

MINUTES OF 2nd 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: 23 July 2014 at 09.30 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
- Mr. Seak Hy Chhay, Admin. Manager, UNDP Cambodia

Interested Offeror:

- TRANSPEED
- Exotissimo Travel
- CK Travel
- Amary
- PTM
- Senses Journey
- 5oceans
- Tonle (First Travel)

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

No.	Questions/Clarifications asked for	Ref. in RFP	Answer/Clarification given as
1	The travel agent is required to quote the "fixed service fee" in accordance to flight categories. Please clarify the definition and different between "International point-to-point flight" and "International multipoint flight"?	Page 47	<p>"International point-to-point flight" is type of travel that UN traveler will have to travel from departing point (duty station, Cambodia) to a single final destination point and return back. For example, a staff member travel from Phnom Penh to New York to join workshop and return back after finishing the workshop.</p> <p>"International multipoint flight" is type of travel that UN traveler will have to travel from departing point (duty station, Cambodia) to a multi final destination points and return back. For example, a staff member travel from Phnom Penh to Bangkok, stop there for 1 week mission. Then, continue the trip from Bangkok to New York and stop there for another week mission. Then, continue the trip by flying from New York to Kabul for 2 weeks mission. Finally, departing from Kabul to Phnom Penh to return to the duty station.</p>
2	Under Section 3 : Terms of Reference, Heading 3, point H) Billing and Invoice, it stated that UN will settle payment to the travel agent within 30 days after receipt and certification of the Travel Agent's invoice, where invoice must indicate detail information 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 & YQ, and service charge. Moreover, the invoice must be attached with BSP report	Page 32	If such a case happens, UNDP will accept the invoice issued by other travel agent that the UN travel agent purchases the ticket from. However, UNDP reserves right to cross check the price to ensure that the travel agent doesn't overcharge UNDP. As stated in the Contract template (Section 11 of the RFP document, page 60), Article 6, in the event that the Travel Agent has not obtained the lowest cost fare, the Travel Agent shall refund to UNDP the difference between the price paid by UNDP and the price of the lowest cost fare which was available.

	<p>corresponding to the tickets issued for UN traveler. What is the ticket that the travel agent sold to UN is not directly purchased from the airline, but from the other travel agents because even the travel agent is IATA member but it doesn't mean it can buy or issue ticket from every airlines. Therefore, will you accept reimburse the travel agent based on the invoice from the other travel agent.</p>		
3	<p>After the Long Term Agreement (LTA) is signed with the selected travel agent, how the LTA will be used? Is it mandatory that all UN agencies listing the RFP document must use this LTA? How many travel agents will be awarded the LTA?</p>	<p>Section 11 of RFP Document</p>	<p>The purpose of establishing this Travel Management Service LTA with travel agent is ensure effectiveness of UN sourcing strategy in term of purchasing ticket and other not ticket services as well as reducing UN administrative cost in procurement process. Therefore, a successful travel agent that has been awarded the LTA resulting from this tender process will be a single supplier/contractor for UN agencies participating in this UN common LTA and they can just call-off the service (for ticketing and other non-ticketing services) from this LTA without requiring further procurement process (e.g request for 3 quotes). Meaning to say, the selected travel agent will be a primary supplier for providing travel management services to UN agencies and its projects in Cambodia. Having said so, since this LTA has no financial commitment and as stated Contract template (Section 11 of the RFP document, page 60, Article 6.3), UNDP does not guarantee any minimum quantity of Travel Management Services or procurement. Also, UN has full right to source ticket from other travel agents if needed.</p>

2ND PRE-BIDDING MEETING

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

23 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 31 July 2014 by 15:00 p.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)
7.1.a) TICKET ISSUANCE FEES			
• Domestic flight	23%		
• International point-to-point flight (to Bangkok)	31%		
• International point-to-point flight	43%		
• International multipoint flight	1%		
7.1.b) NON-TICKET BASED FEES AND OTHER SERVICE CHARGES:			
• 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 and 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