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TRAVEL MANAGEMENT SERVICES

2 May 2016 @ 3:00 p.m.
Lad Conference Room, UNDP Building 5,

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Instruction to Bidders

- Language of Bid: English
- Conditions for Submitting Bid for Parts or sub-parts of the Total Requirement: Not allowed
- Conditions for Submitting Alternative Bid: Shall not be considered
- Period of Bid Validity commencing on the submission date: 120 days
- Bid Security: Required
 - USD 2,000.00 would be required to be submitted along with the bidding document.
 - Form: Bank Guarantee (section 8) / Any Bank-issued check / cashier/s check / Certified Check
 - Validity: Minimum 150 days from submission deadline
 - Bid Security of unsuccessful Bidders shall be returned

Instruction to Bidders (con't)



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- Advanced Payment upon signing of contract: Not allowed
- Liquidated Damages: Will not be imposed. LTA service providers will be assessed during the performance review and action was taken accordingly
- Performance Security: Not Required
- Preferred Currency of Bid and Method for Currency conversion: United States Dollars (US\$)
- Deadline for submitting requests for clarifications/questions: 5 days before the submission deadline to email:
chanpisey.ky@undp.org and procurement.kh@undp.org
- All Supplemental Information to this ITB will be uploaded on
<http://procurement-notice.undp.org>

Instruction to Bidders (con't)

- No. of copies of Bid 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 bid.
- Bid submission address: UNDP Cambodia, Registry Office (Building No. 3), No. 53, Pasteur Street, Boeung Keng Kang I, PO Box 877, Phnom Penh, Cambodia
- Deadline of Submission: No later than 17 May 2016 by 11:00 a.m., Phnom Penh Local Time
- Manner of Submitting Bid: Courier/Hand Delivery
- Bid Opening: 17 May 2016 by 2:00 p.m., Phnom Penh Local Time @ Main Conference, UNDP Building 5

Instruction to Bidders (con't)



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- Evaluation method to be used in selection the most responsive Bid:
 - > Non-discretionary “Pass” or “Fail” rating on the detailed contents of the ToR (refer to section 8)
 - > Lowest price offered of technically qualified/responsive bid (The methodology to calculate price offer is mentioned in ITB)
- Latest Expected date for commencement of Contract: September 1, 2016
- Maximum Expected duration of contract: Initial 1 year with possible extension for another 2 years subject to satisfactory performance.
- UNDP will award the contract to: One Bidder Only

Instruction to Bidders (con't)

- Post qualification Actions
 - Verification of accuracy, correctness and authenticity of the information provided by the bidder on the legal, technical and financial documents submitted;
 - Validation of extent of compliance to the ITB requirements and evaluation criteria based on what has so far been found by the evaluation team;
 - Inquiry and reference checking with other previous clients on the quality of performance ongoing or previous contract completed.

Scope of Services/Work



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- 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.

2015 Flight Usage Statistics by Domestic and International



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Flight Category	# of Ticket	Amount (\$)
Domestic Flight	224	40,040.20
International point-to-point Flight (to Bangkok)	407	100,011.50
International point-to-point Flight (Others)	709	697,228.00
International Multipoint Flight	15	26,819.00
Inbound air ticket (from any countries to Cambodia)	178	220,757.00
Total	1,533	1,084,855.70

Criteria for the Award and Evaluation of Bid



- **Award Criteria**

- ☒ Non-discretionary “Pass” or “Fail” rating on the detailed contents of the Term of Reference.
- ☒ Compliance on the following qualification requirements :

Criteria for the Award and Evaluation of Bid (con't)



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- **Evaluation of Bid**

- ☒ Minimum 4 years of experience in Travel Management Services.
- ☒ Legal Registration document including license of travel agent operate in Cambodia.
- ☒ Valid Patent Certificate or equivalent document
- ☒ IATA Accreditation Certification
- ☒ Availability of at least 1 booking system (Global Distribution Systems): Provide the description about booking system including on-line booking/airline reservation, in-plant domestic, international ticketing, e-ticket facilities and online booking tools.
- ☒ The vendor should have a total revenue of at least USD 1 million included the revenue from ticket sales at least USD 500,000 per year (the last 2 years)

Criteria for the Award and Evaluation of Bid (con't)

- **Evaluation of Bid (con't)**

- ☒ Latest Audit Financial Statement (Income Statement, Balance Sheet) including audit report for the last 2 years if applicable.

- ☒ CV of the Team to directly coordinate with UNDP as stated in TOR:

- + At least 1 Supervisor

- + At least 2 travel consultants/ticketing staffs

- + At least 1 accounting staff

- ☒ Full compliant to other requirements as outlined in the ToR.

Price Schedule



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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	15%		
• International point-to-point flight (to Bangkok)	27%		
• International point-to-point flight (to others)	43%		
• International multipoint flight	1%		
• Inbound air ticket (from any countries to Cambodia)	12%		
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%		
Total (USD)			

Required Documents



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- 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.
- The past contract performance should provide details of: Client Name, Contract Date, Contract Value, Contract focal point name and email, work location.

(Note: UNDP reserves the right to conduct reference checks with one or more of the listed clients provided by bidder)

- IATA Accreditation Certification
- Valid Certificate of Registration of the business, including Articles of Incorporation, or equivalent document if Bidder is not a corporation

Required Documents (con't)



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- Valid Patent Certificate or equivalent document.
- Copies of licenses and membership certificates in global travel management associations; if any
- 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 if applicable.
- 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.

Forms to be Completed

- Section 4 – Bid Submission Form
- Section 5 – Documents Establishing the Eligibility and Qualifications of the Bidder
- Section 6 – Technical Bid Form
- Section 7 – Price Schedule Form
- Section 8 – Form for Bid Security



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Thank you 😊

Q & A