

Request for Information for Event Management Services And/Or Travel Services for UNDP-Iraq Office (Market Research)

The United Nations Development Programme (UNDP) Iraq Programme is conducting a market research *to identify specialised entities in the fields of Events Management Services AND/OR Travel Management Services.*

It is the intention of UNDP-Iraq to launch a Request for Proposal(s) (RFP) subject to the outcome of this market research. Therefore, Service Providers /Travel Agencies are encouraged to fill in the attached herewith **Questionnaire** which will assist UNDP-Iraq to better understand the market.

Scope of Events Management Services:

UNDP-Iraq regularly organizes conferences, workshops, seminars and meetings (“Events”) in respect of its interventions in Iraq. The services required are:

- i) Events management.
- ii) Hotel accommodation and Airport pickup.

UNDP Iraq may require services of (ii) unrelated to (i).

The Events services organized by UNDP Iraq covers hotel venues, accommodation of the participants and staff, translation services, conferencing equipment and stationery.

The total annual estimated values of events services organized in the previous 2 years by UNDP Iraq were as follows:

Year	Event Services US\$
2012	2,096,342.30
2013	1,659,773.71

Scope of Travel Services:

Travel services include the timely management of travel arrangements of UNDP staff and clients from one place to another for official business purposes. The services required are:

- Ticket Issuance.
- Arrangement of Payments to clients/participants in certain events.
- Visa Application Support.
- Transportation Arrangement.

The Total annual estimated values of Travel Services required in the previous 2 years were as follows:

Year	Tickets US\$	Per Diem US\$
2012	1,105,325.61	1,611,517.85
2013	909,407.30	721,777.69

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NO.	QUESTION	ANSWER	
		YES	NO
1	Did your company deal with Events Management in the last 3 years?		
2	Does your company organize Events inside Iraq? If so, Please indicate if your company can arrange for events management in:		
	1. Erbil: Yes or No		
	2. Baghdad: Yes or No		
	3. Basrah: Yes or No		
3	Does your company organize events only inside Iraq or also in other parts of the world such as:		
	3.a) The Middle East excluding Iraq? Yes or No		
	3.b) Globally? Yes or No		
	If you answered "Yes" to "3.b", Please mention where? ----- -----		
4	Are you registered in Iraq?		
	If you answered "NO" to the above, Please indicate whether you are intending to subcontract agents/companies inside Iraq to do the job of organizing events inside Iraq?		
5	Do you currently have a Business partner in Iraq?		
6	Do you currently hold an agreement with any event management services provider?		
7	If you are not registered in Iraq? Where is your company registered? -----		
8	Are you an IATA approved/registered office?		
9	Did your company deal with ticket reservations for participants/clients in the last 3 years?		

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NO.	QUESTION	ANSWER	
		YES	NO
10	<p><i>(Please answer this question only if your Office is not IATA registered and you deal with ticketing services).</i></p> <p><i>If you answered "Yes", to question No. 9; how do you ensure tickets are being reserved from trustworthy airlines if your office is not IATA registered?</i></p>		
11	Do you currently hold an agreement with any travel agency?		
12	Did your company provide additional services such as handling large payments of Per Diem to participants/clients (which will be reimbursed to your company on a later stage)?		
13	Does your company provide transportation services for participants from Airport to Event's location for example?		
14	Do you have a quality management system e.g. ISO 9000 or an equivalent QA system as part of your Event Management AND/OR Travel Management services to your clients?		
15	<p>If you provide travel services, can you provide a dedicated person to be located in Iraq to manage UNDP's travel services from UNDP located offices in Iraq?</p> <p>Erbil: Yes or No</p> <p>Baghdad: Yes or No</p>		
16	If you are the awarded bidder, would you be able to maintain your Management Service Fees for up to a maximum of 3 years?		
17	<i>If you answered No to question 16, please indicate what will be the adjustable price elements you would like to negotiate on an annual basis?</i>		

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NO.	QUESTION	ANSWER	
		YES	NO
18	Do you currently hold an agreement with any UN Agency? If answer is yes, please indicate with which UN agency, type of services provided and validity of agreement?		
19	Do you have any other relevant comments related to the subject matter not covered in above questions?		

Name of Service Provider and/or Travel Agent:

Year of Establishment:

Name of contact person:

Email address of contact person:

if you need further space to write your answers, please attach additional documents with proper reference to question no.

Please send your company profile together with this filled in questionnaire to the following e-mail address:

bids.iraq@undp.org

This is merely a market research and UNDP is under no obligation to send a Request for Offer under this research.

Please note information provided in this Market Research will be treated as confidential information that will be used for UNDP's internal evaluation purposes of the related market.