style-type: none"> <li>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</li> <li>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.</li> </ul>
<b>14. Joint Venture, Consortium or Association</b>	<p>14.1 If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Bid, they shall confirm in their Bid that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Bid; and (ii) if they are awarded the contract, the contract shall be entered into, by and between UNDP and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture.</p> <p>14.2 After the Deadline for Submission of Bid, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of UNDP.</p> <p>14.3 The lead entity and the member entities of the JV, Consortium or Association shall abide by the provisions of Clause 9 herein in respect of submitting only one Bid.</p> <p>14.4 The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entities in the joint venture in delivering the requirements of the ITB, both in the Bid and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by UNDP.</p> <p>14.5 A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:</p> <ul style="list-style-type: none"> <li>a) Those that were undertaken together by the JV, Consortium or Association; and</li> <li>b) Those that were undertaken by the individual entities of the JV, Consortium or Association.</li> </ul> <p>14.6 Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials</p> <p>14.7 JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm.</p>
<b>15. Only One Bid</b>	<p>15.1 The Bidder (including the individual members of any Joint Venture) shall submit only one Bid, either in its own name or as part of a Joint Venture.</p> <p>15.2 Bids submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <ul style="list-style-type: none"> <li>a) they have at least one controlling partner, director or shareholder in common; or</li> <li>b) any one of them receive or have received any direct or indirect subsidy from the other/s; or</li> <li>c) they have the same legal representative for purposes of this ITB; or</li> </ul>

	<p>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;</p> <p>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.</p>
<b>16. Bid Validity Period</b>	<p>16.1 Bids shall remain valid for the period specified in the BDS, commencing on the Deadline for Submission of Bids. A Bid valid for a shorter period may be rejected by UNDP and rendered non-responsive.</p> <p>16.2 During the Bid validity period, the Bidder shall maintain its original Bid without any change, including the availability of the Key Personnel, the proposed rates and the total price.</p>
<b>17. Extension of Bid Validity Period</b>	<p>17.1 In exceptional circumstances, prior to the expiration of the Bid validity period, UNDP may request Bidders to extend the period of validity of their Bids. The request and the responses shall be made in writing, and shall be considered integral to the Bid.</p> <p>17.2 If the Bidder agrees to extend the validity of its Bid, it shall be done without any change to the original Bid.</p> <p>17.3 The Bidder has the right to refuse to extend the validity of its Bid, in which case, the Bid shall not be further evaluated.</p>
<b>18. Clarification of Bid (from the Bidders)</b>	<p>18.1 Bidders may request clarifications on any of the ITB documents no later than the date indicated in the BDS. Any request for clarification must be sent in writing in the manner indicated in the BDS. If inquiries are sent other than specified channel, even if they are sent to a UNDP staff member, UNDP shall have no obligation to respond or confirm that the query was officially received.</p> <p>18.2 UNDP will provide the responses to clarifications through the method specified in the BDS.</p> <p>18.3 UNDP shall endeavour to provide responses to clarifications in an expeditious manner, but any delay in such response shall not cause an obligation on the part of UNDP to extend the submission date of the Bids, unless UNDP deems that such an extension is justified and necessary.</p>
<b>19. Amendment of Bids</b>	<p>19.1 At any time prior to the deadline of Bid submission, UNDP may for any reason, such as in response to a clarification requested by a Bidder, modify the ITB in the form of an amendment to the ITB. Amendments will be made available to all prospective bidders.</p> <p>19.2 If the amendment is substantial, UNDP may extend the Deadline for submission of Bid to give the Bidders reasonable time to incorporate the amendment into their Bids.</p>
<b>20. Alternative Bids</b>	<p>20.1 Unless otherwise specified in the BDS, alternative Bids shall not be considered. If submission of alternative Bid is allowed by BDS, a Bidder may submit an alternative Bid, but only if it also submits a Bid conforming to the ITB requirements. Where the conditions for its acceptance are met, or justifications are clearly established, UNDP reserves the right to award a contract based on an alternative Bid.</p> <p>20.2 If multiple/alternative bids are being submitted, they must be clearly marked as "Main Bid" and "Alternative Bid"</p>
<b>21. Pre-Bid Conference</b>	<p>21.1 When appropriate, a pre-bid conference will be conducted at the date, time and location specified in the BDS. All Bidders are encouraged to attend. Non-attendance, however, shall not result in disqualification of an interested Bidder. Minutes of the</p>

	<p>Bidder's conference will be disseminated on the procurement website and shared by email or on the e-Tendering platform as specified in the BDS. No verbal statement made during the conference shall modify the terms and conditions of the ITB, unless specifically incorporated in the Minutes of the Bidder's Conference or issued/posted as an amendment to ITB.</p>
<b>C. SUBMISSION AND OPENING OF BIDS</b>	
<b>22. Submission</b>	<p>22.1 The Bidder shall submit a duly signed and complete Bid comprising the documents and forms in accordance with requirements in the BDS. The Price Schedule shall be submitted together with the Technical Bid. Bid can be delivered either personally, by courier, or by electronic method of transmission as specified in the BDS.</p> <p>22.2 The Bid shall be signed by the Bidder or person(s) duly authorized to commit the Bidder. The authorization shall be communicated through a document evidencing such authorization issued by the legal representative of the bidding entity, or a Power of Attorney, accompanying the Bid.</p> <p>22.3 Bidders must be aware that the mere act of submission of a Bid, in and of itself, implies that the Bidder fully accepts the UNDP General Contract Terms and Conditions.</p>
<b>Hard copy (manual) submission</b>	<p>22.4 Hard copy (manual) submission by courier or hand delivery allowed or specified in the BDS shall be governed as follows:</p> <p>a) The signed Bid shall be marked "Original", and its copies marked "Copy" as appropriate. The number of copies is indicated in the BDS. All copies shall be made from the signed original only. If there are discrepancies between the original and the copies, the original shall prevail.</p> <p>(b) The Technical Bid and Price Schedule must be sealed and submitted together in an envelope, which shall:</p> <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>Email and eTendering submissions</b>	<p>22.5 Electronic submission through email or eTendering, if allowed as specified in the BDS, shall be governed as follows:</p> <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>22.6 Detailed instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link:  <a href="http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/">http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/</a></p>
<b>23. Deadline for Submission of Bids and Late Bids</b>	<p>23.1 Complete Bids must be received by UNDP in the manner, and no later than the date and time, specified in the BDS. UNDP shall only recognise the actual date and time that the bid was received by UNDP</p> <p>23.2 UNDP shall not consider any Bid that is received after the deadline for the submission</p>

	of Bids.
<b>24. Withdrawal, Substitution, and Modification of Bids</b>	<p>24.1 A Bidder may withdraw, substitute or modify its Bid after it has been submitted at any time prior to the deadline for submission.</p> <p>24.2 Manual and Email submissions: A bidder may withdraw, substitute or modify its Bid by sending a written notice to UNDP, duly signed by an authorized representative, and shall include a copy of the authorization (or a Power of Attorney). The corresponding substitution or modification of the Bid, if any, must accompany the respective written notice. All notices must be submitted in the same manner as specified for submission of Bids, by clearly marking them as "WITHDRAWAL" "SUBSTITUTION," or "MODIFICATION"</p> <p>24.3 eTendering: A Bidder may withdraw, substitute or modify its Bid by Cancelling, Editing, and re-submitting the Bid directly in the system. It is the responsibility of the Bidder to properly follow the system instructions, duly edit and submit a substitution or modification of the Bid as needed. Detailed instructions on how to cancel or modify a Bid directly in the system are provided in the Bidder User Guide and Instructional videos.</p> <p>24.4 Bids requested to be withdrawn shall be returned unopened to the Bidders (only for manual submissions), except if the bid is withdrawn after the bid has been opened.</p>
<b>25. Bid Opening</b>	<p>25.1 UNDP will open the Bid in the presence of an ad-hoc committee formed by UNDP of at least two (2) members.</p> <p>25.2 The Bidders' names, modifications, withdrawals, the condition of the envelope labels/seals, the number of folders/files and all other such other details as UNDP may consider appropriate, will be announced at the opening. No Bid shall be rejected at the opening stage, except for late submissions, in which case, the Bid shall be returned unopened to the Bidders.</p> <p>25.3 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>26. Confidentiality</b>	<p>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.</p> <p>26.2 Any effort by a Bidder or anyone on behalf of the Bidder to influence UNDP in the examination, evaluation and comparison of the 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>27. Evaluation of Bids</b>	<p>27.1 UNDP will conduct the evaluation solely on the basis of the Bids received.</p> <p>27.2 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) <ul style="list-style-type: none"> <li>a) Evaluation of Technical Bids</li> <li>b) Evaluation of prices</li> </ul> </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>28. Preliminary Examination</b>	28.1 UNDP shall examine the Bids to determine whether they are complete with respect to minimum documentary requirements, whether the documents have been properly signed, and whether the Bids are generally in order, among other indicators that may be used at this stage. UNDP reserves the right to reject any Bid at this stage.
<b>29. Evaluation of Eligibility and Qualification</b>	<p>29.1 Eligibility and Qualification of the Bidder will be evaluated against the Minimum Eligibility/Qualification requirements specified in the Section 4 (Evaluation Criteria).</p> <p>29.2 In general terms, vendors that meet the following criteria may be considered qualified:</p> <ul style="list-style-type: none"> <li>a) They are not included in the UN Security Council 1267/1989 Committee's list of terrorists and terrorist financiers, and in UNDP's ineligible vendors' list;</li> <li>b) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments,</li> <li>c) They have the necessary similar experience, technical expertise, production capacity, quality certifications, quality assurance procedures and other resources applicable to the supply of goods and/or services required;</li> <li>d) They are able to comply fully with the UNDP General Terms and Conditions of Contract;</li> <li>e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and</li> <li>f) They have a record of timely and satisfactory performance with their clients.</li> </ul>
<b>30. Evaluation of Technical Bid and prices</b>	30.1 The evaluation team shall review and evaluate the Technical Bids on the basis of their responsiveness to the Schedule of Requirements and Technical Specifications and other documentation provided, applying the procedure indicated in the BDS and other ITB documents. When necessary, and if stated in the BDS, UNDP may invite technically responsive bidders for a presentation related to their technical Bids. The conditions for the presentation shall be provided in the bid document where required.
<b>31. Due diligence</b>	<p>31.1 UNDP reserves the right to undertake a due diligence exercise, aimed at determining to its satisfaction, the validity of the information provided by the Bidder. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the following:</p> <ul style="list-style-type: none"> <li>a) Verification of accuracy, correctness and authenticity of information provided by the Bidder;</li> <li>b) Validation of extent of compliance to the ITB requirements and evaluation criteria based on what has so far been found by the evaluation team;</li> <li>c) Inquiry and reference checking with Government entities with jurisdiction on the Bidder, or with previous clients, or any other entity that may have done business with the Bidder;</li> <li>d) Inquiry and reference checking with previous clients on the performance on on-going or completed contracts, including physical inspections of previous works, as deemed necessary;</li> <li>e) Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder;</li> <li>f) Other means that UNDP may deem appropriate, at any stage within the selection process, prior to awarding the contract.</li> </ul>
<b>32. Clarification of Bids</b>	<p>32.1 To assist in the examination, evaluation and comparison of Bids, UNDP may, at its discretion, request any Bidder for a clarification of its Bid.</p> <p>32.2 UNDP's request for clarification and the response shall be in writing and no change in the prices or substance of the Bid shall be sought, offered, or permitted, except to provide clarification, and confirm the correction of any arithmetic errors discovered by UNDP in the evaluation of the Bids, in accordance with the ITB.</p> <p>32.3 Any unsolicited clarification submitted by a Bidder in respect to its Bid, which is not a</p>

	response to a request by UNDP, shall not be considered during the review and evaluation of the Bids.
<b>33. Responsiveness of Bid</b>	<p>33.1 UNDP's determination of a Bid's responsiveness will be based on the contents of the bid itself. A substantially responsive Bid is one that conforms to all the terms, conditions, specifications and other requirements of the ITB without material deviation, reservation, or omission.</p> <p>33.2 If a bid is not substantially responsive, it shall be rejected by UNDP and may not subsequently be made responsive by the Bidder by correction of the material deviation, reservation, or omission.</p>
<b>34. Nonconformities, Reparable Errors and Omissions</b>	<p>34.1 Provided that a Bid is substantially responsive, UNDP may waive any non-conformities or omissions in the Bid that, in the opinion of UNDP, do not constitute a material deviation.</p> <p>34.2 UNDP may request the Bidder to submit the necessary information or documentation, within a reasonable period, to rectify nonmaterial nonconformities or omissions in the Bid related to documentation requirements. Such omission shall not be related to any aspect of the price of the Bid. Failure of the Bidder to comply with the request may result in the rejection of its Bid.</p> <p>34.3 For the bids that have passed the preliminary examination, UNDP shall check and correct arithmetical errors as follows:</p> <ul style="list-style-type: none"> <li>a) if there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of UNDP there is an obvious misplacement of the decimal point in the unit price; in which case, the line item total as quoted shall govern and the unit price shall be corrected;</li> <li>b) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and</li> <li>c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail.</li> </ul> <p>34.4 If the Bidder does not accept the correction of errors made by UNDP, its Bid shall be rejected.</p>
<b>E. AWARD OF CONTRACT</b>	
<b>35. Right to Accept, Reject, Any or All Bids</b>	<p>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.</p>
<b>36. Award Criteria</b>	<p>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.</p>
<b>37. Debriefing</b>	<p>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</p>

	Bidder's submission shall not be discussed.
<b>38. Right to Vary Requirements at the Time of Award</b>	38.1 At the time of award of Contract, UNDP reserves the right to vary the quantity of goods and/or services, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.
<b>39. Contract Signature</b>	39.1 Within fifteen (15) days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to UNDP. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Bid Security, if any, and on which event, UNDP may award the Contract to the Second highest rated or call for new Bids.
<b>40. Contract Type and General Terms and Conditions</b>	40.1 The types of Contract to be signed and the applicable UNDP Contract General Terms and Conditions, as specified in BDS, can be accessed at <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a>
<b>41. Performance Security</b>	41.1 A performance security, if required in the BDS, shall be provided in the amount specified in BDS and form available at <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>42. Bank Guarantee for Advanced Payment</b>	42.1 Except when the interests of UNDP so require, it is UNDP's standard practice to not make advance payment(s) (i.e., payments without having received any outputs). If an advance payment is allowed as per the BDS, and exceeds 20% of the total contract price, or USD 30,000, whichever is less, the Bidder shall submit a Bank Guarantee in the full amount of the advance payment in the form available at <a href="https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Contract%20Management%20Payment%20and%20Taxes_Advanced%20Payment%20Guarantee%20Form.docx&amp;action=default">https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Contract%20Management%20Payment%20and%20Taxes_Advanced%20Payment%20Guarantee%20Form.docx&amp;action=default</a>
<b>43. Liquidated Damages</b>	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.
<b>44. Payment Provisions</b>	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.
<b>45. Vendor Protest</b>	45.1 UNDP's vendor protest procedure provides an opportunity for appeal to those persons or firms not awarded a contract through a competitive procurement process. In the event that a Bidder believes that it was not treated fairly, the following link provides further details regarding UNDP vendor protest procedures: <a href="http://www.undp.org/content/undp/en/home/procurement/business/protest-and-sanctions.html">http://www.undp.org/content/undp/en/home/procurement/business/protest-and-sanctions.html</a>
<b>46. Other Provisions</b>	46.1 In the event that the Bidder offers a lower price to the host Government (e.g. General Services Administration (GSA) of the federal government of the United States of America) for similar goods and/or services, UNDP shall be entitled to the same lower price. The UNDP General Terms and Conditions shall have precedence.

	<p>46.2 UNDP is entitled to receive the same pricing offered by the same Contractor in contracts with the United Nations and/or its Agencies. The UNDP General Terms and Conditions shall have precedence.</p> <p>46.3 The United Nations has established restrictions on employment of (former) UN staff who have been involved in the procurement process as per bulletin ST/SGB/2006/15 <a href="http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&amp;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)	<p>Allowed per LOT</p> <p>Splitting the lots is not allowed</p> <p><b>Suppliers based in Mauritius can bid for LOT 1 only</b></p> <p><b>Supplier based in Seychelles can Bid for LOT 2 Only</b></p>
3	20	Alternative Bids	Shall not be considered
4	21	Pre-Bid	<p>Will be Conducted</p> <p>Time: 10:30 am (Mauritius &amp; Seychelles Local Time).</p> <p>Date: May 30, 2019 11:00 AM</p> <p><b>FOR MAURITIUS :</b></p> <p>Venue: UNDP Mauritius Conference Room 5<sup>th</sup> Floor -Angalo Mauritius House -Intendance street-Port Louis</p> <p>The UNDP focal point for the arrangement is:</p> <p>Dahir Hassan</p> <p>Telephone: +230 58172417</p> <p>E-mail: <a href="mailto:Dahir.hassan@undp.org">Dahir.hassan@undp.org</a></p> <p><b>FOR SEYCHELLES:</b></p> <p>Venue: UNDP Seychelles: Le Chantier Mall 1st Floor, Victoria, Mahe, Seychelles</p> <p>The UNDP focal point for the arrangement is:</p> <p>Marrile Benoit</p> <p>Telephone: (+248) 4325599/2818041</p> <p>Email : <a href="mailto:marille.benoit@undp.org">marille.benoit@undp.org</a></p> <p>Service Providers interested to attend the pre-proposal conference must send the following information to the above mentioned email address one day (24 hrs.) before 30 May 2019:</p> <p>Participant's Name, ID/Passport No., Company</p>

			<p>Name.</p> <p><b><u>Attending is not mandatory but it is highly recommended.</u></b></p> <p>The Minutes of pre-proposal conference shall be sent out to the companies taking part in the pre-proposal conference and in addition shall be uploaded on the same Websites where the original tender documents were uploaded.</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	N/A
9	40	Performance Security	Not Required
10	12	Currency of Bid	United States Dollar
11	31	Deadline for submitting requests for clarifications/ questions	05/06/2019
12	31	Contact Details for submitting clarifications/questions	<p>Focal Person in UNDP: Sujitha Sekharan</p> <p>Address: UNDP Office - Mauritius</p> <p>E-mail address: sujitha.sekharan@undp.org</p> <p>And copy to Dahir.hassan@undp.org</p>
13	18, 19 and 21	Manner of Disseminating Supplemental Information to the ITB and responses/clarifications to queries	Direct communication to prospective Proposers by email and Posting on the website _ <a href="http://procurement-notice.undp.org/">http://procurement-notice.undp.org/</a>
14	23	Deadline for Submission	11 June 2019 at 12:00 PM
14	22	Allowable Manner of Submitting Bids	<p><input checked="" type="checkbox"/> Courier/Hand Delivery</p> <p><input checked="" type="checkbox"/> Submission by email</p> <p><input type="checkbox"/> E-tendering Online</p>

15	22	Bid Submission Address	<u><a href="#">Link to Etendering to insert</a></u>
16	22	Electronic submission (email) requirements	<ul style="list-style-type: none"> <li>▪ Format: PDF files only</li> <li>▪ File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard.</li> <li>▪ All files must be free of viruses and not corrupted.</li> <li>▪ Max. File Size per transmission: 3 MB</li> <li>▪ Mandatory subject of email: ITB/MUS/2019/001 -Provision of Travel Management Services on Long Term Agreement (LTA) to <a href="mailto:procurement.mu@undp.org">procurement.mu@undp.org</a></li> </ul> <p>FOR HAND DELIVERY:</p> <p><b>UNDP Mauritius:</b> United Nations Development Programme officeo- 6th Floor, Anglo-Mauritius House Intendance Street, Port Louis</p> <p><b>UNDP Seychelles :</b> Le Chantier Mall Ist Floor, Victoria, Mahe, Seychelles</p>
17	25	Date, time and venue for the opening of bid	<p>Date and Time: June 11, 2019 1:00 PM</p> <p>Venue: UNDP CONFERENCE ROOM 5th Floor for Mauritius and Seychelles Le Chantier Mall Ist Floor, Victoria, Mahe, Seychelles</p>
18	27, 36	Evaluation Method for the Award of Contract	Lowest priced technically responsive and qualified bid.
19		Expected date for commencement of Contract	<i>July 1, 2019</i>
20		Maximum expected duration of contract	<p>Two years with the possibility to extend for an additional one-year period, subject to good performance.</p> <p>The prices for ticket fees will remain fixed for 3 years' time period.</p>
21	35	UNDP will award the contract to:	<p>The top two technically qualified bidders and offering lowest priced offers for the complete set of requirements for:</p> <ol style="list-style-type: none"> <li>1. Mauritius</li> <li>2. Seychelles.</li> </ol> <p>To guarantee that lowest priced services are achieved UNDP will run secondary bidding process among the LTA holders.</p>
22	39	Type of Contract	<p>Contract Face Sheet Good and/Or Services</p> <p><a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a></p>

23	39	UNDP Contract Terms and Conditions that will apply	UNDP General Terms and Conditions for Contracts (Good and/or Services) <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>
24		Other Information Related to the ITB	<i>This arrangement does not oblige UNDP to spend any monies. The Long term price arrangement is a nonexclusive arrangement and UNDP has the right to purchase the same or similar services from other travel agent at its sole discretion as the situation may warrant. If services are required, UNDP will issue requests/Purchase orders from time-to time during the term of this one-year arrangement making reference to the one-year agreement.</i>

## Section 4. Terms of Reference (TOR) Provision of Travel Management Services to UNDP Mauritius and Seychelles on Long Term Agreement Basis (LTA)

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

#### **○ 1. Background**

UNDP Mauritius and Seychelles Country Office wishes to enter into a Long-Term Agreements (LTAs) with up to two (2) competent Travel Agencies to provide travel management services for Mauritius and Seychelles respectively.

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. UNDP/UN Travel Policy**

The UN travel policies embody the following basic principles:

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

#### **4. Scope of Services and Expected Outputs**

##### **a) Reservation and air ticketing**

Travel agency shall:

- Upon receiving an email from UNDP and/or UN Agencies requesting quotation, travel agency shall immediately prepare appropriate itineraries with the most direct and economic routes (or as otherwise specified by each UN agency's focal point). Prices quoted shall be the net amount and any special rates or discounts shall be clearly stated. For travel expected at/to exceed 9 hours, a flight duration is indicated with the quotations provided.
- UNDP will then decide, based on the cost of ticket and confirmation of ticket availability from travel agent to buy the ticket/s and/or services based on Official Authorization/Purchase Order or any other form of authorization as agreed between the UNDP/UN agency and the travel agency. If reservation made by the travel agent is not at the lowest available rate allowed, the travel agent shall refund the difference to UN Agencies. UNDP and/or UN Agencies reserves the rights to conduct live fare audit by third party providers, and travel agent shall extend the support to UNDP in order to conduct a fare audit exercise.
- Travel agency shall promptly issue and deliver accurately printed tickets/e-ticket and detailed itineraries and within 24 hours after receiving the travel authorization from the UN agencies, (in printed and electronic format) showing the accurate status of the airline on all segments of the journey;
- For wait-listed bookings, travel agent shall provide regular feedback on status of flight. In the event that wait-listed bookings cannot be confirmed, travel agent shall notify the requesting party of the problem and provide three (3) alternative routings/quotations for consideration;
- Travel agent shall accurately advise the UN of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations charges;
- At the request of the UN agency, provide all official travelers with advance seat assignments and advance boarding passes on all airlines for which the Travel Agent can offer these services.
- Travel agency shall reconfirm and revalidate airline tickets, re-issue tickets which are returned as a result of changed routing or fare structures and printed itineraries; and
- Air tickets to be issued shall be lowest and most direct and economical routing.

##### **b) Airfares and Airline Routings/itineraries**

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 economical routing;
- Assist UNDP and/or UN Agencies in negotiating with airlines on preferred carrier fares and load such fares in the travel agency's Computerized Reservation System for use in auto-ticketing;
- Reissue of tickets when fare savings justified;
- Advise on market practices and trends that could result in further savings for the UN, including the use of corporate travel booking tools with automated travel policy compliance and enforcement, and travel management reporting.

### **c) Travel Information/Advisories**

Travel agent shall:

- Inform travelers, upon booking confirmation, of flight/ticket restrictions, involuntary stopover's, hidden stops, and other possible inconveniences of the itinerary;
- Provide travelers with online and offline relevant information on official destinations, e.g., airport transfers/land transportation facilities, local points of interest, currency restrictions/regulations, health advisories (including vaccination requirement), security advisories, weather conditions, etc.;
- Endeavor to notify, i.e. mobile travel alert solution, travelers of airport closures delayed or canceled flights, diverted and misconnected flights, security procedures, health precautions, as well as other changes that will affect or will require preparations from the travelers, sufficiently before departure time; and quick reference for requested destination.
- When required, the travel agency shall train designated UN staff on the kinds of tickets, restrictions that apply to each type, and any other information to facilitate good communication and service.

### **d) Flight Cancellations/Rebooking and Refunds**

Travel agency shall:

- Process duly authorized flight changes/ cancellations as and when 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 prepaid tickets and credit these to the UN as expeditiously as possible;
- Refund tickets within one (1) month only; and
- Limit refund charges at airline rates only, i.e., no additional charges will accrue to the travel agency.
- Absorb cancellation and/or change reservation date charges which are due to no fault of traveler of UN agencies;

### **e) Emergency Travel**

- Travel agency shall assign one or several travel consultants that can be contacted to provide travel services in case of an emergency, outside working hours, weekend, absence of its focal travel consultants, national holidays or while the travel agency's office is closed and, for such purpose, the travel agency shall have communication channels accessible 24 hours a day for emergencies (fixed telephone line, mobile phone, etc.).
- The regular timetable shall be from 08.30 am to 16.30 pm, from Monday to Friday, providing services on a continuous basis. This shall exclude national holidays observed in the country.

### **f) Supplier Relations**

- The Travel Agency shall not favor any particular air carrier when making reservations;
- The Travel Agency shall maintain excellent relations with all air carriers for the benefit of the UNDP and/or UN Agencies in Mauritius and Seychelles respectively.

**g) Services Quality Control and continuous improvements**

- The Travel Agency shall establish and operate to monitor on a regular and continuous basis the quality of travel products and services provided to UNDP and/or UN Agencies in Comoros

**h) Management Reporting System**

- Travel agency shall be installed with professional management reporting system which is able to maintain sophisticated computerized profile of travelers submit to the UN/UNDP the following reports/documents on a monthly basis or at any time upon request by UN Agencies:
- Monthly production statistics (Per UNDP, other UN Agencies, airlines, and Consolidated format) with comparative figures if applicable (month to month, year on year).
- Monthly production statistics separated by continents (domestic, Asia, and other continents), personal trip and destination countries. Report should be able to be sorted by UNDP and/or UN Agencies, Name of Passenger, Destination (Country and City), Airline Name, Class,
- Changes and Updates on Airline Rates, promotions, policy changes, etc., immediately upon the Travel Agency's receipt of the advice.
- Complaint and solution report.
- Monthly report on the status of ticket refunds per UN agency.
- 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

**h) Billing and Invoice**

- Travel agency shall send an itemized official invoice to UNDP and/or UN Agencies travel focal point after the end of each transaction. The invoice must indicate detailed information and include, but not limited to (1) ticket class, (2) itinerary, (3) name of traveler, (4) ticket reference, (5) UN agency Purchase Order number/Authorization Code, and (6) Price with cost breakdown by fare, tax and service charge.
- UNDP and/or UN Agencies shall provide payment to the travel agency within 30 days after receipt and certification of the Travel Agent's invoice.

**i) Complaint Tracking and Resolution**

Travel agency shall respond to all complaints by investigating and explaining, in writing, their underlying cause. Travel agency shall make a good faith effort to resolve disputes and misunderstandings in favor of the UNDP travel management and UN travelers.

**j) Revenue Return**

All commissions, overrides, and other revenues generated from and directly attributable to the organization business travel will be returned to the organization in its entirety with a 100% guarantee.



## 5. Performance Standards and Service Level Guarantee

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

Product / Service	Performance Attribute	Definition	Standard / Service Level
1. Airline Reservation	Agency Accuracy	Ability to perform task completely and without error	Zero-error in passenger records/airline bookings, fare computation and 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	<u>Zero-error</u> 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	<u>3 working days</u> before departure date
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 departure
4. Billing	Accuracy	Ability to generate billing statements without errors	<u>Zero-Error</u> or no discrepancy between invoices and attachments
	Clarity	Ability to generate bills that are transparent or easy to understand	<u>Zero&gt;Returns</u> for clarification/explanation
5. Rates/Pricing	Fairness	Reasonable charges for services offered	At same or rates lower than market standards
	Company concern about fares	Ability to quote competitive fare	At levels same or lower than airline preferred rates. Guarantee that <u>one quotation is the lowest obtainable fare</u>

	Good value indicated by price	Competitive of fares quoted vs. restrictions or lack/absence thereof	At the same terms or better than quoted by airlines
	Willingness to assist UNDP negotiate with airlines regarding preferred rates and concessions	Voluntarily offering to assist/represent UNDP in dealings with airlines	Semiannual 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 travel agency	Telephone: 3 rings Emergency: 24 hours Email: available Website: available
	Responsiveness	Willingness to go out of one's way to help the traveler	Regular coordination meetings with UNDP Travel management Reviews twice a year
		Willingness to go out of one's way to help the traveler	No. of personal travels booked with travel agents
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 Manner of resolution: Satisfactory score
8. Travel Consultants	Competence	Knowledge of destinations Knowledge of airline practices, fare levels and shortest routes and connections Knowledge of UNDP policies	Proficiency rating of not less than 75%
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	Senior Travel Expert to commence business	<ul style="list-style-type: none"> <li>Four hours/days 08.30 – 17.30 of work as UNDP Sunday – Thursday; accommodation of calls during off-hours</li> <li>Zero complaints that no one was around to answer calls</li> </ul>

## **6. Institutional Arrangement**

UNDP Mauritius and Seychelles envisages entering into a multiyear contract with two qualified travel Agencies for Mauritius and Seychelles respectively for the provision of Travel Management Services. The Travel Agency(ies), selected as a result of the present ITB, will pass on to the UNDP and UN Agencies in Mauritius and Seychelles the own fares and conditions offered by the air carriers and shall not expect to receive any standard or override commissions from the respective air carrier. For the services stated in this TOR the selected Travel Agencies will charge the UNDP/UN Agencies in Mauritius and Seychelles fixed service fees per each issued ticket regardless of booking class. The level of the service fees for any booking class 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.

### **a) For Travel Agency**

- In its capacity as Travel Agency formally established and affiliated to and/or represented in a global network, it should be duly authorized under respective Mauritius's and Seychelles's laws and regulations, as well as under IATA that governs all activities in this field.
- The travel agency shall have in its current office all the necessary equipment and facilities, and shall employ a sufficient number of experienced and professionally trained travel experts and staff to handle minimum requirements of the UNDP.
- All relevant documents are requested to keep at least for 5 years for audit purpose.
- Travel agency shall propose to UNDP competent and experienced travel consultants, especially in ticketing and fare computations, as evidenced by their track record in their Curriculum Vitae to be provided.
- The composition of the focal persons should be following:
  - One (1) Supervisor who shall be responsible for the overall management of the UNDP and/or UN Agencies;
  - One (1) Travel Staff/consultants assigned specifically to UNDP and any other agency respectively

### **b) For UNDP/ Agencies Travel Focal Points' Roles and Responsibilities**

UNDP/ UN Agencies travel focal points shall perform the following:

- Coordinate with travel agent for the services requested;
- Provide Official Travel Authorization/Purchase Order to Travel Agent;
- Conduct performance surveys;
- Obtain monthly progress reports; and
- Perform inspection of services, including verification of fares, rates, conditions etc.
- Ensure a full compliance to the travel requirements in respect to each agency's travel rules and regulations;

## **7. Duration of the Work**

The contract with the successful travel agencies shall be signed by the UNDP, for an initial period of two (02) years, and may be extended up to one (01) additional year, subject to satisfactory performance.

## **8. Qualifications of the Successful Service Travel Agency**

The successful Travel Agencies based in Mauritius will be contracted for LOT1 and Travel Agencies based in Seychelles will be contracted for Seychelles to serve the needs of UNDP/UN in Mauritius and Seychelles and will have the following minimum eligible criteria:

### **a) Expertise of Firm / Organisation**

- Legal registration (Valid Patent Certificate and Valid Business Registration Certificate)
- Accredited IATA Travel Agent(s)
- At least 01 operational office in Mauritius and Seychelles respectively.
- At least 3 years of business experience as travel agency;
- Availability of at least 1 booking system (Global Distribution Systems).
- Financially capable of rendering services to UNDP/ UN Agencies Mauritius and Seychelles . Average turnover of the bidder for the past two years must not be less than USD200,000.
- Acceptability of all provisions of the UNDP General Terms and Conditions.

### **b) Qualification and Experience of staff**

The Travel Agency should provide minimum of following staff:

**One Supervisor** with Bachelor Degree and at least 3-4 years of experience of account management/travel management. Proficiency in written and spoken English

**One Travel Focal Person** with minimum 3 years of experience in booking/reservations especially in ticketing and fare computation. Proficiency in written and spoken English. Training experience in ticketing software and others

The nominated focal persons in the proposal must be the employee who will be responsible for the management of travel services to UNDP/ UN Agencies Mauritius and Seychelles respectively the entire period set in the contract. If the focal persons are terminated his/her services with travel agency, the latter must notify UNDP Travel LTA focal point one month in advance and attach to the letter and CV of the proposed replacement of focal person. UNDP Mauritius and Seychelles reserve right to reject the newly nominate focal person if found to be not competent enough to handle the management of Travel Services. In event of failing to assign experienced personnel, UNDP Mauritius and Seychelles shall have right to terminate the contract.

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

## CHECKLIST OF DOCUMENTS TO BE SUBMITTED

- 
- ☐ Company Profile, which should not exceed fifteen (15) pages, including printed brochures and product catalogues relevant to the goods/services being procured.
  - ☐ Copy of Registration of legal entity by state authorities, including Articles of Incorporation, or equivalent document if Bidder is not a corporation;
  - ☐ Copy of IATA Travel Agent(s) accreditation;
  - ☐ List of major corporate clients highlighting similar contracts for clients of comparable business nature
  
  - ☐ CVs of managerial personnel and travel staff highlighting experiences in servicing international organizations of similar size and nature as UNDP/UN, including relevant certificates, accreditations, awards and citations received; (under section 6: Technical Bid Form of ITB) o Resume of supervisor (01) o Resume of Travel Focal Point (01)
  - ☐ Latest Audited Financial Statement (Income Statement and Balance Sheet) including Auditor's Report for the past two years ( 2017 and 2018).
  - ☐ Statement of Satisfactory Performance or Letters of Recommendations/ Satisfactory performances from the **Top Three Clients**;
  - ☐ Statement that bidder is not listed in the removed or suspended vendor list of the UN or other such lists of other UN agencies, nor are associated with, any company or individual appearing on the 1267/1989 list of the UN Security Council; (under section 4: Bid Submission Form)
  - ☐ License of travel agent;
  - ☐ Evidence that bidder has at least one operational office in Mauritius/ Seychelles;
  - ☐ Filled, signed and stamped Section 4: Bid Submission Form;
  - ☐ Filled, signed and stamped Section 7: Price Schedule Form
  - ☐ Information on booking system including on-line booking/airline reservation, domestic/ international ticketing.
  - ☐ All information regarding any past and current litigation during the last three (3) years, in which the bidder is involved, indicating the parties concerned, the subject of the litigation, the amounts involved, and the final resolution if already concluded

## Section 5. Evaluation Criteria

ELIGIBILITY		
<b>Legal Status</b>	Vendor is a legally registered entity.	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>Legal Registration document including license of travel agent</li> <li>Accredited IATA Travel Agent(s).</li> </ul>	Form B: Bidder Information Form
<b>Additional criteria</b>	<ul style="list-style-type: none"> <li>Availability of at least 1 booking system (Global Distribution Systems): Provide the description of booking system in use, including on-line booking/airline reservation, domestic/international ticketing.</li> <li>At least 01 (one) operational office in Mauritius and Seychelles (respectively). Maintain facilities of on-line booking/airline reservations, domestic and international ticketing, basic office equipment, telecommunications equipment.</li> <li>Financially capable of rendering services to UNDP Mauritius and Seychelles. <ul style="list-style-type: none"> <li>Average turnover of the bidder for the past two years must not be less than USD200,000</li> </ul> </li> <li>Qualification of Key personnel to be assigned to the contract. One Supervisor with Bachelor Degree and at least 4 years of experience of account management/travel management. One Travel Focal Person with minimum 3 years of experience in booking/reservations especially in ticketing and fare computation</li> <li>Acceptability of all provisions of the UNDP General Terms and Conditions.</li> </ul>	
QUALIFICATION		
<b>History of Non-Performing Contracts<sup>1</sup></b>	Non-performance of a contract did not occur as a result of contractor default for the last 3 years.	Form D: Qualification Form
<b>Litigation History</b>	No consistent history of court/arbitral award decisions against the Bidder for the last 3 years.	Form D: Qualification Form
<b>Previous Experience</b>	Minimum 3 years of relevant experience.	Form D: Qualification

<sup>1</sup> Non-performance, as decided by UNDP, shall include all contracts where (a) non-performance was not challenged by the contractor, including through referral to the dispute resolution mechanism under the respective contract, and (b) contracts that were so challenged but fully settled against the contractor. Non-performance shall not include contracts where Employers decision was overruled by the dispute resolution mechanism. Non-performance must be based on all information on fully settled disputes or litigation, i.e. dispute or litigation that has been resolved in accordance with the dispute resolution mechanism under the respective contract and where all appeal instances available to the Bidder have been exhausted.

		Form
	<p>Minimum contracts of similar value, nature and complexity implemented over the last 3 years: 3 similar contracts (with embassy, EU, NGO, etc ...)</p> <p><i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i></p>	Form D: Qualification Form
<b>Financial Standing</b>	<p>Average turnover of the bidder for the past two years must not be less than USD200,000</p> <p><i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i></p>	Form D: Qualification Form
	<p>Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability.</p> <p><i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i></p>	Form D: Qualification Form
<b>Technical Evaluation</b>	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
<b>Financial Evaluation</b>	Detailed analysis of the price schedule based on requirements listed in Section 5 and quoted for by the bidders in Form F.	Form F: Price Schedule Form

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

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### LOT 1 :Mauritius

N°	Destinations and class	Estimated frequency of Travel in One year UNDP & Other UN Agencies
A	B	C
Frequently used Routes in Indian Ocean and Sub-regional		
1	St Denis	3
2	Antananarivo	16
3	Victoria, Seychelles	5
4	Dar es Salam	3
Frequently used Routes in Africa		
5	Addis Ababa	6
6	Casablanca/Rabat	2
7	Dakar	2
8	Johannesburg	10
9	Kigali	2
10	Lomé	2
11	Tunis	2
12	Praia	2
13	Mombasa	3
14	Nairobi	15
15	Harare	2
16	Windhoek, Namibia	2
Frequently used Routes - in America		
17	New York	7
Frequently used Routes – Europe		
18	Istanbul	2
19	Rome	6
20	Brussels	2
21	London	5
22	Tbilisi, Georgia	2
Frequently used Routes in ASIA and Middle East		
22	Dubai	5
23	New Delhi	5
24	Cochin	2



25	Colombo, Sri Lanka	2
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## LOT 2: Seychelles

N°	Destinations and class	Estimated frequency of Travel in One year UNDP/UN Agencies
A	B	C
Frequently used Routes in Indian Ocean and Sub-regional		
1	Antananarivo	4
2	Port Louis , Mauritius	7
3	Dar es Salam	3
Frequently used Routes in Africa		
4	Addis Ababa	3
5	Dakar	2
6	Johannesburg	3
7	Kigali	5
8	Nairobi	14
9	Marrakesh, Morocco	2

10	Entebbe	5
Frequently used Routes - Europe		
11	Bonn	2
12	Berlin	2
Frequently used Routes in ASIA and Middle East		
13	Dubai	2
14	New Delhi	2
15	Chennai, India	4
16	Astana, Kazakhstan	1
Frequently used Routes - Domestic Flight		
	Anjouan	54
	Moheli	35

## 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: *[check the condition that applies to this ITB, delete the entire row if condition is not applicable to the goods being procured]*

Delivery Term [INCOTERMS 2010] (Pls. link this to price schedule)	N/A
Exact Address of Delivery/Installation Location	UNDP Office in Mauritius and Seychelles
Mode of Transport Preferred	Air
UNDP Preferred Freight Forwarder, if any <sup>2</sup>	N/A
Distribution of shipping documents (if using freight forwarder)	N/A
Customs, if required, clearing shall be done by:	N/A
Ex-factory / Pre-shipment inspection	N/A
Inspection upon delivery	N/A
Installation Requirements	N/A
Testing Requirements	N/A
Scope of Training on Operation and Maintenance	N/A
Commissioning	N/A
Warranty Period	N/A
Local Service Support	<a href="#">Click here to enter text.</a>
Technical Support Requirements	N/A

<sup>2</sup>A factor of the Incoterms stipulated in the ITB. The use of a UNDP preferred freight forwarder may be considered for purposes of ensuring forwarder's familiarity with procedures and processing of documentary requirements applicable to UNDP when clearing with customs authority of the country of destination.

After-sale services Requirements	<input type="checkbox"/> Warranty on Parts and Labor for minimum period of _____ <input checked="" type="checkbox"/> Technical Support <input type="checkbox"/> Provision of Service Unit when pulled out for maintenance /repair
<b>Payment Terms</b> <i>(max. advanced payment is 20% as per UNDP policy)</i>	100% within 30 days upon UNDP's acceptance of the goods delivered as specified and receipt of invoice
Conditions for Release of Payment	<input type="checkbox"/> Pre-shipment inspection <input type="checkbox"/> Inspection upon arrival at destination <input type="checkbox"/> Installation <input type="checkbox"/> Testing <input type="checkbox"/> Training on Operation and Maintenance <input checked="" type="checkbox"/> <b>Others: Issuance of ticket</b> <input checked="" type="checkbox"/> Written Acceptance of Goods/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"/>
▪ Form G: Form of Bid Security	
▪ [Add other forms as necessary]	<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:	[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

<b>Legal name of Bidder</b>	[Complete]
<b>Legal address</b>	[Complete]
<b>Year of registration</b>	[Complete]
<b>Bidder's Authorized Representative Information</b>	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
<b>Are you a UNGM registered vendor?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No      If yes, [insert UGNM vendor number]
<b>Are you a UNDP vendor?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No      If yes, [insert UNDP vendor number]
<b>Countries of operation</b>	[Complete]
<b>No. of full-time employees</b>	[Complete]
<b>Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):</b>	[Complete]
<b>Does your Company hold any accreditation such as ISO 14001 or ISO 14064 or equivalent related to the environment? (If yes, provide a Copy of the valid Certificate):</b>	[Complete]
<b>Does your Company have a written Statement of its Environmental Policy? (If yes, provide a Copy)</b>	[Complete]
<b>Does your organization demonstrate 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> </ul>

- 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
- 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
- Patent Registration Certificates, if any of technologies submitted in the Bid is patented by the Bidder
- Certification or authorization to act as Agent on behalf of the Manufacturer, or Power of Attorney.
- Export Licenses, if applicable
- Local Government permit to locate and operate in assignment location, if applicable
- Official Letter of Appointment as local representative, if Bidder is submitting a Bid on behalf of an entity located outside the country
- Copy of Registration of legal entity by state authorities, including Articles of Incorporation, or equivalent document if Bidder is not a corporation;
- Copy of Valid Accredited IATA Travel Agent(s) Certificate;
- List of major corporate clients highlighting similar contracts of comparable business nature
- CVs of managerial personnel and travel staff highlighting experiences in servicing international organizations of similar size and nature as UNDP/UN, including relevant certificates, accreditations, awards and citations received;
- Latest Audited Financial Statement (Income Statement and Balance Sheet) including Auditor's Report for the past year, if available or equivalent;
- Statement of Satisfactory Performance or Letters of Recommendations/ Satisfactory performances from the Top Three Clients, in terms of contract value;
- All information regarding any past and current litigation during the last three (3) years, in which the bidder is involved, indicating the parties concerned, the subject of the litigation, the amounts involved, and the final resolution if already concluded.
- Other relevant documents, as requested in the Terms of Reference

## 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 <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:

\_\_\_\_\_

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

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

Name of partner:

\_\_\_\_\_

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

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

Name of partner:

\_\_\_\_\_

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

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

Name of partner:

\_\_\_\_\_

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

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



## Form D: Eligibility and Qualification Form

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

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:

- Must reflect the financial situation of the Bidder or party to a JV, and not sister or parent companies;
- Historic financial statements must be audited by a certified public accountant;
- 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.
- 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 Demonstrate how you plan to integrate sustainability measures in the execution of the contract.

Product / Service	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>			
1. Airline Reservation			<b>Non- applicable</b>		
2. Airline Tickets					
3. Travel Documentation					
4. Billing					
5. Rates/Pricing					
6. Service Quality					
7. Problem Solving					
8. Travel Consultants					
9. Communications					
10. Office premises and Hours of Services					

### 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 (FINANCIAL MATRIX)** ( Table will be updated as per destinations/ number of airtickets once Mauritius and Seychelles will provide)

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 non applicable

**Currency of the Bid: USD**

**LOT 1- Mauritius**

N°	Destination and Class	Estimated Frequency of Travel in One Year	Name of Airlines	Base Fare Excluding Taxes, if any (USD)	Taxes if any (USD)	Travel Agency Discount to UN per Ticket (%)	Services Charges on Ticket, if any (USD)	Total Cost per Ticket (USD): $I = (E+F) - (E*G) + H$	Total Cost $J=C*I$
A	B	C	D	E	F	G	H	I	J
Frequently used Routes in Indian Ocean and Sub-regional									
1	St Denis	3			\$ -	0%	\$ -	\$ -	\$ -
2	Antananarivo	16			\$ -	0%	\$ -	\$ -	\$ -
4	Nairobi	3			\$ -	0%	\$ -	\$ -	\$ -
5	Victoria, Seychelles	5			\$ -	0%	\$ -	\$ -	\$ -
6	Dar es Salam	3			\$ -	0%	\$ -	\$ -	\$ -
Frequently used Routes in Africa									
7	Abidjan	9			\$ -	0%	\$ -	\$ -	\$ -
9	Addis Ababa	6			\$ -	0%	\$ -	\$ -	\$ -
13	Casablanca/Rabat	2			\$ -	0%	\$ -	\$ -	\$ -
14	Dakar	2			\$ -	0%	\$ -	\$ -	\$ -
15	Johannesburg	10			\$ -	0%	\$ -	\$ -	\$ -

16	Kigali	2			\$ -	0%	\$ -	\$ -	\$ -
17	Lomé	2			\$ -	0%	\$ -	\$ -	\$ -
18	Lusaka	2			\$ -	0%	\$ -	\$ -	\$ -
19	Tunis	2			\$ -	0%	\$ -	\$ -	\$ -
20	Praia	2			\$ -	0%	\$ -	\$ -	\$ -
21	Mombasa	3			\$ -	0%	\$ -	\$ -	\$ -
22	Nairobi	15			\$ -	0%	\$ -	\$ -	\$ -
23	Harare	2			\$ -	0%	\$ -	\$ -	\$ -
24	Windhoek, Namibia	2			\$ -	0%	\$ -	\$ -	\$ -
Frequently used Routes - in America									
25	New York	7			\$ -	0%	\$ -	\$ -	\$ -
Frequently used Routes – Europe									
26	Istanbul	2			\$ -	0%	\$ -	\$ -	\$ -
26	Rome	6			\$ -	0%	\$ -	\$ -	\$ -
27	Brussels	2			\$ -	0%	\$ -	\$ -	\$ -
28	London	5			\$ -	0%	\$ -	\$ -	\$ -
29	Tblisi- Georgia	2			\$ -	0%	\$ -	\$ -	\$ -
Frequently used Routes in ASIA and Middle East									
30	Dubai	5			\$ -	0%	\$ -	\$ -	\$ -
31	New Delhi	5			\$ -	0%	\$ -	\$ -	\$ -
32	Cochin	2			\$ -	0%	\$ -	\$ -	\$ -
33	Colombo, Sri Lanka	2			\$ -	0%	\$ -	\$ -	\$ -
Frequently used Routes - Domestic Flight									
34	Moheli	35			\$ -	0%	\$ -	\$ -	\$ -
<b>LOT 1</b>									
<b>-</b>									
<b>TOTAL</b>									<b>IN USD</b>
									<b>\$ -</b>

## LOT 2 - Seychelles

N°	Destination and Class	Estimated Frequency of Travel in One Year	Name of Airlines	Base Fare Excluding Taxes, if any (USD)	Taxes if any (USD)	Travel Agency Discount to UN per Ticket (%)	Services Charges on Ticket, if any (USD)	Total Cost per Ticket (USD): $I = (E+F) - (E*G) + H$	Total Cost $J=C*I$
A	B	C	D	E	F	G	H	I	J
Frequently used Routes in Indian Ocean and Sub-regional									
1	Antananarivo	4			\$ -	0%	\$ -	\$ -	\$ -
2	Portlouis	7			\$ -	0%	\$ -	\$ -	\$ -
3	Dar es Salam	3			\$ -	0%	\$ -	\$ -	\$ -
Frequently used Routes in Africa									
4	Addis Ababa	3			\$ -	0%	\$ -	\$ -	\$ -
5	Dakar	2			\$ -	0%	\$ -	\$ -	\$ -
6	Johannesburg	3			\$ -	0%	\$ -	\$ -	\$ -
7	Kigali	5			\$ -	0%	\$ -	\$ -	\$ -
8	Nairobi	14			\$ -	0%	\$ -	\$ -	\$ -
9	Marrakesh, Morocco	2			\$ -	0%	\$ -	\$ -	\$ -
10	Entebbe	5			\$ -	0%	\$ -	\$ -	\$ -
Frequently used Routes – Europe									
11	Bonn	2			\$ -	0%	\$ -	\$ -	\$ -
12	Berlin	2			\$ -	0%	\$ -	\$ -	\$ -
Frequently used Routes in ASIA and Middle East									
13	Dubai	1			\$ -	0%	\$ -	\$ -	\$ -
14	New Delhi	1			\$ -	0%	\$ -	\$ -	\$ -
15	Chennai, India	2			\$ -	0%	\$ -	\$ -	\$ -
16	Astana, Kazakhstan	1							
Frequently used Routes - Domestic Flight									
33	Anjouan	54			\$ -	0%	\$ -	\$ -	\$ -



34	Moheli	35		\$ -	0%	\$ -	\$ -	\$ -
<b>LOT 2</b>								
<b>TOTAL</b>			<b>IN USD</b>					<b>\$ -</b>

**NB:**  
Ticket price and taxes are indicatives, the discount rate and the travel agency costs of services will be contractual.

Name of Bidder: \_\_\_\_\_  
Authorised signature: \_\_\_\_\_  
Name of authorised signatory: \_\_\_\_\_  
Functional Title: \_\_\_\_\_