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REQUEST FOR PROPOSAL

Provision of Travel Management Services for UN Agencies based in Iraq

RFP No.: RFP-068/21

Project: UNDP and UN Agencies

Country: Iraq

Issued on: 10 February 2021

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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: Financial Proposal Submission Form
- Form G: Financial Proposal Form
- Form H: Form of Proposal Security (N/A)

Section 7: General Terms and Conditions

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.

In case your Company is not registered in the E-Tendering Module, please use the following temporary username and password to register your company:

Username: event.guest

Password: why2change

Proposers, who registered on the e-tendering, will be able to download the complete bidding documents from the e-tendering website at: <https://etendering.partneragencies.org>

If you need further information, please feel free to contact the following:

Focal Person in UNDP: Dler Mohamad, Procurement Analyst

Address: UNDP, Iraq

E-mail address: dlr.mohamad@undp.org

You may acknowledge receipt of this RFP utilizing 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 Data Sheet as the focal point for queries on this RFP.

IMPORTANT NOTE: The amount of the Financial Offer **MUST NOT** be mentioned anywhere in the submitted documents or eTendering system other than the Financial Proposal. Submitted Financial proposal should be password protected and the Password should be provided only when requested by UNDP. Failure in compliance with the mentioned condition shall result in rejection of the offer.

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

Issued by:

Approved by:



Name: **Dler Mohmad**
Title: **Procurement Analyst**
Date: **February 10, 2021**



Name: **Piero Emanuele Franceschetti**
Title: **Senior Operations Manager**
Head of Service Centre
Date: **February 10, 2021**

Section 2. Instruction to Bidders

A. GENERAL PROVISIONS	
1. Introduction	<p>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</p> <p>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.</p> <p>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.</p>
2. Fraud & Corruption, Gifts and Hospitality	<p>2.1 UNDP strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical or unprofessional practices, and obstruction of UNDP vendors and requires all bidders/vendors observe the highest standard of ethics during the procurement process and contract implementation. UNDP's Anti-Fraud Policy can be found at http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti</p> <p>2.2 Bidders/vendors shall not offer gifts or hospitality of any kind to UNDP staff members including recreational trips to sporting or cultural events, theme parks or offers of holidays, transportation, or invitations to extravagant lunches or dinners.</p> <p>2.3 In pursuance of this policy, UNDP (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.</p> <p>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</p>
3. Eligibility	<p>3.1 A vendor should not be suspended, debarred, or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization. Vendors are therefore required to disclose to UNDP whether they are subject to any sanction or temporary suspension imposed by these organizations.</p> <p>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.</p>

4. Conflict of Interests	<p>4.1 Bidders must strictly avoid conflicts with other assignments or their own interests, and act without consideration for future work. Bidders found to have a conflict of interest shall be disqualified. Without limitation on the generality of the above, Bidders, and any of their affiliates, shall be considered to have a conflict of interest with one or more parties in this solicitation process, if they:</p> <ul style="list-style-type: none"> a) Are or have been associated in the past, with a firm or any of its affiliates which have been engaged by UNDP to provide services for the preparation of the design, specifications, Terms of Reference, cost analysis/estimation, and other documents to be used for the procurement of the goods and services in this selection process; b) Were involved in the preparation and/or design of the programme/project related to the 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.
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.</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:

	<p>i. to sign the Contract after UNDP has issued an award; or</p> <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> <p>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</p> <p>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.</p>
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> <p>a) Those that were undertaken together by the JV, Consortium or Association; and</p> <p>b) Those that were undertaken by the individual entities of the JV, Consortium or Association.</p> <p>14.6 Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.</p> <p>14.7 JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm.</p>

<p>15. Only One Proposal</p>	<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"> f) they have at least one controlling partner, director or shareholder in common; or g) any one of them receive or have received any direct or indirect subsidy from the other/s; or h) they have the same legal representative for purposes of this RFP; or i) 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; j) 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 k) 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.
<p>16. Proposal Validity Period</p>	<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>
<p>17. Extension of Proposal Validity Period</p>	<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>
<p>18. Clarification of Proposal</p>	<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 that such an extension is justified and necessary.</p>
<p>19. Amendment of Proposals</p>	<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>

	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.
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	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.
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> <ul style="list-style-type: none"> 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. 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 PROPOSAL" or "FINANCIAL PROPOSAL", as appropriate. Each envelope SHALL clearly indicate the name of the Bidder. The outer envelopes shall: <ul style="list-style-type: none"> i. Bear the name and address of the bidder; ii. Be addressed to UNDP as specified in the BDS iii. Bear a warning that states "<i>Not to be opened before the time and date for proposal opening</i>" as specified in the BDS.

	<p>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 Eligibility and Qualification	<p>29.1 Eligibility and Qualification of the Bidder will be evaluated against the Minimum Eligibility/Qualification requirements specified in the Section 4 (Evaluation Criteria).</p> <p>29.2 In general terms, vendors that meet the following criteria may be considered qualified:</p> <ol style="list-style-type: none"> 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; They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments, They have the necessary similar experience, technical expertise, production

	<p>capacity where applicable, quality certifications, quality assurance procedures and other resources applicable to the provision of the services required;</p> <p>h) They are able to comply fully with UNDP General Terms and Conditions of Contract;</p> <p>i) They do not have a consistent history of court/arbitral award decisions against the Bidder; and</p> <p>j) They have a record of timely and satisfactory performance with their clients.</p>
30. Evaluation of Technical and Financial Proposals	<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> <p>a) Verification of accuracy, correctness and authenticity of information provided by the Bidder;</p>

	<ul style="list-style-type: none"> 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 is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of UNDP there is an obvious misplacement of the decimal point in the unit price; in which case the line item total as quoted shall govern and the unit price shall be corrected; b) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and c) if there is a discrepancy between words and figures, the amount in words

	<p>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	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=de

	fault
43. Liquidated Damages	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.
44. Payment Provisions	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.
45. Vendor Protest	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
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 not be considered
4	21	Pre-proposal conference	<p>A proposer's conference will be held through zoom on 17 February 2021, 11:00 hrs Iraq time.</p> <p>Interested companies to confirm through e-mail their participation in the conference by e-mail to : dlr.mohamad@undp.org</p> <p>The link for zoom conference will be shared with the interested travel agent up on their confirmation by e-mail.</p> <p>The UNDP Focal point is: Dler Mohamad Procurement Analyst E-mail: dlr.mohamad@undp.org Phone: +964 750 445 4660</p>
5	10	Proposal Validity Period	150 days
6	14	Proposal Security	Not Required
7	41	Advanced Payment upon signing of contract	Not Allowed
8	42	Liquidated Damages	Will not be imposed
9	40	Performance Security	Not Required

10	18	Currency of Proposal	United States Dollar
11	31	Deadline for submitting requests for clarifications/questions	5 days before the submission deadline
12	31	Contact Details for submitting clarifications/questions	<p>Focal Person in UNDP: Dler Mohamad Procurement Analyst</p> <p>E-mail address: dler.mohamad@undp.org</p> <p>Any delay in UNDPs response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the proposers</p>
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	<p>For eTendering submission - as indicated in eTendering system. Note that system time zone is in EST/EDT (New York) time zone.</p> <p>Date and time visible on the main screen of the event (on the E-Tendering portal) will be final and prevail over any other closing time indicated elsewhere, in case they are different. The correct bid closing time is as indicated in the E-Tendering portal and system will not accept any bid after that time. It is the responsibility of the bidder to make sure bids are submitted within this deadline. UNDP will not accept any bid that is not submitted directly to the system. Try to submit your bid a day prior or well before the closing time. Do not wait until last minute. If you face any issue submitting your proposal at the last minute, UNDP may not be able to assist.</p>
14	22	Allowable Manner of Submitting Proposals	<input type="checkbox"/> Only through e-Tendering
15	22	Proposal Submission Address	<p>https://etendering.partneragencies.org</p> <p><u>IRQ10-RFP-068-21</u></p>
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. ▪ If you are uploading a large number of files (ex. 15 or more), please zip the files into a ZIP folder and upload the folder instead of each file individually. You can upload several ZIP folders, but 1f you do

			<p>this, please note that the total size of each ZIP folder uploaded cannot exceed 50MB.</p> <ul style="list-style-type: none"> Financial proposal should be password protected and uploaded to eTendering system. Password of the financial proposal must not be provided to UNDP until requested by UNDP. No price value should be disclosed In your technical proposal. <p>IMPORTANT NOTICE: DO NOT DISCLOSE your price anywhere in your submission or e-tendering system other than encrypted financial proposal. Please insert "1" as your bid price in e-tendering line item.</p>
17	27 36	Evaluation Method for the Award of Contract	<p>Combined Scoring Method, using the 70%-30% distribution for technical and financial proposals respectively.</p> <p>Technical Evaluation: The minimum technical score required to pass is 70%. Proposals will be evaluated on the following basis: 1. UNDP conducts preliminary examination of Proposals through examining the completeness of proposals in respect to minimum documentary requirements and Proposers status against UN Security Council 126/1989. UNDP may reject any Proposal at this stage. 1.2 Compliance with Terms and Conditions of the RFP including required submissions. UNDP will examine the substantial responsiveness of Proposal to the Request for Proposal (RFP). A substantially responsive Proposal is one which conforms to all the terms and conditions of the RFP without material deviation. A Proposal determined as not substantially responsive will be rejected by the Purchaser and may not subsequently be made responsive by the Proposer by correction of the nonconformity.</p> <p>Financial Evaluation: The proposed consulting fee will be assessed against the weighted score to compute the corresponding points scored. Financial Proposal will be evaluated in accordance with the price schedule sheet.</p> <p>IMPORTANT NOTE: The amount of the Financial Offer MUST NOT be mentioned anywhere in the submitted documents or eTendering system. Financial proposal should be password protected and password should be provided only when requested by UNDP. Failure in compliance with the mentioned condition shall result in rejection of the offer</p>
18		Expected date for commencement of Contract	<i>May 1, 2021</i>
19		Maximum expected duration of contract	1 year, renewable for additional two years upon satisfactory performance of the service provider
20	35	UNDP will award the contract to:	Two Proposers
21	39	Type of Contract	Purchase Order and Contract for Goods and Services for UNDP

			http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
22	39	UNDP Contract Terms and Conditions that will apply	UNDP General Terms and Conditions for Professional Services http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
23		practices, and Obstruction	<i>addressing all acts of fraud and corrupt practices against UNDP as well as third parties involved in UNDP activities. (See http://www.undp.org/about/transparencydocs/UNDP Anti Fraud Policy English FINAL june 2011.pdf and http://www.undp.org/content/undp/en/home/operations/procurement/procurement protest for full description of the policies)</i>
24		Other Information Related to the RFP	<i>UNDP has zero tolerance for fraud and corruption, meaning that to the RFP UNDP vendors are not to engage in fraud or corruption. Vendors engaged in fraud and corruption will be subject to sanctions. Fraud includes the submission of fraudulent or misrepresented documents, such as bid securities and financial statements.</i>

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
- Proposal Validity
- Copy of the travel agent registration
- Travel agency has access to Global Distribution System
- Accredited BSP/IATA certification of Business and travel agents
- Travel agency is licensed and registered to operate in Iraq

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 ITB clause 3.	Form A: Technical Proposal Submission Form
Conflict of Interest	No conflicts of interest in accordance with ITB 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
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

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.

Litigation History	No consistent history of court/arbitral award decisions against the Bidder for the last 3 years.	Form D: Qualification Form
Previous Experience	Minimum of 5 years of experience in managing the travel related services for National/Multi-National organizations <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Form D: Qualification Form
Financial Standing	<p>Minimum average annual turnover of USD 2,500,000 for the last 5 years.</p> <p>Submit Latest Audited Financial Statement (Income Statement and Balance Sheet) including Auditor's Report for the past five years (2015-2016-2017-2018-2019). The bidders having completed financial audited statement for 2020 should also submit the report which will be considered for evaluation.</p> <p>D&B Rating Satisfactory <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i></p> <p>UNDP shall verify the financial capacity of the company/s and has the authority to seek references from concerned parties & banks on the bidder's financial standing.</p> <p>UNDP has the right to reject any bid if submitted by a contractor whom investigation leads to a result that he is not Financially capable and/ or had serious financial problems.</p>	Form D: Qualification Form
	<p>Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i></p>	Form D: Qualification Form

Stage I

Proposer must meet all the following mandatory Pass/Fail criteria to qualify for Stage 2 of the evaluation:

Mandatory Pass/Fail Criteria	Compliance	Comments
Travel agency has access to Global Distribution System		
Accredited BSP/IATA certification of Business and travel agents		
Travel agency is licensed and registered to operate in Iraq		
Willing and able to guarantee the delivery of products and services in accordance with the performance standards required under this TOR.		

Stage-II

Technical Evaluation Criteria

Summary of Technical Proposal Evaluation Forms		Points Obtainable
1.	Bidder's qualification, capacity and experience	300
2.	Proposed Methodology, Approach and Implementation Plan	500
3.	Management Structure and Key Personnel	200
	Total	1000

Details of Evaluation:

Section 1: Organization's qualification, capacity and experience (300 points)		Points Obtainable
1.1	Reputation of Organization and Staff / Credibility / Reliability / Industry Standing	40
1.2	General Organizational Capability which is likely to affect implementation -Financial stability and strength for the last five years (2015, 2016,2017,2018 & ,2019) (20 points for the provision of each year audited financial statement) -loose consortium, holding company or one firm -age/size of the firm, years of work in the required field -strength of project management support -project financing capacity -project management controls - Existing Offices/Branches inside Iraq	100

1.3	Extent to which any work would be subcontracted (subcontracting carries additional risks which may affect project implementation, but properly done it offers a chance to access specialized skills.)	15
1.4	Quality assurance procedures, warranty. ISO Certifications etc	25
1.3	Relevance of: -Specialized Knowledge -Experience on Similar Projects (Experience in Travel Management for the past 5 years (2015, 2016, 2017, 2018 & 2019) in terms of number of tickets issued and amount value. -Experience on Projects in the Region - Travel Management Experience with UN Agencies or International agencies/companies for inside Iraq – Proposers should provide their client list with details of focal contact for reference check.	120
Total Section 1		300

Section 2: Proposed Methodology, Approach and Workplan (400 points)		Points Obtainable
2.1	To what degree does the Proposer understand the task?	30
2.2	Have the important aspects of the task been addressed in sufficient detail?	25
2.3	Are the different components of the project adequately weighted relative to one another?	20
2.4	Is the proposal based on a survey of the project environment and was this data input properly used in the preparation of the proposal? Demonstrates Service configuration of UN needs for travel services in line with UN travel policies and operations	60
2.5	Is the scope of task well defined and does it correspond to the TOR?	75
2.6	Is the presentation clear and is the sequence of activities and the planning logical, realistic and promise efficient implementation to the project?	75
2.7	Ability to coordinate services to multiple UN Agencies sited in different locations (including in the Sub-Offices throughout Iraq) (List of Office in Main Governorates)	40
2.8	Capability in anticipating peak booking periods and doing staff adjustment and Resource Capability including on-site management of staff. (Strategy)	45
2.9	Billing and reporting system – to analyze flexibility and adaptability of the travel agent reporting system.(Monthly/Quarterly)	45
2.10	Management Information system used in the travel offices/sites in line with IATA requirements	45
2.11	The approach the travel agent will take to achieve service levels in line with the ToR. Provision of SLA Agreement	40
Total Section 2		500

Section 3: Management Structure and Key Personnel (200 points)		Sub-Score	Points Obtainable
3.1	Has the Offeror provided detailed resumes for each member of the proposed team?		10
3.2	Are resumes complete and do they demonstrate backgrounds that would be desirable for individuals engaged in the work this project requires?		10
3.3	Operations Manager/Supervisor		90
	Minimum of six (6) years corporate travel and supervisory experience	40	
	Education/Professional Certification (master's degree or certificate of Travel Management Services)	20	
	Experience in UN/multilateral organization in working in similar field	20	
	Fluency in English - CV to be attached	10	
	Travel Focal Points/Counsellors (Three)		90
3.4	Minimum of five(5) in travel experience and three (3) years in corporate travel experience	40	
	Education/Professional B.S.C degree or certificate of Travel Management Services) (15)	20	
	Experience in UN/multilateral organization in working in similar field	20	
	Fluency in English - CV to be attached	10	
Total Section 3			200

* For evaluation purposes, the average score will be used when multiple CVs are submitted.

I. Background:

UN agencies in Iraq since 2003, has worked to support Government and people of Iraq in their transition toward reconciliation, peace and stability.

In pursuing its objectives, UN staff and its clients conduct frequent travelling in and out of Iraq to different destinations. In order to achieve cost efficiency from economic scale while ensuring outstanding quality of service, UN agencies have reached the decision to consolidate all their travel requirements and establish a Long Term Agreement (LTA) with two vendors for provision of travel services.

UNDP is the lead agency for this requirement on behalf of other UN agencies in Iraq.

UNDP Iraq is hereby undertaking a solicitation of proposals from Travel Agencies that are interested to provide Travel Management Services required for its needs on regular basis. The successful proposer will enter into LTA with UNDP for an initial period of 12 months and renewable for additional 36 months, upon:

- a) satisfactory performance of the services, based on a survey of UN travelers and travel focal persons of UNDP and UN agencies;
- b) other extenuating circumstances as may be found or deemed appropriate by the UNDP based on its standard principles, directives and business practices.

II. Objective:

The contract for Travel services shall cover the provision of travel management and related to services hereafter referred to as "Travel Management Services".

Travel Management Services shall include airline ticketing for different destinations with suitable itineraries (including alternative routings, departures and arrivals), at the lowest cost for staff members, clients and/or their dependents (for official and non-official travels). Travel Management Services may also be extended to other travel related to services, which may include visa assistance for UNDP and its clients.

The service will cover all UNDP and all the participating UN agencies throughout Iraq, which have offices at the moment in all major cities and those which would be established in the future within the contract period.

This service will include frequent requests for price quotations to cover all destinations for round trip and one-way trip from/to within Iraq.

This service will include frequent requests for price quotations to cover all destinations for round trip and one-way trip from/to Iraq (any airport within Iraq) to every destination based on the request of UNDP and any participating agency. Frequently visited cities/airports can be listed below (from/to and Back):

This service will include frequent requests for price quotations to cover several destinations round trip or one-way trip from/to as follows:

- 1) Baghdad – Erbil – Baghdad.
- 2) Baghdad – Basra – Baghdad.
- 3) Erbil – Baghdad – Erbil.

- 4) Erbil – Basra – Erbil.
- 5) Basra – Baghdad – Basra.
- 6) Basra – Erbil – Basra.
- 7) Baghdad-Sulaimanyah-Baghdad
- 8) Erbil-Sulaimanyah-Erbil
- 9) Basra-Sulaimanyah-Basra
- 10) Sulaimanyah-Baghdad-Sulaimanyah
- 11) Sulaimanyah-Basra-Sulaimanyah
- 12) Sulaimanyah-Erbil-Sulaimanyah
- 13) Baghdad – Amman – Baghdad,
- 14) Baghdad – Beirut – Baghdad.
- 15) Baghdad – Istanbul – Baghdad.
- 16) Baghdad – New York – Baghdad
- 17) Erbil – Amman – Erbil.
- 18) Erbil – Beirut – Erbil.
- 19) Erbil – Istanbul – Erbil.
- 20) Erbil – New York – Baghdad
- 21) Basra – Amman – Basra.
- 22) Basra – Beirut – Basra.
- 23) Basra – Istanbul – Basra.
- 24) Erbil – Cairo – Erbil
- 25) Baghdad – Cairo – Baghdad
- 26) Baghdad – Rome – Baghdad
- 27) Erbil – Rome – Erbil
- 28) Iraq-other (Operational Airports) – Amman – Iraq (Operational Airports)
- 29) Iraq-other (Operational Airports) – Dubai – Iraq (Operational Airports)
- 30) Iraq-other (Operational Airports) – Doha – Iraq (Operational Airports)
- 31) Iraq-other (Operational Airports) – Beirut – Iraq (Operational Airports)
- 32) Iraq-other (Operational Airports) – Cairo – Iraq (Operational Airports)
- 33) Iraq-other (Operational Airports) – Istanbul – Iraq (Operational Airports)
- 34) Iraq-other (Operational Airports) – Delhi – Iraq (Operational Airports)
- 35) Iraq-other (Operational Airports) – Nairobi – Iraq (Operational Airports)
- 36) Iraq-other (Operational Airports) – Addis Ababa – Iraq (Operational Airports)
- 37) Iraq-other (Operational Airports) – Johannesburg – Iraq (Operational Airports)
- 38) Iraq-other (Operational Airports) – London – Iraq (Operational Airports)
- 39) Iraq-other (Operational Airports) – New York – Iraq (Operational Airports)

III.Threshold of the Long Term Agreement (LTA):

The threshold of this LTA is set at US\$ 10 Million approximately (for 36 months period). LTAs are considered non-exclusive and the estimated amount is based on forecast of needs, and the ceiling amount mentioned in the LTA does not constitute a commitment to place call-offs up to the volume. The LTA shall be established for a 1 year period renewable up to a maximum period of 3 years, subject to satisfactory performance.

The data for the previous 3 years spent on tickets in Iraq by UNDP and other UN agencies are reflected in the table below, for information only:

AIR TICKETS	2017		2018		2019	
	No. of tickets	Value, USD	No. of tickets	Value, USD	No. of tickets	Value, USD
UNDP	561	261,478.47	623	206,450.98	447	171,944.49
UNICEF	4057	2,237,734	1774	1,071,411	2111	1,475,574
UNHCR	737	319,059.62	949	350,408.56	633	279,286.7
UNFPA	185	103,084.72	95	65,709.13	477	173,891.76
FAO	90	28,706.68	140	49,846.66	150	47,973.22
UNHABITAT	25	8,304.00	54	9,342.00	53	9,323.00
UNWOMEN	73	19,957.22	156	43,451.66	466	108,551.69
Total	5,728	2,978,324.71	3,791	1,796,618.99	4,337	2,266,544.86

IV.Travel Policy:

Current UN air travel policy requires the Travel Agent(s) in all cases to book the lowest available fares and to search alternate itineraries (at least three options, if available) in order to provide the lowest appropriate fares, which satisfy the UNDP and UN agencies travel policy and mission requirements. The following basic principles travel policy embodies, subject to subsequent revisions:

- The normal route for all travels shall be the most economical route available, provided that the total additional time for the whole journey does not exceed the most direct route by 4 hours or more;
- Full economy fares may be used if no appropriate reduced fares are available;
- Business class cabin shall be provided for travel on official business when a single leg journey is nine hours or longer and for multi-leg journeys if the combined travel time of the journey is 11 hours or more, including a maximum of 2 hours of connection time, provided that the journey to the next destination resumes within 12 hours. For a multi-leg journey each transit counts maximum 2 hours towards the calculation of the duration of a journey;
- The Service Provider(s) must be knowledgeable of and prepare to offer special fares, restricted fares, discount fares, 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 authorized UN agencies personnel.

V.Services to be provided by the Travel Agent(s):

The Travel Agent(s) contract will be expected to provide the following services:

(A) General:

1. The Service provider (s) should provide travel services on 24/7 basis due to the special context of Iraq for any type of travel service is required.

2. The Travel Agencies shall appoint multiple focal points and alternate focal points (in absence of focal point) who shall always be reachable by email and phone;
3. The focal points and the alternate would be briefed, oriented and trained with UN travel policies to avoid confusion and waste of time.
4. Most of the official travel ticketing must be organized on short notice, thereby placing a premium on efficiency and rapid communication in handling all travel related matters.
5. The ticket will only be issued on the written instruction/email of the focal point of each UN agency. Any ticket issued on the request of any other staff from any agency, will be considered personal and not payable by the concerned UN agency.

(B) Reservation and Ticketing:

1. For every duly approved UNDP/UN travel request, Travel Agent(s) shall immediately provide three (3) quotations from main airlines operating the route and prepare appropriate itineraries based on the lowest fare, the least costly and most direct and convenient routing, preferably all on confirmed status;
2. **Tickets can only be purchased from UN approved carriers**
3. In the event that required travel arrangement cannot be confirmed, Travel Agent(s) shall notify the requesting party of the situation and present three (3) alternative routings/quotations for consideration;
4. For wait – listed bookings, Travel Agent(s) shall provide regular feedback on status of the flight;
5. Travel Agent(s) shall promptly issue and deliver accurately tickets and detailed itineraries, (in printed or electronic format) showing the accurate status of the airline on all segments of the journey; and shall keep abreast of carrier schedule changes, as well as all other alternations or new conditions affecting travel and make appropriate adjustments for any change(s) in the flight. When necessary, tickets and billings shall be modified or issued to reflect these changes;
6. Travel Agent(s) shall accurately advise UNDP/other UN agencies of ticketing deadlines and other relevant information each time the reservations are made, in order to avoid cancellations of bookings;
7. Travel Agent(s) must ensure that all traveling staff has complete travel documents required for their journeys, sufficiently before their departure;
8. Travel Agent shall(s) provide an information service to notify the UNDP/other Un agencies and the traveler of such events as airport closings, canceled or delayed flights, and strike situations which may affect travel to any particular destination;
9. Quotations for self-traveling, where applicable determining air fare entitlements to Non UN staff.
10. Each traveler should be enquired if he/she is having any frequent flyer number. In case FFN is provided, this should be included in the ticket issuance.
11. Any credit given by airline to the traveler, should be credited to the agency account to whom the traveler is belonging.

(C) Other Services:

1. The Travel Agent(s) shall assist UNDP/other UN agencies in obtaining visas when requested. This assistance shall consist of providing the forms and applications for visa requests, providing visa information to travelers, conducting visa assistance follow-ups, keeping appropriate records thereon, using and making arrangements for issuance of visas in relevant embassies;
2. Travel Agent(s) shall indicate any special features, programmes, or services that would be beneficial to the UNDP and other UN agencies and its travelers (e.g. visa processing, "Meet and Greet", Lost baggage follow-up, insurance, insurance, preferred seating arrangements, etc.);
3. The Travel Agent, if specifically requested shall assist UNDP/other UN agencies Personnel in providing transportation from/to airport/accommodation (outside and inside Iraq).
4. Cargo shipment for official cargo and shipment of personal belonging of staff on cargo basis from/to Iraq to the desired destinations.

(D) Traveler's Profile:

The Travel Agent(s) shall maintain computerized profiles of all frequent travelers, as designated or defined from time to time by the UN agency, setting forth the traveler's preferences regarding airlines, seating and meal requirements, passport, and such other information as is useful to facilitate such travelers travel arrangements.

(E) Ticket Delivery:

1. The Travel Agent(s) shall deliver tickets, based upon proper authority from the UNDP/other UN agencies in case of official travel, as set forth in Section B above, itineraries, and other travel documents as determined necessary by the UNDP;
2. Unless any changes, the Travel Agent shall deliver the tickets (printed/electronic) to any one of the following offices:
 - a. UN Compound – the international zone, Baghdad ;
 - b. UN Compound- beside airport road, Erbil;
 - c. UN Office –Basra
 - d. UN Office Duhok
 - e. UN Office Sulaimanyah
 - f. Via E-Mail address as advised in the call of order.

(F) Flight Cancellations/Rebooking and Refunds:

Travel agency must –

1. Monitor outbound and inbound flights to advise passengers of schedule changes and ensure protection for cancelled, delayed, re-routed flights and misconnection;
2. Process duly authorized flight changes/cancellations when and as required and taking care that in such cases, cancellation fees and charges imposed by the airlines are avoided;
3. Immediately process airline refunds for canceled travel requirements/unutilized pre-paid tickets and credit these to the UNDP as expeditiously as possible;
4. Travel Agent(s) must monitor and give feedback regarding refund. Refund tickets within a maximum of one (1) months only; and
5. Limit refund charges at airline rates only, i.e., no additional charges will accrue to the travel agency.

(G) Service Standards:

The Travel Agent(s) shall provide courteous, responsive and efficient service at all times to fulfill the UNDP and UN agencies requirements. As a service objective, telephone calls should be answered promptly. When it is necessary to place calls on hold, they should not be kept on hold for more than few minutes and call-back, when necessary, should be made within one hour, similarly emails should be responded to within 2 hours.

The contracted Travel Agency (ies) shall perform its services and deliver its products in accordance with the herein prescribed minimum performance standards set by the UN agencies, which shall also serve as the basis for the annual performance survey across the UN in general:

Product / Service	Performance Attribute	Definition	Standard / Service Level
1.Airline Reservation	Travel 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 minimum use of resources	<ul style="list-style-type: none"> ▪ For confirmed bookings via itinerary within two hours from time of request ▪ For wait listed bookings via regular updates every 24 hours
2. Airline e-Tickets	Travel Agency Accuracy	Ability to perform task completely and without error	<u>Zero-error</u> in the printed ticket/itinerary and in delivery to traveller
	Timeliness of delivery	Ability to deliver product or service on or before promised date	<u>3 working days</u> before departure date
3.Travel Documentation	Accuracy	Ability to ascertain requirements for various destinations /nationalities	<u>Zero-incidence</u> of complaints / aborted travel due to incomplete travel documents
4. Billing	Accuracy	Ability to generate billing statements without errors	<u>Zero-Error</u> or no discrepancy between invoices and attachments
	Clarity	Ability to generate bills that are transparent and/or easy to understand	<u>Zero>Returns</u> for clarification/explanation
5. Rates/Pricing	Fairness	Reasonable charges for services offered	At same rates or lower than market standards
	Company concern about fares	Ability to quote competitive fare	At same or at levels lower than airline preferred rates. Guarantee that <u>one quotation is the lowest</u> obtainable fare

	Good value indicated by price	Competitiveness of fares quoted vs. restrictions or lack/absence thereof	At the same terms or better than quoted by airlines
	Willingness to assist UNDP to negotiate with airlines regarding preferred rates and concessions	Voluntarily offering to assist/represent UNDP in dealings with airlines	Semi-annual meetings to obtain competitive rates in the market and preferable fare conditions (i.e. ticketing, deadlines, etc.)
	<p>The LTA Holder to guarantee that all commissions, overrides, and other revenues generated from and directly attributable to the organization business travel will be returned to the organization in its entirety with a 100% guarantee and the travel agency's only source of revenue from the contract with the UN should be the service fee.</p> <p>The Contractor acknowledges and agrees that, at any time, UNDP may conduct regular BSP Audits relating to the provision of travel management services (ticketing) during the contract period.</p>		
6. Service Quality	Accessibility	Ability to access or approach travel agency	<p>Telephone: 3 rings</p> <p>Emergency: 24 hours</p> <p>Email: available</p> <p>Website: available</p>
	Responsiveness	Willingness to learn needs or preferences of client and implement improvements	Regular coordination with UNDP
		Willingness to go out of one's way to help the traveller	No. of personal travels booked with travel agency
7. Problem Solving	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	<p>Timeliness: one (1) week</p> <p>Manner of resolution: Satisfactory score</p>

8.Travel Reservation Agents	Competence	<p>Knowledge of destinations</p> <p>Knowledge of airline practices, fare levels and shortest routes and connections;</p> <p>Knowledge of UN travel policies</p>	Proficiency rating of not less than 75%
9. Communication	Awareness Level of Travellers regarding Travel Agency Products and Services	<p>Services and policies are communicated to travellers;</p> <p>Travellers are well informed about matters that concern them</p>	Frequency of communications: Monthly
10. Office premises and Hours of Service	Readiness to do business	<p>Sufficient manpower to commence business at the start of office hours;</p> <p>Provision of skeletal workforce to answer calls/emails 24/7</p>	Zero complaints that no one was around to respond to or email
11. UN Travel Policy	Adherence to UN Travel Policy	Knowledge of UN Travel Policy and secure reservations only in compliance with it	<ul style="list-style-type: none"> • 3 options for each reservation requests (if available) which are most direct & economical routes • Lowest fare in economic class, most direct/economic route

(H) Supplier Relations:

Travel Agent(s) shall not favor any particular carrier when making reservations. The Travel Agency shall maintain excellent relations with all air carriers for the benefit of the UNDP and UN agencies.

(I) Private Travel:

1. The Travel Agent(s) may also be asked to provide booking and travel information for UN staff private travel. However, the Travel Agent(s) shall always give priority to handling official travel over the private travels;
2. The Travel Agent(s) acknowledges that UNDP and UN agencies does not guarantee the Travel Agent(s) any minimum level of private travel, or exclusivity in handling such private travel;
3. In the event the Travel Agent(s) make arrange for personal travel for UN staff this should be charged to the staff member directly and not included on the invoices of UN agencies.

(J) Performance Evaluation and Review:

The Travel Agent shall have regular meetings (monthly) with the respective UN focal point for each agency to discuss issues of mutual concern, and to review the Travel Agent's performance to achieve greater efficiencies and savings.

(K) Travel Agent's Quality Control:

1. The UN agencies reserves the right to conduct its own quality control surveys among frequent travelers.
2. The UN agencies, on random bases will also verify the ticket prices compare them with the contracting Travel Agent(s) quotes. If at any event the UNDP quotes are lower price in comparison to the Travel Agent(s) quotes, due clarification should be provided and quotes must be rectified according to the UN quotes.
3. The Travel Agent(s) warrants that the personnel assigned to handle the UN travel arrangements shall have a strong tariff experience and shall constantly be trained to be kept up to date.
4. Any attempt by the Travel Agent(s) to take advantage in terms of extra profit for themselves, other than what is provided as a profit fee in Price Schedule, will be considered as gross misconduct, which can result in immediate termination of the contract.

(L) Duration:

1. The LTA between UNDP/other UN agencies and Travel Agency shall be established for a period of 1 year, with possibility of extension up to maximum 3 years;
2. Notwithstanding the preceding paragraph, the UNDP/other UN agencies reserves the right to terminate the contract at any time, in line with UNDP Rules and Regulations;
 - On one months' notice in the event of change of controlling ownership of the Travel Agency or in the event the Travel Agency fails to maintain the performance and service standards set forth in the contract; OR;
 - Immediately in the event of the Travel Agent(s) entering into liquidation, whether compulsory or voluntary, or enters into receivership or bankruptcy, or defaults on its payments to IATA (the International Air Transport Association) under the Bank Settlement Plan.

(M) Qualification of the Successful Travel Agent:

The Travel Agent shall have in its current office all the necessary equipment and facilities and shall employ a sufficient number of experienced and professionally trained travel experts and staff to handle minimum requirements of the UNDP System.

The successful Travel agent should have physical offices at least in Baghdad and in Erbil, to follow-up closely.

The successful Travel Agent who will be awarded the LTA to serve the needs of the UNDP shall have the following minimum qualifications:

1. Maintain a good track record in serving organizations/companies for an extended period of time. Employs competent and experienced travel staff, especially in ticketing and fare computations, as evidenced by their track record in their Curriculum Vitae to be provided;
2. Maintains facilities of on-line booking/airline reservations, in domestic and international ticketing and ticket printing facilities, basic office equipment, telecommunications and equipment;
3. Willing and able to guarantee the delivery of products and services in accordance with the performance standards required by this TOR;
4. Financially stable and capable of rendering services to UNDP.

5. Having an accredited BSP/IATA certification is **mandatory** to be considered for technical evaluation

The successful travel agent(s) shall also be required to devote at least Three (3) personnel providing dedicated services to the travel need to UN agencies with the following minimum qualifications:

1. Operations Manager/Supervisor with a minimum Six (6) years of practical experience in the management of travel services, in operating the automated reservation and ticketing systems;
2. Has adequate authority to make decisions for the timely resolution of problems;
3. In the case of emergencies (e.g. evacuations, war, etc.), the travel expert shall maintain operations necessary to support UNDP in Iraq.
4. 24 hours a day access of emergency service and necessary delivery of tickets as required .

All such personnel upon contract signature shall be required to be well versed on the travel policies of the UN, and adopt the same knowledge on the conduct of daily business and delivery of travel to UNDP. Upon engagement of the services, the travel agency staff must be given a day of orientation by the UNDP travel focal persons.

(N) Payment Terms:

Time of payment: UNDP will normally affect payment within 30 days after receipt of such invoices and payment documentation, and acceptance of corresponding deliverables.

1. Currency of payment: Payment will be made in the currency in which the Contract is issued.
2. Advance payment: No advance payment will be made.
3. Separate account should be created to each individual agency and the invoice should be directed to the relevant agency for payment.
4. Monthly reconciliation of account is a mandatory exercise and should be conducted at the end of each month.

Performance Standards & Service Levels Guarantees

The contracted travel agent shall perform its services and deliver its products in accordance with the UN prescribed minimum performance standards set by UN, which shall also serve as the basis of the annual performance survey across the UN agencies.

The contracted travel agent shall perform its services and deliver its products in accordance with the UN prescribed minimum performance standards set by the UN agencies, which shall also serve as the basis of the annual performance survey across UN agencies.

SLA Overview:

- Performance evaluation period: quarterly
- Quarterly Score Range: depending on the Q the lowest score is -225 points
- A negative score is below expectations (zero = meeting expectations, and exceeding expectations = number > than target).
- Meeting/exceeding expectations = performance level above targets
- Exceeding expectations in any category of the SLA may result in exoneration of under- performance on other categories.

UNDP reserves the right to terminate the contract if the Travel Agent underperforms and/or reaches 200 points within three consecutive quarters.

Sample TMS - Service Level Agreement						
Category	Item	Target Description	Target	Measurement	Measurement Window / Additional Comments	Below Expectations
1. Customer Service	1a) Satisfaction Survey	1) Mutually agree on survey and distribution 2) Report on results annually. 3) Establish baseline of satisfaction and set incremental targets for improvement	90%	Annual Survey results (Overall Satisfaction based on Very Good, Good and Fair categories, poor = dissatisfied). Target is based on	Annual Electronic Survey, distribution size and scope to be agreed	< 90% = -40
	2a) Staff Retention	Agency to endeavor to retain 90% of dedicated staff allocated to the UNDP account, including Account Management team.	80%	Agency to provide HR data to support staff retention of 90% or higher annually.	Monthly. Dedicated Service Team plus Key personnel identified in schedule	< 80% = -10
3. Account Management	3a) Management Information	Agency to provide a comprehensive dashboard monthly as well as agreed MI package of travel management reports.	95%	Quality checks undertaken by and feedback from the UNDP Included within review meetings and file notes as appropriate. All opportunities documented regardless of UNDP acceptance. Data accuracy 95%	Monthly. Data to be delivered by the 25th after the close of each month based on standard reporting	< 95% = -10
	3b) Carbon Footprint	Provide CO2 emissions and mileage reports in agreed format.	100%	Report delivery	Annually	< 100% = -10
	3c) Value Proposition	Achievement of agreed milestones in Business Plan.	90%	Achievement of agreed milestones based on all initiatives	Quarterly	< 90% = -30
4. Service Delivery	4a) Phone	80% of calls to be answered within 20 seconds.	80%	Call reporting is available for all dedicated teams. All information necessary to fulfill the Traveler's request to be provided during initial call or within 1 hour. Response time for International itineraries over 5 segments will	Monthly. For non dedicated sites or those without ACD 80% satisfaction rating to be achieved on all questions relating to telephone answering.	< 80% = -20
	4b) Itinerary Accuracy	Spot check and results of customer survey	99%	Agency will review complexities of an itinerary and if fare research quoting require more time, will advise staff accordingly. All requests are	Monthly.	< 99% = -5
	4c) E Mail & Messages	Messages & e-mail acknowledged within 2 hrs.	80%	Note Pad remarks in PNR and scoring from satisfaction survey	Monthly.	< 80% = -10

	4d) Passport & Visa	Visa requirements will be notified by Agency at the time of booking, subject to the nationality being advised	90%	Note Pad remarks in PNR and scoring from satisfaction survey	Monthly. Visa application forms to be dispatched within 24 hours of receiving the request.	< 90% = -5
5. Customer Services	5a) Ticket Refunds	All refunds that can be processed by agency to be actioned within 5 working days of receipt.	100%	Monitored by Monthly refund log to be provided by Agency.	Monthly reporting on utilized nonrefundable tickets. Any tickets sent to Airline for refund calculation will be chased regularly.	< 100% = -15
	5b) Customer complaints	All complaints / queries must be acknowledged within 2 hours of receipt and actioned within 24 hours. Complaint ration (complaints as a % of total transactions) = <1%	1%	Complaints log to show date complaint was received and date resolved'. Ongoing review of complaints until matter is resolved. Log to be provided to UNPD	Monthly. Complaints to be categorized as Agency and supplier. Complaint ratio applicable to agency related complaints only.	< 99% = -10
6. Financial	6a) Billing Accuracy	Charges are valid without errors	95%	UNDP/UN Agencies Invoice reconciliation	Monthly	<95% = -10
8. Policy/ compliance	8a) Policy	Minimum 99% coding compliance to UNDP/UN Agencies travel policy. All staff to be fully conversant with travel policy. Non-compliance must be recorded in PNR reason codes.	99%	Management information reports will be monitored to ensure accurate coding (compliance or noncompliance) according to travel policy guidelines.	Monthly	< 90% = -20
	8b) Air Savings	Offer lowest applicable airfare based on the UNDP/UN agencies policy including TMS airfares where applicable.	98%	Customer Service Issue Reporting	Monthly	<98% = -10
9. Disaster Recovery	9a) Contingency	A comprehensive and robust contingency plan will be in place at all times for all locations. To continue to provide a travel service in the event of an emergency. DRP plan to outlined and presented to UNDP/UN Agencies and also to be accessible to all staff working on the UNDP/UN Agencies account Conduct annual DRP testing.	100%	Annual DRP Test results	Annual	< 100% = -20

Financial Evaluation matrix

	Weight Score	Company A		Company B		Company C	
		Fee (in USD)	Points Scored	Fee (in USD)	Points Scored	Fee (in USD)	Points Scored
Ticket issue fee (Domestic)	500						
Ticket issue fee (International)	400						
Ticket cancellation fee	30						
Ticket change fee	30						
Ticket re issue fee	30						
Visa processing fee	10						
Total Weighted Score	1000						

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 (Mandatory)	<input checked="" type="checkbox"/>
▪ Form B: Bidder Information Form	<input type="checkbox"/>
▪ Form C: Joint Venture/Consortium/ Association Information Form (Mandatory) if applicable	<input checked="" type="checkbox"/>
▪ Form D: Qualification Form	<input type="checkbox"/>
▪ Form E: Format of Technical Proposal	<input checked="" type="checkbox"/>
▪ Other Documents as required in the TOR	<input checked="" type="checkbox"/>
Have you provided the required documents to establish compliance with the evaluation criteria in Section 4?	<input type="checkbox"/>

Financial Proposal Envelope

▪ Form F: Financial Proposal Submission	<input checked="" type="checkbox"/>
▪ Form G: Financial Proposal Form Password protected (Mandatory)	<input checked="" type="checkbox"/>

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

Financial proposal should be password protected and uploaded to e-tendering system. Password of Financial proposal MUST NOT be provided to until requested by UNDP. No price value should be disclosed in your technical proposal. Failure in compliance with the mentioned condition shall result in rejection of the offer.

Note: The above Mandatory Documents must be submitted along with the proposal. In case the Proposer did not submit these forms, the Proposer's submission will not be further considered.

Form A: Technical Proposal Submission Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	RFP 068/21- Provision of Travel Management Services for UN Agencies based in Iraq		

We, the undersigned, offer to provide the services for **RFP 068/21- Provision of Travel Management Services for UN Agencies based in Iraq** in accordance with your Request for Proposal No. **RFP068/21** 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 with official stamp of the Bidder]

Form B: Bidder Information Form

Legal name of Bidder	[Complete]
Legal address	[Complete]
Year of registration	[Complete]
Bidder's Authorized Representative Information	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
Are you a UNGM registered vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert UGNM vendor number]
Are you a UNDP vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert UNDP vendor number]
Countries of operation	[Complete]
No. of full-time employees	[Complete]
Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):	[Complete]
Does your NGO hold any accreditation such as ISO 14001 related to the environment? (If yes, provide a Copy of the valid Certificate):	[Complete]
Does your NGO have a written Statement of its Environmental Policy? (If yes, provide a Copy)	[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"> ▪ Firm/Travel agent profile, which should <u>not</u> exceed fifteen (15) pages, including printed brochures and product catalogues relevant to the goods/services being procured ▪ A letter explaining why the applicant travel agent considers itself the most suitable candidate for the work ▪ Copy of the travel agent registration in the Kurdistan region of Iraq and copy of the registration with the Federal government of Iraq (Mandatory) ▪ Travel Agent profile including management arrangements, operational and finance management capacities and past experience in similar projects at least 2 references ▪ Completed and signed detailed CVs for the proposed key staff positions required for the project, including references ▪ Profile of any additional partners to be engaged as a part of project ▪ Sample list of similar projects implemented previously

- Detailed Technical proposal , includes context analysis, evidence source/data, proposed methodology for the project, results framework, risks Analysis...etc
- Local Government permit to locate and operate in assignment location, if applicable
- Official Letter of Appointment as local representative, if Bidder is submitting a Bid in behalf of an entity located outside the country
- Audit reports for the past 5 years (2015,2016,2017,2018 and 2019)

Form C: Joint Venture/Consortium/Association Information Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	RFP 068/21- Provision of Travel Management Services for UN Agencies based in Iraq		

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]
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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:	RFP 068/21- Provision of Travel Management Services for UN Agencies based in Iraq		

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

Historical Contract Non-Performance

☐ Contract non-performance did not occur for the last 3 years

☐ 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)

☐ No litigation history for the last 3 years

☐ 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	USD
	Year	USD
	Year	USD
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 068/21- Provision of Travel Management Services for UN Agencies based in Iraq		

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

Name of Personnel	[Insert]
Position for this assignment	[Insert]
Nationality	[Insert]
Language proficiency	[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: Financial Proposal Submission Form (MUST be Password Protected)

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	RFP 068/21- Provision of Travel Management Services for UN Agencies based in Iraq		

We, the undersigned, offer to provide the services for [Insert Title of services] in accordance with your Request for Proposal No. [Insert RFP Reference Number] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal and our Financial Proposal sealed under a separate envelope.

Our attached Financial Proposal is for the sum of [Insert amount in words and figures].

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

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

Name: _____

Title: _____

Date: _____

Signature: _____

[Stamp with official stamp of the Bidder]

Form G: Financial Proposal Form (MUST be Password Protected)

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	RFP 068/21- Provision of Travel Management Services for UN Agencies based in Iraq		

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

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

Currency of the proposal: [Insert Currency]

Table 1: Summary of Overall Prices

	Amount (USD)
Ticket based services (from Table 2)	
Total Amount	

Table 2: Breakdown of Ticket based services

Description (Ticket Based Services)	Weight (Points)	Service Fees (in USD)
(a) Ticket issue fee (Domestic)	500	
(b) Ticket issue fee (International)	400	
(c) Ticket cancellation fee	30	
(d) Ticket change fee	30	
(e) Ticket re-issuance fee	30	
(f) Visa Processing fee (Int.)	10	
Total	1000	

Form H: Form of Proposal Security (NOT APPLICABLE)

**Proposal Security must be issued using the official letterhead of the Issuing Bank.
Except for indicated fields, no changes may be made on this template.**

To: UNDP

[Insert contact information as provided in Data Sheet]

WHEREAS [Name and address of Bidder] (hereinafter called "the Bidder") has submitted a Proposal to UNDP dated [Click here to enter a date](#) to execute Services [Insert Title of Services] (hereinafter called "the Proposal"):

AND WHEREAS it has been stipulated by you that the Bidder shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security in the event that the Bidder:

- a) Fails to sign the Contract after UNDP has awarded it;
- b) Withdraws its Proposal after the date of the opening of the Proposals;
- c) Fails to comply with UNDP's variation of requirement, as per RFP instructions; or
- d) Fails to furnish Performance Security, insurances, or other documents that UNDP may require as a condition to rendering the contract effective.

AND WHEREAS we have agreed to give the Bidder such this Bank Guarantee:

NOW THEREFORE we hereby affirm that we are the Guarantor and responsible to you, on behalf of the Bidder, up to a total of *[amount of guarantee] [in words and numbers]*, such sum being payable in the types and proportions of currencies in which the Price Proposal is payable, and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of *[amount of guarantee as aforesaid]* without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

This guarantee shall be valid up to 30 days after the final date of validity of bids.

SIGNATURE AND SEAL OF THE GUARANTOR BANK

Signature: _____

Name: _____

Title: _____

Date: _____

Name of Bank _____

Address _____

[Stamp with official stamp of the Bank]