

## **ADDENDUM 1 - PRE-BID MEETING MINUTES**

### **Two Travel Agents for the UN System in Viet Nam**

**Time and date:** 10.00 am, 21 July 2015

**Venue:** Meeting room M3, UN House

**Participants:**

Representatives from UNDP Procurement Unit  
Bidders' representatives

#### **I. INTRODUCTION:**

UNDP Procurement Associate welcomed all meeting participants. She then briefed all bidders that the purpose of this meeting is to help bidders to fully understand the requirements in the RFP. Bidders can raise queries through Questions and Answers session. Minutes of this meeting will be posted on UNDP website so all bidders can download. She also reminded bidders of the following important notes on this RFP:

##### **1. General**

- UNDP will select 2 travel agents to provide services to UN Agencies in Vietnam.
- Contract duration: 1 year and may be extended to 5 years subject to UN requirements and the contractor's performance.
- During the proposal preparation period, any changes to the proposal will be reflected in Addendum and will be uploaded to UNDP website: [http://procurement-notices.undp.org/view\\_notice.cfm?notice\\_id=23846](http://procurement-notices.undp.org/view_notice.cfm?notice_id=23846). Bidders should check the website frequently to ensure that they do not miss any addendum.
- If bidders have queries, they should be submitted to UNDP latest 5 days prior to submission deadline.

##### **2. Evaluation process:**

- Technical proposal will be evaluated first.
- Bidders must meet mandatory criteria in order to be qualified for detailed evaluation:
  - o Minimum 5 years of experience in travel management services
  - o Business license to operate in the Viet Nam
- Only bidders meeting technically qualified threshold (700 points/1000 point) will be assessed in financial evaluation stage.
- Maximum 1000 points will be given to the lowest offer and the other financial proposals will receive the points inversely proportional to their financial offers
- The weight of technical points is 70% and financial points is 30%.
- Submission obtaining the highest weighted points (technical points + financial points) will be selected.

##### **3. Preparing proposal:**

- Bid currency: VND
- Proposal validity: 120 days from submission deadline
- Please refer to the evaluation criteria in the RFP for UNDP requirements while preparing proposal. Bidders should provide in their proposal relevant information, proof/evidence they have for each criterion.
- All templates are included. Bidders should follow templates.
- Please refer to Section 9 "Check list of documents" to ensure all essential documents are included in the proposal.

#### 4. Proposal submission:

- Submission deadline (both hard copy and soft copy): 1 August 2015 (Hanoi time)
- Subject of email/envelop: (Name of bidder) Travel Agent for UN System in Vietnam (Email ... of ... emails)
- Technical and financial proposals are in separate envelopes/emails.
- If submission in hard copy, please submit 1 original + 2 copies
- For submission by email, please sign, PDF/scan, protect all documents by password and submit to [bidding.vn@undp.org](mailto:bidding.vn@undp.org)
- Password to be sent to [bidding.vn@undp.org](mailto:bidding.vn@undp.org) on 2 August 2015.
- Maximum size per email: 7 MB. Bidders can send several emails.
- After submission, please send notification email (without attachment) to: [procurement.vn@undp.org](mailto:procurement.vn@undp.org)

## II. QUESTIONS/ANSWER SESSION

No.	Query	Answer
1	Referring to Annex 4 "Template for Track record", due to confidentiality agreement with our clients, we may not be able to provide exact figures for some contracts. Can we provide rough figures?	Yes. Bidders can provide rough figures. However this should be close to the exact figure.
2	We are working with some airlines but we do not have valid agreements with these airlines. Can we skip this requirement?	In case bidder does not have IATA certificate, the bidder must list out and provide copies of all their valid agreements with airlines (i.e. Vietnam Airlines, Cathay Pacific, Korean Air, Thai Airways...). Confidential information in the agreements can be hidden but other information must prove that the bidder has valid agreement with the airlines.  If the bidders do not meet this requirement, they will receive less/no technical score for this criterion.
3	At contract implementation stage, do we submit report to UNDP or to all UN Agencies?	Contractor is required to submit individual report for each UN Agency.
4	At contract implementation, do we issue one invoice for the whole payment cycle or individual invoice for each ticket?	Contractor is required to issue individual invoice for each ticket at the end of payment cycle. Details will be provided to the successful bidder.

## III. AMENDMENT

The below evaluation criteria are amended as follows:

### Form 1: Expertise of Agency Submitting the Proposal

Technical Proposal Evaluation		Points Obtainable	Agency				
			A	B	C	D	E
1	Business license in Viet Nam/Years of establishment - 5 years as minimum requirement (70% score) - Full scores for longest experience agent and correlative scores in proportion to less experience years agents	100					
2	IATA accreditation/years of IATA membership - 4 years IATA membership (70% scores) - Full scores for longest IATA membership and correlative scores in proportion to less membership years agents	150					
3a	<u>In case bidder does not have IATA certificate:</u> Having cooperate agreements with UN frequently used airlines (Vietnam Airlines, Cathay Pacific Airways, Korean Air, Thai Airlines) - 25% scores for each cooperate agreement and correlative scores in proportion to less agreements	80					
3b	<u>In case bidder has IATA certificate</u>	80					
4	Volume of sales ( international air tickets and domestic air tickets) in the last 3 years 2012-2014	150					
5	Track record of managing similar contracts with international organizations (ADB, WB, USAID, Embassies and medium to large multinational corporations ) with high annual travel volumes similar to UN Viet Nam	60					
6	Size of Agent ( branch offices, number of employees with working experience)	60					
<b>Total</b>		<b>600</b>					