

## **MINUTE OF PRE-BID MEETING**

### **I. Tender Title**

Request for Proposal for Provision of Travel Management Services for UN Agencies its Projects in Cambodia under Long-Term Agreement (Ref.: PROCESS-35-18467)

### **II. Objective**

The purpose of the pre-bidding meeting is to provide instruction to interested bidders about the service requirement (e.g. scope of work and expected deliverables/outputs) and how to prepare responsive proposal.

### **III. Date and Venue**

- Date: 15 July 2014 at 09.00 A.M., Phnom Penh Local Time
- Venue: UNDP Cambodia, LAD Conference Room (located in Building No. 5, Ground Floor)

### **IV. Participants**

This pre-bidding meeting was opened to all interested bidders. On the meeting day, the following participants were present:

#### UNDP:

- Mr. Vannara Chea, Procurement Associate, Procurement Unit, UNDP Cambodia
- Ms. Sokea MOUNG, Admin. Clerk and Travel Focal Point, UNDP Cambodia

#### Interested Offeror:

- Exotissimo Travel
- First Travel
- Amary

### **V. Pre-Bidding Proceeding**

The pre-bidding was divided into 3 main sessions as following:

1. Presentation on scope of service requirement
2. Presentation on instruction to interested bidder and how to prepare the bid.
3. Questions and Answers

To kick start the pre-bidding, Mr. Vannara Chea welcomed and thanked all participants who attended the pre-bidding, and explained about the purpose of the meeting.

Then Mr. Vannara Chea presented and explained about the scope of service requirement that the contractor is expected carry-out.

After, Mr. Vannara Chea presented to the participants about the instruction on how to prepare the proposal and information related with deadline, place and how to prepare and submit proposal.

Slides presentation is attached.

## **VI. Queries Raised by Bidder and Answers**

<b>No.</b>	<b>Questions/Clarifications asked for</b>	<b>Ref. in RFP</b>	<b>Answer/Clarification given as</b>
1	According to the evaluation criteria, more score will be provided if the travel agent has more than 1 branch. How UNDP defines or know whether the "branch" that the travel agent claims is really its branch?	P. 25	By definition, the branch office is an office of a firm which is located somewhere other than the firm's main office location. A branch office is simply another location, and is still involved in the business activities of the firm.  Therefore, the travel agent must provide evidence to proof that its claimed/declaring branch in submitted proposal is really its lawful/legal branch.
2	Does the document translation must be official translation by licensed translation firm/organization?	P.7 and P.19	Any translations is acceptable. However, as stated in Instruction to Proposers of the RFP document, for purposes of interpretation of the Proposal, and in the event of discrepancy or inconsistency in meaning, the version translated into the preferred language shall govern. Upon conclusion of a contract, the language of the contract shall govern the relationship between the contractor and UNDP.
3	From the Section 7: Financial Proposal Form of RFP document, the travel agent is required to quote the proposed service fee in accordance to the flight category as following: <ul style="list-style-type: none"> <li>• Domestic flight</li> <li>• International point-to-point flight (to Bangkok)</li> <li>• International point-to-point flight</li> <li>• International multipoint flight</li> </ul> Can the travel agent quote this service fee according to other methods?	P.47	No, travel agent must quote the proposed service fee in accordance to the flight category mentioned in RFP document. The proposal of travel agents that quote the service fee not according to the requirement will be treated as non-responsive.  Travel agents quote the service fee by completing in the Column B of Table 7.1 and Column 3 of Table 7.2.

# PRE-BIDDING MEETING

**Request for Proposal (RFP) for Provision of Travel  
Management Services for UN Agencies and its  
projects in Cambodia**

15 July 2014

Procurement Unit, UNDP Cambodia

# TITLE OF SERVICES/WORK

- Provision of Travel Management Services for UN Agencies and its Projects in Cambodia
  - Official missions, meetings and various events;
  - Interviews of applications /candidates for employment
  - Appointment and repatriation of staff and family members;
  - Home leaves, emergency travels and educational leaves; and
  - Visit to project sites, either by UN staff, Government and counterparts, or other entities involved in execution of various UN-funded activities.
  - Personal travel of employees of UN Agencies.
- Expected duration of contract (Target Commencement Date and Completion Date): Initial 1 year with possible extension for another two years subject to satisfactory performance.
- Latest Expected date for commencement of Contract: September 3, 2014

## PREVIOUS FLIGHT USAGE STATISTICS OF 2013 BY DOMESTIC AND INTERNATIONAL

Flight Category	# Ticket	Amount (\$)
Domestic Flight	397	206,885.80
International point-to-point (Flight to Bangkok)	533	138,174.90
International point-to-point (Others)	773	776,482.90
International Multipoint	3	4,450
Total	1,706	1,126,093.60

# SPECIFIC INSTRUCTIONS / REQUIREMENTS

- Language of the Proposal: English
- Conditions for Submitting Proposals for Parts or sub-parts of the TOR: Not allowed
- Conditions for Submitting Alternative Proposals: Shall not be considered
- Period of Proposal Validity commencing on the submission date: 90 days
- Proposal Security:
  - USD 2,000.00 would be required to be submitted along with the proposal
  - Validity of Proposal Security: Minimum of 120 days from the last day of Proposal submission.
- Preferred Currency of Proposal and Method for Currency conversion: United States Dollars (US\$)

# SPECIFIC INSTRUCTIONS / REQUIREMENTS

- No. of copies of Proposal that must be submitted:
  - 1 Original and 1 Copy
  - Please also provide technical proposal and its annexures (scanned copies in ONE PDF FILE) in a CD/DVD; and can be kept in the envelope containing hard copy technical proposal.
  - PLEASE NOTE THAT CD/DVD should not contain Financial Proposal
- **Proposal comprising of a Technical and Financial Proposal, in separate sealed envelopes**
- Proposal Submission Address: UNDP Cambodia, Registry Office (Building No. 3), No. 18, Pasteur Street, Boeung Keng Kang I, PO Box 877, Phnom Penh, Cambodia
- **Deadline of Submission: No later than 28 July 2014 by 11:00 a.m., Phnom Penh Local Time**
- Allowable Manner of Submitting Proposals: Courier/Hand Delivery

# TECHNICAL PROPOSAL

- SECTION 1: EXPERTISE OF FIRM/ ORGANISATION
  - Brief Description of Proposer as an Entity
  - Financial Capacity
  - Track Record and Experiences
- SECTION 2 - APPROACH AND IMPLEMENTATION PLAN
  - Work Approach, Quality Assurance of Services
  - Process for Billing/ MIS & Contract Management
- SECTION 3: PERSONNEL
  - Management Structure
  - Staff Time Allocation
  - Qualifications of Key Personnel
- **Please follow Section 6: Technical Proposal Form in the RFP document**



# FINANCIAL / PRICE PROPOSAL

Ticketing Based Charges and Other Service and Transaction Fees	Weightage for each service (A)	Fixed Service Fee per transaction (USD) (B)	Total (A)x(B) (USD) (C)
<b>7.1.a) TICKET ISSUANCE FEES</b>			
• Domestic flight	23%		
• International point-to-point flight (to Bangkok)	31%		
• International point-to-point flight	43%		
• International multipoint flight	1%		
<b>7.1.b) NON-TICKET BASED FEES AND OTHER SERVICE CHARGES:</b>			
• Re-issuance / revalidation service fee of tickets (Intl and Domestic) not issued by travel Agency	0.5%		
• Cancellation service fee within reporting period (International/Domestic)	0.5%		
• Visa processing/assistance fee	0.5%		
• Visa Cable, DFA visa extension and Immigration visa assistance	0.5%		

# EVALUATION AND AWARD CRITERIA

- Stage 1: Mandatory Pass/Fail Criteria
  - Travel agency has access to Global Distribution System
  - Accredited BSP/IATA certification of Business and travel agents
  - Travel agency is licensed and registered to operate in Cambodia
  - At least 2 year business experience operated as travel agency with ability of ticket sales for USD 1 million per year, every year for minimum of last 2
  - Travel agency must employ adequate staffs
    - At least 1 travel consultant/ticketing Supervisor
    - At least 2 travel consultants/ticketing staffs
    - At least 1 accounting staff
- Stage 2: Technical Proposal Evaluation
  - Expertise of Firm / Organization : 40%
  - Proposed Methodology, Approach and Implementation Plan: 20%
  - Management Structure and Key Personnel: 40%

# EVALUATION AND AWARD CRITERIA

- Stage 3: Financial Proposal Evaluation: In this stage, only the Financial Proposals of those Proposers who achieve the minimum 70% of technical score will be opened for evaluation for comparison and review. The following formula is used to calculate scoring/rating of the Financial Proposal:
  - Financial Proposal Rating =  $(\text{Lowest Priced Offer} / \text{Price of the Offer Being Reviewed}) \times 100$
- UNDP will award the contract to:
  - Obtained the highest combined score in the result of both Technical and Financial Evaluation
  - One Proposer only

# REQUIRED DOCUMENTS THAT MUST BE SUBMITTED TO ESTABLISH QUALIFICATION OF PROPOSERS

- Company Profile, which should not exceed fifteen (15) pages, including printed brochures and product catalogues relevant to the goods/services being procured, and past contract performance within the last 2 years.
- IATA Accreditation Certification
- Certificate of Registration of the business, including Articles of Incorporation, or equivalent document if Bidder is not a corporation
- Trade name registration papers, if applicable
- Copies of licenses and membership certificates in global travel management associations; if any
- Local Government permit to locate and operate in the current location of office or factory
- Official Letter of Appointment as local representative, if Bidder is submitting a Bid in behalf of an entity located outside the country, if any
- Quality Certificate (e.g., ISO, etc.) and/or other similar certificates, accreditations, awards and citations received by the Bidder, if any
- Latest Audited Financial Statement (Income Statement and Balance Sheet) including Auditor's Report for the past 2 years
- All information regarding any past and current litigation during the last two (2) 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.

# CONTACT DETAILS FOR SUBMITTING CLARIFICATIONS/QUESTIONS

- Focal Person in UNDP: Vannara CHEA (Mr.)
- E-mail address dedicated for this purpose: [vannara.chea@undp.org](mailto:vannara.chea@undp.org) and [procurement.kh@undp.org](mailto:procurement.kh@undp.org)
- UNDP will respond in writing, transmitted by electronic means and will transmit copies of the response (including an explanation of the query but without identifying the source of inquiry) to all Proposers who have provided confirmation of their intention to submit a Proposal

# THANK YOU!

Q&A