

**REQUEST FOR PROPOSAL (RFP)**

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| NAME & ADDRESS OF FIRM  UNDP BIH; Zmaja od Bosne bb; Sarajevo | DATE: 08/11/2017 |
| REFERENCE: **BIH/RFP/062/17** |

Dear Sir / Madam:

We kindly request you to submit your proposal for **Design and Delivery of Familiarization/Press (FAM/PRESS) trip for international tour operators and journalists to Via Dinarica destinations in BiH,** as detailed in Annex 1 of this RFP. When preparing your proposals, please be guided by the form attached hereto as Annex 2.

Proposals may be submitted on or before **Monday, 20th November 2017 by 12:00 CET and via e-mail or courier mail** to the address below:

**United Nations Development Programme**

**Zmaja od Bosne bb, 71 000 Sarajevo**

**General services**

**Facsimile: 033/552-330**

**E-mail:** [**registry.ba@undp.org**](mailto:registry.ba@undp.org)

Your Proposal must be expressed in the English language, and valid for a minimum period of 60 days.

In the course of preparing your Proposal, it shall remain your responsibility to ensure that it reaches the address above on or before the deadline. Proposals that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation.

Services proposed shall be reviewed and evaluated based on completeness and compliance of the Proposal and responsiveness with the requirements of the RFP and all other annexes providing details of UNDP requirements.

The Proposal that complies with all of the requirements, meets all the evaluation criteria and offers the best value for money shall be selected and awarded the contract. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price shall be re-computed by UNDP, and the unit price shall prevail and the total price shall be corrected. If the Service Provider does not accept the final price based on UNDP’s re-computation and correction of errors, its Proposal will be rejected.

No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by UNDP after it has received the Proposal. At the time of Award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

Any Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP, herein attached as Annex 3.

Please be advised that UNDP is not bound to accept any Proposal, nor award a contract or Purchase Order, nor be responsible for any costs associated with a Service Providers preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

UNDP’s vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a Purchase Order or Contract in a competitive procurement process. In the event that you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link: http://www.undp.org/procurement/protest.shtml.

UNDP encourages every prospective Service Provider to prevent and avoid conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, cost estimates, and other information used in this RFP.

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to preventing, identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its Service Providers to adhere to the UN Supplier Code of Conduct found in this link: <http://www.un.org/depts/ptd/pdf/conduct_english.pdf>

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

UNDP BiH

**Annex 1**

**Description of Requirements**

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| Context of the Requirement | This procurement is required under the Via Dinarica: A Platform for Sustainable Tourism Development and Local Economic Growth (Via Dinarica II) Project, financed and supported by the United States Agency for International Development (USAID) and the United Nations Development Programme (UNDP) in Bosnia and Herzegovina, and implemented by UNDP. Specifically, this procurement falls within the Via Dinarica II Project component geared towards promotion and visibility of the Via Dinarica Trail that is vital to its success and sustainability.  Promotion of the Via Dinarica will be reinforced by the organization of FAM/PRESS trips for international tour operators, accompanied by relevant journalists specialized in the field of travel and promotion of tourism destinations. The purpose of the FAM/PRESS trips is to clearly identify specific and/or niche market opportunities based on trends, statistics and volume of specific markets, and to support local tour operators, with networks of other service providers in BiH, to connect with international tour operators and journalists to promote and sell the Via Dinarica and its’ beneficiaries. The FAM/PRESS trips focus on the international markets with significant eco-tourism market share and reasonable access to BiH. To that end, the Via Dinarica Project is looking for qualified suppliers for design and delivery of the FAM/PRESS trip for a group of the minimum of 4 and the maximum of 17 international tour operators and journalists to Via Dinarica destinations in Bosnia and Herzegovina (BiH). |
| Brief Description of the Required Services | Via Dinarica project seeks a Service Provider in Bosnia and Herzegovina that has the capacity to design and provide overall support in the organization, facilitation and successful delivery of the FAM/PRESS trip for a group of the minimum of 4 and the maximum of 17 international tour operators and journalists from European and North American markets to Via Dinarica destinations in Bosnia and Herzegovina (BiH).  **The FAM/PRESS trip is designated for a group of the minimum of 4 and the maximum of 17 tour operators and journalists, identified by UNDP. Please state the price of service *per person* participating in the FAM/Press trip** in the offer.  The FAM/PRESS trip for international tour operators and journalists will take place in November and December 2017 (dates to be proposed by the proposer).  The first and the last day (2 days) of the FAM/PRESS trip are envisaged for international travel and remaining 4 full working days will be available for delivering the substantive content of the FAM/PRESS trip within Bosnia and Herzegovina and at Via Dinarica destinations.  Further details of the required services are available in the Annex 4 (Terms of Reference) of this Request. |
| List and Description of Expected Outputs to be Delivered | 1. ***Assignment Output 1 – Itinerary for a 4-day FAM/PRESS trip designed and approved by UNDP. Given the time of year, it is required that offerors design and offer two itineraries: a) “Snow itinerary”, and b) “No snow itinerary”;*** 2. ***Assignment Output 2 – A 4-day FAM/PRESS trip delivered in accordance with the approved itinerary.***   The expected outputs are specified in detail in the Terms of Reference (Annex 4). |
| Person to Supervise the Work / Performance of the Service Provider | **UNDP Via Dinarica Project Manager** |
| Progress Reporting Requirements | N/A |
| Location of work | Via Dinarica destinations in Bosnia and Herzegovina |
| Expected duration of work | **6 days in November and/or December 2017** |
| Target start date | 27 November 2017 |
| Latest completion date | 15 December 2017 |
| Travels Expected | |  |  |  |  | | --- | --- | --- | --- | | **Destination/s** | **Estimated Duration** | **Brief Description of Purpose of the Travel** | **Target Date/s** | | Bosnia and Herzegovina, Via Dinarica destinations | 4 working days + 2 days for travelling | Delivery of the FAM / PRESS trip for international tour operators to Via Dinarica destinations in BiH | November and December 2017 (dates to be proposed by the proposer). | |
| Implementation Schedule indicating breakdown and timing of activities/sub-activities | 🗹 Required |
| Names and curriculum vitae of individuals who will be involved in completing the services | 🗹 Required |
| Currency of Proposal | 🗹 Local currency (BAM);  🗹 Include the price of service *per person* participating in the FAM/Press tripin the offer. |
| Value Added Tax on Price Proposal | 🗹 Must be exclusive of VAT and other applicable indirect taxes; VAT and custom stated separately |
| Validity Period of Proposal *(Counting for the last day of submission of quotes)* | 🗹 60 days |
| Partial Quotes | 🗹 Not permitted |
| Payment Terms | |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  |  | | --- | --- | --- | --- | | Outputs | Percentage | Timing | Condition for Payment Release | | ***Assignment Output 1*** | 30% | Upon contract signing and completion of Task 1 (by 24 November 2017); | Within thirty (30) days from the date of meeting the following conditions:   1. UNDP’s written acceptance (i.e., not mere receipt) of the quality of the outputs; and 2. Receipt of invoice from the Service Provider. | | ***Assignment Output 1*** | 70% | Upon completion of Task 2 (by 15 December 2017). | | |
| Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment | Via Dinarica Project Manager |
| Type of Contract to be Signed | ☒ Contract for Goods and/or Services |
| Criteria for the Assessment of Proposal | ☒ Quality of proposed Itinerary;  ☒ Price (include the price of service *per person* participating in the FAM/Press tripin the offer);  ☒ Technical responsiveness/Full compliance with the requirements;  ☒ Full acceptance of the Contract General Terms and Conditions. |
| UNDP will award the contract to: | ☒ One and only one Service Provider;  ☒ Lowest priced, technically responsive offer with quality proposed Itinerary. |
| Annexes to this RFP | 🗹 Specifications of Services, including Criteria for the Award of Contract and Evaluation of Proposal (Annex 1);  🗹 Form for Submission of Proposal (Annex 2);  🗹 General Terms and Conditions / Special Conditions (Annex 3);  🗹 Terms of Reference (TOR) (Annex 4).  Non-acceptance of the terms of the General Terms and Conditions (GTC) shall be grounds for disqualification from this procurement process. |
| Contact Person for Inquiries  (Written inquiries only) | **United Nations Development Programme Facsimile: 033/552-330**  **e-mail:** [**registry.ba@undp.org**](mailto:registry.ba@undp.org)  Any delay in UNDP’s response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers. |

**Annex 2**

**FORM FOR SUBMITTING SUPPLIER’S PROPOSAL**

***(This Form must be submitted only using the Service Provider’s Official Letterhead/Stationery)***

[insert: *Location]*.

[insert: *Date]*

To: *[insert: Name and Address of UNDP focal point]*

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with requirements defined in the RFP dated *[specify date],* and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions:

1. **Qualifications of the Service Provider**

*The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNDP by submitting the following:*

1. *Profile – describe the nature of business, and field of expertise (maximum 1 page);*
2. *Business Licenses – Registration Papers, Tax Payment Certification, etc.*
3. *Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references;*
4. *Certificates and Accreditation – please list licenses, certifications, accreditations relevant to the Project implementation.*
5. *Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.*
6. **Proposed Methodology for the Completion of Services**

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| *The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the essential performance characteristics and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work.* |

1. **Qualifications of Key Personnel**

*If required by the RFP, the Service Provider must provide:*

1. *Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting members, etc.;*
2. *CVs demonstrating qualifications must be submitted if required by the RFP.*
3. **Cost Breakdown per Deliverable\***

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|  | **Deliverables**  ***[list them as referred to in the RFP]*** | **Percentage of Total Price *(Weight for payment)*** | **Price**  ***(Lump Sum, All Inclusive)*** |
| 1 | Deliverable 1 - Assignment Output 1: Itinerary for a 4-day FAM/PRESS trip(s) designed and approved by UNDP | 30% |  |
| 2 | Deliverable 2 - Assignment Output 2: A 4 - day FAM/PRESS trip delivered in accordance with the approved itineraries | 70% |  |
|  | Total | 100% |  |

*[Name and Signature of the Service Provider’s Authorized Person]*

*[Designation]*

*[Date]*

**Annex 3**

**General Terms and Conditions**

Link: [English version](https://popp.undp.org/_Layouts/15/POPPOpenDoc.aspx?ID=POPP-11-2493)

**Annex 4**

***Terms of Reference (TOR)***

##### Project Title: Via Dinarica: A Platform for Sustainable Tourism Development and Local Economic Growth

##### Activity: Design and Delivery of Familiarization/Press (FAM/PRESS) trip for International Tour Operators and Journalists to Via Dinarica destinations in Bosnia and Herzegovina (BiH)

##### Project Description:

The Dinaric Alps stretch along the Adriatic Sea in the direction northwest-southeast, through most of the countries of the South-East Europe and form a unique and distinct natural region. Their central part lays in Bosnia and Herzegovina and is an area of extraordinary beauty and value, both in terms of natural and cultural wealth, as well as historical features, holding a significant tourism potential. The concept of Via Dinarica as a touristic corridor was born several years ago, and has ever since mobilized attention, resources and commitment towards its transformation into a world-known tourism destination.

Via Dinarica: A Platform for Sustainable Tourism Development and Local Economic Growth (Via Dinarica Project) is a joint initiative of the United States Agency for International Development (USAID) and the United Nations Development Programme (UNDP) in Bosnia and Herzegovina (BiH). It is implemented in cooperation with national partners, and its goal is to reduce economic, social, and regional disparities in BiH, as well as to increase BiH standing in the competitive nature-based tourism sphere, by connecting the countries and communities of the Dinaric Alps, thus creating a unique and diversified tourist offer. The project aims to provide sustainable livelihoods for a broad spectrum of stakeholders in local communities along the Via Dinarica’s White, Green and Blue trails. The White Trail follows the highest limestone peaks of the Dinaric Alps, most of the time covered with snow, the Green Trail goes along the lower forest belt, and the Blue Trail cuts across the coastal Dinarides giving a magnificent view of the Adriatic Sea. Hence, Via Dinarica is a platform serving to promote and develop local communities and small businesses in the fields of hospitality, services and tourism, agriculture and cultural heritage. Via Dinarica promotes tourism to boost economic development of the region, while preserving the environment and respecting the sociocultural diversity and authenticity of local communities.

The Project has contributed to placing Bosnia and Herzegovina on the world tourism map as a nature-based tourism hotspot, changing the war-related negative image of the country. Over 2,000 km of trails have been assessed and GPS-marked, with more than 500 accommodation facilities, services and points of interest identified and recorded along all three Via Dinarica trails, captured within the world class on-line research tool powered by Outdoor Active platform. Significant improvements were made in tourism infrastructure and services, by offering over 600 beds in upgraded mountain huts and bed and breakfast accommodation, diversifying outdoor tourism services via 11 new integral tourism packages (e.g. hiking, mountain biking, rafting, etc.).

Owing to the concerted promotional efforts, Via Dinarica has gained global accolades through publications such as National Geographic, The Guardian, Lonely Planet, Outside Magazine, The Vogue, The Independent and others glorifying its beauty and uniqueness.

***Scope of Services, Expected Outputs and Target Completion***

Via Dinarica Project seeks a Service Provider in Bosnia and Herzegovina that has the capacity to design and provide overall support in the organization, facilitation and successful delivery of the Familiarization/Press (FAM/PRESS) trip for a group of the minimum of 4 and the maximum of 17 international tour operators and journalists to Via Dinarica destinations in Bosnia and Herzegovina (BiH). The purpose of the FAM/PRESS trip is to clearly identify specific and/or niche market opportunities based on trends, statistics and volume of specific markets, and to support local tour operators, with networks of other service providers in BiH, to connect with international tour operators and journalists to promote and sell the Via Dinarica. The FAM/PRESS trip will focus on European and North American markets with significant eco-tourism market share and reasonable access to BiH.

The FAM/PRESS trip is designated for a group of the minimum of 4 and the maximum of 17 tour operators and journalists.

**Output 1: Design itineraries for the FAM/PRESS trip**

The proposer is expected to design a 4-day FAM/PRESS trip itinerary against the following key parameters:

***i) Duration of the FAM/PRESS trip****:* The FAM/PRESS trip for a group of the minimum of 4 and the maximum of 17 international tour operators and journalists will take place in November and December 2017 (dates to be proposed by the proposer).

The first and the last day (two days) of the FAM/PRESS trip are envisaged for international travel and remaining 4 full working days will be available for delivering the substantive content of the FAM/PRESS trip within Bosnia and Herzegovina and at Via Dinarica destinations.

***ii) Content of the FAM/PRESS trip****:* proposed itinerary for the 4-day FAM/PRESS trip will be structured around (but not limited to) the following main elements:

1. visits to at least three Via Dinarica White Trail mountain destinations (hiking or biking or jeep-driving), with at least one overnight in one of those destinations, including the Via Dinarica Project beneficiaries’ facilities;
2. visits to at least three points of interest (POIs) located along the Via Dinarica Blue, Green and White Trails to experience the natural, historical and cultural heritage of Bosnia and Herzegovina, including at least one visit to, with a possibility to overnight, Una and/or Sutjeska National Parks and/or Blidinje Park of Nature, including the Via Dinarica Project beneficiaries’ facilities;
3. visits to two urban centers in Bosnia and Herzegovina;

**all inclusive of guided tours, meals and overnight stays.**

Details of Via Dinarica Trails and POIs are available at [www.viadinarica.com](http://www.viadinarica.com).

**Please state the price *per person* participating in the FAM/Press Trip.**

**Given the time of year, it is required that offerors design and offer two itineraries: a) “Snow itinerary”, and b) “No snow itinerary”.**

***iii) Method and language****:* the FAM/PRESS trip will be based on combination of field visits to Via Dinarica destinations and stay in urban centers of Bosnia and Herzegovina so that participating tour operators may assess the tourism potential of Bosnia and Herzegovina in its entirety and Via Dinarica as an emerging nature-based tourist destination. Participating tour operators and journalists will be accompanied by an English-speaking guide(s) at all times, with an important remark that guide(s) provided during the field trip to mountain/remote Via Dinarica destination will be skilled mountain guides.

**Output 2: Provide overall support in the organization, facilitation and successful delivery of the FAM/PRESS trip**

The proposer is expected to ensure in-country transportation as necessary (including a pick-up to/from the airport and travel to and from planned Via Dinarica field trip, as envisaged), meals, accommodation/overnight stays and English-speaking mountain and/or urban centers guide throughout the entire trip.

Within the proposed FAM/PRESS trip itinerary, the proposer is expected to offer the most adequate Via Dinarica mountain accommodations, including the Via Dinarica Project beneficiaries’ facilities, and urban centers accommodations to best reflect tourism potential of both Bosnia and Herzegovina in general and Via Dinarica and its beneficiaries in particular.

Air-flight tickets and related accompanying expenditures for all participants will be provided separately, so this expenditure SHOULD NOT BE included in the offer.

The proposer is to ensure overall organization, as well as technical and logistical arrangements prior to the arrival of participants to Bosnia and Herzegovina, as per the approved FAM/PRESS trip itinerary. Importantly, the proposer is to get in contact and organize all Via Dinarica field trips as proposed. Moreover, the proposer will provide overall facilitation and logistical support throughout delivery of the FAM/PRESS trip.

***Monitoring and performance evaluation***

Monitoring and performance evaluation of the Service Provider’s work will be conducted by the Via Dinarica Project Team.

UNDP might request of Service Provider to liaise with respective UNDP partners in the campaign, which will be communicated in due time.

Due to complexity of the tasks, Service Provider will need to appoint at least one person who will always be responsible for keeping track of plans, activities, implementation progress and ongoing issues.

***Implementation Team:***

The UNDP Team will be available to transfer the specific knowledge on the Project, which can be useful for the Service Provider. The UNDP Team will consist of:

* UNDP Via Dinarica Project Manager
* UNDP Economic Development Officer
* UNDP Via Dinarica Project Associate
* UNDP Via Dinarica Project Assistant