

United Nations Development Programme



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REQUEST FOR PROPOSAL

Provision of Travel Managment Services for UNDP Saudi Arabia

RFP No.: RFP/SAU/20/010

Country: Saudi Arabia

Issued on: 6 August 2020

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Section 1. Letter of Invitation

The United Nations Development Programme (UNDP) hereby invites you to submit a Proposal to this Request for Proposal (RFP) for the above-referenced subject.

This RFP includes the following documents and the General Terms and Conditions of Contract which is inserted in the Bid Data Sheet (BDS):

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

If you are interested in submitting a Proposal in response to this RFP, please prepare your Proposal in accordance with the requirements and procedure as set out in this RFP and submit it by the Deadline for Submission of Proposals set out in Bid Data Sheet.

Please acknowledge receipt of this RFP by sending an email to bids.sa@undp.org, indicating whether you intend to submit a Proposal or otherwise. You may also utilize the "Accept Invitation" function in eTendering system, where applicable. This will enable you to receive amendments or updates to the RFP. Should you require further clarifications, kindly communicate with the contact person/s identified in the attached Bid Data Sheet as the focal point for queries on this RFP.

UNDP looks forward to receiving your Proposal and thank you in advance for your interest in UNDP procurement opportunities.

Issued by:



Name: Rayyan Albeladi
Title: Procurement Associate
Date: **August 6, 2020**

Approved by:



Name: Hossam Alqudaihi
Title: Operations Manager - OIC
Date: **August 6, 2020**

Section 2. Instruction to Bidders

A. GENERAL PROVISIONS	
1. Introduction	1.1 Bidders shall adhere to all the requirements of this RFP, including any amendments in writing by UNDP. This RFP 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
	1.2 Any Proposal submitted will be regarded as an offer by the Bidder and does not constitute or imply the acceptance of the Proposal by UNDP. UNDP is under no obligation to award a contract to any Bidder as a result of this RFP.
	1.3 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.
2. Fraud & Corruption, Gifts and Hospitality	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
	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.
	2.3 In pursuance of this policy, UNDP (a) Shall reject a proposal if it determines that the selected bidder has engaged in any corrupt or fraudulent practices in competing for the contract in question; (b) Shall declare a vendor ineligible, either indefinitely or for a stated period of time, 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.
	2.4 All Bidders must adhere to the UN Supplier Code of Conduct, which may be found at https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/unsccl/conduct_english.pdf
3. Eligibility	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 these organizations.
	3.2 It is the Bidder's responsibility to ensure that its employees, joint venture members, sub-contractors, service providers, suppliers and/or their employees meet the eligibility requirements as established by UNDP.

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 services requested under this RFP; 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 a conflict exists.</p> <p>4.3 Similarly, the Bidders must disclose in their proposal 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 are family members of UNDP staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving services under this RFP; 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 proposal or proposals 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 RFP, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Proposal.</p>
B. PREPARATION OF PROPOSALS	
5. General Considerations	<p>5.1 In preparing the Proposal, the Bidder is expected to examine the RFP in detail. Material deficiencies in providing the information requested in the RFP may result in rejection of the Proposal.</p> <p>5.2 The Bidder will not be permitted to take advantage of any errors or omissions in the RFP. Should such errors or omissions be discovered, the Bidder must notify the UNDP</p>
6. Cost of Preparation of Proposal	<p>6.1 The Bidder shall bear any and all costs related to the preparation and/or submission of the Proposal, regardless of whether its Proposal was selected or not. UNDP shall not be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process.</p>
7. Language	<p>7.1 The Proposal, 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.</p>
8. Documents	<p>8.1 The Proposal shall comprise of the following documents:</p>

Comprising the Proposal	<ul style="list-style-type: none"> a) Documents Establishing the Eligibility and Qualifications of the Bidder; b) Technical Proposal; c) Financial Proposal; d) Proposal Security, if required by BDS; e) Any attachments and/or appendices to the Proposal, including certificates and documents that show that the company is in good standing. Documents relating to Shareholders, commercial registration and VAT should also be submitted.
9. Documents Establishing the Eligibility and Qualifications of the Bidder	<p>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.</p>
10. Technical Proposal Format and Content	<p>10.1 The Bidder is required to submit a Technical Proposal using the Standard Forms and templates provided in Section 6 of the RFP.</p> <p>10.2 The Technical Proposal shall not include any price or financial information. A Technical Proposal containing material financial information may be declared non-responsive.</p> <p>10.3 Samples of items, when required as per Section 5, shall be provided within the time specified and unless otherwise specified by UNDP, and at no expense to UNDP</p> <p>10.4 When applicable and required as per Section 5, the Bidder shall describe the necessary training programme available for the maintenance and operation of the services and/or 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.</p>
11. Financial Proposals	<p>11.1 The Financial Proposal shall be prepared using the Standard Form provided in Section 6 of the RFP. It shall list all major cost components associated with the services, and the detailed breakdown of such costs.</p> <p>11.2 Any output and activities described in the Technical Proposal but not priced in the Financial Proposal, shall be assumed to be included in the prices of other activities or items, as well as in the final total price. If necessary, the supplier should submit a separate document detailing all additional charges. However, the main financial proposal form should be submitted in full without changes.</p> <p>11.3 Prices and other financial information must not be disclosed in any other place except in the financial proposal.</p>
12. Proposal Security	<p>12.1 A Proposal Security, if required by BDS, shall be provided in the amount and form indicated in the BDS. The Proposal Security shall be valid up to thirty (30) days after the final date of validity of the Proposal.</p> <p>12.2 The Proposal Security shall be included along with the Technical Proposal. If Proposal Security is required by the RFP but is not found along with the Technical Proposal, the Proposal shall be rejected.</p> <p>12.3 If the Proposal Security amount or its validity period is found to be less than what is required by UNDP, UNDP shall reject the Proposal.</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 proposal and the original of the Proposal Security must be sent via courier or hand delivery as per the instructions in BDS.</p>

	<p>12.5 The Proposal Security may be forfeited by UNDP, and the Proposal rejected, in the event of any one 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 Proposal Validity specified in the BDS, or; b) In the event that the successful Bidder fails: <ul style="list-style-type: none"> i. to sign the Contract after UNDP has issued an award; or <p>12.6 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>13.1 All prices shall be quoted in the currency or currencies indicated in the BDS. Where Proposals are quoted in different currencies, for the purposes of comparison of all Proposals:</p> <ul style="list-style-type: none"> a) UNDP will convert the currency quoted in the Proposal into the UNDP preferred currency, in accordance with the prevailing UN operational rate of exchange on the last day of submission of Proposals; and b) In the event that UNDP selects a proposal 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.
14. Joint Venture, Consortium or Association	<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 Proposal, they shall confirm in their Proposal 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 Proposal; 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 Proposal, 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 9 herein in respect of submitting only one proposal.</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 entity in the joint venture in delivering the requirements of the RFP, both in the Proposal 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> <ul style="list-style-type: none"> a) Those that were undertaken together by the JV, Consortium or Association; and b) Those that were undertaken by the individual entities of the JV, Consortium or Association. <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</p>

	<p>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 Proposal	<p>15.1 The Bidder (including the individual members of any Joint Venture) shall submit only one Proposal, either in its own name or as part of a Joint Venture.</p> <p>15.2 Proposals submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <ul style="list-style-type: none"> a) they have at least one controlling partner, director or shareholder in common; or b) any one of them receive or have received any direct or indirect subsidy from the other/s; or c) they have the same legal representative for purposes of this RFP; or 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 Proposal of, another Bidder regarding this RFP process; e) they are subcontractors to each other's Proposal, or a subcontractor to one Proposal also submits another Proposal under its name as lead Bidder; or f) some key personnel proposed to be in the team of one Bidder participates in more than one Proposal received for this RFP process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Proposal.
16. Proposal Validity Period	<p>16.1 Proposals shall remain valid for the period specified in the BDS, commencing on the Deadline for Submission of Proposals. A Proposal valid for a shorter period may be rejected by UNDP and rendered non-responsive.</p> <p>16.2 During the Proposal validity period, the Bidder shall maintain its original Proposal without any change, including the availability of the Key Personnel, the proposed rates and the total price.</p>
17. Extension of Proposal Validity Period	<p>17.1 In exceptional circumstances, prior to the expiration of the proposal validity period, UNDP may request Bidders to extend the period of validity of their Proposals. The request and the responses shall be made in writing, and shall be considered integral to the Proposal.</p> <p>17.2 If the Bidder agrees to extend the validity of its Proposal, it shall be done without any change in the original Proposal.</p> <p>17.3 The Bidder has the right to refuse to extend the validity of its Proposal, and in which case, such Proposal will not be further evaluated.</p>
18. Clarification of Proposal	<p>18.1 Bidders may request clarifications on any of the RFP documents no later than the date indicated in the BDS. Any request for clarification must be sent in writing in 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 endeavor 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 Proposals, unless UNDP deems</p>

	that such an extension is justified and necessary.
19. Amendment of Proposals	<p>19.1 At any time prior to the deadline of Proposal submission, UNDP may for any reason, such as in response to a clarification requested by a Bidder, modify the RFP in the form of an amendment to the RFP. 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 proposal to give the Bidders reasonable time to incorporate the amendment into their Proposals.</p>
20. Alternative Proposals	<p>20.1 Unless otherwise specified in the BDS, alternative proposals shall not be considered. If submission of alternative proposal is allowed by BDS, a Bidder may submit an alternative proposal, but only if it also submits a proposal conforming to the RFP requirements. UNDP shall only consider the alternative proposal offered by the Bidder whose conforming proposal ranked the highest as per the specified evaluation method. 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 proposal.</p> <p>20.2 If multiple/alternative proposals are being submitted, they must be clearly marked as "Main Proposal" and "Alternative Proposal"</p>
21. Pre-Bid Conference	<p>21.1 When appropriate, a Bidder's 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 RFP, unless specifically incorporated in the Minutes of the Bidder's Conference or issued/posted as an amendment to RFP.</p>
C. SUBMISSION AND OPENING OF PROPOSALS	
22. Submission	<p>22.1 The Bidder shall submit a duly signed and complete Proposal comprising the documents and forms in accordance with the requirements in the BDS. The submission shall be in the manner specified in the BDS.</p> <p>22.2 The Proposal 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 Proposal.</p> <p>22.3 Bidders must be aware that the mere act of submission of a Proposal, in and of itself, implies that the Bidder fully accepts the UNDP General Contract Terms and Conditions.</p>
Hard copy (manual) submission	<p>22.4 Hard copy (manual) submission by courier or hand delivery allowed or specified in the BDS shall be governed as follows:</p> <p>a) The signed Proposal shall be marked "Original", and its copies marked "Copy" as appropriate. The number of copies is indicated in the BDS. All copies shall be made from the signed original only. If there are discrepancies between the original and the copies, the original shall prevail.</p> <p>b) The Technical Proposal and the Financial Proposal envelopes MUST BE COMPLETELY SEPARATE and each of them must be submitted sealed individually and clearly marked on the outside as either "TECHNICAL</p>

	the submission of Proposals.
24. Withdrawal, Substitution, and Modification of Proposals	<p>24.1 A Bidder may withdraw, substitute or modify its Proposal 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 Proposal 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 Proposal, if any, must accompany the respective written notice. All notices must be submitted in the same manner as specified for submission of proposals, by clearly marking them as "WITHDRAWAL" "SUBSTITUTION," or "MODIFICATION"</p> <p>24.3 eTendering: A Bidder may withdraw, substitute or modify its Proposal by Canceling, Editing, and re-submitting the proposal 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 Proposal as needed. Detailed instructions on how to cancel or modify a Proposal directly in the system are provided in Bidder User Guide and Instructional videos.</p> <p>24.4 Proposals 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>
25. Proposal Opening	<p>25.1 There is no public bid opening for RFPs. UNDP shall open the Proposals in the presence of an ad-hoc committee formed by UNDP, consisting of at least two (2) members. In the case of e-Tendering submission, bidders will receive an automatic notification once their proposal is opened.</p>
D. EVALUATION OF PROPOSALS	
26. Confidentiality	<p>26.1 Information relating to the examination, evaluation, and comparison of Proposals, 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 Proposals or contract award decisions may, at UNDP's decision, result in the rejection of its Proposal and may be subject to the application of prevailing UNDP's vendor sanctions procedures.</p>
27. Evaluation of Proposals	<p>27.1 The Bidder is not permitted to alter or modify its Proposal in any way after the proposal submission deadline except as permitted under Clause 24 of this RFP. UNDP will conduct the evaluation solely on the basis of the submitted Technical and Financial Proposals.</p> <p>27.2 Evaluation of proposals is made of the following steps:</p> <ol style="list-style-type: none"> Preliminary Examination Minimum Eligibility and Qualification (if pre-qualification is not done) Evaluation of Technical Proposals Evaluation of Financial Proposals
28. Preliminary Examination	<p>28.1 UNDP shall examine the Proposals to determine whether they are complete with respect to minimum documentary requirements, whether the documents have been properly signed, and whether the Proposals are generally in order, among other indicators that may be used at this stage. UNDP reserves the right to reject any Proposal at this stage.</p>
29. Evaluation of	<p>29.1 Eligibility and Qualification of the Bidder will be evaluated against the Minimum Eligibility/Qualification requirements specified in the Section 4 (Evaluation</p>

<p>Eligibility and Qualification</p>	<p>Criteria).</p> <p>29.2 In general terms, vendors that meet the following criteria may be considered qualified:</p> <ul 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 where applicable, quality certifications, quality assurance procedures and other resources applicable to the provision of the services required; d) They are able to comply fully with 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.
<p>30. Evaluation of Technical and Financial Proposals</p>	<p>30.1 The evaluation team shall review and evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference and other RFP documents, applying the evaluation criteria, sub-criteria, and point system specified in the Section 4 (Evaluation Criteria). A Proposal shall be rendered non-responsive at the technical evaluation stage if it fails to achieve the minimum technical score indicated in the BDS. When necessary and if stated in the BDS, UNDP may invite technically responsive bidders for a presentation related to their technical proposals. The conditions for the presentation shall be provided in the bid document where required.</p> <p>30.2 In the second stage, only the Financial Proposals of those Bidders who achieve the minimum technical score will be opened for evaluation. The Financial Proposals corresponding to Technical Proposals that were rendered non-responsive shall remain unopened, and, in the case of manual submission, be returned to the Bidder unopened. For emailed Proposals and e-tendering submissions, UNDP will not request for the password of the Financial Proposals of bidders whose Technical Proposal were found not responsive.</p> <p>30.3 The evaluation method that applies for this RFP shall be as indicated in the BDS, which may be either of two (2) possible methods, as follows: (a) the lowest priced method which selects the lowest evaluated financial proposal of the technically responsive Bidders; or (b) the combined scoring method which will be based on a combination of the technical and financial score.</p> <p>30.4 When the BDS specifies a combined scoring method, the formula for the rating of the Proposals will be as follows:</p> <div style="border: 1px solid black; padding: 10px; margin-top: 10px;"> <p><u>Rating the Technical Proposal (TP):</u></p> <p>TP Rating = (Total Score Obtained by the Offer / Max. Obtainable Score for TP) x 100</p> <p><u>Rating the Financial Proposal (FP):</u></p> <p>FP Rating = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100</p> <p><u>Total Combined Score:</u></p> <p>Combined Score = (TP Rating) x (Weight of TP, e.g. 70%) + (FP Rating) x (Weight of FP, e.g., 30%)</p> </div>

31. Due Diligence	<p>31.1 UNDP reserves the right to undertake a due diligence exercise, also called post qualification, 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 RFP 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 contracts completed, including physical inspections of previous works, as 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 Proposals	<p>32.1 To assist in the examination, evaluation and comparison of Proposals, UNDP may, at its discretion, ask any Bidder for a clarification of its Proposal.</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 Proposal 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 Proposals, in accordance with RFP.</p> <p>32.3 Any unsolicited clarification submitted by a Bidder in respect to its Proposal, which is not a response to a request by UNDP, shall not be considered during the review and evaluation of the Proposals.</p>
33. Responsiveness of Proposal	<p>33.1 UNDP's determination of a Proposal's responsiveness will be based on the contents of the Proposal itself. A substantially responsive Proposal is one that conforms to all the terms, conditions, TOR and other requirements of the RFP without material deviation, reservation, or omission.</p> <p>33.2 If a Proposal 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 Proposal is substantially responsive, UNDP may waive any non-conformities or omissions in the Proposal 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 documentation, within a reasonable period of time, to rectify nonmaterial nonconformities or omissions in the Proposal related to documentation requirements. Such omission shall not be related to any aspect of the price of the Proposal. Failure of the Bidder to comply with the request may result in the rejection of its Proposal.</p> <p>34.3 For Financial Proposal that has been opened, 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

	<p>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;</p> <p>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</p> <p>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> <p>34.4 If the Bidder does not accept the correction of errors made by UNDP, its Proposal shall be rejected.</p>
E. AWARD OF CONTRACT	
35. Right to Accept, Reject, Any or All Proposals	35.1 UNDP reserves the right to accept or reject any Proposal, to render any or all of the Proposals as non-responsive, and to reject all Proposals 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 proposal validity, UNDP shall award the contract to the qualified Bidder based on the award criteria indicated in the BDS.
37. Debriefing	37.1 In the event that a Bidder is unsuccessful, the Bidder may request 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 proposals for UNDP procurement opportunities. The content of other proposals 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 services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.
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 Proposal Security, if any, and on which event, UNDP may award the Contract to the Second Ranked Bidder or call for new Proposals.
40. Contract Type and General Terms and Conditions	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
41. Performance Security	41.1 40.1 A performance security, if required in 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 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.
42. Bank Guarantee for Advanced Payment	<p>42.1 Except when the interests of UNDP so require, it is UNDP's preference to make no advance payment(s) (i.e., payments without having received any outputs). If an advance payment is allowed as per 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 BDS, UNDP shall apply Liquidated Damages resulting from the Contractor's delays or breach of its obligations as per the Contract.</p>
44. Payment Provisions	<p>44.1 Payment will be made only upon UNDP's acceptance of the work performed. The terms of payment shall be within thirty (30) days, after receipt of invoice and certification of acceptance of work issued by the proper authority in UNDP with direct supervision of the Contractor. Payment will be effected by bank transfer in the currency of 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/operations/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 services, UNDP shall be entitled to 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 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</p>

Section 3. Bid Data Sheet

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

BDS No.	Ref. to Section.2	Data	Specific Instructions / Requirements
1	7	Language of the Proposal	English
2		Submitting Proposals for Parts or sub-parts of the TOR (partial bids)	Not Allowed
3	20	Alternative Proposals	Shall be considered. The original forms should be submitted in complete and without deviation, <u>additional</u> alternative offers might be considered in exceptional circumstances.
4	21	Pre-proposal conference	Will be Conducted The bidders are encouraged to attend the Pre-Bid conference for complete understanding of scope of service prior sending the formal bid to UNDP. The meeting will be conducted through Microsoft Teams as per the following: Link: Click to Join the Meeting Time: 09:00 UTC+03:00 (12:00 Riyadh Time) Date: August 20, 2020 12:00 AM The UNDP focal point for the arrangement is: Rayyan Albeladi Telephone: +966 11 488 5301 Ext: 118 E-mail: bids.sa@undp.org
5	10	Proposal Validity Period	90 days

6	14	Bid Security	Not Required
7	41	Advanced Payment upon signing of contract	Not Allowed
8	42	Liquidated Damages	Will be imposed as follows: Whenever there's response delay in normal requests by 24 hours without proper justification evaluated from the UN agency side, 2.5% of the ticket's value shall be deducted. 7 delays will require the UN agency to review the agreement and might results in the termination of the agreement.
9	40	Performance Security	Not Required
10	18	Currency of Proposal	Local currency __SAR____
11	31	Deadline for submitting requests for clarifications/ questions	8 days before the submission deadline
12	31	Contact Details for submitting clarifications/questions	Focal Person in UNDP: Rayyan Albeladi Address: UNDP Riyadh, Saudi Arabia E-mail address: bids.sa@undp.org
13	18, 19 and 21	Manner of Disseminating Supplemental Information to the RFP and responses/clarifications to queries	Posted directly to eTendering
14	23	Deadline for Submission	1st of September 09:00 UTC +03:00 For eTendering submission - as indicated in eTendering system. Note that system time zone is in EST/EDT (New York) time zone.
14	22	Allowable Manner of Submitting Proposals	■ Electronic submission of bids via: e-Tendering https://etendering.partneragencies.org
15	22	Proposal Submission Address	https://etendering.partneragencies.org <u>Business Unit: SAU10</u> <u>Event ID:</u>

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 Latin alphabet/keyboard. ▪ All files must be free of viruses and not corrupted. ▪ Password for financial proposal <u>must</u> not be provided to UNDP until requested by UNDP ▪ Max. File Size per transmission: 50MB
17	27 36	Evaluation Method for the Award of Contract	- Combined Scoring, 70% for the technical proposal and related company's information and 30% for the financial proposal
18		Expected date for commencement of Contract	<i>September 30, 2020</i>
19		Maximum expected duration of contract	3 Years
20	35	UNDP will award the contract to:	One Proposer Only
21	39	Type of Contract	<p>Purchase Order and Contract for Goods and Services for UNDP accompanied with a Long Term Agreement</p> <p>http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</p>
22	39	UNDP Contract Terms and Conditions that will apply	<p>UNDP General Terms and Conditions for Mixed Goods and Services</p> <p>http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</p>
23		Other Information Related to the RFP	<p><i>Bids have been rejected at the submission stage or found to be technically noncompliant due to errors in presentation and failure to follow bidding instructions.</i></p> <p><i>Below are some of the more common examples of why bids are rejected. Bidders are urged to read this before submission and to check that their bids conform to each of these points and the instructions as noted in the bidding documents.</i></p> <ol style="list-style-type: none"> <i>1. Bids not submitted to the correct electronic address.</i> <i>2. Bid is not signed as per the instructions in the RFP.</i> <i>3. Not all requested documents have been provided.</i> <i>4. Documents provided are not in English.</i> <i>5. Documents provided do not directly address each point of the evaluation criteria.</i>

			<p><i>6. Bid not specifically addressing the evaluation criteria of the RFP and Technical Specifications.</i></p> <p><i>7. Bid does not offer services which have been specifically requested in the Technical Specifications.</i></p> <p><i>8. The Financial Proposal isn't password protected.</i></p>
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Section 4. Evaluation Criteria

Preliminary Examination Criteria

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

- Appropriate signatures
- Power of Attorney
- Minimum documents provided
- Technical and Financial Proposals submitted separately
- Bid Validity
- Bid Security submitted as per RFP requirements with compliant validity period

Minimum Eligibility and Qualification Criteria

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

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

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 RFP clause 3.	Form A: Technical Proposal Submission Form
Conflict of Interest	No conflicts of interest in accordance with RFP clause 4.	Form A: Technical Proposal Submission Form
Bankruptcy	Not declared bankruptcy, 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: Technical Proposal Submission Form
Certificates and Licenses	Official appointment as local representative, if Bidder is submitting a Bid on behalf of an entity located outside the country Commercial Registration and VAT certificate, disclosure of the company's shareholders	Form B: Bidder Information Form and as attachments

QUALIFICATION		
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 the Bidder for the last 3 years.	Form D: Qualification Form
Previous Experience	<p>specialization in Travel Management Service.</p> <p>b) Maintains a good track record in serving international organizations, embassies and/or multi-national corporations; minimum <u>2 recommendation letters</u></p> <p>c) Minimum two (2) ongoing or completed contracts and/or Long-Term Agreement for similar services executed in last 5 years.</p> <p>d) Acceptability of all provisions of the UNDP General Terms and Conditions</p> <p>[Note: UNDP reserves the right to conduct reference checks with one or more of the listed clients of the Vendor] (For JV/Consortium/Association, all Parties cumulatively should meet requirement).</p>	Form D: Qualification Form
	Maintains facilities of GDS (Global Distribution System, i.e. Amadeus, Galileo, Travelsky, etc.).	Copy of certificate/proof
	Contractor shall have membership in global travel management associations and partnership arrangements. IATA certificate or equivalent is mandatory.	Copy of certificate/proof
	Able to guarantee the delivery of services in accordance with the Service Level Agreement as per TORs	Attested in the Technical Proposal
	<p>Proposed staff should be experienced travel agents with a minimum of four (4) years of travel experience, especially in ticketing and fare computations, as evidenced by their track record in their curriculum vitae</p> <p>(please refer to Section 1.3 of the TOR and provide CVs of all key personnel)</p> <p>The focal person should have the ability to communicate with at least level B2 English</p>	Submission of Accompanied CV form
Financial Standing	<p>Minimum average annual turnover of SAR 200,000.00 for the last 3 years.</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><i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i></p>	Form D: Qualification Form

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.

	UNDP will check the financial accounts to compute the quick ratio (QR) which should be more than 1.0. Quick ratio tests the company's financial strength and liquidity by calculating a company's liquid assets in proportion to its liabilities	Form D: Qualification Form
Technical Evaluation	The technical bids shall be evaluated on combined scoring basis equivalent to 70% for compliance or non-compliance with the technical specifications identified in the bid document.	Form E: Technical Bid Form
Financial Evaluation	Detailed analysis of the price schedule based on requirements listed in Section 5 and quoted for by the bidders in Form F. Price comparison shall be based on the services fees provided for domestic and international tickets. Any other demonstrated feed will be used for secondary evaluation if needed.	Form F: Price Schedule Form and attachments

Section 5. Terms of Reference

PROVISION OF TRAVEL MANAGEMENT SERVICES FOR THE UN AGENCIES IN MONGOLIA ON LONG TERM BASIS

I. Background

UNDP Saudi Arabia is undertaking a solicitation of bid proposal from Travel Agencies who are interested to provide various Travel Management Services regularly required by the UNDP and other UN agencies as referred to in the Terms of Reference, shall apply to all journeys of UNDP in Saudi Arabia staff and non-staff from one place to another for official business purposes. These official purposes include, but need not be limited to the following:

- a) Official missions, meetings and various events;
- b) Home leaves, emergency travels, and educational leaves.
- c) Visit to project sites, by either UN agencies' staff, Government and counterparts, or other entities involved in execution of various UN Agencies funded undertakings.
- d) Pleasure trips (Official).
- e) Interviews of applications / Candidates for employment;
- f) Appointment and repatriation of staff and family members;

The average volume of annual cost spent for tickets procured by the UNDP for last 3 years is approximately \$97,170.33 US Dollars, in which all expenses incurred for both international and domestic air travel are accounted as per below breakdown.

Please note that the figures stated are to the best of the available data, minor data discrepancies might exist

UN agencies	Total Air Travel Volume (combine Domestic & International)/USD
	Years 2017 - 2019
UNDP	\$97,170.33
Other UN Agencies	\$198,197.06
Total: USD	\$295,367.39
SAR	SAR 1,107,627.73

Stations (Departing, Arrival and Layover)	#	Stations (Departing, Arrival and Layover)	#
RUH	357	IAD	13
AMM	38	MCT	13
JED	38	GIZ	13
CAI	31	GVA	11
AUH	29	ADD	7
DXB	21	FRA	7
IST	21	CMN	5
JFK	16	DOH	5
BEY	16	TIF	5
AHB	15	BOS	4
BAH	14	KRT	4

These figures shall serve as indication of expected future business level, however these neither represent nor warrant that the selected Travel Agency will provide a guaranteed level of Travel Management Services hereunder, and UNDP in Saudi Arabia do not guarantee any minimum quantity of Travel Management Services.

Other UN agencies participation in this agreement can happen upon satisfactory performance by the travel agencies through an official letter of amendment from UNDP.

II.OBJECTIVE

The objective of this bidding process is to conclude one Long Term Agreement(s) (LTAs) for the period of three (3) years for Travel Management with one most qualified and competent Travel Agents.

The Travel Management Service Providers will be hereinafter referred to as "Travel Agent".

III.DURATION of Long Term Agreement

The successful proposer shall be contracted for this purpose for an initial period of one (1) year and renewable for additional two (2) years, upon satisfactory evaluation of performance. The estimated date of LTA commencement is by end of July 2020.

IV.UN/UNDP Travel Policy

The current air travel policy requires the Travel Agencies in all cases to book:

- a) the most economical route of travel from the place of origin to the official destination that does not exceed the most direct route by four (4) hours or more AND does not add a connection;
- b) the lowest available published fares economy options and to research alternate itineraries (at least three options, if available) in order to provide the lowest appropriate fares, which satisfy the UN travel policies and mission requirements. All the three alternate options shall be shared with UNDP

The travel policies embody the following basic principles which, however, are subject to subsequent revision:

- a) The Travel Agency must be knowledgeable of and prepare to offer special fares, restricted fares, discount fares, use corporate discount and bulk fares for use whenever appropriate; Fares which entail restrictive conditions (such as penalties or stay-overs), however, shall only be booked with the express approval of UNDP Saudi Arabia;
- b) Where available, use of the lowest restricted and non-refundable fare (including penalty fares) is the preference;**
- c) Full economy fares may be used if no appropriate reduced fares are available;
- d) Business class travel or equivalent may be applicable only in limited situations;
- e) Travel regulations prohibit first-class travel except for a few specific categories;

The Travel Agency shall, where appropriate, attempt to obtain free business class and first-class upgrades for travelers of UNDP Saudi Arabia and other UN Agencies in Saudi Arabia.

V.Scope of Services, Expected Outputs and Performance Standards

1) Reservation and Ticketing

The products and services include, but are not limited to, the Travel Agency shall:

- a) For every duly approved UN Agencies Travel Authorization, travel agency shall immediately make offers with two alternate options and prepare appropriate itineraries and formal quotation based on the lowest fare and the most direct and convenient routing;
- b) For wait-listed bookings, travel agency shall provide regular daily feedback on status of the flight;
- c) Travel agency shall reconfirm and revalidate airline tickets, re-issue tickets which are returned as a result of changed routing or fare structures and itineraries;
- d) Travel agency shall promptly issue and deliver accurate tickets and detailed itineraries, (in printed or electronic format) showing the accurate status of the airline on all segments of the journey;
- e) Travel agency shall accurately advise UN Agencies of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings;
- f) Travel agency shall provide information on airline scheduled flights;
- g) Travel Agency shall provide restricted Premium Class Service.
- h) The tickets reservation should exclude flights/airlines as per the latest **UN Airline Safety List**. Such restricted flights/airlines must be automatically taken out.
- i) Travel Agent shall not favor any particular carrier when making reservations and shall maintain excellent relations with all air carriers for the benefit of UN Agencies.
- j) Travel agency shall include, whenever is possible, itineraries with airlines that enforce sustainability practices on their operation. The travel agency shall explicitly state for each such an itinerary its sustainability advantage and why.

2) Airfares and Airlines Routings/Itineraries

- a) Travel Agency shall propose fares/airline routings and guarantee that it shall obtain the lowest available airfare for the journey concerned that such journeys shall be the most direct and economic routing;
- b) Travel Agency shall ensure that tickets issued are in accordance with entitlements prescribed in UN Agencies Travel Authorization;
- c) Travel Agency shall assist UN Agencies travel Administrator 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 travel);
- d) Travel Agency shall Advise market practices and trends that could result in further savings for UN including the use of corporate travel booking tools with automated travel policy compliance and enforcement, and travel management reporting;
- e) The Travel Agency shall propose fares/airline routings in accordance with the latest **UN Airline Safety List**;

3) Travel Information / Advisories

- a) The Travel Agency shall provide quick reference for requested destinations;
- b) The Travel Agency shall provide travelers with a complete automated itinerary document to include carrier(s), flight and voyage numbers, departure, arrival times and duration for each segment of the trip, tax exempt information, etc.;
- c) The Travel Agency shall inform travelers, before booking confirmation, of flight/ticket restrictions, involuntary stopovers, hidden stops, and other possible inconveniences of the itinerary, required documentation for travels;
- d) The Travel Agency shall provide travelers 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, weather

conditions, etc.;

- e) The Travel Agency shall promptly notify travelers, with sufficient time before departure and immediately when it becomes available, of airport closures, delayed or cancelled flights, security procedure, health precautions, as well as other changes that will affect or will require preparations from travelers.

4) Flight Cancellation / Rebooking and Refunds

- a) The travel agency shall process duly authorized flight changes /cancellations when and as required;
- b) The travel agency shall process airline refunds within 3-5 working days for cancelled travel requirements unutilized pre-paid tickets and credit these to the respective UN Agency as within 30 days;
- c) The travel agency shall limit refund charges at airline rate only, i.e. no additional charges will accrue to the Travel Agency;
- d) The travel agency shall absorb cancellation and/or change reservation date charges which are due to no fault of the UN Agency or the traveler;
- e) The travel agency shall report back to the respective UN Agency on the status of ticket refunds.

5) Emergency Travel

- a) Travel agency shall assign one or several travel agents that can be contacted to provide travel services in case of an emergency, outside working hours, weekend, absence of its focal travel consultants, national holidays or while the travel agency's office is closed and, for such purpose, the travel agency shall have communication channels accessible 24 hours a day for emergencies (fixed telephone line, mobile phone, etc.).
- b) The regular timetable shall be from 08.30 am to 05.00 pm AST time, from Sunday to Thursday, providing services on a continuous basis. This shall exclude national holidays observed in the country.

6) Availability of Other Products and Services as May Be Requested

The Travel Agency, where applicable and upon request of the travelers, shall provide other services including, but not limited to, the following:

- a) Preferred Seating Arrangements/Upgrades
- b) Package Tours and Promotions for Personal Travel
- c) Excess Baggage/Lost Baggage
- d) VIP Services
- e) Ground Transportation/Car Rental
- f) Emergency Services, (e.g., sickness, injury, etc).
- g) Travel Insurance
- h) Lost Ticket/Travel Documents
- i) Visa arrangements
- j) Privileged Check-In Services/Use of Airline Lounge Facilities
- k) Hotel Reservations/Accommodations
- l) Meet and Greet Facilities
- m) Airport Assistance
- n) Management Reporting System: 1) Daily/Weekly/Monthly production statistics; 2) Monthly Carrier-Route-Fare Analysis; 3) Complaint Analysis

7) Management Reporting System

Travel agency shall submit the following reports on a monthly regular basis to UN Agencies travel administrator:

- a) Quarterly Production Statistics (per UN Agency Office and consolidated format);
- b) Quarterly Carrier – Route – Fare Analysis and Production/Volume of Business;
- c) Monthly reports on the status of ticket refunds per UN Agency.
- d) Changes and Update on Airline Rates, promotions, policy changes, etc, immediately upon the receipt of the advises;
- e) Complaint Analysis and Complaint and solution report.
- f) The Travel Agent will provide the UN with a report showing all unused non-refundable tickets. The Travel Agent will put information in traveler profiles regarding the value of unused non-refundable tickets and will adopt procedures to assist travelers in using the value of such tickets.

8) Billing and Invoice

- a) Travel agency shall send an itemized official invoice to UN Agencies travel focal point after the end of each transaction. The invoice shall be issued in SAR for local vendor, USD for international vendors, and should reflect among other the following information. The invoice must indicate detailed information and include, but not limited to (1) ticket class, (2) itinerary, (3) name of traveler, (4) ticket reference and (5) Price with cost breakdown by fare, tax and service charge. (6) Airline name; (7) Name of the requestor and requesting agency
- b) UN Agencies shall provide payment to the travel agency within 30 days after receipt and certification of the Travel Agent's invoice. Local suppliers will be paid in national currency SAR;
- c) Invoices for each transaction shall be retained during the agreement period with a maximum period of five (5) years. The Travel Agent shall provide the concerned UN Agencies access to these documents upon request.

9) Audit requirements:

Regarding the audit of books and records, we require the following audit parameters:

- a) Travel Agent agrees to maintain adequate records that accurately reflect the work performed by Travel Agent on behalf of UN participating Agencies, as well as all transaction in connection therewith.
- b) Once per Contract Year and upon fifteen (15) days' advance written notice, UN's authorized representatives shall have the right to audit those records and transactions related to the work performed and amounts billed to UN participating Agencies.
- c) Travel Agent/s agrees to keep all data and other related travel documents for a period of five (5) years. Data and related travel documents retained must be all the same data elements that are currently provided via the online reporting tool.

10) Personal Travel

Upon request by a staff member, the Travel Agent may assist the UN's personnel and their dependents in arranging personal travel at the lowest applicable fares and rates or as otherwise requested, consistent with each traveler's requirements. The UN is not to be involved in any way in personal travel arrangements. Collection of amounts due and any refunds for these personal travel are to be arranged directly between Travel Agent and the UN's personnel and collected prior to releasing the ticket. In the event personal travel is undertaken in conjunction with official travel, the Travel Agent will clearly document the cost and routings of personal portions of combined trips on all itinerary/invoices and provide detailed reports on such trips as requested by the UN. The Travel Agent will ensure that arranging personal travel does not interfere with arranging official travel. These itineraries should explicitly state that it's for personal use in the agency reporting

11) Payment for Personal Travel Portions

All charges associated with personal travel portions of official trips shall be billed directly to travelers and excluded from invoices presented to the UN. The UN will not be liable for expenses related to personal travel portions and reserves the right to audit all travel records to verify the accuracy of allocated costs between official and personal charges.

Forms of Payment Accepted for personal portions. The Travel Agent shall accept all major credit cards and personal checks for such personal expenses.

12) Advice on necessary health requirements

The Travel Agent (s) shall provide travelers with advice on necessary health requirements, including types of inoculations and vaccinations either required or suggested for travel to certain countries or areas;

13) Telephone service

Travel agent will provide 24-hour hot-line telephone service 7 days a week to all travelers. The Travel Agent also will provide hot-line international telephone service or accept collect calls from travelers anywhere in the world. All applicable telephone numbers will be included on travelers' itineraries.

14) Hours of Operation

The Travel Agent shall: (a) Provide full services from Sunday to Thursday between 08.30 am and 5.00 pm AST time and half day service on Saturday between 09.00 am and 2.00 pm AST time. (b) Notify the UN of names, hot-line and telephone numbers of the Travel Agent's Saudi Arabia personnel who are available during off business hours, on weekends and holidays to provide or assist with services if needed, for official and emergency travel. This group of personnel should be senior staff who is able to make decisions in case of emergency.

15) Cooperation

- a) The travel Agency shall maintain excellent relations with all air carriers for the benefit of the UN Agencies in Saudi Arabia;
- b) The travel Agency shall undertake to provide contacts between the UN Agencies in Saudi Arabia and airports, airlines, hotels and car rental companies, and shall arrange for regular meetings between UN Agencies in Saudi Arabia and such entities for the benefit of UN Agencies in Saudi Arabia.

16) Quality Control for the service

The Travel Agency shall establish and operate procedures to monitor on a regular and continuous basis the quality of travel products and services provided to the UN Agencies in Saudi Arabia. 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 Saudi Arabia. The UN Agencies in Saudi Arabia shall be notified of any deficiencies found and corrective action taken. The Travel Agency warrants that the personnel assigned to handle the UN Agencies' travel arrangements shall constantly be trained to be kept up to date.

17) Complaint Tracking and Resolution

Travel agency shall respond to all complaints by investigating and explaining, in writing, their underlying cause. Travel agency shall make a good faith effort to resolve disputes and misunderstandings in favor of the UN Agencies travel management and UN travelers.

VI. Service Level Agreement

The contracted Travel Agency shall perform services and deliver products in accordance with the herein

prescribed minimum performance standards set by the UN Saudi Arabia:

Product/Service	Performance attribute	Definition	Standard/Service Level
1. Airline reservation	Agency accuracy	Ability to perform task completely and without error	Zero-error in passenger records/airline bookings, fare, computation and routing
	Speed and efficiency	Ability to deliver product or service promptly and with the use of resources	For confirmed bookings via itinerary within two hours' time of request; For wait listed bookings via regular updates every two days.
2. Issuing Tickets	Accuracy	Ability to perform task completely and without error	Zero-error in issued tickets/aborted travel due to incomplete travel documents
	Timeliness of delivery	Ability to deliver product or service	3 working days before departure date and immediately after the booking confirmation
3. Travel documentations	Accuracy	Ability to ascertain requirements for various destinations/nationalities	Zero-incident of complaint/aborted travel due to incomplete travel documents
	Clarity	Ability to deliver product or service	10 working days before departure
4. Billing	Accuracy	Ability to generate billing statements without error	Zero-error or no discrepancy between invoices and attachments
	Clarity	Ability to generate bills that are transparent or easy to understand	Zero-returns for clarification/explanation
5. Rates/Pricing	Fairness	Reasonable charges for services offered	At same rate of rates lower than the market standards
	Best value for money	Ability to quote competitive fare	At same or lower than airline published rates. Guarantee that one quotation is the lowest obtained fare
	Good value indicated by price	Competitive fares quoted vs. restrictions of lack/absence thereof	At the same time terms or better than quoted by airlines,
	Willingness to assist UN agencies negotiate with airlines regarding preferred rates and concessions	Voluntary offering to assist/represent UN agencies in dealings with airlines	Semi-annual meetings to obtain competitive rates in the market and preferable fare conditions (i.e. ticketing, deadline etc.)
6. Service quality	Accessibility	Ability to access or approach agency	Telephone: 3 rings and accommodate all calls during operating working hours (Sunday through Thursday from 8:30 AM - to 05:00 PM AST time) Emergency: 24 hours, email/website: within 2 hours. Fax: available Email: Available
	Responsiveness	Willingness to go out of one's way to help the travelers	Regular coordination meetings with the UNDP Travel Oversight Committee Travel Agency Performance Reviews Twice a year
		Willingness to go out of one's way to help traveler	Performance reviews once a year, No. of personal travels booked with travel agents.
7. Problem solving ticket	Refunds	Ability to process and obtain ticket refunds on a timely basis	100% within one month from date of cancellation
	Complaint handling	Ability to resolve complaints	Timeliness: one (1) week, Manner of resolution: satisfactory score
8. Travel consultants	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	Services and policies are communicated to travelers, Travelers are well informed about matters concern them	Frequency of communications: regularly

	and services		
10. Office premises and Hours of Services	Readiness to do business	Senior Travel Expert to commence business	Same hours/days of work as UN System Sunday – Thursday; accommodation of calls during off-hours. Zero complaints that no one was around to answer calls

The answers to the questions must be provided on separate sheets of paper, yet, with strict adherence to the chronological order. We would highly appreciate it if your answers to attached questions are as clear and explicit as possible to facilitate ease of analysis/selection process, and to determine whether the documents are complete, properly signed, and whether the Proposals are generally in order. A Proposal determined as not substantially responsive will be rejected and may not subsequently be made responsive by the Offer or by correction of the non-conformity.

UN Agencies recognize the importance of confidentiality of the data provided and the proposal information

VII.Contractual and Institutional Arrangements

The contract resulting from the present Invitation to Bid shall be available for use by UNDP and all UN Agencies as per appropriate letter of service amendment. Each UN Agency will designate one representative to deal with the Travel Agency (the list of focal points will be communicated separately upon contract issuance). However, the overall contract management responsibility shall rest with UNDP Saudi Arabia, whose Administrative Unit shall serve as focal point for this purpose. Contract Management will be conducted jointly by UNDP Procurement Associate and Administrative Assistant under the leadership of Operations Manager or delegate as necessary.

UNDP/UN travel focal points shall perform the following:

- a) Coordinate with travel agent for the services requested;
- b) Provide Official **Travel Authorization** to Travel Agent;
- c) Conduct performance surveys;
- d) Obtain monthly progress reports; and
- e) Perform inspection of services, including verification of fares, rates, conditions etc.
- f) Ensure a full compliance to the travel requirements in respect to each agency's travel rules and regulations;

VIII.Compensation Scheme

Travel agency shall generate its income on a per-ticket/transaction basis.

The UN Agencies Travel Administrator, however, shall, from time to time, evaluate and verify with other travel agencies and other industry indicators the comparability and competitiveness of the rates being given to the UN Agencies. The UN Agencies remains the right to terminate contract with the perspective selected Travel Agency at any time if the Travel Agency charges UN Agencies on higher rates than market standards or does not render minimum services described in this tendering document.

IX.Qualifications of the Successful travel agency

The successful Travel Agency will be contracted to serve the needs of UN Agencies in Mongolia and will have the following minimum eligible criteria:

1.1.Administrative/Technical capacity requirements:

- a) Minimum 5 years of business experience in corporate specialization in Travel Management Service. Supported with legal document (Notarial Deed)
- b) Valid **IATA accreditation** and possess appropriate licenses and software required for processing travel reservation and ticket issuance; and minimum 5 years membership of IATA
- c) Maintains a good track record in serving international organizations, embassies and/or multi-national corporations; **minimum 2 recommendation letters provided**

- d) The Travel Agent should have a minimum average annual turnover of minimum USD 200,000 during the past 3 years (2017, 2018 and 2019);
- e) Minimum two (2) ongoing or completed contracts for same or similar services executed in last 5 years.
- f) Employs competent and experienced travel consultants, especially in ticketing and fare computations, as evidenced by their track record in their Curriculum Vitae;
- g) Maintains facilities of online booking / airline reservations (i.e. Amadeus, or other) and international ticketing;
- h) Willing and able to guarantee the delivery of products and services in accordance with performance standards required under this Terms of Reference.
- i) Acceptability of all provisions of the UNDP General Terms and Conditions

For each contract, provide details of client name, contract dates, contract values, contract focal point name and email, work location.

[Note: UN/UNDP reserves the right to conduct reference checks with one or more of the listed clients of the Vendor]

1.2. Financial capacity requirements:

- a) Audited Financial Statement (Income Statement and Balance Sheet) duly certified by a Public Accountant for years of 2017, 2018 and 2019;
- b) Provide maximum credit amount for ticketing to UN Agencies;
- c) Willing and be able to guarantee the delivery of products and services in accordance with performance standards required under Section 6 of this TOR.
- d) Provide a letter from the bank about of good financial standing and indication of available cash on the company's operating account/s.

1.3. Qualification of Travel expert:

The successful Travel Agency shall be required to devote at least one primary personnel, and one back-stopping personnel with the following minimum qualifications:

Experience:

- a) Minimum four (4) years of practical experience in the management of travel services, in operating the automated reservation and ticketing systems;
- b) Client orientation, professional experience
- c) Has adequate authority to make decisions for the timely resolution of problems;
- d) In the case of emergencies (e.g. evacuations, war, etc.), the travel expert shall maintain operations necessary to support UN Agencies in Saudi Arabia;
- e) 24 hours a day access of emergency service and necessary delivery of tickets as required by UN Agencies to the required destinations

Qualification

- f) Minimum High school's degree in any related fields and a certificate travel management and logistic and other related fields

Language

- g) English of at least B2 Level

The travel agency shall always have a contingency replacement plan to be enforced during periods of illness and vacations of its personnel in order to maintain full service under the contract.

Table 1.1. 2016 & 2017 Travel activity and statistic report sorted by the most used airline by agency;

Airline	UNDP				UN-Habitat					
	Yr 2016		Yr 2017		Yr 2016		Yr 2017		Total	
	TKT	Sales (SAR)	TKT	Sales (SAR)	TKT	Sales (SAR)	TKT	Sales (SAR)	Tickets	Sales (SAR)
ETIHAD AIRWAYS	11	202,720	6	124,015			1	1,975	18	125,990.00
AIR FRANCE	3	7,955	1	11,850	8	86,440			12	106,245.00
SAUDI ARABIAN	25	60,005	46	75,145	9	9,473	22	15,684	102	160,307.00
EMIRATES	6	45,066	3	6,715			3	7,225	12	59,006.00
BRITISH	1	3,525			2	25,979			3	29,504.00
TURKISH AIRLINES	3	23,174	7	25,882					10	49,056.00
QATAR AIRWAYS	7	18,935	6	42,253	2	3,815	1	2,395	16	67,398.00
GULF AIR	21	18,990			1	1,240			22	20,230.00
HAHN AIR LINES GM	1	3,706	3	16,350	6	15,032			10	35,088.00
EGYPTAIR	4	3,390	2	3,760	3	8,755			9	15,905.00
AMERICAN AIRLINES	1	7,226			1	3,480			2	10,706.00
CATHAY PACIFIC	1	8,930							1	8,930.00
ROYAL JORDANIAN	5	8,151	3	6,598					8	14,749.00
ETHIOPIAN AIRLINES					4	8,105	1	2,810	5	10,915.00
MIDDLE EAST	3	1,714	5	9,282	2	2,800			10	13,796.00
LUFTHANSA			4	23,965	1	3,550			5	27,515.00
NASAIR COMPANY	4	2,540	3	1,745			3	830	10	5,115.00
KUWAIT AIRWAYS					2	1,850			2	1,850.00
KLM			1	2,970					1	2,970.00
AIR INDIA			1	1,715					1	1,715.00
MALAYSIA AIRLINES			1	7,375					1	7,375.00
SAUDI Gulf			1	775			1	450	2	1,225.00
Saudia (domestic)	5	2,915	26	17,625	3	1,770	23	10,524	57	32,834.00
Total in SAR	101	418,942	119	378,020	44	172,289	55	41,893	319	808,424.00
Total in USD		111,718		100,805		45,944		11,171		215,579.73
Total in SAR	Two years average									404,212.00
Total in USD										107,789.87

Section 6: Returnable Bidding Forms / Checklist

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

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

Technical Proposal Envelope:

Have you duly completed all the Returnable Bidding Forms?	
▪ Form A: Technical Proposal 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: Qualification Form	<input type="checkbox"/>
▪ Form E: Format of Technical Proposal	<input type="checkbox"/>
Have you provided the required documents to establish compliance with the evaluation criteria in Section 4?	<input type="checkbox"/>

Financial Proposal Envelope

(Must be submitted in a separate sealed envelope/password protected email)

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

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	RFP/SAU/20/010		

We, the undersigned, offer to provide the services for "Provision of Travel Management Services for UNDP Saudi Arabia" in accordance with your Request for Proposal No. RFP/SAU/20/010 and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal and our Financial Proposal sealed under a separate envelope.

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) is 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 them that could impair their 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 Proposal are true and we accept that any misinterpretation or misrepresentation contained in this Proposal may lead to our disqualification and/or sanctioning by the UNDP.

We offer to provide services in conformity with the Bidding documents, including the UNDP General Conditions of Contract and in accordance with the Terms of Reference

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

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

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

Name: _____

Title: _____

Date: _____

Signature: _____

Stamp

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 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 demonstrate 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]
Contact person UNDP may contact for requests for clarification during Proposal evaluation	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
Please attach the following documents:	<ul style="list-style-type: none"> ▪ Company Profile, which should not exceed fifteen (15) pages, including history of the entity and highlights of services provided in the past (List of major clients with contact information, indicating annual flight booking amounts, other services amounts, for minimum 3 years) ▪ Copy of company registration certificate and copy of Registration of Incorporation, as per laws of Saudi Arabia

Should the response to this solicitation is made by a Vendor association with a partner (i.e. Consortium or Joint Venture) the documentation shall include the corresponding agreement between the parties indicating roles and responsibilities of all the partners.

- Tax Registration/Payment Certificate issued by the Internal Revenue Authority evidencing that the Bidder is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Bidder
- Trade name registration papers, if applicable
- Quality Certificate (e.g., ISO, etc.) and copy of IATA accreditation certificate or confirmation document that company is in the process of IATA accreditation;
- Information related to past or present litigation (for or against) involving the Vendor for the last 3 years period, if any;
- Environmental Compliance Certificates, Accreditations, Markings/Labels, and other evidences of the Bidder's practices which contributes to the ecological sustainability and reduction of adverse environmental impact (e.g., use of non-toxic substances, recycled raw materials, energy-efficient equipment, reduced carbon emission, etc.), either in its business practices.
- Official Letter of Appointment as local representative, if Bidder is submitting a Bid on behalf of an entity located outside the country
- Latest Audited Financial Statement (Income Statement and Balance Sheet) including Auditor's Report for the past 3 years (2017, 2018 and 2019)
- Reference letter on past performance from minimum two clients
- CV of personnel, as required under Minimum Required Personnel, highlighting their experience, as relevant to the TOR requirements.
- Detailed description of proposed services and processes in compliance with the Terms of Reference, demonstrating how the proposed methodology meets or exceeds the requirements.
- This will contain a description of how the travel agencies foresee the flow of the transactions involved, as well as the expected roles and responsibilities of the parties. The existing corporate standards and/or internal quality control procedures should be described. Information about value-added products and services that are not required in the Tour, but the bidder can offer to the UN agencies in Saudi Arabia can also be included.
- Financial Proposal presented in a separate encrypted file.

Form C: Joint Venture/Consortium/Association Information Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	RFP/SAU/20/010		

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

No	Name of Partner and contact information (address, telephone numbers, fax numbers, e-mail address)	Proposed proportion of responsibilities (in %) and type of 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 RFP process and, in the event a Contract is awarded, during contract execution)	[Complete]
--	------------

We have attached a copy of the below 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: Qualification Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

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

Historical Contract Non-Performance

<input type="checkbox"/> Contract non-performance did not occur for the last 3 years			
<input type="checkbox"/> Contract(s) not performed for 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 3 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.

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

Bidders may also attach their own Project 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	Year 2017	SAR
	Year 2018	SAR
	Year 2019	SAR
Latest Credit Rating (if any), indicate the source		

Financial information (in US\$ equivalent)	Historic information for the last 3 years		
	Year 1	Year 2	Year 3
	<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 Proposal

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	RFP/SAU/20/010		

The Bidder's proposal should be organized to follow this format of Technical Proposal. 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 Brief description of the organization, including the year and country of incorporation, and types of activities undertaken.
- 1.2 General organizational capability which is likely to affect implementation: management structure, financial stability and project financing capacity, project management controls, extent to which any work would be subcontracted (if so, provide details).
- 1.3 Relevance of specialized knowledge and experience on similar engagements done in the region/country.
- 1.4 Quality assurance procedures and risk mitigation measures.
- 1.5 Organization's commitment to sustainability.

SECTION 2: Proposed Methodology, Approach and Implementation Plan

This section should demonstrate the bidder's responsiveness to the TOR by identifying the specific components proposed, addressing the requirements, providing a detailed description of the essential performance characteristics proposed and demonstrating how the proposed approach and methodology meets or exceeds the requirements. All important aspects should be addressed in sufficient detail and different components of the project should be adequately weighted relative to one another.

- 2.1 A detailed description of the approach and methodology for how the Bidder will achieve the Terms of Reference of the project, keeping in mind the appropriateness to local conditions and project environment. Details how the different service elements shall be organized, controlled and delivered.
- 2.2 The methodology shall also include details of the Bidder's internal technical and quality assurance review mechanisms.
- 2.3 Explain whether any work would be subcontracted, to whom, how much percentage of the work, the rationale for such, and the roles of the proposed sub-contractors and how everyone will function as a team.
- 2.4 Description of available performance monitoring and evaluation mechanisms and tools; how they shall be adopted and used for a specific requirement.
- 2.5 Implementation plan including a Gantt Chart or Project Schedule indicating the detailed sequence of activities that will be undertaken and their corresponding timing.
- 2.6 Demonstrate how you plan to integrate sustainability measures in the execution of the contract.
- 2.7 Any other comments or information regarding the project approach and methodology that will be adopted.

SECTION 2A: Bidder's Comments and Suggestions on the Terms of Reference

Provide comments and suggestions on the Terms of Reference, or additional services that will be rendered beyond the requirements of the TOR, if any.

SECTION 3: Management Structure and Key Personnel

- 3.1 Describe the overall management approach toward planning and implementing the project. Include an organization chart for the management of the project describing the relationship of key positions and designations. Provide a spreadsheet to show the activities of each personnel and the time allocated for his/her involvement.
- 3.2 Provide CVs for key personnel that will be provided to support the implementation of this project using the format below. CVs should demonstrate qualifications in areas relevant to the Scope of Services.

Format for CV of Proposed Key Personnel

Kindly provide Detailed CVs for all personnel involved using the following form

Name of Personnel	[Insert]
Position for this assignment	[Insert]
Nationality	[Insert]
Language proficiency	[Insert]
Contact details (e-mail and mobile phone)	[Insert]
Education/Qualifications	<i>[Summarize college/university and other specialized education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.]</i>
	[Insert]
Professional certifications	<i>[Provide details of professional certifications relevant to the scope of services]</i>
	<ul style="list-style-type: none"> ▪ Name of institution: [Insert] ▪ Date of certification: [Insert]
Employment Record/Experience	<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>
	[Insert]
References	<i>[Provide names, addresses, phone and email contact information for two (2) references]</i>
	Reference 1: [Insert]
	Reference 2: [Insert]

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe 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:	RFP/SAU/20/010		

The Bidder is required to prepare the Price Schedule following the below format.

For the services listed under Section 5 - Terms of Reference, the selected Travel Agency will charge the UN Agencies in Saudi Arabia a fixed service fee per each issued ticket regardless of booking class, on top of the lowest published priced for the itinerary. The service fees shall remain fixed for the whole duration of the LTA 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.

UN Agencies in Saudi Arabia have entered into agreements with a list of domestic and international air carriers for corporate discounts based on travel preferences and volumes of travel, and these corporate agreements may be expanded in the near future. Accordingly, air carriers would apply special fares and conditions which the selected Travel Agency would be required to utilize and pass on to UN Agencies under this contract – unless the Travel Agency's own discounts for specific purchases are more convenient to UN Agencies.

UNDP shall award the LTA to the lowest priced technically responsive, eligible, and qualified bid

Any estimates for cost-reimbursable items, such as travel of experts and out-of-pocket expenses (available services listed in the Section V.6 of ToR), should be utilized published prices for these services unless the service requested isn't published.

Please make sure to fill this entire form

Please note that the financial proposal must be password protected upon submission

Ticketing Based Charges	Issuance fees per ticket (In percentage)	Cancellation fees per ticket (In percentage)	Re-issuance fees per ticket (in percentage)
• International Air Ticket			
• Domestic Air Ticket			

Others travel handling fees

These are the services handling fees for others related transactions. The related rates will not be considered during the evaluation stages unless necessary; however, the UN agency may include these fees in the Long Terms agreement as a guide. If needed, please provide detailed pricing for other not mentioned services which might be considered for evaluation if needed.

Item	Transaction	Service fees (SAR)
1	Hotel reservations/Accommodation	
2	Ground transport/ Car rent	
3	Passport and visa processing	
4	Travel insurance	
5	Excess baggage	
6	Package tours and promotions for person travel (to be	
7	Privileged check-in services	
8	Preferred seating arrangements/Upgrades	
9	Emergences services e.g sickness, injury	
10	Others services	

Name of Bidder: _____

Authorised signature: _____

Name of authorised signatory: _____

Functional Title: _____