



LTA for provision of travel management services for UNDP Country Office and Other UN Agencies in Uzbekistan

SECTION 1: LETTER OF INVITATION

United Nations Development Programme, hereinafter referred to as UNDP hereby invites prospective proposers to submit a proposal in accordance with the General Conditions of Contract and the Terms of Reference as set out in this Request for Proposal (RFP).

To enable you to submit a proposal, please read the following attached documents carefully.

- Section 1: This Letter of Invitation
- Section 2: Instruction to Proposers
- Section 3: Data Sheet
- Section 4: Evaluation Criteria
- Section 5: Terms of Reference
- Section 6: Conditions of Contract and Contract Forms
- Section 7: Proposal Forms
- Form A: Technical Proposal Submission Form
- Form B: Bidder Information Form
- Form C: Joint Venture/Consortium/Association Information Form
- Form D: Qualification Form
- Form E: Format of Technical Proposal
- Form F: Financial Proposal Submission Form
- Form G: Financial Proposal Form

If you are interested in submitting a proposal in response to this RFP, please prepare your proposal in accordance with the requirements and procedure as set out in this RFP and submit it by the deadline for submission of proposals set out in Section 3: Bid Data Sheet.



Should you be interested to submit a proposal, please log in to the online portal and subscribe to this tender following the instructions in the system user guide. Should you require further clarifications, kindly communicate through the system as indicated in Section 3: Bid Data Sheet.

Please indicate whether you intend to submit a bid by creating a draft response without submitting directly in the system. This will enable the system to send notifications in case of amendments of the tender requirements. Should you require further clarifications, kindly communicate using the messaging functionality in the system. Offers must be submitted directly in the system following this link: <http://supplier.quantum.partneragencies.org/> using the profile you may have in the portal. In case you have never registered before, follow the [Supplier Portal Registration Link](#) to register a profile in the system. Do not create a new profile if you already have one. Use the forgotten password feature in case you do not remember the password or the username from previous registration.

We look forward to receiving your proposal.

UNDP UZBEKISTAN



Tender Overview

Long - Term agreement for the provision of travel management services for UNDP Country Office in Uzbekistan and Other UN Agencies



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1 Overview

1.1 General Information

Title	LTA for Travel Management Services
Contact Point	Procurement Unit
Outcome	
Two Stage	Yes
Evaluation	
E-Mail	pu.uz@undp.org
Reference Number	RFP/012/22
Beneficiary Country	Uzbekistan
Introduction	UNDP Uzbekistan has been identified as the Leading Agency to organize and conduct the bidding process on behalf of the following UN Agencies in Uzbekistan: UNDP, UNICEF, UNODC, UNFPA, FAO and other agencies (hereinafter referred to as "UN Agencies") who financially operating through UNDP (UN RC, UN RCC, OHCHR, UNDSS, UNOPS/GEF SGP, ILO, UNICRI and etc.).

In order to achieve further time and cost efficiency while ensuring outstanding quality of service, UN Agencies in Uzbekistan wish to enter into a Long-Term Agreement with a competent Travel Agency to serve all its travel management services for an initial period of two years with the option to extend for one additional year, subject to a satisfactory performance evaluation.

Hereby, UNDP Uzbekistan kindly invites eligible travel agencies to submit their proposal for provision of travel management services for UNDP Country Office and Other UN Agencies in Uzbekistan.

Pre-Bid conference will take place on August 9, 2022, at 11.00 AM Tashkent time via zoom platform (link will be shared along with the notice). All interested companies are invited to participate in the conference. Please inform us about your participation in the conference COB August 8, 2022, by sending letter to pu.uz@undp.org

Kindly provide information about your company name, number of participants in pre-bid meeting, names, job positions.

The UNDP focal point for the arrangement is:
 Procurement Unit
 Telephone: +998781203450
 E-mail: pu.uz@undp.org

Interested suppliers must submit their offer directly in the system as instructed in the solicitation document, following the instructions in the available user guide. If you have an account, log in in this link: <http://supplier.quantum.partneragencies.org> using your username and password. Use the forgotten password/username feature if you do not remember them. If you do not have an account already, you can register one following this link: <https://estm.fa.em2.oraclecloud.com/fscmUI/faces/PrcPosRegisterSupplier?prcBuld=300000127715271>.

Search for the specific tender using search filters and subscribe to the tender in order to get notifications in



case of amendments of the tender document. If you need support with the online system, you can contact the contact details of this tender as indicated in the solicitation document.

UNDP OFFICE Uzbekistan
PROCUREMENT UNIT

This is a two stage negotiation and all responses will be evaluated in two stages.

1.2 Tender Timeline

Preview Date

Open Date 02/08/22 12:07 PM

Close Date 25/08/22 06:00 AM

Time Zone Coordinated Universal Time

1.3 Response Rules

This negotiation is governed by all the rules displayed below.

	Rule
<input type="checkbox"/>	Negotiation is restricted to invited suppliers
<input type="checkbox"/>	Suppliers are allowed to respond to selected lines
<input type="checkbox"/>	Suppliers are allowed to provide multiple responses
<input checked="" type="checkbox"/>	Suppliers are allowed to revise their submitted response

1.4 Terms

Negotiation Currency USD ()

1.5 Attachments

File Name or URL	Type	Description
Form E.docx	File	Form E
Checklist.docx	File	Checklist
Form A.docx	File	Form A
Form B.docx	File	Form B
UNDP Quantum - User Guide For	File	Quantum User guide
Form D.docx	File	Form D
Form F anf G.docx	File	Financial forms
RFQ_012_22_Financial form to b	File	Exc financial form
RFP_012_22_LTA Travel manageme	File	Terms of reference
Form C.docx	File	Form C



2 Requirements

**Response is required*

Please fill the forms attached and upload for the related requirement.

Make sure you upload financial proposal at the section where it is required. Prices and other financial information MUST NOT be disclosed in any other place except in the financial proposal. Failure in compliance with the mentioned condition shall result in rejection of the offer.

IMPORTANT NOTICE: DO NOT DISCLOSE your price anywhere in your submission or e-tendering system other than encrypted financial proposal. **Please insert "1" as your bid price in e-tendering line item.**

2.1 Section 1. General Provisions

*1. General Instructions to Proposers

This tender is governed by the provisions in Section 2. General Instructions to Proposers herewith attached. By participating and submitting an offer you confirm to have understood and accepted such provisions.

Attachments:

File Name or URL	Type	Description
Section 2 General Instructions	File	General Instructions

Target: Confirm acceptance of instructions and provisions of this tender

*2. Bid Data Sheet

Bid Data sheet contains information and instructions specific to this Tender. Please confirm to have read, understood, and accepted such provisions, herewith attached.

Attachments:

File Name or URL	Type	Description
Bid Data Sheet.docx	File	BDS

Target: Have read and understood provisions in BDS

2.2 Section 2. Evaluation Criteria - Preliminary Examination

*1. General Conditions of Contract

Do you accept the General Conditions of Contract as specified in Section 6

Attachments:

File Name or URL	Type	Description
PSU_UNDP GTCs for Contracts.pdf	File	GTC
PSU_Model Travel Agency Agreem	File	Model Agreement

Target: Accept General Conditions of Contract

*2. Proposal Validity



Do you accept that your proposal is valid as required in General Instructions and Bid Data Sheet sections?

***3. Form A: Proposal Confirmation**

Have you provided Proposal Submission as per the form provided, duly signed by a legal representative of your company?

Target: Technical Proposal Submitted

***4. Form B: Proposer Information**

Have you submitted form B with information on proposer using the template herewith attached?

***5. Form C: Joint Venture/Consortium/Association Information**

Have you provided information on Joint Venture/Consortium/Association Information using the template and instructions attached?

Choose the applicable answer from options below.

***6. Form D: Eligibility and Qualifications**

Have you submitted the information requires to establish eligibility and qualifications as per Form D herewith attached?

Target: Information provided

***7. Form E: Technical Proposal**

Have you submitted technical proposal using template herewith attached?

Target: Technical Proposal Submitted

***8. Form E: CVs of Proposed Key Personnel**

Have you provided CVs of key proposed personnel using the template herewith attached?

Upload CVs individually in technical evaluation criteria section further below.

Target: CVs uploaded for all key personnel

I-1. Overall Assessment on Preliminary Examination

This is an internal criteria for evaluation team to assess and determine if the offer meets overall the criteria for this section based on information provided in their offer and any subsequent clarifications sought.

Insert 1 for "Pass" and 0 for "Fail"

2.3 Section 3. Evaluation Criteria - Minimum Eligibility

***1. Legal Registration**

Bidder is a legally registered entity and all relevant information is provided.

Upload scanned copies of legal registration documents according to options listed below and any other relevant document.

***2. Sanctions List**

Do you confirm that you are not suspended, nor otherwise identified as ineligible by any UN organization, The World Bank Group or any other International Organization in accordance with section 2 Article 4.

Target: Not suspended or ineligible

***3. Bankruptcy**

Do you confirm that you have not declared bankruptcy or not involved in bankruptcy or receivership proceedings and there is no judgment or pending legal action against the company that could impair operations in the foreseeable future.



I-1. Overall assessment of eligibility

This is an internal criteria for evaluation team to assess overall whether the offer meets the eligibility criteria.
Insert 1 for "Pass" and 0 for "Fail"

2.4 Section 4. Evaluation Criteria - Qualifications

*1. History of non-performing contracts

Provide history of non-performing contracts that did not occur as a result of contractor default within the last 3 years.

Non-performance, as decided by UNDP, shall include all contracts where (a) non-performance was not challenged by the contractor, including through referral to the dispute resolution mechanism under the respective contract, and (b) contracts that were so challenged but fully settled against the contractor. Non-performance shall not include contracts where Employer's decision was overruled by the dispute resolution mechanism. Non-performance must be based on all information on fully settled disputes or litigation, i.e. dispute or litigation that has been resolved in accordance with the dispute resolution mechanism under the respective contract and where all appeal instances available to the Bidder have been exhausted.

*2. Litigations

No Consistent history of court/arbitral award decisions against the proposer for the last 3 years.

*3. Relevant Experience

Indicate the number of years of relevant experience of the company.

Company must have at least 5 years of relevant experience in managing the travel related services for National/Multi-National organizations .

Response attachments are optional.

*4. Recent Experience

Indicate the number of contracts of similar nature and complexity implemented over the last 3 years. Provide information on such contracts as per the template/form provided.

For JV/Consortium/Association, all parties cumulatively should meet requirement.

Bidder must provide at least 3 recent corporate long-term agreements, 3 recommendation letters for the last 3 years .

Response attachments are required.

*5. IATA membership

Indicate the year of entering to the IATA. Please attach valid IATA membership certificate.

Bidder should have IATA membership for the last 3 years.

Response attachments are required.

*6. Duly licensed in the country and minimum 1 branch located in Tashkent.

Please attach valid license and indicate branches.

Response attachments are optional.

*7. Number of tickets sold annually.

Please indicate the numbers of tickets sold annually for the last 3 years.

Bidder should have minimum 5,000 tickets sold annually in 2019-2021

Response attachments are optional.

*8. Financial Standing - Liquidity

The ration average current assets/Current liabilities over the last years must be equal of greater than 1.



Proposers must include audited balance sheets covering the last 3 years.

Indicate the average ratio

Response attachments are required.

***9. Financial Standing - Turnover**

Proposer should have annual sales turnover of minimum USD 500 000 equivalent for the last 3 years.

Provide average turnover amount for the last 3 years in USD.

Response attachments are optional.

I-1. Overall Qualifications Criteria

This is an internal criteria for evaluation team to assess and determine whether bidder meets overall the qualifications criteria.

Insert 1 for "Pass" and 0 for "Fail"

2.5 Section 5. Technical evaluation Criteria

1. Technical evaluation criteria of the proposal

The technical proposal will be evaluated based on the criteria set here below following the maximum obtainable points set. Evaluation team will score each criteria based on the information provided in the proposal. To pass the technical evaluation, the proposal must score at least 70% of the maximum total obtainable points.

***2. Reputation of the organization and staff Credibility**

Assess reputation of the organization and credibility and reliability of its stand and standing in the industry.

Write a short paragraph highlighting main points relevant to this criteria. Add attachments if needed.

***3. General organizational capability**

Write a short paragraph highlighting key points related to organizational capability which is likely to affect implementation:

- Financial stability and strength for the last three years (liquidity ratio more than 1 for the past 3 fiscal years)

15 points for the provision of each year financial statement

- Management structure (20 points)

- extent to which any work would be subcontracted (subcontracting carries additional risks which may affect project implementation, but properly done it offers a chance to access specialized skills.)

No – 15

Yes - 0

Include attachments if needed.

Response attachments are optional.

***4. Specialized knowledge and experience**

Write a short paragraph highlighting specialized knowledge and experience on similar engagements done in the region/country. Please indicate existing Offices/Branches in Uzbekistan. Include attachments if needed.

Response attachments are optional.

***5. Quality Assurance and risk mitigation measures**

Write a short paragraph highlighting key quality assurance procedures and risk mitigations measures in place. Include attachments (e.g. internal policies) as applicable.

Response attachments are optional.

***6. Organization commitment to Sustainability**



- Organization is compliant with ISO 14001 or ISO 14064 or equivalent (Provide copy of certificates) – 20 points
Organization is a member of the UN Global Compact (provide proof) – 5 points
Organization demonstrates significant commitment to sustainability through some other means (for example internal company policy documents on women empowerment, renewable energies or membership of trade institutions promoting such issues). Provide copies of internal policies – 5 points
- *7. Experience on Similar Projects (Experience in Travel Management for the past 3 years in terms of number of tickets issued). Please indicate the clients for long terms agreement
- *8. Travel Management Experience with UN Agencies or International agencies/companies inside Uzbekistan
- *9. Please attach at least 3 reference check, letters from the past clients.
Response attachments are optional.
- *10. **Understanding of Requirement**
Have the important aspects of the task been addressed in sufficient detail? Are the different components of the project adequately weighted relative to one another?
Write a short paragraph only. Needs to be demonstrated in the technical proposal.
Response attachments are optional.
- *11. **Approach and Methodology**
Description of the Proposer's approach and methodology for meeting or exceeding the requirements of the Terms of Reference keeping in mind the appropriateness to local conditions and project environment.
Response attachments are optional.
- *12. **Capability in anticipating peak booking periods** and doing staff adjustment and Resource Capability including on-site management of staff. (Company Strategy to implement the contract)
Response attachments are optional.
- *13. **Billing and reporting system**
Description of available performance monitoring and evaluation mechanisms and tools; flexibility and adaptability of the travel agent reporting system. (Monthly/Quarterly)
Response attachments are optional.
- *14. **Implementation Plan**
Assessment of the implementation plan proposed including whether the activities are properly sequenced and if these are logical and realistic
Response attachments are optional.
- *15. **Partnerships**
Special attention should be given to providing a clear picture of the role of each entity and how everyone will function as a team.
Response attachments are optional.
- *16. **Composition and structure of proposed team**
Are the proposed roles of the management and the team of key personnel suitable for the provision of the necessary services?
Response attachments are optional.
- *17. Qualifications of key Operations Manager/Supervisor
Minimum of six (5) years corporate travel and supervisory experience - 40 points
Education/Professional Certification (master's degree or certificate of Travel Management Services) - 20



points

Experience in UN/multilateral organization in working in similar field - 20 points

Fluency in English and Russian - 10 points

Attach CV

Response attachments are required.

***18. Qualifications of key personnel - Expert 1**

minimum two (2) years of practical experience in the management of travel services, in operating the automated reservation and ticketing systems - 30 points

Specific experience relevant to assignment - 20 points

Experience in UN/multilateral organization in working in similar field - 20 points

Fluency in English and Russian - 5 points

Attach CV

Response attachments are required.

***19. Qualifications of key personnel - Expert 2**

minimum two (2) years of practical experience in the management of travel services, in operating the automated reservation and ticketing systems - 30 points

Specific experience relevant to assignment - 20 points

Experience in UN/multilateral organization in working in similar field - 20 points

Fluency in English and Russian - 5 points

Attach CV

Response attachments are required.

2.6 Section 6. Financial Evaluation

***1. Financial Proposal**

Please provide the cost breakdown of your financial proposal as per the template and instructions provided. Indicate the total amount here and make sure it matches with the total amount indicated line items.

IMPORTANT NOTE: The amount of the Financial Offer MUST NOT be mentioned anywhere in the submitted documents or eTendering system. Failure in compliance with the mentioned condition shall result in rejection of the offer. Please insert "1" as your bid price in e-tendering line item.

The Bidder is required to prepare the Financial Proposal following the attached format and submit it separately from the Technical Proposal as indicated in the Instruction to Bidders. Any Financial information provided in the Technical Proposal shall lead to Bidder's disqualification.

Please note that while filling the form negative figure for financial offer can also be derived. It is normal considering discount and service fee offered.

The format shown on the following pages is suggested for use as a guide



in preparing the Financial Proposal. The format includes specific expenditures, which may or may not be required or applicable but are indicated to serve as examples.

The discounts and service fee per ticket provided by bidders below shall remain valid for the duration of the Long-Term Agreement.

Please insert your proposal in **A1 and B1** in the table attached.

Attachments:

File Name or URL	Type	Description
RFQ_012_22_Financial form to b	File	Financial offer to be completed

I-1. Commercial offer and cost breakdown

This is an internal criteria for the evaluation team to analyze and assess the details for the financial offer including cost breakdown and other cost elements.

2.7 Section I-1.

I-1. Total score from technical evaluation

This is an internal criteria. Evaluator has to provide the total points scored by each supplier based on the scores provided each individual evaluation criteria



3 Lines

Instructions

3.1 Line Information

Line	Category Name	Item	UOM	Estimated Quantity	Unit Price	Total Price	Additional Attributes
1-LTA services fee	78111502		Ea	Ea			