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INVITATION TO BID

Procurement of Travel Management Services in Belarus on Long Term Agreement (LTA) Basis

ITB No.: **BLR/260/2020**

Project: UNDP and UN Agencies in Belarus

Country: Republic of Belarus

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Section 1. Letter of Invitation

The United Nations Development Programme (UNDP) in Belarus hereby invites you to submit a Bid to this Invitation to Bid (ITB) for the above-referenced subject.

This ITB includes the following documents and the General Terms and Conditions of Contract which is inserted in the Bid Data Sheet:

- Section 1: This Letter of Invitation
- Section 2: Instruction to Bidders
- Section 3: Bid Data Sheet (BDS)
- Section 4: Evaluation Criteria
- Section 5: Schedule of Requirements and Technical Specifications
- Section 6: Returnable Bidding Forms
 - o Form A: Bid Submission Form
 - o Form B: Bidder Information Form
 - o Form C: Joint Venture/Consortium/Association Information Form
 - o Form D: Qualification Form
 - o Form E: Format of Technical Bid
 - o Form F: Price Schedule

Please note that this procurement process is being conducted through the online tendering system of UNDP. Bidders who wish to submit an offer must be registered in the system. Visit this page for system user guides and videos in different languages:

<http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notice/resources/>

If already registered, go to <https://etendering.partneragencies.org> and sign in using your username and password.

Use “Forgotten password” link if you do not remember your password. Do not create a new profile.

If you have never registered in the system before, you can register by visiting the link below and follow the instructions in the user guide (attached):

<https://etendering.partneragencies.org>

•**Username: event.guest**

•**Password: why2change**

You can view and download tender documents with the guest account as per the above username and password, However, if you are interested to participate, you must register in the system and subscribe to this tender to be notified when amendments are made.

The present ITB document is published under BLR10, event ID 0000006698.

Please utilize the “Accept Invitation” function in eTendering system to express your interest and intention to participate in this tender. This will enable you to receive amendments or updates to the ITB. Should you require further clarifications, kindly communicate with the contact person/s identified in the attached Data Sheet as the focal point for queries on this ITB.

Section 2. Instruction to Bidders

GENERAL PROVISIONS	
1. Introduction	<p>1.1 Bidders shall adhere to all the requirements of this ITB, including any amendments made in writing by UNDP. This ITB is conducted in accordance with the UNDP Programme and Operations Policies and Procedures (POPP) on Contracts and Procurement which can be accessed at https://popp.undp.org/SitePages/POPPBSUnit.aspx?TermID=254a9f96-b883-476a-8ef8-e81f93a2b38d</p> <p>1.2 Any Bid submitted will be regarded as an offer by the Bidder and does not constitute or imply the acceptance of the Bid by UNDP. UNDP is under no obligation to award a contract to any Bidder as a result of this ITB.</p> <p>1.3 UNDP reserves the right to cancel the procurement process at any stage without any liability of any kind for UNDP, upon notice to the bidders or publication of cancellation notice on UNDP website.</p> <p>1.4 As part of the bid, it is desired that the Bidder registers at the United Nations Global Marketplace (UNGM) website (www.ungm.org). The Bidder may still submit a bid even if not registered with the UNGM. However, if the Bidder is selected for contract award, the Bidder must register on the UNGM prior to contract signature.</p>
2. Fraud & Corruption, Gifts and Hospitality	<p>2.1 UNDP strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical or unprofessional practices, and obstruction of UNDP vendors and requires all bidders/vendors observe the highest standard of ethics during the procurement process and contract implementation. UNDP's Anti-Fraud Policy can be found at http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti</p> <p>2.2 Bidders/vendors shall not offer gifts or hospitality of any kind to UNDP staff members including recreational trips to sporting or cultural events, theme parks or offers of holidays, transportation, or invitations to extravagant lunches or dinners.</p> <p>2.3 In pursuance of this policy, UNDP:</p> <p style="margin-left: 20px;">(a) Shall reject a bid if it determines that the selected bidder has engaged in any corrupt or fraudulent practices in competing for the contract in question;</p> <p style="margin-left: 20px;">(b) Shall declare a vendor ineligible, either indefinitely or for a stated period, to be awarded a contract if at any time it determines that the vendor has engaged in any corrupt or fraudulent practices in competing for, or in executing a UNDP contract.</p> <p>2.4 All Bidders must adhere to the UN Contractor Code of Conduct, which may be found at http://www.un.org/depts/ptd/pdf/conduct_english.pdf</p>
3. Eligibility	<p>3.1 A vendor should not be suspended, debarred, or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization. Vendors are therefore required to disclose to UNDP whether they are subject to any sanction or temporary suspension imposed by</p>

	<p>these organizations.</p> <p>3.2 It is the Bidder’s responsibility to ensure that its employees, joint venture members, sub-contractors, service providers, Contractors and/or their employees meet the eligibility requirements as established by UNDP.</p>
4. Conflict of Interests	<p>4.1 Bidders must strictly avoid conflicts with other assignments or their own interests, and act without consideration for future work. Bidders found to have a conflict of interest shall be disqualified. Without limitation on the generality of the above, Bidders, and any of their affiliates, shall be considered to have a conflict of interest with one or more parties in this solicitation process, if they:</p> <ul style="list-style-type: none"> a) Are or have been associated in the past, with a firm or any of its affiliates which have been engaged by UNDP to provide services for the preparation of the design, specifications, Terms of Reference, cost analysis/estimation, and other documents to be used for the procurement of the goods and services in this selection process; b) Were involved in the preparation and/or design of the programme/project related to the goods and/or services requested under this ITB; or c) Are found to be in conflict for any other reason, as may be established by, or at the discretion of UNDP. <p>4.2 In the event of any uncertainty in the interpretation of a potential conflict of interest, Bidders must disclose to UNDP, and seek UNDP’s confirmation on whether or not such conflict exists.</p> <p>4.3 Similarly, the Bidders must disclose in their Bid their knowledge of the following:</p> <ul style="list-style-type: none"> a) If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel who are family members of UNDP staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving goods and/or services under this ITB; and b) All other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices. <p>Failure to disclose such an information may result in the rejection of the Bid or Bids affected by the non-disclosure.</p> <p>4.4 The eligibility of Bidders that are wholly or partly owned by the Government shall be subject to UNDP’s further evaluation and review of various factors such as being registered, operated and managed as an independent business entity, the extent of Government ownership/share, receipt of subsidies, mandate and access to information in relation to this ITB, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Bid.</p>
B. PREPARATION OF BIDS	
5. General Considerations	<p>5.1 In preparing the Bid, the Bidder is expected to examine the ITB in detail. Material deficiencies in providing the information requested in the ITB may result in rejection of the Bid.</p> <p>5.2 The Bidder will not be permitted to take advantage of any errors or omissions in the ITB. Should such errors or omissions be discovered, the Bidder must notify the UNDP accordingly.</p>

6. Cost of Preparation of Bid	6.1 The Bidder shall bear all costs related to the preparation and/or submission of the Bid, regardless of whether its Bid is selected or not. UNDP shall not be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process.
7. Language	7.1 The Bid, as well as any and all related correspondence exchanged by the Bidder and UNDP, shall be written in the language (s) specified in the BDS.
8. Documents Comprising the Bid	8.1 The Bid shall comprise of the following documents and related forms which details are provided in the BDS: <ul style="list-style-type: none"> a) Documents Establishing the Eligibility and Qualifications of the Bidder; b) Technical Bid; c) Price Schedule; d) Bid Security, if required by BDS; e) Any attachments and/or appendices to the Bid.
9. Documents Establishing the Eligibility and Qualifications of the Bidder	9.1 The Bidder shall furnish documentary evidence of its status as an eligible and qualified vendor, using the Forms provided under Section 6 and providing documents required in those forms. In order to award a contract to a Bidder, its qualifications must be documented to UNDP's satisfaction.
10. Technical Bid Format and Content	10.1 The Bidder is required to submit a Technical Bid using the Standard Forms and templates provided in Section 6 of the ITB. 10.2 Samples of items, when required as per Section 5, shall be provided within the time specified and unless otherwise specified by the Purchaser, at no expense to the UNDP. If not destroyed by testing, samples will be returned at Bidder's request and expense, unless otherwise specified. 10.3 When applicable and required as per Section 5, the Bidder shall describe the necessary training programme available for the maintenance and operation of the equipment offered as well as the cost to the UNDP. Unless otherwise specified, such training as well as training materials shall be provided in the language of the Bid as specified in the BDS. 10.4 When applicable and required as per Section 5, the Bidder shall certify the availability of spare parts for a period of at least five (5) years from date of delivery, or as otherwise specified in this ITB.
11. Price Schedule	11.1 The Price Schedule shall be prepared using the Form provided in Section 6 of the ITB and taking into consideration the requirements in the ITB. 11.2 Any requirement described in the Technical Bid but not priced in the Price Schedule, shall be assumed to be included in the prices of other activities or items, as well as in the final total price.
12. Bid Security	12.1 A Bid Security, if required by BDS, shall be provided in the amount and form indicated in the BDS. The Bid Security shall be valid for a minimum of thirty (30) days after the final date of validity of the Bid. 12.2 The Bid Security shall be included along with the Bid. If Bid Security is required by the ITB but is not found in the Bid, the offer shall be rejected. 12.3 If the Bid Security amount or its validity period is found to be less than what is

	<p>required by UNDP, UNDP shall reject the Bid.</p> <p>12.4 In the event an electronic submission is allowed in the BDS, Bidders shall include a copy of the Bid Security in their bid and the original of the Bid Security must be sent via courier or hand delivery as per the instructions in BDS.</p> <p>12.5 The Bid Security may be forfeited by UNDP, and the Bid rejected, in the event of any, or combination, of the following conditions:</p> <ul style="list-style-type: none"> a) If the Bidder withdraws its offer during the period of the Bid Validity specified in the BDS, or; b) In the event the successful Bidder fails: <ul style="list-style-type: none"> i. to sign the Contract after UNDP has issued an award; or ii. to furnish the Performance Security, insurances, or other documents that UNDP may require as a condition precedent to the effectivity of the contract that may be awarded to the Bidder.
<p>13. Currencies</p>	<p>13.1 All prices shall be quoted in the currency or currencies indicated in the BDS. Where Bids are quoted in different currencies, for the purposes of comparison of all Bids:</p> <ul style="list-style-type: none"> a) UNDP will convert the currency quoted in the Bid into the UNDP preferred currency, in accordance with the prevailing UN operational rate of exchange on the last day of submission of Bids; and b) In the event that UNDP selects a Bid for award that is quoted in a currency different from the preferred currency in the BDS, UNDP shall reserve the right to award the contract in the currency of UNDP's preference, using the conversion method specified above.
<p>14. Joint Venture, Consortium or Association</p>	<p>14.1 If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Bid, they shall confirm in their Bid that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Bid; and (ii) if they are awarded the contract, the contract shall be entered into, by and between UNDP and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture.</p> <p>14.2 After the Deadline for Submission of Bid, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of UNDP.</p> <p>14.3 The lead entity and the member entities of the JV, Consortium or Association shall abide by the provisions of Clause 15 herein in respect of submitting only one Bid.</p> <p>14.4 The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entities in the joint venture in delivering the requirements of the ITB, both in the Bid and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by UNDP.</p> <p>14.5 A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:</p>

	<p>a) Those that were undertaken together by the JV, Consortium or Association; and</p> <p>b) Those that were undertaken by the individual entities of the JV, Consortium or Association.</p> <p>14.6 Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.</p> <p>14.7 JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm.</p>
15. Only One Bid	<p>15.1 The Bidder (including the individual members of any Joint Venture) shall submit only one Bid, either in its own name or as part of a Joint Venture.</p> <p>15.2 Bids submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <p>a) they have at least one controlling partner, director or shareholder in common; or</p> <p>b) any one of them receive or have received any direct or indirect subsidy from the other/s; or</p> <p>c) they have the same legal representative for purposes of this ITB; or</p> <p>d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Bid of another Bidder regarding this ITB process;</p> <p>e) they are subcontractors to each other's Bid, or a subcontractor to one Bid also submits another Bid under its name as lead Bidder; or some key personnel proposed to be in the team of one Bidder participates in more than one Bid received for this ITB process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Bid.</p>
16. Bid Validity Period	<p>16.1 Bids shall remain valid for the period specified in the BDS, commencing on the Deadline for Submission of Bids. A Bid valid for a shorter period may be rejected by UNDP and rendered non-responsive.</p> <p>16.2 During the Bid validity period, the Bidder shall maintain its original Bid without any change, including the availability of the Key Personnel, the proposed rates and the total price.</p>
17. Extension of Bid Validity Period	<p>17.1 In exceptional circumstances, prior to the expiration of the Bid validity period, UNDP may request Bidders to extend the period of validity of their Bids. The request and the responses shall be made in writing, and shall be considered integral to the Bid.</p> <p>17.2 If the Bidder agrees to extend the validity of its Bid, it shall be done without any change to the original Bid.</p> <p>17.3 The Bidder has the right to refuse to extend the validity of its Bid, in which case, the Bid shall not be further evaluated.</p>
18. Clarification of Bid (from the Bidders)	<p>18.1 Bidders may request clarifications on any of the ITB documents no later than the date indicated in the BDS. Any request for clarification must be sent in writing in</p>

	<p>the manner indicated in the BDS. If inquiries are sent other than specified channel, even if they are sent to a UNDP staff member, UNDP shall have no obligation to respond or confirm that the query was officially received.</p> <p>18.2 UNDP will provide the responses to clarifications through the method specified in the BDS.</p> <p>18.3 UNDP shall endeavour to provide responses to clarifications in an expeditious manner, but any delay in such response shall not cause an obligation on the part of UNDP to extend the submission date of the Bids, unless UNDP deems that such an extension is justified and necessary.</p>
19. Amendment of Bids	<p>19.1 At any time prior to the deadline of Bid submission, UNDP may for any reason, such as in response to a clarification requested by a Bidder, modify the ITB in the form of an amendment to the ITB. Amendments will be made available to all prospective bidders.</p> <p>19.2 If the amendment is substantial, UNDP may extend the Deadline for submission of Bid to give the Bidders reasonable time to incorporate the amendment into their Bids.</p>
20. Alternative Bids	<p>20.1 Unless otherwise specified in the BDS, alternative Bids shall not be considered. If submission of alternative Bid is allowed by BDS, a Bidder may submit an alternative Bid, but only if it also submits a Bid conforming to the ITB requirements. Where the conditions for its acceptance are met, or justifications are clearly established, UNDP reserves the right to award a contract based on an alternative Bid.</p> <p>20.2 If multiple/alternative bids are being submitted, they must be clearly marked as "Main Bid" and "Alternative Bid".</p>
21. Pre-Bid Conference	<p>21.1 When appropriate, a pre-bid conference will be conducted at the date, time and location specified in the BDS. All Bidders are encouraged to attend. Non-attendance, however, shall not result in disqualification of an interested Bidder. Minutes of the Bidder's conference will be disseminated on the procurement website and shared by email or on the e-Tendering platform as specified in the BDS. No verbal statement made during the conference shall modify the terms and conditions of the ITB, unless specifically incorporated in the Minutes of the Bidder's Conference or issued/posted as an amendment to ITB.</p>

C. SUBMISSION AND OPENING OF BIDS

22. Submission	<p>22.1 The Bidder shall submit a duly signed and complete Bid comprising the documents and forms in accordance with requirements in the BDS. The Price Schedule shall be submitted together with the Technical Bid. Bid can be delivered either personally, by courier, or by electronic method of transmission as specified in the BDS.</p> <p>22.2 The Bid shall be signed by the Bidder or person(s) duly authorized to commit the Bidder. The authorization shall be communicated through a document evidencing such authorization issued by the legal representative of the bidding entity, or a Power of Attorney, accompanying the Bid.</p> <p>22.3 Bidders must be aware that the mere act of submission of a Bid, in and of itself, implies that the Bidder fully accepts the UNDP Contract General Terms and Conditions.</p>
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<p>Hard copy (manual) submission</p>	<p>22.4 Hard copy (manual) submission by courier or hand delivery allowed or specified in the BDS shall be governed as follows: Not allowed for this tender. Please use eTendering Platform.</p>
<p>Email and eTendering submissions</p>	<p>22.5 Electronic submission through email or eTendering, if allowed as specified in the BDS, shall be governed as follows: a) Electronic files that form part of the Bid must be in accordance with the format and requirements indicated in BDS; b) Documents which are required to be in original form (e.g. Bid Security, etc.) must be sent via courier or hand delivered as per the instructions in BDS.</p> <p>22.6 Detailed instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link: http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/</p>
<p>23. Deadline for Submission of Bids and Late Bids</p>	<p>23.1 Complete Bids must be received by UNDP in the manner, and no later than the date and time, specified in the BDS. UNDP shall only recognise the actual date and time that the bid was received by UNDP</p> <p>23.2 UNDP shall not consider any Bid that is received after the deadline for the submission of Bids.</p>
<p>24. Withdrawal, Substitution, and Modification of Bids</p>	<p>24.1 A Bidder may withdraw, substitute or modify its Bid after it has been submitted at any time prior to the deadline for submission.</p> <p>24.2 Manual and Email submissions: A bidder may withdraw, substitute or modify its Bid by sending a written notice to UNDP, duly signed by an authorized representative, and shall include a copy of the authorization (or a Power of Attorney). The corresponding substitution or modification of the Bid, if any, must accompany the respective written notice. All notices must be submitted in the same manner as specified for submission of Bids, by clearly marking them as "WITHDRAWAL" "SUBSTITUTION," or "MODIFICATION".</p> <p>24.3 eTendering: A Bidder may withdraw, substitute or modify its Bid by Cancelling, Editing, and re-submitting the Bid directly in the system. It is the responsibility of the Bidder to properly follow the system instructions, duly edit and submit a substitution or modification of the Bid as needed. Detailed instructions on how to cancel or modify a Bid directly in the system are provided in the Bidder User Guide and Instructional videos.</p> <p>24.4 Bids requested to be withdrawn shall be returned unopened to the Bidders (only for manual submissions), except if the bid is withdrawn after the bid has been opened.</p>
<p>25. Bid Opening</p>	<p>25.1 UNDP will open the Bid in the presence of an ad-hoc committee formed by UNDP of at least two (2) members.</p> <p>25.2 The Bidders' names, modifications, withdrawals, the condition of the envelope labels/seals, the number of folders/files and all other such other details as UNDP may consider appropriate, will be announced at the opening. No Bid shall be rejected at the opening stage, except for late submissions, in which case, the Bid</p>

	<p>shall be returned unopened to the Bidders.</p> <p>25.3 In the case of e-Tendering submission, bidders will receive an automatic notification once the Bid is opened.</p>
D. EVALUATION OF BIDS	
26. Confidentiality	<p>26.1 Information relating to the examination, evaluation, and comparison of Bids, and the recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with such process, even after publication of the contract award.</p> <p>26.2 Any effort by a Bidder or anyone on behalf of the Bidder to influence UNDP in the examination, evaluation and comparison of the Bids or contract award decisions may, at UNDP's decision, result in the rejection of its Bid and may subsequently be subject to the application of prevailing UNDP's vendor sanctions procedures.</p>
27. Evaluation of Bids	<p>27.1 UNDP will conduct the evaluation solely on the basis of the Bids received.</p> <p>27.2 Evaluation of Bids shall be undertaken in the following steps:</p> <ol style="list-style-type: none"> a) Preliminary Examination including Eligibility b) Arithmetical check and ranking of bidders who passed preliminary examination by price c) Qualification assessment (if pre-qualification was not done) <ol style="list-style-type: none"> a) Evaluation of Technical Bids b) Evaluation of prices <p>Detailed evaluation will be focussed on the 3 - 5 lowest priced bids. Further higher priced bids shall be added for evaluation if necessary.</p>
28. Preliminary Examination	<p>28.1 UNDP shall examine the Bids to determine whether they are complete with respect to minimum documentary requirements, whether the documents have been properly signed, and whether the Bids are generally in order, among other indicators that may be used at this stage. UNDP reserves the right to reject any Bid at this stage.</p>
29. Evaluation of Eligibility and Qualification	<p>29.1 Eligibility and Qualification of the Bidder will be evaluated against the Minimum Eligibility/Qualification requirements specified in the Section 4 (Evaluation Criteria).</p> <p>29.2 In general terms, vendors that meet the following criteria may be considered qualified:</p> <ol style="list-style-type: none"> a) They are not included in the UN Security Council 1267/1989 Committee's list of terrorists and terrorist financiers, and in UNDP's ineligible vendors' list; b) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments, c) They have the necessary similar experience, technical expertise, production capacity, quality certifications, quality assurance procedures and other resources applicable to the supply of goods and/or services required; d) They are able to comply fully with the UNDP General Terms and Conditions of Contract; e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and f) They have a record of timely and satisfactory performance with their clients.

30. Evaluation of Technical Bid and prices	<p>30.1 The evaluation team shall review and evaluate the Technical Bids on the basis of their responsiveness to the Schedule of Requirements and Technical Specifications and other documentation provided, applying the procedure indicated in the BDS and other ITB documents. When necessary, and if stated in the BDS, UNDP may invite technically responsive bidders for a presentation related to their technical Bids. The conditions for the presentation shall be provided in the bid document where required.</p>
31. Due diligence	<p>31.1 UNDP reserves the right to undertake a due diligence exercise, aimed at determining to its satisfaction, the validity of the information provided by the Bidder. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the following:</p> <ul style="list-style-type: none"> a) Verification of accuracy, correctness and authenticity of information provided by the Bidder; b) Validation of extent of compliance to the ITB requirements and evaluation criteria based on what has so far been found by the evaluation team; c) Inquiry and reference checking with Government entities with jurisdiction on the Bidder, or with previous clients, or any other entity that may have done business with the Bidder; d) Inquiry and reference checking with previous clients on the performance on on-going or completed contracts, including physical inspections of previous works, as deemed necessary; e) Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder; f) Other means that UNDP may deem appropriate, at any stage within the selection process, prior to awarding the contract.
32. Clarification of Bids	<p>32.1 To assist in the examination, evaluation and comparison of Bids, UNDP may, at its discretion, request any Bidder for a clarification of its Bid.</p> <p>32.2 UNDP's request for clarification and the response shall be in writing and no change in the prices or substance of the Bid shall be sought, offered, or permitted, except to provide clarification, and confirm the correction of any arithmetic errors discovered by UNDP in the evaluation of the Bids, in accordance with the ITB.</p> <p>32.3 Any unsolicited clarification submitted by a Bidder in respect to its Bid, which is not a response to a request by UNDP, shall not be considered during the review and evaluation of the Bids.</p>
33. Responsiveness of Bid	<p>33.1 UNDP's determination of a Bid's responsiveness will be based on the contents of the bid itself. A substantially responsive Bid is one that conforms to all the terms, conditions, specifications and other requirements of the ITB without material deviation, reservation, or omission.</p> <p>33.2 If a bid is not substantially responsive, it shall be rejected by UNDP and may not subsequently be made responsive by the Bidder by correction of the material deviation, reservation, or omission.</p>
34. Nonconformities, Repairable Errors and Omissions	<p>34.1 Provided that a Bid is substantially responsive, UNDP may waive any non-conformities or omissions in the Bid that, in the opinion of UNDP, do not constitute a material deviation.</p> <p>34.2 UNDP may request the Bidder to submit the necessary information or</p>

	<p>documentation, within a reasonable period, to rectify nonmaterial nonconformities or omissions in the Bid related to documentation requirements. Such omission shall not be related to any aspect of the price of the Bid. Failure of the Bidder to comply with the request may result in the rejection of its Bid.</p> <p>34.3 For the bids that have passed the preliminary examination, UNDP shall check and correct arithmetical errors as follows:</p> <ul style="list-style-type: none"> a) if there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of UNDP there is an obvious misplacement of the decimal point in the unit price; in which case, the line item total as quoted shall govern and the unit price shall be corrected; b) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail. <p>34.4 If the Bidder does not accept the correction of errors made by UNDP, its Bid shall be rejected.</p>
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E. AWARD OF CONTRACT

35. Right to Accept, Reject, Any or All Bids	35.1 UNDP reserves the right to accept or reject any bid, to render any or all of the bids as non-responsive, and to reject all Bids at any time prior to award of contract, without incurring any liability, or obligation to inform the affected Bidder(s) of the grounds for UNDP's action. UNDP shall not be obliged to award the contract to the lowest priced offer.
36. Award Criteria	36.1 Prior to expiration of the period of Bid validity, UNDP shall award the contract to the qualified and eligible Bidder that is found to be responsive to the requirements of the Schedule of Requirements and Technical Specification, and has offered the lowest price.
37. Debriefing	37.1 In the event that a Bidder is unsuccessful, the Bidder may request for a debriefing from UNDP. The purpose of the debriefing is to discuss the strengths and weaknesses of the Bidder's submission, in order to assist the Bidder in improving its future Bids for UNDP procurement opportunities. The content of other Bids and how they compare to the Bidder's submission shall not be discussed.
38. Right to Vary Requirements at the Time of Award	38.1 At the time of award of Contract, UNDP reserves the right to vary the quantity of goods and/or services, 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.
39. Contract Signature	39.1 Within fifteen (15) days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to UNDP. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Bid Security, if any, and on which event, UNDP may award the Contract to the Second highest rated or call for new Bids.

40. Contract Type and General Terms and Conditions	<p>40.1 The types of Contract to be signed and the applicable UNDP Contract General Terms and Conditions, as specified in BDS, can be accessed at http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</p>
41. Performance Security	<p>41.1 A performance security, if required in the BDS, shall be provided in the amount specified in BDS and form available at https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&action=default within a maximum of fifteen (15) days of the contract signature by both parties. Where a performance security is required, the receipt of the performance security by UNDP shall be a condition for rendering the contract effective.</p>
42. Bank Guarantee for Advanced Payment	<p>42.1 Except when the interests of UNDP so require, it is UNDP's standard practice to not make advance payment(s) (i.e., payments without having received any outputs). If an advance payment is allowed as per the BDS, and exceeds 20% of the total contract price, or USD 30,000, whichever is less, the Bidder shall submit a Bank Guarantee in the full amount of the advance payment in the form available at https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Contract%20Management%20Payment%20and%20Taxes_Advanced%20Payment%20Guarantee%20Form.docx&action=default</p>
43. Liquidated Damages	<p>43.1 If specified in the BDS, UNDP shall apply Liquidated Damages for the damages and/or risks caused to UNDP resulting from the Contractor's delays or breach of its obligations as per Contract.</p>
44. Payment Provisions	<p>44.1 Payment will be made only upon UNDP's acceptance of the goods and/or services performed. The terms of payment shall be within thirty (30) days, after receipt of invoice and certification of acceptance of goods and/or services issued by the proper authority in UNDP with direct supervision of the Contractor. Payment will be effected by bank transfer in the currency of the contract.</p>
45. Vendor Protest	<p>45.1 UNDP's vendor protest procedure provides an opportunity for appeal to those persons or firms not awarded a contract through a competitive procurement process. In the event that a Bidder believes that it was not treated fairly, the following link provides further details regarding UNDP vendor protest procedures: http://www.undp.org/content/undp/en/home/procurement/business/protest-and-sanctions.html</p>
46. Other Provisions	<p>46.1 In the event that the Bidder offers a lower price to the host Government (e.g. General Services Administration (GSA) of the federal government of the United States of America) for similar goods and/or services, UNDP shall be entitled to the same lower price. The UNDP General Terms and Conditions shall have precedence.</p> <p>46.2 UNDP is entitled to receive the same pricing offered by the same Contractor in contracts with the United Nations and/or its Agencies. The UNDP General Terms and Conditions shall have precedence.</p> <p>46.3 The United Nations has established restrictions on employment of (former) UN</p>

	staff who have been involved in the procurement process as per bulletin ST/SGB/2006/15 http://www.un.org/en/ga/search/view doc.asp?symbol=ST/SGB/2006/15&referer
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Section 3. Bid Data Sheet

The following data for the goods and/or services to be procured shall complement, supplement, or amend the provisions in the Invitation to Bid. In the case of a conflict between the Instructions to Bidders, the Bid Data Sheet, and other annexes or references attached to the Bid Data Sheet, the provisions in the Bid Data Sheet shall prevail.

BDS No.	Ref. to Section.2	Data	Specific Instructions / Requirements
1	7	Language of the Bid	<input checked="" type="checkbox"/> English
2		Submitting Bids for Parts or sub-parts of the Schedule of Requirements (partial bids)	Not allowed
3	20	Alternative Bids	Shall not be considered
4	21	Pre-Bid conference	<p>Will be conducted Time: 10:30 hours local (Minsk) time (UTC + 3) Date : 07 August, 2020 Venue : online through application for video conferences ZOOM. Link to the videoconference https://undp.zoom.us/s/91840327068</p> <p>The UNDP focal point for the arrangement is: Irina Grozick, Procurement Associate E-mail: irina.grozick@undp.org <i>Please confirm your participation one day before the Pre-bid conference date by 16:00 hours local (Minsk) time (UTC + 3) by sending e-mail to the address irina.grozick@undp.org</i></p>
5	16	Bid Validity Period	90 days
6	12	Bid Security	Not Required
7	42	Advanced Payment upon signing of contract	Not Allowed
8	43	Liquidated Damages	Will not be imposed

9	41	Performance Security	Not Required
10	13	Currency of Bid	United States Dollar (USD) All Offerors shall quote their prices in USD
11	18	Deadline for submitting requests for clarifications/ questions	5 days before the submission deadline UNDP shall endeavour to provide responses to clarifications in an expeditious manner, but any delay in such response shall not cause an obligation on the part of UNDP to extend the submission date of the Bids, unless UNDP deems that such an extension is justified and necessary
12	18	Contact Details for submitting clarifications/questions	<u>Focal Person in UNDP for submitting clarifications/questions:</u> Irina Grozick, Procurement Associate <u>Address:</u> UNDP in Belarus, Kirova str., 17, 6th floor, Minsk, Republic of Belarus <u>E-mail address:</u> irina.grozick@undp.org
13	18, 19 and 21	Manner of Disseminating Supplemental Information to the ITB and responses/clarifications to queries	Posted directly to eTendering All Bidders that will click "Accept invitation" button will be automatically notified by the system on any supplemental information and/or clarifications added.
14	23	Deadline for Submission	For eTendering submission – as indicated in eTendering platform system. Note that system time zone is in EST/EDT (New York) time zone.
14	22	Allowable Manner of Submitting Bids	<input checked="" type="checkbox"/> e-Tendering submission only Courier/Hand Delivery and submission by e-mail is not allowed
15	22	Bid Submission Address	https://etendering.partneragencies.org To search for this event please use the following details: Business Unit: BLR10 and Event ID: 0000006698
16	22	Electronic submission (email or eTendering) requirements	<ul style="list-style-type: none"> ▪ Format: PDF files only ▪ File names must be maximum 60 characters long and must not contain any letter or special character other than from English alphabet/keyboard. ▪ All files must be free of viruses and not corrupted. ▪ If you are uploading a large number of files (ex.15 or more), please zip the files into a ZIP folder and upload the folder instead of each file individually. You can upload several ZIP folders, but if you do this, please note that the total size of each ZIP folder uploaded should not exceed 50 MB.

17	25	Date, time and venue for the opening of bid	This is e-Tendering submission, bidders will receive an automatic notification once their Bids are opened.
18	27, 36	Evaluation Method for the Award of Contract	Lowest priced technically responsive, eligible and qualified bid
19		Expected date for commencement of Contract	<i>September 21, 2020</i>
20		Maximum expected duration of contract	Up to 3 years. Long Term Agreement will be signed for an initial period of one (1) year, with the possibility of an extension for two (2) more years based on the satisfactory performance from an LTA holder.
21	35	UNDP will award the contract to:	One Proposer Only
22	40	Type of Contract	Contract for Goods and/or Services to UNDP http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html (in English) http://www.by.undp.org/content/belarus/ru/home/operations/procurement.html (in Russian)
23	40	UNDP Contract Terms and Conditions that will apply	UNDP General Terms and Conditions for Contracts http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html http://www.by.undp.org/content/belarus/ru/home/operations/procurement.html (in Russian)
24		Other Information Related to the ITB	LTA will be owned by UNDP Belarus Country Office

Section 4. Evaluation Criteria

Preliminary Examination Criteria

Bids will be examined to determine whether they are complete and submitted in accordance with ITB requirements as per below criteria on a Yes/No basis:

- Appropriate signatures
- Power of Attorney
- Minimum Bid documents provided
- Bid Validity

Minimum Eligibility and Qualification Criteria

Eligibility and Qualification will be evaluated on a Pass/Fail basis.

If the Bid is submitted as a Joint Venture/Consortium/Association, each member should meet the minimum criteria, unless otherwise specified.

Subject	Criteria	Document Submission requirement
ELIGIBILITY		
Legal Status	Vendor is a legally registered entity.	Form B: Bidder Information Form
Eligibility	Vendor is not suspended, nor debarred, nor otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization in accordance with ITB Clause 3.	Form A: Bid Submission Form
Conflict of Interest	No conflicts of interest in accordance with ITB Clause 4.	Form A: Bid Submission Form
Bankruptcy	Has not declared bankruptcy, is not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future.	Form A: Bid Submission Form
QUALIFICATION		
Certificates and Licences	Accredited IATA Travel Agent duly licensed to operate in Belarus (copy of the IATA membership to be submitted)	Form B: Bidder Information Form
History of Non-Performing Contracts¹	Non-performance of a contract did not occur as a result of contractor default for the last 3 years.	Form D: Qualification Form
Litigation History	No consistent history of court / arbitral award decisions against	Form D: Qualification

¹ 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 Employers 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.

	the Bidder for the last 3 years.	Form
Previous Experience	<p>Minimum five (5) years of relevant experience in supply of similar services and registered as a travel agent (copy of Registration Certificate to be submitted)</p> <p>Minimum three positive recommendations from international organizations (embassies, UN agency, NGOs, multinational corporations etc.)</p> <p><i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i></p>	Form D: Qualification Form
Other requirements	At least 1 branch/office located in Minsk (minimum requirement)	YES/NO Please indicate address of the office(s) in Minsk
	Minimum average annual sales of air tickets for the last 3 years (2017, 2018 and 2019) must be not less than 1000 tickets	YES/NO Please indicate annual turnover of tickets
	Availability of at least 1 booking system (Gabriel, Amadeus etc.) (minimum requirement)	YES/NO Please indicate which system(s) available
	Agreements with respective air companies to issue tickets on their behalf (provide available ones from the "List of carriers" p.33)	YES/NO Provide copies of available agreements
	Acceptance of Provisions of UNDP General Terms and Conditions	YES/NO
Financial Standing	<p>Minimum average <u>annual</u> turnover of USD 350,000 for the last 3 years (2017, 2018 and 2019).</p> <p><i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i></p>	Form D: Qualification Form
	<p>Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability.</p> <p>Current liquidity ratio is to be not less than 1.0.</p> <p>If liquidity ratio is less than 1.0, UNDP will verify financial stability / strength of the Bidder and has the authority to seek references from concerned parties and banks on the Bidder's financial standing. UNDP shall have the right to reject any bid submitted by a Bidder proved to be not financially stable as a result of the verification of the Bidder's financial stability / strength.</p> <p><i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i></p>	Form D: Qualification Form

Detailed Technical and Financial Evaluation

TECHNICAL EVALUATION		
Technical Evaluation	The technical bids shall be evaluated on a pass/fail basis for compliance or non-compliance with the technical specifications and related services and requirements identified in the bid document.	Form E: Technical Bid Form

FINANCIAL EVALUATION		
Financial Evaluation	Detailed analysis of the price schedule based on requirements listed in Section 5a and quoted for by the bidders in Form F. Comparison with budget / internal estimates.	Form F: Price Schedule Form
OTHER REQUIREMENTS		
Proposed Staff	The Bidder shall submit CVs of the below proposed key personnel: 1) Travel Supervisor/manager (One position) – a minimum University degree and 7 years’ work experience in the related field. CV should be attached. 2) Travel agent (at least two positions) – a minimum of 4 years’ of practical work experience in management of travel services, operating the automated reservation and ticketing system. CVs should be attached.	Format for CV of Proposed Key Personnel

Section 5a: Schedule of Requirements and Technical Specifications

Provision of Travel Management Services for UN Agencies in Belarus on Long Term Agreement basis

SCHEDULE OF REQUIREMENTS

A. BACKGROUND AND GENERAL CONSIDERATIONS

1. Background

UNDP Belarus has been identified as the Leading Agency to organize and conduct the bidding process on behalf of the following UN Agencies in Belarus: UNFPA, UNHCR, UNICEF.

In order to achieve time and cost efficiency while ensuring outstanding quality of service, UNDP, on behalf of the UN Agencies in Belarus listed above, envisages entering into Long Term Agreement with one qualified Travel Agent for the provision of Travel Management Services for an initial period of one year with the option to extend for two additional years, subject to a satisfactory performance evaluation.

The average annual volume of tickets procured by UNDP and the above UN Agencies during 2017, 2018 and 2019 amounts to approximately USD 800,000.00. Ticketing volume in the years to come is expected to be somewhat lower due to COVID-19 and resulting travel restrictions. However, any agreement resulting from this Invitation to Bid carries with it no guarantee of future business levels.

Travel, as referred to in the TOR, shall apply to all journeys of UNDP and other UN Agencies staff in Belarus by air from one place to another for official business purposes. These official purposes include, but need not be limited to the following:

- ✓ Official missions, meetings and various events;
- ✓ Interviews of applicants / candidates for employment;
- ✓ Appointment and repatriation of staff and family members;
- ✓ Home leaves, emergency travels, and educational leaves; and
- ✓ Visit to project sites, by UN Agencies staff, Government and counterparts, or other entities.

100% of all air travel concerns international travel only (there is no domestic air travel).

2. UN/UNDP Travel Policy

Current air travel policy requires the Travel Agents in all cases to book the most direct and economical routes and to research alternate itineraries (at least three options, if available) in order to provide the lowest appropriate fares, which satisfy the UN/UNDP travel policies and mission requirements. The UN travel policies embody the following basic principles:

- 1- Where available, use of the lowest applicable fare (including penalty fares) is the preference;
- 2- Full economy fares may be used if no appropriate reduced fares are available;
- 3- Business class travel or equivalent may be applicable only in very limited situations;
- 4- Travel regulations prohibit first-class travel except for a few specific categories;
- 5- The Travel Agent must be knowledgeable of and prepared to offer special fares, restricted fares, discount fares, and bulk fares for use whenever appropriate. Fares which entail restrictive conditions (such as penalties or stayovers), however, shall only be booked with the express approval of UN Agency

Authorized Staff;

- 6- The Travel Agent shall, where appropriate, attempt to obtain free business class and first class upgrades for UN/UNDP travelers. Any upgrades should be used for the cost-savings purposes.

B. SCOPE OF SERVICES, EXPECTED OUTPUTS AND PERFORMANCE STANDARDS

3. Objective

UNDP Belarus on behalf of the UN agencies listed above is hereby undertaking a solicitation of bids from Travel Agents which are interested to provide various Travel Management Services regularly required by the UN agencies in Belarus. All management and administrative products, current and emerging, which assist in the support of the authorized travel, fall within the scope of the proposal. The successful Proposer shall be contracted for this purpose for an initial period of one (1) year and renewable for the additional two (2) years, upon satisfactory evaluation of performance.

4. Scope of Services and Expected Outputs

The successful Travel Agent shall provide full, prompt, accurate and expert international travel products and services to staff of the UN agencies from 09:00 am to 18:00 pm during working days. In addition, the 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, including requests originated in English language. One of the Travel Agent's employees shall always be reachable by phone.

The official travel requirements shall be accorded the highest priority and, therefore, the Travel Agent shall ensure that servicing private travel does not delay, impede or frustrate the Travel Agent timely and effective processing of the UN official travel.

Much of the official travel shall be organized on a short notice, thereby placing a premium on efficiency and rapid communication in handling all travel related matters. Furthermore, in carrying out its diverse worldwide operations, UN Agencies in Belarus need not only to arrange for travel of its Minsk-based staff, but also for the travel of new staff, participants in meetings, and staff/experts from other parts of the world.

1) Reservation and ticketing

- For every travel requirement the Travel Agent shall immediately make offers and prepare appropriate itineraries and formal quotation based on the most direct and economical route.
IMPORTANT: The price of the tickets proposed by the Travel Agent shall be no higher than the price offered by the carrier itself. Above that, the Agent shall provide information on the discounts existing inside the usual tariff system. This should include enumerating of special arrangements with carriers and respective discounts, which will be made available to the UN Agencies.
Participating UN Agencies shall treat all the information provided herein as confidential and shall not release this information to any third party.
- In the event of loss, the Travel Agent shall immediately replace airline tickets, if e-ticket was not applied;
- In the event that required travel arrangements cannot be confirmed, the Travel Agent shall notify the UN Agency Authorized Staff of the problem and present, where possible, three (3) alternative routings/quotations for consideration;
- For wait-listed bookings, the Travel Agent shall provide regular feedback on status of flight;

- The Travel Agent shall reconfirm and revalidate airline tickets, re-issue tickets which are returned as a result of changed routing or fare structures and printed itineraries, as per conditions enforced by airline carriers;
- The Travel Agent shall promptly issue and deliver accurately printed tickets and detailed itineraries, (in printed and/or electronic format) showing the accurate status of the airline reservations on all segments of the journey; and shall keep abreast of carrier schedule changes, as well as all other alterations and new conditions affecting travel and make appropriate adjustments for any change(s) in flight schedules prior to or during the traveler's official trip. When necessary, tickets and billings shall be modified or issued to reflect these changes;
- The Travel Agent shall accurately advise UN Agency Authorized Staff of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings;
- The Travel Agent shall provide information on airline tickets schedules.
- The Travel Agent ensures that all travelling staff has complete travel documents required from the Travel Agent for their journeys sufficiently before departure;
- Air tickets shall be issued only on approved ticket stock of the International Air Transportation Association ("IATA") or tickets stock of recognized and reputable airlines;
- The Travel Agent shall be given complete copies of various UN travel policies and procedures as well as UNDP Corporate Travel System requirements and shall be fully familiar and comply with these policies and procedures for all official Travel and shall ensure that tickets issued are in accordance with entitlements prescribed in Travel Request;
- The Travel Agent shall provide an information service to notify UN agencies in Belarus and a traveller of such events as airport closings, cancelled or delayed flights, and strike situations as well as of local political or safety conditions which may affect travel to any particular destination;
- The Travel Agent shall provide all official travelers with last seat availability and advance seat assignments on all airlines for which the Travel Agent can offer these services. The Travel Agent is expected to expand these services, as they become available on additional carriers;
- When requested and if possible, the Travel Agent shall issue e-tickets whilst following the same approach to bookings as in the case of printed tickets.

2) Airfares and Airlines Routings/Itineraries

- The Travel Agent shall propose fares/airline routings and guarantee that it shall obtain the lowest available airfare for the journey concerned. Such journeys shall be the most direct and economic routing, unless travel time exceeds nine (9) hours in duration with a maximum four (4) hours break between flight segments;
- The Travel Agent shall ensure that tickets are issued only upon approval of UN Travel Request and in accordance with entitlements prescribed there. The Travel Agent will be receiving email notifications on Travel Requests approval from UNDP Corporate Travel System (for UNDP request only);
- The Travel Agent shall assist UN Agency Authorized Staff in negotiating with airlines on preferred fare conditions for UN Agencies, such as ticketing deadlines to be as flexible as possible (i.e. until the date of commencement of particular travel);
- The Travel Agent shall advise market practices and trends that could result in further savings for UN Agencies, including the use of corporate travel booking tools with automated travel policy compliance and enforcement, and travel management reporting;
- The Travel Agent shall propose fares/airline routings in accordance with the latest UN Airline Safety List;

3) Travel Information/Advisories

- The Travel Agent shall provide quick reference for requested destinations;
- The Travel Agent shall provide travellers with a complete automated itinerary document to include carrier(s), flight and voyage numbers, departure and arrival times(s) for each segment of the trip, tax exempt information, etc.;

- The Travel Agent shall inform travellers, upon booking confirmation, of flight/ticket restrictions, involuntary stop-overs, hidden stops, and other inconveniences of the itinerary and provide required documentation for travels;
- The Travel Agent shall provide travellers with online and offline relevant information on official destinations, i.e. visa requirements, security procedures, airport transfers/land transportation facilities, local points of interest, currency restrictions/regulations, health precautions (including inoculations and vaccinations requirements), weather conditions, etc. ; and
- The Travel Agent shall promptly notify travellers of airport closures, delayed or cancelled flights, as well as other changes that might affect or will require preparations from travellers, sufficiently before departure time, and as soon as it becomes available.

4) Flight Cancellation/Rebooking and Refunds

- The Travel Agent shall process duly authorized flight changes/cancellations when and as required;
- The Travel Agent shall immediately process airline refunds for cancelled travel requirements, unutilized pre-paid tickets and credit these to UN Agency as expeditiously as possible;
- The Travel Agent shall refund tickets within one (1) month at the latest (shorter period than 1 month offered will be an advantage);
- The Travel Agent shall limit refund charges at airline rate only, i.e. no additional charges will accrue to the Travel Agent;
- The Travel Agent shall absorb cancellation and/or change reservation date charges which are due to no fault of UN Agency and/or the traveller;
- The Travel Agent shall report back to UN Agency Authorized Staff on the status of ticket refunds.

5) Supplier Relations

- Travel Agent shall not favour any particular carrier when making reservations.
- Travel Agent shall maintain excellent relations with all carriers for the benefit of the UN Agencies in Belarus.

6) Services Quality Control

- The Travel Agent shall establish and operate to monitor on a regular and continuous basis the quality of travel products and services provided to the UN Agencies in Belarus;
- These procedures shall include a self-inspection system covering all the services to be performed under the Contract and shall include a method for monitoring, identifying and correcting deficiencies in the quality of service furnished to the UN Agencies in Belarus;
- The UN Agencies in Belarus shall be notified of any deficiencies found and corrective action taken;
- The Travel Agent warrants that the personnel assigned to handle the UN Agencies' travel arrangements shall constantly be trained to be kept up to date.

7) Availability of Other Products and Services as May be Requested

- Lost ticket/travel documents.
- Preferred seating arrangements/upgrades.
- Use of airline lounge facilities/other airport assistance.

- VIP services/'Meet and Greet' facilities.
- Excess baggage/lost baggage.
- Travel insurance.
- Emergency services, e.g. sickness, injury, etc.

5. Performance Standards and Service Level Guarantee

The contracted Travel Agent shall perform its services and deliver its products in accordance with the herein prescribed minimum performance standards set by the UN Agencies:

Product / Service	Performance Attribute	Definition	Standard / Service Level
1. Airline Reservation	Agency Accuracy	Ability to perform task completely and without error	Zero-error in passengers' records/airline bookings, fare computation, routing;
	Speed and Efficiency	Ability to deliver product or service promptly and with the use of resources	<ul style="list-style-type: none"> • For confirmed bookings via itinerary within two hours' time of request; • For wait listed bookings via regular updates every day
2. Airline Tickets	Agent Accuracy	Ability to perform task completely and without error	Zero-error in the printed ticket/aborted travel due to incomplete travel documents
	Timeliness of delivery	Ability to deliver product or service on or before promised date	3 working days before departure date
3. Travel Documentation	Accuracy	Ability to ascertain requirements for various destinations/nationalities	<u>Zero-incident</u> of complaint/aborted travel due to incomplete travel documents
	Clarity	Ability to deliver product or service on or before promised date	<u>10 working days</u> before travel date
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	Reasonable charges for services offered	At same or rates lower than market standards
	Company concern about fares	Ability to quote competitive fare	At levels lower than airline preferred rates. Guarantee that <u>one quotation is the lowest</u> obtainable fare.
	Good value indicated by price	Competitive fares quoted vs. restrictions or lack/absence thereof	At the same terms or better than quoted by airlines
	Willingness to assist UN Agencies to negotiate preferred rates and concessions	Voluntarily offering to assist/represent UN Agencies in dealings with airlines	Semiannual meetings to obtain competitive rates in the market and preferable fare conditions (i.e. ticketing, deadlines, etc.)
6. Service Quality	Accessibility	Ability to access or approach travel agent	Telephone: 3 rings Emergency: 24 hours Email: available

Product / Service	Performance Attribute	Definition	Standard / Service Level
	Responsiveness	Willingness to go out of one's way to help the traveler	Website: available Regular coordination meetings with UN Agencies representatives; Travel Agency Performance Reviews once a year; No. of ad-hoc service requests satisfied outside of normal working hours;
7. Problem Solving	Refunds Complaint Handling	Ability to process and obtain ticket refunds on a timely basis Ability to resolve complaints	Within one month from date of cancellation Timeliness: one (1) week Manner of resolution: Satisfactory score
8. Travel Experts	Competence	Knowledge of destinations; Knowledge of airline practices, fare levels and shortest routes and connections; Knowledge of UN Travel Policies;	Proficiency rating of not less than 75%
9. Communications	Awareness Level of Travelers regarding Travel Agency Product and Services	Services and policies are communicated to travelers; Travelers are well informed about matters of concern to them	Frequency of communications: Monthly
10. Office premises and Hours of Services	Readiness to do business	Travel Expert and/or back-up persons availability	<ul style="list-style-type: none"> ▪ The Travel Agent(s) should provide travel services from 8.30 am to 18.00 p.m during working days. In addition Travel Agent(s) 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. ▪ Zero complaints 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	<ul style="list-style-type: none"> ▪ Send 3 options for each request (if available) which are most direct & economical routes

C. CONTRACTUAL AND INSTITUTIONAL ARRANGEMENTS

7. Contract Parameters

UNDP Belarus envisages entering into a multiyear contract with one qualified Travel Agent for the provision of Travel Management Services. The Travel Agent, selected as a result of the present Invitation to Bid, will pass on to the UN Agencies in Belarus the own fares and conditions offered by the air carriers and shall not expect to receive any standard or override commissions from the respective air carrier.

For the services listed under sub-section B (Scope of Services, Expected Outputs and Performance Standards)

of the Terms of Reference the selected Travel Agent will charge fixed service fee per each issued ticket and/or give discount on ticket prices advertised by Air Carrier (if applicable) regardless of booking class, as detailed in Section 7 (Financial Proposal Form) of the present Invitation to Bid. The level of the service fees or discount on ticket prices advertised by Air Carrier for any booking class shall remain fixed for the whole duration of the contract and shall apply for a whole itinerary per passenger and each independent air ticket issued unless there are changes in pricing introduced by air carrier which should be officially communicated.

8. Roles and Responsibilities

The Travel Agent shall collaborate with the representatives designated by the UN Agencies in Belarus, who will request quotations for various itineraries, as required. Requests shall be sent in writing to the Travel Experts designated by the contracted Travel Agent and shall contain the following minimum information:

- routing/itinerary of travel;
- outbound departure date and inbound arrival date;
- class of booking and conditions of booking, if applicable (i.e. changeable dates, fully refundable etc.);
- number of tickets required;
- restrictions regarding airlines and/or air-carriers, if applicable.

Requests for quotation shall be sent between 09:00 am and 18:00 pm during working days. In case of emergency services requested during weekends and official holidays, the request for quotation sent in writing shall be followed by a phone call from the requestor alerting of the emergency.

Within two working hours from receipt of written request by email, the contracted Travel Agent shall provide its quotation as per applicable UN/UNDP Travel Policy and special fares and conditions offered by air carriers (if applicable). The quotation shall consist of minimum three options (if available) for the requested itinerary and shall contain the following information for each option:

- air-carriers and flight numbers;
- dates and times of departures/arrivals for each segment of the trip;
- booking class with description of applicable restrictions and period of validity of booking;
- refund/rebooking charges;
- price in USD, disaggregated by ticket fare, taxes, service fee and other charges if applicable.

The UN Agency Authorized Staff shall select the acceptable offer and within two working hours shall confirm and request the Travel Agent to make the booking. The Travel Agent shall send the booking by email to the UN Agency Authorized Staff. The period of validity of booking shall be in accordance with policies enforced by airline carriers and shall be indicated in the message.

The UN Agency Authorized Staff shall make every effort to obtain all required approvals for the proposed booking and travel within the period of validity of booking. In the event that he/she failed to request issuance of ticket within the period of validity of the initially proposed booking, the Travel Agent shall make every effort to re-book the initially proposed itinerary at the same fare and conditions, or shall inform the UN Agency Authorized Staff of the impossibility of doing so and shall re-book the ticket at the next lowest available fare.

9. Contract Management, Reporting and Billing

The contract resulting from the present Invitation to Bid shall be available for use by UNDP and all the UN Agencies in Belarus listed above, which will designate one representative to deal with the Travel Agent (list of UN agencies focal points will be communicated separately upon contract issuance). However, the overall contract management responsibility shall rest with UNDP Belarus, whose designated official shall serve as a

focal point for this purpose.

The UNDP Belarus designated official shall serve as the focal point for the following:

- Contract administration and overall point of contact for the contracted Travel Agent;
- Issuance, answering questions; coordination and establishment of reports;
- Obtain and review quarterly reports from the Travel Agent;
- Conduct Travel Agent Performance Review once per year;
- Perform inspection of services, including verification of fares, rates, etc.

The UNDP Belarus designated official shall, from time to time, evaluate and verify with other Travel Agencies and other industry indicators the comparability and competitiveness of the rates offered by the contracted Travel Agent. The UNDP Belarus reserves the right to terminate contract with the Travel Agent at any time if the Travel Agency charges UN Agencies in Belarus on higher rates than market standards or does not render minimum services described in this tendering document.

Reporting

The Travel Agent shall provide the UNDP/UN Agencies with management information reports in Excel format consisting, at a minimum, of the following:

- Quarterly Production Statistics;
- Quarterly Carrier – Route – Fare Analysis and Production/Volume of Business;
- Quarterly Production Statistics and Carrier–Route–Fare Analysis and Production/Volume of Business Report, containing the following minimum information: name of requesting unit (UNDP or UN Agency), ticket number, passenger name, travel dates, itinerary, ticket price, service fee applied (as per table below):

#	Ticket number	Airline code	Itinerary	Booking class	Fare	Tax	Discount, %	Service fee	Name of a traveler	UN agency

- Changes and Update on Airline Rates, promotions, policy changes, etc., immediately upon the receipt of the advice;
- Monthly Complaint Analysis.

Billing and Invoice

- The Travel Agent shall send an itemized official invoice to the UN Agency Authorized Staff for all services provided to the respective UN Agency (regularity and mode of invoice delivery to be agreed with relevant Agency’s Authorized Staff);
- The invoice shall be issued in US Dollars only;
- The invoice price shall be disaggregated by ticket fare, taxes, service fee and other charges (if applicable);
- Within 30 working days the invoiced the UN Agency shall effect payment to the Travel Agency upon review and approval of the services included in the invoice.

D. QUALIFICATIONS OF THE SUCCESSFUL SERVICE PROVIDER

10. Qualification of the Successful Travel Agency

The successful Travel Agent which will be contracted to serve the needs of UN agencies in Belarus shall have the following minimum qualifications:

- 1) Accredited **IATA** Travel Agent duly licensed in the Belarus (copy of the IATA membership to be submitted);
- 2) Minimum five (5) years of relevant experience in supply of similar services and registered as a travel agent;
- 3) At least 1 branch/office located in Minsk;
- 4) Availability of at least 1 booking system (Gabriel, Amadeus etc.);
- 5) Minimum average annual turnover of USD 350,000 for the last 3 years (2017, 2018 and 2019);
- 6) Minimum average annual turnover quantity of air tickets for the last 3 years (2017, 2018 and 2019) must be not less than 1,000 tickets;
- 7) The Contractor shall have minimum three positive recommendations from international organizations (embassies, UN agency, NGOs, multinational corporations etc.);
- 8) Agreements with air companies to issue tickets on their behalf (see "List of air carriers");
- 9) Financially capable of rendering services to UN agencies in Belarus – financial ration not less than 1.0 or above;
- 10) Willing and able to guarantee the delivery of products and services in accordance with performance standards required under Section 6 of this Terms of Reference.

The successful Travel Agent shall be required to devote at least three dedicated personnel (with the following minimum qualifications:

- 1) Travel Supervisor/manager (one position) – a minimum University degree and 7 years' work experience in the related field. CV should be attached.
- 2) Travel agent (at least two positions) – a minimum of 4 years' of practical work experience in management of travel services, operating the automated reservation and ticketing system. CVs should be attached.

The Travel Agent shall have a contingency replacement plan to be enforced during periods of illness and vacations of its personnel in order to maintain full service at all times under the contract.

LIST OF AIR CARRIERS

BELAVIA
UKRAINE INT. AIRLINE
AUSTRIAN AIRLINES
AEROFLOT
TURKISH AIRLINES
AIR FRANCE
ETIHAD
AIR BALTIC

Section 5b: Other Related Requirements

BIDDER'S PROPOSAL MUST MEET THE FOLLOWING SPECIFICATIONS TO BE CONSIDERED FOR PRICE EVALUATION

	Minimum Organizational Requirements	Your response		
		<i>Yes, we comply</i>	<i>No, we cannot comply</i>	<i>Comments (please provide a brief description)</i>
1.	Minimum five (5) years of relevant experience in supply of similar services and registered as a travel agent (copy of company's Registration Certificate to be attached)			
2.	Accredited IATA Travel Agent duly licensed to operate in Belarus (copy of the IATA membership to be submitted)			
3.	At least 1 branch/office located in Minsk (minimum requirement)			
4.	Availability of at least 1 booking system (Gabriel, Amadeus etc.) (minimum requirement)			
5.	Authorized by air companies in order to prove the ability to issue tickets on behalf of those companies (see below "List of air carriers")			
6.	Availability of minimum three positive recommendations from international organizations (embassies, UN agency, NGOs, multinational corporations etc.)			
7.	Acceptance of Provisions of UNDP General Terms and Conditions			
8.	Suitability of proposed staff			
8.1.	Travel Supervisor/manager (One position) – a minimum University degree and 7 years' work experience in the related field. CV should be attached.			
8.2.	Travel agent (at least two positions) – a minimum of 4 years' of practical work experience in management of travel services, operating the automated reservation and ticketing system. CVs should be attached.			
9.	Minimum average annual turnover of USD 350,000 for the last 3 years (2017, 2018 and 2019).			
10.	Minimum average annual turnover quantity of air tickets for the last 3 years (2017, 2018 and 2019) must be not less than 1000 tickets.			
11.	Current liquidity ratio shall be 1.0 or above			

LIST OF AIR CARRIERS

Name of Air Carrier	<i>Does your company have any arrangements with the respective air companies (yes or no)</i>
BELAVIA	
UKRAINE INT. AIRLINE	
AUSTRIAN AIRLINES	
AEROFLOT	
TURKISH AIRLINES	
AIR FRANCE	
ETIHAD	
AIR BALTIC	

Section 6: Returnable Bidding Forms / Checklist

This form serves as a checklist for preparation of your Bid. Please complete the Returnable Bidding Forms in accordance with the instructions in the forms and return them as part of your Bid submission. No alteration to format of forms shall be permitted and no substitution shall be accepted.

Before submitting your Bid, please ensure compliance with the Bid Submission instructions of the BDS 22.

Technical Bid:

Have you duly completed all the Returnable Bidding Forms?	
▪ Form A: Bid Submission Form	<input type="checkbox"/>
▪ Form B: Bidder Information Form	<input type="checkbox"/>
▪ Form C: Joint Venture/Consortium/ Association Information Form	<input type="checkbox"/>
▪ Form D: Eligibility and Qualification Form	<input type="checkbox"/>
▪ Form E: Format of Technical Bid	<input type="checkbox"/>
Have you provided the required documents to establish compliance with the evaluation criteria in Section 4?	<input type="checkbox"/>

Price Schedule:

▪ Form F: Price Schedule Form	<input type="checkbox"/>
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Form A: Bid Submission Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
ITB reference:	BLR/260/2020		

We, the undersigned, offer to supply related services required for **Procurement of Travel Management Services in Belarus on Long Term Agreement (LTA) Basis** in accordance with your Invitation to Bid No. **BLR/260/2020** and our Bid. We hereby submit our Bid, which includes this Technical Bid and Price Schedule.

Our attached Price Schedule is for the sum of [Insert amount in words and figures and indicate currency].

We hereby declare that our firm, its affiliates or subsidiaries or employees, including any JV/Consortium /Association members or subcontractors or suppliers for any part of the contract:

- a) are not under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Compendium of United Nations Security Council Sanctions Lists;
- b) have not been suspended, debarred, sanctioned or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization;
- c) have no conflict of interest in accordance with Instruction to Bidders Clause 4;
- d) do not employ, or anticipate employing, any person(s) who is, or has been a UN staff member within the last year, if said UN staff member has or had prior professional dealings with our firm in his/her capacity as UN staff member within the last three years of service with the UN (in accordance with UN post-employment restrictions published in ST/SGB/2006/15);
- e) have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against us that could impair our operations in the foreseeable future;
- f) undertake not to engage in proscribed practices, including but not limited to corruption, fraud, coercion, collusion, obstruction, or any other unethical practice, with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN and we embrace the principles of the United Nations Supplier Code of Conduct and adhere to the principles of the United Nations Global Compact.

We declare that all the information and statements made in this Bid are true and we accept that any misinterpretation or misrepresentation contained in this Bid may lead to our disqualification and/or sanctioning by the UNDP.

We offer to supply the goods and related services in conformity with the Bidding documents, including the UNDP General Conditions of Contract and in accordance with the Schedule of Requirements and Technical Specifications.

Our Bid shall be valid and remain binding upon us for the period specified in the Bid Data Sheet.

We understand and recognize that you are not bound to accept any Bid you receive.

I, the undersigned, certify that I am duly authorized by [Insert Name of Bidder] to sign this Bid and bind it should UNDP accept this Bid.

Name: _____

Title: _____

Date: _____

Signature: _____

[Stamp with official stamp of the Bidder]

Form B: Bidder Information Form

Legal name of Bidder	[Complete]
Legal address	[Complete]
Year of registration	[Complete]
Bidder's Authorized Representative Information	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
Are you a UNGM registered vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert UGNM vendor number]
Are you a UNDP vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert UNDP vendor number]
Countries of operation	[Complete]
No. of full-time employees	[Complete]
Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):	[Complete]
Does your Company hold any accreditation such as ISO 14001 or ISO 14064 or equivalent related to the environment? (If yes, provide a Copy of the valid Certificate):	[Complete]
Does your Company have a written Statement of its Environmental Policy? (If yes, provide a Copy)	[Complete]
Does your 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	[Complete]
Is your company a member of the UN Global Compact	[Complete]
Contact person that UNDP may contact for requests for	Name and Title: [Complete] Telephone numbers: [Complete]

clarifications during Bid evaluation	Email: [Complete]
Please attach the following documents:	<ul style="list-style-type: none"> ▪ Company Profile, which should <u>not</u> exceed fifteen (15) pages, including printed brochures and product catalogues relevant to the goods and/or services being procured; ▪ Certificate of Incorporation/ Business Registration; ▪ IATA Travel Agent license; ▪ Financial statements confirming minimum average annual turnover of USD 350,000 for the last 3 years (2017,2018 and 2019); ▪ Confirmation of minimum average annual turnover quantity of air tickets for the last 3 years (2017, 2018 and 2019) must be not less than 1000 tickets; ▪ CVs of the Proposed Staff; ▪ Minimum three positive recommendations; ▪ Copies of agreements with air companies (provide available ones).

Form C: Joint Venture/Consortium/Association Information Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
ITB reference:	BLR/260/2020		

To be completed and returned with your Bid if the Bid is submitted as a Joint Venture/Consortium/Association.

No	Name of Partner and contact information <i>(address, telephone numbers, fax numbers, e-mail address)</i>	Proposed proportion of responsibilities (in %) and type of goods and/or services to be performed
1	[Complete]	[Complete]
2	[Complete]	[Complete]
3	[Complete]	[Complete]

Name of leading partner (with authority to bind the JV, Consortium, Association during the ITB process and, in the event a Contract is awarded, during contract execution)	[Complete]
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We have attached a copy of the below referenced document signed by every partner, which details the likely legal structure of and the confirmation of joint and severable liability of the members of the said joint venture:

Letter of intent to form a joint venture **OR** JV/Consortium/Association agreement

We hereby confirm that if the contract is awarded, all parties of the Joint Venture/Consortium/Association shall be jointly and severally liable to UNDP for the fulfillment of the provisions of the Contract.

Name of partner: _____ Name of partner: _____

Signature: _____ Signature: _____

Date: _____ Date: _____

Name of partner: _____ Name of partner: _____

Signature: _____ Signature: _____

Date: _____ Date: _____

Form D: Eligibility and Qualification Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
ITB reference:	BLR/260/2020		

If JV/Consortium/Association, to be completed by each partner.

History of Non- Performing Contracts

<input type="checkbox"/> Non-performing contracts did not occur during the last 3 years			
<input type="checkbox"/> Contract(s) not performed in the last 3 years			
Year	Non- performed portion of contract	Contract Identification	Total Contract Amount (current value in US\$)
		Name of Client: Address of Client: Reason(s) for non-performance:	

Litigation History (including pending litigation)

<input type="checkbox"/> No litigation history for the last 3 years			
<input type="checkbox"/> Litigation History as indicated below			
Year of dispute	Amount in dispute (in US\$)	Contract Identification	Total Contract Amount (current value in US\$)
		Name of Client: Address of Client: Matter in dispute: Party who initiated the dispute: Status of dispute: Party awarded if resolved:	

Previous Relevant Experience

Please list only previous similar assignments successfully completed in the last 5 years.

List only those assignments for which the Bidder was legally contracted or sub-contracted by the Client as a company or was one of the Consortium/JV partners. Assignments completed by the Bidder's individual experts working privately or through other firms cannot be claimed as the relevant experience of the Bidder, or that of the Bidder's partners or sub-consultants, but can be claimed by the Experts themselves in their CVs. The Bidder should be prepared to substantiate the claimed experience by presenting copies of relevant documents and references if so requested by UNDP. UNDP may perform enquiry and reference check with other previous clients on the quality of performance of ongoing or completed contracts. Non-satisfactory results of such inquiry and check

may result in the rejection of bid.

Project (contract) name & Country of Assignment	Client & Reference Contact Details	Project (contract) Value	Period of activity and status	Types of activities undertaken

Bidders may also attach their own Project (Contract) Data Sheets with more details for assignments above.

Attached are the Statements of Satisfactory Performance from the Top 3 (three) Clients or more.

Financial Standing

Annual Turnover for the last 3 years (2017, 2018, 2019)	Year 2017	USD
	Year 2018	USD
	Year 2019	USD
Latest Credit Rating (if any), indicate the source		

Financial information (in US\$ equivalent)	Historic information for the last 3 years		
	2017	2018	2019
	<i>Information from Balance Sheet</i>		
Total Assets (TA)			
Total Liabilities (TL)			
Current Assets (CA)			
Current Liabilities (CL)			
	<i>Information from Income Statement</i>		
Total / Gross Revenue (TR)			
Profits Before Taxes (PBT)			
Net Profit			
Current Ratio			

Attached are copies of the audited financial statements (balance sheets, including all related notes, and income statements) for the years required above complying with the following condition:

- a) Must reflect the financial situation of the Bidder or party to a JV, and not sister or parent companies;
- b) Historic financial statements must be audited by a certified public accountant;
- c) Historic financial statements must correspond to accounting periods already completed and audited. No statements for partial periods shall be accepted.

Form E: Format of Technical Bid

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
ITB reference:	BLR/260/2020		

The Bidder's Bid should be organized to follow this format of the Technical Bid. Where the Bidder is presented with a requirement or asked to use a specific approach, the Bidder must not only state its acceptance, but also describe how it intends to comply with the requirements. Where a descriptive response is requested, failure to provide the same will be viewed as non-responsive.

SECTION 1: Bidder's qualification, capacity and expertise

1.1 List similar contracts implemented during the last 5 years:

Contract/project description	Client /Customer	Contract amount in USD	Year of completion	Evaluation received from Client

SECTION 2: Scope of Supply, Technical Specifications, and Related Services

This section should demonstrate the Bidder'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; and demonstrating how the proposed bid meets or exceeds the requirements/specifications. All important aspects should be addressed in sufficient detail.

SECTION 3: Management Structure and Key Personnel

3.1 Describe the overall management chart and approach toward planning and implementing the contract:

3.2 A detailing of the activities to be undertaken from the award of the contract to the actual start of operation with corresponding timelines:

3.3 The logistical and administrative requirements of the travel agent to facilitate the starting up and the successful interfacing of operations

3.4 The expected roles and responsibilities of the parties involved over the contract duration:

3.6 Comprehensive CVs of the staff that will be assigned by the travel agency to serve the UNDP indicating their designation in the team as given below:

Format for CV of Proposed Key Personnel

(has to be filled in separately for Travel Supervisor/manager (one position) and Travel agent (at least two positions). Please attach relevant copies of diplomas, training certificates etc.)

Name of Personnel	[Insert]
Position for this assignment	[Insert]
Nationality	[Insert]
Language proficiency	[Insert]
Education/ Qualifications	<p><i>[Summarize college/university and other specialized education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.]</i></p> <p>[Insert]</p>
Professional certifications	<p><i>[Provide details of professional certifications relevant to the scope of goods and/or services]</i></p> <ul style="list-style-type: none"> ▪ Name of institution: [Insert] ▪ Date of certification: [Insert]
Employment Record/ Experience	<p><i>[List all positions held by personnel (starting with present position, list in reverse order), giving dates, names of employing organization, title of position held and location of employment. For experience in last five years, detail the type of activities performed, degree of responsibilities, location of assignments and any other information or professional experience considered pertinent for this assignment.]</i></p> <p>[Insert]</p>
References	<p><i>[Provide names, addresses, phone and email contact information for two (2) references]</i></p> <p>Reference 1: [Insert]</p> <p>Reference 2: [Insert]</p>

I, the undersigned, certify that to the best of my knowledge and belief, the data provided above correctly describes my qualifications, my experiences, and other relevant information about myself.

Signature of Personnel

Date (Day/Month/Year)

FORM F: Price Schedule Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
ITB reference:	BLR/260/2020		

The Bidder is required to prepare the Price Schedule following the below format. The Price Schedule must include a detailed cost breakdown of all goods and related services to be provided. Separate figures must be provided for each functional grouping or category, if any.

The Financial Proposal should align with the requirements in the Terms of Reference and the Bidder’s Technical Proposal.

Currency of the proposal: USD

Price Schedule Form is attached in Excel format. It has to be filled in, duly signed and uploaded in eTendering.