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Resilient nations.*

Request for Proposal (RFP)

RFP Reference Number: **RFP~~SAU~~10-15-03**

Date: 20th May 2015

Dear Sir/Madam,

Subject: RFP for the provision of Travel Management Services to the United Nations in Saudi Arabia.

1. You are requested to submit a proposal for the above-mentioned services, as per enclosed Terms of Reference (TOR).
2. To enable you to submit a proposal, attached are:
 - i. Instructions to Offerors (Annex I)
 - ii. General Conditions of Contract..... (Annex II)
 - iii. Terms of Reference (TORs)..... (Annex III)
 - iv. Proposal Submission Form (Annex IV)
 - v. Price Schedule (Annex V)
 - vi. Travel Agent Registration Form..... (Annex VI)
3. Your offer should include Annexes IV,V,VI and will be comprising of technical proposal and financial proposal, in separate sealed envelopes, should reach the following address **no later than Sunday, 7th June 2015 12.00 PM Riyadh local time.**

**United Nations Building
Diplomatic Quarters
P.O.Box 94623 Riyadh 11614
Procurement Unit
Tel. 488-5301 – Ext. 118
Fax.488-5309**

And marked with “**RFP for the Provision of Travel Management Services to the United Nations in Saudi Arabia - Ref: RFP~~SAU~~10-15-03**”

We advise all bidders to send mail submissions well before the deadline. Please be aware that bids mailed to UNDP will be rejected if they are received after the deadline for bid submission. It is the exclusive responsibility of the offeror to ensure that the document(s) are received at the specified mailing address before the closing date.

Bidder should ensure that submitted offers are in ONE outer and TWO inner envelopes (one for the technical proposal and the other includes the financial proposal), otherwise offers will be rejected.

4. All above documents/forms of the RFP are available at UNDP Saudi Arabia Website: <http://procurement-notices.undp.org/>
5. Additional information or any queries on this Request for Proposal may be submitted in writing to nafea.hosah@undp.org at least one week before close date of this RFP. Responses will be posted on our website – <http://procurement-notices.undp.org/>. UNDP will endeavor to provide information expeditiously, but any delay in providing such information will not be considered a reason for extending the submission date of your proposal.
6. This letter is not to be construed in any way as an offer of contract, your proposal could, however, form the basis for a contract between your company and UNDP/UN Agencies.

Yours sincerely,

Wessam Faridi
Operations Manager

Instructions to Offerors

A. Introduction

1. General

Purpose of RFP

United Nations Development Programme (UNDP) in Saudi Arabia plans to negotiate a three years Long Term Agreement (LTA) with a single travel agent for the provision of travel services. The service standards to be provided must be of the highest order, and responses to specific questions concerning service elements will be weighted heavily.

Travel agent is required to provide travel services to the United Nations staff, consultants, and participants invited to attend workshops, seminars and meetings in and outside Saudi Arabia.

Considering that UNDP requires a variety of services and financial commitments, we expect these to be included under one contract. UNDP recognizes the importance of confidentiality of the data provided in the proposal information and the travel itineraries and reservations of its travelers. Accordingly, the selected agency must keep confidential all dealings with UNDP.

Please note that UNDP is not committed to selecting any of the agencies submitting proposals. Furthermore, as quality of services is the principal selection criterion, the UNDP do not bind itself in any way to selecting the agent offering the lowest price.

Services required by UNDP include air travel, ticket delivery, hotel accommodations, outgoing and incoming shipments, car rentals, visa and passport assistance, support for conference and meeting planning, and all aspects of the management of travel and travel expense functions.

2. Cost of proposal

The Offeror shall bear all costs associated with the preparation and submission of the Proposal, the UNDP will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the solicitation.

B. Solicitation Documents

3. Contents of solicitation documents

Proposals must offer services for the total requirement. Proposals offering only part of the requirement will be rejected. The Offeror is expected to examine all corresponding instructions, forms, terms and specifications contained in the Solicitation Documents. Failure to comply with these documents will be at the Offeror's risk and may affect the evaluation of the Proposal.

4. Clarification of solicitation documents

A prospective Offeror requiring any clarification of the Solicitation Documents may notify the Procuring UNDP entity in writing at the UNDP's mailing address, fax number or email to nafea.hosah@undp.org indicated in this Request for proposal. The Procuring UNDP entity will respond in writing to any request for clarification of the Solicitation Documents that it receives earlier than one week prior to the deadline for the submission of Proposals. Written copies of the organization's response (including an explanation of the query but without identifying the source of inquiry) will be posted on UNDP Saudi Arabia website <http://procurement-notices.undp.org/>

5. Amendments of solicitation documents

At any time prior to the deadline for submission of Proposals, the Procuring UNDP entity may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Offeror, modify the Solicitation Documents by amendment.

All prospective Offerors that have received the Solicitation Documents will be notified in writing of all amendments to the Solicitation Documents.

In order to afford prospective Offerors reasonable time in which to take the amendments into account in preparing their offers, the Procuring UNDP entity may, at its discretion, extend the deadline for the submission of Proposals.

C. Preparation of Proposals

6. Language of the proposal

The Proposals prepared by the Offeror and all correspondence and documents relating to the Proposal exchanged by the Offeror and the Procuring UNDP entity shall be written in the English language. Any printed literature furnished by the Offeror may be written in another language so long as accompanied by an English translation of its pertinent passages in which case, for purposes of interpretation of the Proposal, the English translation shall govern.

7. Documents comprising the proposal

The Proposal shall comprise the following components:

- (a) Proposal submission form (Annex IV);
- (b) Operational and technical part of the Proposal, including documentation to demonstrate that the Offeror meets all requirements;
- (c) Price schedule, completed in accordance with clauses 8 and 9 (Annex V);
- (d) Travel Agent Registration form (Annex VI).

8. Proposal form

The Offeror shall structure the operational and technical part of its Proposal as follows:

(a) Management plan

This section should provide corporate orientation to include the year and state/country of incorporation and a brief description of the Offeror's present activities. It should focus on services related to the Proposal.

This section should also describe the organisational unit(s) that will become responsible for the contract, and the general management approach towards a project of this kind. The Offeror should comment on its experience in similar projects and identify the person(s) representing the Offeror in any future dealing with the Procuring UNDP entity.

(b) Resource plan

This should fully explain the Offeror's resources in terms of personnel and facilities necessary for the performance of this requirement. It should describe the Offeror's current capabilities/facilities and any plans for their expansion.

(c) Proposed methodology

This section should demonstrate the Offeror'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 warranty; and demonstrating how the proposed methodology meets or exceeds the specifications in the TOR.

The operational and technical part of the Proposal should not contain any pricing information whatsoever on the services offered. Pricing information shall be separated and only contained in the appropriate Price Schedules.

It is mandatory that the Offeror's Proposal numbering system corresponds with the numbering system used in the body of this RFP. All references to descriptive material and brochures should be included in the appropriate response paragraph, though material/documents themselves may be provided as annexes to the Proposal/response.

Information, which the Offeror considers proprietary, if any, should be clearly marked "proprietary" next to the relevant part of the text and it, will then be treated as such accordingly.

9. Proposal prices

The Offeror shall indicate on an appropriate Price Schedule (Annex V), an example of which is contained in these Solicitation Documents, the prices of services it proposes to supply under the contract.

10. Proposal currencies

All prices shall be quoted in Saudi Riyals.

11. Period of validity of proposals

Proposals shall remain valid for sixty (60) days after the date of Proposal submission prescribed by the Procuring UNDP entity, pursuant to the deadline clause. A Proposal valid for a shorter period may be rejected by the Procuring UNDP entity on the grounds that it is non-responsive.

In exceptional circumstances, the procuring UNDP entity may solicit the Offeror's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. An Offeror granting the request will not be required nor permitted to modify its Proposal.

12. Format and signing of proposals

The Offeror shall prepare two copies of the Proposal, clearly marking each "Original Proposal" and "Copy of Proposal" as appropriate. In the event of any discrepancy between them, the original shall govern.

The copies of the Proposal shall be typed or written in indelible ink and shall be signed by the Offeror or a person or persons duly authorised to bind the Offeror to the contract. The latter authorisation shall be indicated by written power-of-attorney accompanying the Proposal.

A Proposal shall contain no interlineations, erasures, or overwriting except, as necessary to correct errors made by the Offeror, in which case such corrections shall be initialled by the person or persons signing the Proposal.

D. Submission of Proposals

13. Sealing and marking of proposals

The Bidder shall seal the original and each copy of the Bid in separate envelopes, duly marking the envelopes as "ORIGINAL" and "COPY". The envelopes shall then be sealed in an outer envelope.

The Offeror shall seal the Proposal in **ONE outer and TWO inner envelopes (one for the technical proposal and the other includes the financial proposal)**, as detailed below.

- (a) The **outer envelope** shall be addressed to –

Mr. Nafea Hosah
Procurement Officer
UNDP Saudi Arabia
P.O. Box 94623, Riyadh 11614
Diplomatic Quarters, United Nations Bldg.

and,

- marked with:

"RFP for the Provision of Travel Management Services to the United Nations in Saudi Arabia - Ref: RFPSAU10-15-03"
"DO NOT OPEN BEFORE Sunday 7th June 2015, 1pm"

- a) Both inner envelopes shall indicate the name and address of the Offeror to enable the Bid to be returned unopened in case it is declared "late". The first inner envelope shall contain your technical proposal, Annex IV and Annex VI, with the copies duly marked "Original" and "Copy". The second inner envelope shall include the price schedule (Annex V) duly identified as such.
- b) Note, if the inner envelopes are not sealed and marked as per the instructions in this clause, the procuring UNDP entity will not assume responsibility for the Proposal's misplacement or premature opening.

14. Deadline for submission of proposals

Proposals must be received by the Procuring UNDP entity at the address specified under clause *Sealing and marking of Proposals* no later than **Sunday 7th June 2015, 1pm**, local time.

The Procuring UNDP entity may, at its own discretion extend this deadline for the submission of Proposals by amending the solicitation documents in accordance with clause *Amendments of Solicitation Documents*, in which case all rights and obligations of the Procuring UNDP entity and Offerors previously subject to the deadline will thereafter be subject to the deadline as extended.

15. Late Proposals

Any Proposal received by the procuring UNDP entity after the deadline for submission of proposals, pursuant to clause *Deadline for the submission of proposals*, will be rejected.

16. Modification and withdrawal of Proposals

The Offeror may withdraw its Proposal after the Proposal's submission, provided that written notice of the withdrawal is received by the procuring UNDP entity prior to the deadline prescribed for submission of Proposals.

The Offeror's withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of clause Deadline for Submission of Proposals. The withdrawal notice may also be sent by telex or fax but followed by a signed confirmation copy.

No Proposal may be modified subsequent to the deadline for submission of proposals.

No Proposal may be withdrawn in the Interval between the deadline for submission of proposals and the expiration of the period of proposal validity specified by the Offeror on the Proposal Submission Form.

E. Opening and Evaluation of Proposals

17. Opening of proposals

The procuring entity will open the Proposals in the presence of a Committee formed by the Resident Coordinator of United Nations.

18. Clarification of proposals

To assist in the examination, evaluation and comparison of Proposals, the Committee may at its discretion, ask the Offeror for clarification of its Proposal. The request for clarification and the response shall be in writing and no change in price or substance of the Proposal shall be sought, offered or permitted.

19. Preliminary examination

The Committee will examine the Proposals to determine whether they are complete, whether any computational errors have been made, whether the documents have been properly signed, and whether the Proposals are generally in order.

Arithmetical errors will be rectified on the following basis: If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the Offeror does not accept the correction of errors, its Proposal will be rejected. If there is a discrepancy between words and figures the amount in words will prevail.

Prior to the detailed evaluation, the Purchaser will determine the substantial responsiveness of each Proposal to the Request for Proposals (RFP). For purposes of these Clauses, a substantially responsive Proposal is one which conforms to all the terms and conditions of the RFP without material deviations. The Purchaser's determination of a Proposal's responsiveness is based on the contents of the Proposal itself without recourse to extrinsic evidence.

A Proposal determined as not substantially responsive will be rejected by the Purchaser and may not subsequently be made responsive by the Offeror by correction of the non-conformity.

20. Evaluation and comparison of proposals

A One Stage RFP (two envelopes approach) is utilised in evaluating the proposals, with evaluation of the technical proposal being completed prior to any price proposal being opened and compared. The price proposal of the Proposals will be opened only for submissions that passed the minimum technical score of 70% of the obtainable score of 100% of the obtainable score in the evaluation of the technical proposals.

The technical proposal is evaluated on the basis of its responsiveness to the Term of Reference (TORs) and on the Technical feasibility and soundness of the proposal as per the evaluation matrix described below.

The price proposal of all contractors, who have attained minimum 70% score in the technical evaluation, will be compared. The Financial proposal would be evaluated as per its acceptability and competitiveness of rates.

Final combined scoring of each Offeror will be on the basis of combined evaluation of technical score weighting 70% and the financial score weighting 30%.

The award will be granted to offerors achieving the highest combined score.

The weights given to the technical and financial proposals are: T=0.7, F=0.3

The formula for determining the financial scores is the following:

$F_s = 30\% \times F_1 / F_c$: F_s is the financial score; F_1 is the lowest price and F_c is the price of the proposal under consideration.

The highest combined score will be calculated by formula: $HS = T_s \times 0.7 + F_s$
(HS = Highest Score, T_s = technical score, F_s = Financial score)

To facilitate faster evaluation and comparative analysis of the bids, the bid proposal shall be presented in the following manner:

1. **Detailed Description of Proposed Services and Processes** – in complying with this, it is best to present the services to be offered in accordance with the sequence and description in the TOR.
2. **Implementation Mechanisms and Management Arrangements** – this will contain a brief description of how the travel agencies foresees the flow of the transactions involved, as well as the expected roles and responsibilities of the parties.
3. **Other concessions offered** – this shall consist of valued-added products and services that were not mentioned/required in the TOR but the bidder is offering to the UN System.
4. **Competence of Existing and Proposed Personnel** – this shall require the submission of the comprehensive Curriculum Vitae (CVs) of the existing personnel in the travel agency, followed by the CVs of those who will be assigned to serve the UN needs.

Technical Evaluation Criteria

Summary of Technical Proposal Evaluation Forms		Score Weight	Points Obtainable	Companies				
				A	B	C	D	E
1.	Expertise of Firm / Organisation submitting Proposal	30%	300					
2.	Proposed Work Plan and Approach	40%	400					
3.	Personnel / Manpower	30%	300					
Total			1000					

Evaluation forms for technical proposals follow on the next two pages. The obtainable number of points specified for each evaluation criterion indicates the relative significance or weight of the item in the overall evaluation process. The Technical Proposal Evaluation Forms are:

Form 1: Expertise of Firm / Organisation Submitting Proposal

Form 2: Proposed Work Plan and Approach

Form 3: Personnel / Manpower

Technical Proposal Evaluation Form 1		Points obtainable	Companies				
			A	B	C	D	E
Expertise of Firm / Organization Submitting Proposal							
1.1	Accredited IATA member – number of years (at least 3 years in Travel Industry)	40					
1.2	History of organization, its general reputation, competence and reliability	70					
1.3	Good track record in serving international organizations, embassies, multinational organizations; references (evidenced by the number of existing similar contracts)	80					
1.4	Financial strength (evidenced by quick ratio, net working capital, annual turnover, etc) provide last certified audit reports, annual report audited financial statements,	80					
1.5	Locations worldwide and possibility to use network for possible support when in other countries	30					
		300					

Technical Proposal Evaluation Form 2		Points Obtainable	Companies				
			A	B	C	D	E
Proposed Work Plan and Approach							
2.1	Understanding of and responsiveness to TOR and RFP requirements – completeness	50					
2.2	Adequacy and acceptability of resources to successfully undertake the contract; possibility to place travel requests via email (evidenced by inventory of assets that will facilitate efficiency of service)	60					
2.3	Practicality and appropriateness of the proposed process and implementation timetable/management arrangements (submission of a detailed implementation plan with timeline/specific milestones	70					
2.4	Working hours suggested is acceptable. Existence of the service/travel assistance beyond working hours and during weekends;	30					
2.5	Travel Products and services offered (quality and completeness): ☐☐Type of computerized airline system ☐☐Completeness of travel products ☐☐Ticketing and reservation ☐☐Three alternative routings ☐☐Airport pick up/transfer ☐☐Conference, workshops, seminar organization ☐☐Ability to secure lowest available airfare ☐☐Refunds of not used tickets ☐☐Understanding of UN travel rules ☐☐Other value added products offered	60					
2.6	Management Information: ☐☐Description of all technology and reporting products proposed for the UNDP ☐☐Quality of monthly and quarterly summaries about travel agent sales activity data (provide actual examples)	60					
2.7	Performance Evaluation and Review: ☐☐Established system of quality control of the services provided ☐☐Suggested system of notification of UNDP if any deficiencies detected and corrective actions taken	50					
2.8	Presentation of the written technical proposal	20					
		400					

Technical Proposal Evaluation Form 3		Points Obtainable	Companies				
			A	B	C	D	E
Personnel / Manpower							
3.1	Experience of managers and travel consultants; Description of roles and responsibilities of assigned staff	100					
3.2	Type of training provided to travel agency personnel	60					
3.3	How many travel assistants will serve UNDP	80					
3.4	English Language knowledge	60					
		300					

F. Award of Contract

21. Award criteria, award of contract

The Procuring UNDP entity reserves the right to accept or reject any Proposal, and to annul the solicitation process and reject all Proposals at any time prior to award of contract, without thereby incurring any liability to the affected Offeror or any obligation to inform the affected Offeror or Offerors of the grounds for the Purchaser's action.

Prior to expiration of the period of proposal validity, the Procuring UNDP entity will award the contract to the qualified Offeror whose Proposal after being evaluated is considered to be the most responsive to the needs of the organisation and activity concerned.

22. Purchaser's right to vary requirements at time of award

The UN reserves the right at the time of award of contract to vary the quantity of services and goods specified in the RFP without any change in price or other terms and conditions.

23. Signing of the contract

Within 30 days of receipt of the contract the successful Offeror shall sign and date the contract and return it to the Purchaser.

24. Termination of the contract

The UN Agencies Travel Administrator, however, shall, from time to time, evaluate and verify with other travel agencies and other industry indicators the comparability and competitiveness of the rates being given to the UN Agencies. The UN Agencies remains the right to terminate contract with the perspective selected Travel Agency at any time if the Travel Agency charges UN Agencies on higher rates than market standards, or does not render minimum services described in this tendering document.

25. Payment

Payment will be made within 30 (thirty) days after the receipt and certification of the Travel Agent' invoice, which shall be submitted only after completion of the services to which it relates and only if UN Agency has certified that the services have been satisfactorily performed by the Travel Agent.

G. Reasons of Proposal Rejection

Bids and proposals have been rejected at the submission stage or found to be technically noncompliant due to errors in presentation and failure to follow bidding instructions. The Request for Proposals contains detailed instructions for preparation and submission that need to be followed carefully.

Below are some of the more common examples of why bids or proposals are rejected by the UN Travel Committee. Bidders are urged to read this before submission and to check their bid conforms to each of these points and the instructions as noted in the bidding documents.

- a) The bid is handed in after the deadline for submission, either by hand or electronically. Note that there is a time gap for email submission and emailed proposals sent just before the deadline may arrive after the deadline and be rejected.
- b) Bids not submitted to correct physical or electronic address. Note that the address for bid submission is different to the address for bid questions.
- c) In a request for proposals, technical and financial information is contained in one envelope.
- d) The proposal is not signed as per the instructions in the RFP.
- e) No sufficient documents have been provided.
- f) Documents provided are not in English.
- g) Documents provided not directly address each point of the evaluation criteria.
- h) Bids do not offer goods or services which have been specifically requested by UNDP in the Terms of Reference.
- i) Proposal is more like a brochure for the firm without specifically addressing the specific criteria of the RFP.

The above examples illustrate some errors which may be made by bidders. This is a partial list. The bidding documents contain the full list of instructions relevant to each particular bid and should be followed carefully.

General Conditions of Contract

1. LEGAL STATUS

The Contractor shall be considered as having the legal status of an independent contractor vis-à-vis UNDP. The Contractor's personnel and sub-contractors shall not be considered in any respect as being the employees or agents of UNDP or the United Nations.

2. SOURCE OF INSTRUCTIONS

The Contractor shall neither seek nor accept instructions from any authority external to UNDP in connection with the performance of its services under this Contract. The Contractor shall refrain from any action which may adversely affect UNDP or the United Nations and shall fulfil its commitments with the fullest regard to the interests of UNDP.

3. CONTRACTOR'S RESPONSIBILITY FOR EMPLOYEES

The Contractor shall be responsible for the professional and technical competence of its employees and will select, for work under this Contract, reliable individuals who will perform effectively in the implementation of this Contract, respect the local customs, and conform to a high standard of moral and ethical conduct.

4. ASSIGNMENT

The Contractor shall not assign, transfer, pledge or make other disposition of this Contract or any part thereof, or any of the Contractor's rights, claims or obligations under this Contract except with the prior written consent of UNDP.

5. SUB-CONTRACTING

In the event the Contractor requires the services of sub-contractors, the Contractor shall obtain the prior written approval and clearance of UNDP for all sub-contractors. The approval of UNDP of a sub-contractor shall not relieve the Contractor of any of its obligations under this Contract. The terms of any sub-contract shall be subject to and conform with the provisions of this Contract.

6. OFFICIALS NOT TO BENEFIT

The Contractor warrants that no official of UNDP or the United Nations has received or will be offered by the Contractor any direct or indirect benefit arising from this Contract or the award thereof. The Contractor agrees that breach of this provision is a breach of an essential term of this Contract.

7. INDEMNIFICATION

The Contractor shall indemnify, hold and save harmless, and defend, at its own expense, UNDP, its officials, agents, servants and employees from and against all suits, claims, demands, and liability of any nature or kind, including their costs and expenses, arising out of acts or omissions of the Contractor, or the Contractor's employees, officers, agents or sub-contractors, in the performance of this Contract. This provision shall extend, inter alia, to claims and liability in the nature of workmen's compensation, products liability and liability arising out of the use of patented inventions or devices, copyrighted material or other intellectual property by the Contractor, its employees, officers, agents, servants or sub-contractors. The obligations under this Article do not lapse upon termination of this Contract.

8. INSURANCE AND LIABILITIES TO THIRD PARTIES

- 8.1 The Contractor shall provide and thereafter maintain insurance against all risks in respect of its property and any equipment used for the execution of this Contract.
- 8.2 The Contractor shall provide and thereafter maintain all appropriate workmen's compensation insurance, or its equivalent, with respect to its employees to cover claims for personal injury or death in connection with this Contract.
- 8.3 The Contractor shall also provide and thereafter maintain liability insurance in an adequate amount to cover third party claims for death or bodily injury, or loss of or damage to property, arising from or in connection with the provision of services under this Contract or the operation of any vehicles, boats, airplanes or other equipment owned or leased by the Contractor or its agents, servants, employees or sub-contractors performing work or services in connection with this Contract.
- 8.4 Except for the workmen's compensation insurance, the insurance policies under this Article shall:
- (i) Name UNDP as additional insured;
 - (ii) Include a waiver of subrogation of the Contractor's rights to the insurance carrier against UNDP;
 - (iii) Provide that UNDP shall receive thirty (30) days written notice from the insurers prior to any cancellation or change of coverage.
- 8.5 The Contractor shall, upon request, provide UNDP with satisfactory evidence of the insurance required under this Article.

9. ENCUMBRANCES/LIENS

The Contractor shall not cause or permit any lien, attachment or other encumbrance by any person to be placed on file or to remain on file in any public office or on file with UNDP against any monies due or to become due for any work done or materials furnished under this Contract, or by reason of any other claim or demand against the Contractor.

10. TITLE TO EQUIPMENT

Title to any equipment and supplies that may be furnished by UNDP shall rest with UNDP and any such equipment shall be returned to UNDP at the conclusion of this Contract or when no longer needed by the Contractor. Such equipment, when returned to UNDP, shall be in the same condition as when delivered to the Contractor, subject to normal wear and tear. The Contractor shall be liable to compensate UNDP for equipment determined to be damaged or degraded beyond normal wear and tear.

11. COPYRIGHT, PATENTS AND OTHER PROPRIETARY RIGHTS

UNDP shall be entitled to all intellectual property and other proprietary rights including but not limited to patents, copyrights, and trademarks, with regard to products, or documents and other materials which bear a direct relation to or are produced or prepared or collected in consequence of or in the course of the execution of this Contract. At the UNDP's request, the Contractor shall take all necessary steps, execute all necessary documents and generally assist in securing such proprietary rights and transferring them to UNDP in compliance with the requirements of the applicable law.

12. USE OF NAME, EMBLEM OR OFFICIAL SEAL OF UNDP OR THE UNITED NATIONS

The Contractor shall not advertise or otherwise make public the fact that it is a Contractor with UNDP, nor shall the Contractor, in any manner whatsoever use the name, emblem or official seal of UNDP or the United Nations, or any abbreviation of the name of UNDP or the United Nations in connection with its business or otherwise.

13. CONFIDENTIAL NATURE OF DOCUMENTS AND INFORMATION

- 13.1 All maps, drawings, photographs, mosaics, plans, reports, recommendations, estimates, documents and all other data compiled by or received by the Contractor under this Contract shall be the property of UNDP, shall be treated as confidential and shall be delivered only to UNDP authorized officials on completion of work under this Contract.
- 13.2 The Contractor may not communicate at any time to any other person, Government or authority external to UNDP, any information known to it by reason of its association with UNDP which has not been made public except with the authorization of UNDP; nor shall the Contractor at any time use such information to private advantage. These obligations do not lapse upon termination of this Contract.

14. FORCE MAJEURE; OTHER CHANGES IN CONDITIONS

- 14.1 Force majeure, as used in this Article, means acts of God, war (whether declared or not), invasion, revolution, insurrection, or other acts of a similar nature or force which are beyond the control of the Parties.
- 14.2 In the event of and as soon as possible after the occurrence of any cause constituting force majeure, the Contractor shall give notice and full particulars in writing to UNDP, of such occurrence or change if the Contractor is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under this Contract. The Contractor shall also notify UNDP of any other changes in conditions or the occurrence of any event which interferes or threatens to interfere with its performance of this Contract. The notice shall include steps proposed by the Contractor to be taken including any reasonable alternative means for performance that is not prevented by force majeure. On receipt of the notice required under this Article, UNDP shall take such action as, in its sole discretion, it considers to be appropriate or necessary in the circumstances, including the granting to the Contractor of a reasonable extension of time in which to perform its obligations under this Contract.
- 14.3 If the Contractor is rendered permanently unable, wholly, or in part, by reason of force majeure to perform its obligations and meet its responsibilities under this Contract, UNDP shall have the right to suspend or terminate this Contract on the same terms and conditions as are provided for in Article 15, "Termination", except that the period of notice shall be seven (7) days instead of thirty (30) days.

15. TERMINATION

- 15.1 Either party may terminate this Contract for cause, in whole or in part, upon thirty days notice, in writing, to the other party. The initiation of arbitral proceedings in accordance with Article 16 "Settlement of Disputes" below shall not be deemed a termination of this Contract.
- 15.2 UNDP reserves the right to terminate without cause this Contract at any time upon 15 days prior written notice to the Contractor, in which case UNDP shall reimburse the Contractor for all reasonable costs incurred by the Contractor prior to receipt of the notice of termination.
- 15.3 In the event of any termination by UNDP under this Article, no payment shall be due from UNDP to the Contractor except for work and services satisfactorily performed in conformity with the express terms of this Contract. The Contractor shall take immediate steps to terminate the work and services in a prompt and orderly manner and to minimize losses and further expenditures.
- 15.4 Should the Contractor be adjudged bankrupt, or be liquidated or become insolvent, or should the Contractor make an assignment for the benefit of its creditors, or should a Receiver be appointed on account of the insolvency of the Contractor, UNDP may, without prejudice to any other right or remedy it may have, terminate this Contract forthwith. The Contractor shall immediately inform UNDP of the occurrence of any of the above events.

16. SETTLEMENT OF DISPUTES

16.1. Amicable Settlement

The Parties shall use their best efforts to settle amicably any dispute, controversy or claim arising out of, or relating to this Contract or the breach, termination or invalidity thereof. Where the parties wish to seek such an amicable settlement through conciliation, the conciliation shall take place in accordance with the UNCITRAL Conciliation Rules then obtaining, or according to such other procedure as may be agreed between the parties.

16.2. Arbitration

Unless, any such dispute, controversy or claim between the Parties arising out of or relating to this Contract or the breach, termination or invalidity thereof is settled amicably under the preceding paragraph of this Article within sixty (60) days after receipt by one Party of the other Party's request for such amicable settlement, such

dispute, controversy or claim shall be referred by either Party to arbitration in accordance with the UNCITRAL Arbitration Rules then obtaining, including its provisions on applicable law. The arbitral tribunal shall have no authority to award punitive damages. The Parties shall be bound by any arbitration award rendered as a result of such arbitration as the final adjudication of any such controversy, claim or dispute.

17. PRIVILEGES AND IMMUNITIES

Nothing in or relating to this Contract shall be deemed a waiver, express or implied, of any of the privileges and immunities of the United Nations, including its subsidiary organs.

18. TAX EXEMPTION

18.1 Section 7 of the Convention on the Privileges and Immunities of the United Nations provides, inter-alia, that the United Nations, including its subsidiary organs, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs duties and charges of a similar nature in respect of articles imported or exported for its official use. In the event any governmental authority refuses to recognize the United Nations exemption from such taxes, duties or charges, the Contractor shall immediately consult with UNDP to determine a mutually acceptable procedure.

18.2 Accordingly, the Contractor authorizes UNDP to deduct from the Contractor's invoice any amount representing such taxes, duties or charges, unless the Contractor has consulted with UNDP before the payment thereof and UNDP has, in each instance, specifically authorized the Contractor to pay such taxes, duties or charges under protest. In that event, the Contractor shall provide UNDP with written evidence that payment of such taxes, duties or charges has been made and appropriately authorized.

19. CHILD LABOUR

19.1 The Contractor represents and warrants that neither it, nor any of its suppliers is engaged in any practice inconsistent with the rights set forth in the Convention on the Rights of the Child, including Article 32 thereof, which, inter alia, requires that a child shall be protected from performing any work that is likely to be hazardous or to interfere with the child's education, or to be harmful to the child's health or physical mental, spiritual, moral or social development.

19.2 Any breach of this representation and warranty shall entitle UNDP to terminate this Contract immediately upon notice to the Contractor, at no cost to UNDP.

20. MINES

20.1 The Contractor represents and warrants that neither it nor any of its suppliers is actively and directly engaged in patent activities, development, assembly, production, trade or manufacture of mines or in such

activities in respect of components primarily utilized in the manufacture of Mines. The term "Mines" means those devices defined in Article 2, Paragraphs 1, 4 and 5 of Protocol II annexed to the Convention on Prohibitions and Restrictions on the Use of Certain Conventional Weapons Which May Be Deemed to Be Excessively Injurious or to Have Indiscriminate Effects of 1980.

20.2 Any breach of this representation and warranty shall entitle UNDP to terminate this Contract immediately upon notice to the Contractor, without any liability for termination charges or any other liability of any kind of UNDP.

21. OBSERVANCE OF THE LAW

The Contractor shall comply with all laws, ordinances, rules, and regulations bearing upon the performance of its obligations under the terms of this Contract. **Any agreement resulting from this request for Proposal carries with it no guarantee of future business levels.**

22. AUTHORITY TO MODIFY

No modification or change in this Contract, no waiver of any of its provisions or any additional contractual relationship of any kind with the Contractor shall be valid and enforceable against UNDP unless provided by an amendment to this Contract signed by the authorized official of UNDP.

Terms of Reference (TORs)
For Provision of Travel Management Services for UN in Saudi Arabia, Riyadh

1. General Information

Objective

In order to achieve cost efficiency from economies of scale whilst ensuring outstanding quality of service, UN (Saudi Arabia) seeks to enter into **Long Term Agreements (LTA)** with Travel Agent to serve all its travel service requirements.

This tendering process is not to be misconstrued as a manifestation of dissatisfaction on the services of the current travel service provider, but rather a regular exercise of scanning the market for better terms, rates and services that the UN may be missing out but may be worth taking advantage of.

The UNDP shall enter into agreement with the successful bidder for an initial period of one (1) year, and may be extended annually up to a maximum three (3) years, upon:

- a) Satisfactory evaluation of performance, based on a survey of UNDP travelers and travel focal persons;
- b) retention of the same rates as agreed with the UNDP during the first year of contract, except when the rates will be reduced without a reduction in the scope and quality of services; and
- c) Other extenuating circumstances as may be found or deemed appropriate by the UN based on its standard principles.

The agreements shall not set a minimum guarantee on volume sales on the part of the UNDP, nor will the UNDP or the Travel Agent be allowed to impose such a guarantee of volume.

Contract Commencement Date: The contractor is expected to start delivering services on 1st October 2015.

2. General overview of UN Saudi Arabia expense activity

The latest travel statistics of the UN are as follows:

- Total volume of UN Saudi Arabia Official Travel during the year 2014 was over US \$200,000.

Travel expense activity

- Domestic air – 15%
- International air – 85%

Travel pattern statistics

Top cities visited: Dubai, Cairo, Amman, New York and Paris.

Number of UN Staff – 112 Plus UN procures tickets for many ministries staff.

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

3. Travel Policy

Current air travel policy requires the Travel Agent in all cases to book the lowest available fares and to research alternate itineraries (at least three options, if available) in order to provide the lowest appropriate fares, which satisfy the UNDP travel policies and mission requirements. The UNDP travel policies embody the following basic principles, which however, are subject to subsequent revision:

- a) Where available, use of the lowest applicable fare (including penalty fares) is the preference;
- b) Full economy fares may be used if no appropriate reduced fares are available;
- c) Business class travel or equivalent may be applicable only in limited situations (When the duration of either outbound or inbound leg is 9 hours or more);
- d) Travel regulations prohibit first-class travel except for a few specific categories;
- e) The Travel Agencies must be knowledgeable of and prepare to offer special fares, restricted fares, discount fares, and bulk fares for use whenever appropriate. Fares which entail restrictive conditions (such as penalties or stay-over), however, shall be booked with the express approval of authorized UNDP personnel;
- f) The Travel Agents shall, where appropriate, attempt to obtain free business class and first class upgrades for UNDP travelers. Any upgrades should be used for the cost-savings purposes.

4. Service Configuration

- The ultimate goal is to set up an agreement with the competent Companies resulting in provision of Travel Services and discount system. **Note:** Any type of income earned by the organization as a result of negotiated contracts may not be used for personal use, but should revert to UNDP account.
- Most satisfied with: highly competent/quick service and provision of the choice of the best/least costly routes possible.
- Less satisfied with: no discount system.
- Expectations: competitive prices; support with issuance of visa; coordination with Embassies; no charge for airport transfers; car rental reservations.

5. Contract Parameters

- UNDP plans to negotiate multi-year agreements with vendors for the performance of travel services. The service standards to be provided must be of the highest order, and responses to specific questions concerning service elements will be weighted heavily. The agreements will be non-exclusive. UNDP reserve the right to enter concurrently into additional agreements with other companies for any of the travel management services covered by this TOR.
- Considering that UNDP might require a variety of services and financial commitments, we expect these to be included under one agreement.
- UNDP recognizes the importance of confidentiality of the data provided: the proposal information and the travel itineraries and reservations of its travellers. Accordingly, the selected agency must keep confidential all dealings with UNDP.
- Please note that UNDP is not committed to selecting any of the agencies submitting proposals.

6. Scope of Work

General

The Travel Agent shall provide travel services from 8:00am to 7:00pm during working days. In addition, Travel Agent shall provide for 24 hours a day emergency service, as well as for services during weekends and official holidays where emergency travel service is required.

One of the Travel Agent's employees shall always be reachable by phone.

Much of the official travel must be organized on short notice, thereby placing a premium on efficiency and rapid communication handling all travel related matters is crucial.

Furthermore, in carrying out its diverse worldwide operations, the UNDP need not only to arrange for travel of its Riyadh based staff, but also for the travel of new staff, participants in meetings and staff from other parts of the world.

The Travel Agent shall render a full spectrum of high quality services in a polite, responsive, hassle-free and efficient manner at all times to all the officers/staff of the UNDP, including their dependents and other travelers authorized/accredited under the UNDP, and in accordance with the UNDP policies, procedures and guidelines.

As a service object, telephone calls should be answered promptly. When it is necessary to place calls on hold, they shall not be kept on hold for more than a few minutes and call back, when necessary shall be made within one hour.

The products and services required by the UNDP include but not limited to the following:

A. Reservations and Ticketing

- a) Upon request for booking/reservation, the Travel Agency shall immediately:
 - make bookings on the three (3) main airlines operating the route, preferably all on confirmed status;
 - prepare the appropriate itineraries;
 - formalize the 3 quotations based on the most economical fare, the most direct and convenient routing;and
 - transmit the same to the passenger/Requisitioner of the travel.
- b) In the event that required travel arrangements cannot be confirmed, the Travel Agency shall notify the requesting party of the problem and present three (3) alternative routings/quotations for consideration;
- c) For wait-listed bookings, Travel Agency shall provide daily feedback on status of flight and continuously Endeavour to secure confirmation until it is obtained;
- d) Upon receipt of a duly approved UNDP Requisition or Travel Authorization from (Note: the Travel Agency is expected to recognize the authorized signatories to these forms), the Travel Agency shall promptly issue and deliver accurately tickets and detailed itineraries, (in printed and electronic format) showing the accurate status of the airline reservations on all segments of the journey;
- e) The Travel Agent shall promptly issue and deliver accurately printed tickets and detailed itineraries, (in printed and electronic format) showing the accurate status of the airline and hotel reservations on all segments of the journey;
- f) The Travel Agency shall accurately and in a timely manner advise the UNDP of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings;
- g) The Travel Agent shall provide the same level of service for rebooking, re-issuance and refund requirements;
- h) The Travel Agent shall manage the comprehensive database that will include, but need not be limited to, all relevant and important passenger information such as passport and UNLP information/details, frequent flyer data, seat and meal requests/preferences, and other service information.
- i) The Travel Agent shall monitor outbound and inbound flights to advise passengers of scheduled changes and ensure protection for cancelled, delayed, diverted and misconnected flights;

- j) The Travel Agent shall explain in writing all restrictions and limitations when using special fares.
- k) The Travel Agent shall provide all official travelers with last seat availability, advance seat assignments and advance boarding passes on all airlines for which the Travel Agent can offer these services.
- l) The Travel Agent is expected to expand these services, as they become available on additional carriers.

B. Airfares and Airline Routings/Itineraries

The Travel Agent shall be given complete copies of the various UNDP travel policies and procedures and shall be fully familiar and comply with these policies and procedures for all official Travel;

The Travel Agent shall:

- a) propose fares/airline routings and guarantee that it shall obtain the lowest available airfare for the journey concerned – using comparable or lower rates, without sacrificing flexibility of itinerary. Such journeys shall always be the most direct and economical routing;
- b) ensure that tickets issued are in accordance with entitlements as per UN standard travel policies, and as may be prescribed in the Travel Authorization;
- c) assist, upon UN's request, the UNDP Travel Unit in negotiating with airlines on preferred carrier fares for the UNDP, (and if successful, load such fares in the Travel Agency's Computerized Reservation System for use in auto-ticketing);
- d) advise the UNDP on market practices and trends that could result in further savings for the UNDP, including the use of corporate travel booking tools with automated travel policy compliance and enforcement, and travel management reporting.

C. Travel Information/Advisories

The Travel Agent shall:

- a) Inform travelers, upon booking confirmation, of flight/ticket restrictions, involuntary stop-overs, hidden stops, and other possible inconveniences of the itinerary;
- b) 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, security advisories, weather conditions, etc.);
- c) endeavor to notify travelers of airport closures delayed or canceled flights, security procedures, health precautions, as well as other changes that will affect or will require preparations from the travelers, sufficiently before departure time;
- d) Quick reference for requested destination.

D. Flight Cancellations/Rebooking and Refunds

The Travel Agent shall:

- a) monitor outbound and inbound flights to advise passengers of schedule changes and ensure protection for cancelled, delayed, re-routed flights and misconnection.
- b) process duly authorized flight changes/cancellations when and as required and taking care that in such cases, cancellation fees and charges imposed by the airlines are avoided;
- c) immediately process airline refunds for canceled travel requirements/unutilized pre-paid tickets and credit these to the UN as expeditiously as possible;
- d) refund tickets within a maximum of three (3) months only;
- e) limit refund charges at airline rates only, i.e., no additional charges will accrue to the Travel Agency.

E. e-Ticket Delivery

- a) The Travel Agent shall deliver e-tickets, based upon proper authority from the UNDP in case of travel, itineraries, boarding passes (where available) and other travel documents as determined necessary by the UNDP. E-Tickets will be sent by email to UNDP authorized travel clerk who will forward it to the traveler.
- b) Tickets shall routinely be provided no earlier than three days in advance of travel unless required otherwise.

F. Access to Online Booking Systems

The Travel Agency will be required to train a member of the UNDP staff regarding the use of specialized travel booking software, such as Amadeus or Galileo. After training, the Travel Agency shall allow the staff member access to their specialized booking software, in order to promote efficiency. The trained staff will not be solely responsible for all the bookings that are done through the UNDP; they are merely there to expedite the process when necessary.

G. Management Reporting System

The Travel Agency shall submit to the UNDP the following reports/documents on a monthly basis, or immediately upon request by the UNDP:

- a) Monthly list of all tickets issued including the passenger's name, itinerary and fare paid;
- b) Monthly production statistics (and Consolidated format indicating travel volume and value for the entire UNDP) with comparative figures if applicable (month to month, year on year);
- c) Changes and Updates on Airline Rates, promotions, policy changes, etc., immediately upon the Travel Agency's receipt of the advise; and
 - Complaints/Incidents Summary and Analysis.
 - Destination wise travel volume
 - Agency wise travel volume

H. Availability of Other Products and Services As May Be Requested

The Travel Agency, where applicable and upon request of the travelers, shall provide other services including, but not limited to, the following:

- Package Tours and Promotions for Personal Travel
- Preferred Seating Arrangements /Upgrades
- Privileged Check-in Services/Use of Airline Lounges Facilities
- Hotel reservations/Accommodations
- Excess Baggage/Lost Baggage
- Ground Transportation/Car Rental
- Emergency Services, e.g., sickness, injury, etc.
- Travel Insurance
- Transfer-Out Assistance
- Travel Assistance/Support to Conference/Special Events
- VIP check-in
- Airport assistance, use of lounge and other facilities
- Others as may be requested.

7. Qualification of the successful Travel Agents

The Travel Agents contracted will provide a wide range of Travel Management Services

(TMS) and should have the capacity to handle commercial accounts.

The successful Travel Agencies who will be contracted to serve the needs of the UNDP shall have the following minimum qualifications:

- a. Accredited BSP/IATA Travel Agent licensed and registered to operate in Saudi Arabia;
- b. Experienced and maintains a good track record in serving international organizations, embassies and medium to large multinational corporations. list of corporate clients should be provided;
- c. Employs highly qualified, competent and experienced staff, especially in ticketing and fare computations, as evidenced by their track record in their Curriculum Vitae;
- d. Financially stable;
- e. Currently maintains a global network/affiliates in major UN destinations;
- f. The Travel Agency shall provide the list of the agreements with all respective air companies in order to prove their ability issue the tickets on behalf of those companies;
- g. Capable of deploying motorized messenger (s)/documentation clerk (s) when needed and required;
- h. Willing and able to guarantee the delivery of products and services in accordance with the performance standards required under this TOR;
- i. The Travel Agency shall advise on the booking system used by the TA (i.e. Amadeus, Galileo, etc.);
- j. The travel agency shall provide a list of individuals by name and title that will be responsible for servicing the UNDP in order to fulfill its obligations under the LTA with UNDP. The successful Travel Agency is required to devote at least three (3) personnel (including Manager) providing dedicated services to the travel needs of the UNDP consisting of travel Consultants:
 - To service domestic and international travel needs;
 - To provide comprehensive services from reservations and ticketing. In some instances, visa requirements for some nationalities should be advised by the travel agent.
 - For the overall management of the UNDP account
 - To propose itineraries, fare computations and ticketing
 - For the documentations assistance and
 - To prioritize delivery of documents to the UNDP authorized travelers

8. Agency Profile

In order to determine the Travel Agency's profile, please provide the following:

- Annual report(s) or audited financial statement showing levels of business activity for past two years;
- The type of ownership and mix locations;
- Business references/list of other corporate clients being served;

The Travel Agent's employees shall perform their functions in a highly efficient and professional manner. All such personnel shall be required to be well-versed on the travel policies of the UNDP and, adopt the same knowledge on the conduct of business and delivery of services to the UNDP.

The personnel who will be assigned to serve the UNDP need not necessarily be new, but may also be current employees of the Travel Agency, to be reassigned to service the UNDP requirements on a full time basis. The qualifications of the entire team members shall be subject to review and evaluation of the UN, and shall be expected to be engaged continuously for the duration of the contract with the UNDP, through any lawful retention means that the Travel Agency may employ. Should the UNDP deem it necessary to interview the team members as part of the evaluation of qualifications, the Travel Agency shall so allow.

It is the expectation of the UNDP that the turnover of staff shall be very low, and retention of staff rendering good quality services shall be vital to the success of the contract.

The Travel Agency shall assign a senior representative experienced in providing corporate travel services to oversee the travel management services provided to the UNDP and to ensure full compliance with all requirements of the contract with the UNDP.

If other expertise is needed and facilities required they shall be sourced from the existing capacity of the staff.

9. Refunds

- a) The UNDP shall be fully reimbursed at all times by the Travel Agent for partly or fully unused tickets, subject to applicable regulations.
- b) The Travel Agent shall process for refund all returned airline tickets for official travel within seven days.
- c) For canceled tickets before traveling, UNDP shall be only charged for airlines charges and transaction fees.

10. Supplier Relations

- a) The Travel Agent shall not favor any particular carrier when making reservations.
- b) The Travel Agent shall maintain excellent relations with all carriers for the benefit of the UNDP.
- c) The Travel Agent shall undertake to provide contacts between UNDP and, inter alia, airports, airlines, hotels and car rental companies and shall arrange for regular meetings between the UNDP and such entities for the benefit of the UNDP.

11. Private Travel

- a) The Travel Agent shall provide the UNDP staff with any information on local and nonlocal travel, including lodging, resorts and clubs for holidays and other private travel, with all related services. The Travel Agent shall provide vacation arrangements for well-known tour operators, as well as its own products in the leisure market, including flight, only arrangements at bulk prices. Its personnel shall be trained to handle such private travel arrangements. However the Travel Agent shall always give priority to handling official travel over any private travel.
- b) The Travel Agent notes that the UNDP does not guarantee the Travel Agent any minimum level of private travel, or exclusivity in handling such private travel.

12. Performance Evaluation and Review

Performance Standards and Service Levels Guarantees

The contracted Travel Agent shall perform its services and deliver its products in accordance with the UN prescribed minimum performance standards set by the UNDP, which shall also serve as the basis of the annual performance survey across UNDP. Following Service Level Standards:

Product/Service	Performance Attribute	Definition	Standard/ Service Level
1. Airline Reservation	Agency Accuracy	Ability to perform task completely and without error	<u>Zero-Error</u> in passenger records/airline bookings, fare computation and routing
	Speed and Efficiency	Ability to deliver product or service promptly and with the minimum use of resources.	a. For confirmed bookings via itinerary <u>within two hours</u> from time of request b. For wait-listed bookings via regular updates <u>every two days</u>
2. Airline e-Tickets	Agent Accuracy	Ability to perform task completely and without error	<u>Zero-Error</u> in the printed ticket/itinerary and in delivery to traveler
	Timeliness of Delivery	Ability to delivery product or service on or before promised date	<u>3 working days</u> before departure
3. Travel Documentation	Accuracy	Ability to ascertain requirements for various destinations/nationalities	<u>Zero-incidence</u> of complaints/aborted travel due to incomplete travel documents.
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>Returns</u> for clarification/explanation
5. Rates/Pricing	Fairness of price	Reasonable charges for services offered	At same or rates lower than market standards
	Company concern about fares	Ability to quote competitive fares	At same or at levels lower than airline preferred fares. Guarantee that one quotation is the lowest obtainable fare.
	Good value indicated by price	Competitiveness of fares quoted vs. restrictions or lack/absence thereof.	At same or terms better than quoted by airlines.
	Willingness to assist UN negotiate with airlines regarding preferred rates and concessions	Voluntarily offering to assist/represent UN in dealings with airlines.	Obtain competitive rates in the market
6. Service Quality	Accessibility	Ability to access or approach travel agency	Telephone : 3 rings Emergency : 24 hours E-mail : available Website : available
	Responsiveness	Willingness to learn needs or preferences of client and implement improvements	Regular coordination with UNDP
		Willingness to go out of ones' way to help the traveler	No. of personal travels booked with travel agent
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 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 UN policies	Proficiency rating of not less than 75%.
9. Communication	Awareness Level of Travelers Travel Agency Products and Services	Services and policies are communicated to travelers Travelers are well informed about matters concerning them.	Frequency of communications: monthly
10. Office Premises and Hours of Service	Readiness to do business	Sufficient manpower to commence business at the start of office hours; provision of skeletal workforce to answer calls during breaks.	<u>Zero complaints</u> that no one was around to answer calls.
11. UN Travel Policy	Adherence to UN Travel Policy	Knowledge of UN Travel Policy and secure reservations only in compliance with it	Send 3 options for each reservation requests (if available) which are most direct & economical routes.

13. Compensation Scheme

- a) Travel Agent shall generate its income on a per-ticket/transaction basis.
- b) The UNDP Travel Administrator, however, shall, from time to time, evaluate and verify with other Travel Agencies and other industry indicators the comparability and competitiveness of the rates being given to the UNDP. Frequency of deviation from the competitive rates in the market shall be factored into the annual performance review.

14. Travel Agent's Quality Control

- a) The Travel Agent shall establish and operate to monitor on a regular and continual basis the quality of travel service provided to the UNDP. These procedures shall include a self-inspection system covering all the services to be performed under the Long Term Agreement (LTA) and shall include a method for monitoring, identifying and correcting, deficiencies in the quality of service furnished to the UNDP.
- b) The UNDP shall be notified of any deficiencies found and corrective action taken; such actions shall be included in the Travel Agent's narrative report required.
- c) The UNDP reserves the right to conduct own quality control surveys, amongst frequent travelers.
- d) The Travel Agent warrants that the personnel assigned to handle the UNDP travel arrangements shall have a strong tariff experience and shall constantly be trained to be kept up to date.

15. Duration

The duration of this agreement is initially 12 months, with the subsequent assessment of the services provided and possible further extension in case of the successful provision of Travel Services.

The UNDP reserves the right to terminate the contract at any time:

On One month notice in the event of change of controlling ownership of the Travel Agency or in the event the Travel Agent fails to maintain the performance and service standards set forth in the contract or;

Immediately in the event of the Travel Agent entering into liquidation, whether compulsory or voluntary, or enters into receivership or bankruptcy, or defaults on its payments to IATA under the Bank Settlement Plan.

PROPOSAL SUBMISSION FORM

Dear Sir,

Having examined the Solicitation Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide Travel Management Services to UNDP Saudi Arabia for the sum as may be ascertained in accordance with the Price Schedule attached herewith and made part of this Proposal.

We undertake, if our Proposal is accepted, to commence and complete delivery of all services specified in the contract within the time frame stipulated.

We agree to abide by this Proposal for a period of 60 days from the date fixed for opening of Proposals in the Invitation for Proposal, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

We understand that you are not bound to accept any Proposal you may receive.

Dated this day /month of year

Signature

(In the capacity of)

Duly authorised to sign Proposal for and on behalf of

PRICE SCHEDULE

The Contractor is asked to prepare the Price Schedule as a separate envelope from the rest of the RFP response as indicated in Section D paragraph 13 (b) of the Instruction to Offerors.

All prices/rates quoted must be exclusive of all taxes, since the UN is exempt from taxes as detailed in Annex II, Clause 18.

The Price Schedule must provide a detailed cost breakdown. Provide separate figures for each functional grouping or category.

Estimates for cost-reimbursable items, if any, such as out of pocket expenses should be listed separately.

In case of an equipment component to the service provided, the Price Schedule should include figures for both purchase and lease/rent options. The Procuring UNDP entity reserves the option to either lease/rent or purchase outright the equipment through the Contractor.

The format shown on the following pages should be used in preparing the price schedule. The format includes specific expenditures, which may or may not be required or applicable but are indicated to serve as examples.

Travel agent shall provide the costing on:

Ticketing Based Charges and Other Service and Transaction Fees	Charges/Fees (SAR)
<u>TICKET ISSUANCE FEES:</u> 1. International 2. Domestic	
<u>MISCELLANEOUS TICKET TRANSACTION FEES:</u> (exclusive of carriers fees and penalties) 1. Re-issuance service fee 2. Refund service fee 3. Cancellation service fee within reporting period	
<u>NON-TICKET BASED FEES AND OTHER SERVICE CHARGES:</u> 1. Conference event assistance on reconfirmation, rebooking, etc. 2. VIP Airport Service 3. Hotel/Car reservation and accommodation 4. Airport assistance (meet and greet at airport)	
Others: ■ _____ ■ _____ ■ _____ ■ _____ ■ _____	

NOTE: WHEN SUBMITTING YOUR BID DOCUMENTS, PLEASE CAREFULLY PLACE THE TECHNICAL AND FINANCIAL PROPOSALS IN SEPARATE ENVELOPES. UNDP WILL NOT BE ABLE TO CONSIDER BIDS THAT CONTAIN THE TECHNICAL AND FINANCIAL PROPOSALS IN ONE ENVELOPE, AND/OR BIDS OF WHICH THE OPERATIONAL AND TECHNICAL PART CONTAINS ANY PRICING INFORMATION WHATSOEVER ON THE SERVICES OFFERED.

TRAVEL AGENT REGISTRATION FORM

Important Note: Please complete this section in full, using 'N/A' where it does not apply.

1.1 About Your Company:		
Registered Name:		
Trading Name:		
Parent Company Name:		
Subsidiary Name(s):		
Sister Company Name(s):		
Other Business Interests:		
Number of Years Trading:		
Number of Employees: (specify each location in case of different)		
Website and e-reservations		
1.2 Licenses and Memberships Held:		
IATA number:		
Memberships:		
Other(specify):		
1.3 Service & Quality Accreditation:		
Please specify		
1.4 Proposed Location of Service:		
Primary Site Location		
Other Locations		
1.5 Anticipated Number of People Equivalents to Work on the Account:		
Office Manager		
Travel Consultants		
Secretary		
Messenger		
Other (and specify roles)		
1.6 Services that can be provided on a 24/7 Basis:		
Air Ticketing:	YES (can)	NO (cannot)
Reservations		
Ticketing		
Changes		
Cancellations		
Others		
International and domestic hotel bookings:		
Hotel Reservations		
Confirmations		
Changes		
Cancellations		
1.7 Copy of your last 2 years audited accounts attached:	YES / NO	
1.8 Your Strategy on the Major Changes in the Business Travel Industry and how the UN will benefit from partnering with your company (including commission reductions):		