



INVITATION TO BID

Provision of Travel Management Services to UN Agencies in Malawi on a Long-Term Agreement basis

ITB No.: LTA/MWI/001-2021

Project: UN Common Travel Initiative

Country: Malawi

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SECTION 1. LETTER OF INVITATION

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

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

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

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

Please acknowledge receipt of this ITB by utilizing the “Accept Invitation” function in eTendering system, where applicable. This will enable you to receive amendments or updates to the ITB. Should you require further clarifications, kindly communicate with the contact person/s identified in the attached Data Sheet as the focal point for queries on this ITB.

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

Issued by:

Name: Tirnesh Prasad

Title: Procurement

Date: **February 17, 2021**

Approved by:

Name: Rugare Mukanganise

Title: Operations Manager

Date: **February 17, 2021**

SECTION 2. INSTRUCTION TO BIDDERS

GENERAL PROVISIONS

1. Introduction	<p>1.1 Bidders shall adhere to all the requirements of this ITB, including any amendments made in writing by UNDP. This ITB is conducted in accordance with the UNDP Programme and Operations Policies and Procedures (POPP) on Contracts and Procurement which can be accessed at https://popp.undp.org/SitePages/POPPBSUnit.aspx?TermID=254a9f96-b883-476a-8ef8-e81f93a2b38d</p> <p>1.2 Any Bid submitted will be regarded as an offer by the Bidder and does not constitute or imply the acceptance of the Bid by UNDP. UNDP is under no obligation to award a contract to any Bidder as a result of this ITB.</p> <p>1.3 UNDP reserves the right to cancel the procurement process at any stage without any liability of any kind for UNDP, upon notice to the bidders or publication of cancellation notice on UNDP website.</p> <p>1.4 As part of the bid, it is desired that the Bidder registers at the United Nations Global Marketplace (UNGM) website (www.ungm.org). The Bidder may still submit a bid even if not registered with the UNGM. However, if the Bidder is selected for contract award, the Bidder must register on the UNGM prior to contract signature.</p>
2. Fraud & Corruption, Gifts and Hospitality	<p>2.1 UNDP strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical or unprofessional practices, and obstruction of UNDP vendors and requires all bidders/vendors observe the highest standard of ethics during the procurement process and contract implementation. UNDP's Anti-Fraud Policy can be found at http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti</p> <p>2.2 Bidders/vendors shall not offer gifts or hospitality of any kind to UNDP staff members including recreational trips to sporting or cultural events, theme parks or offers of holidays, transportation, or invitations to extravagant lunches or dinners.</p> <p>2.3 In pursuance of this policy, UNDP:</p> <p>(a) Shall reject a bid if it determines that the selected bidder has engaged in any corrupt or fraudulent practices in competing for the contract in question;</p> <p>(b) Shall declare a vendor ineligible, either indefinitely or for a stated period, to be awarded a contract if at any time it determines that the vendor has engaged in any corrupt or fraudulent practices in competing for, or in executing a UNDP contract.</p> <p>2.4 All Bidders must adhere to the UN Supplier Code of Conduct, which may be found at http://www.un.org/depts/ptd/pdf/conduct_english.pdf</p>
3. Eligibility	<p>3.1 A vendor should not be suspended, debarred, or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization. Vendors are therefore required to disclose to UNDP whether they are subject to any sanction or temporary suspension imposed by 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 goods and/or services requested under this ITB; or c) Are found to be in conflict for any other reason, as may be established by, or at the discretion of UNDP. <p>4.2 In the event of any uncertainty in the interpretation of a potential conflict of interest, Bidders must disclose to UNDP, and seek UNDP's confirmation on whether or not such conflict exists.</p> <p>4.3 Similarly, the Bidders must disclose in their Bid their knowledge of the following:</p> <ul style="list-style-type: none"> a) If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel who are family members of UNDP staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving goods and/or services under this ITB; and b) All other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices. <p>Failure to disclose such an information may result in the rejection of the Bid or Bids affected by the non-disclosure.</p> <p>4.4 The eligibility of Bidders that are wholly or partly owned by the Government shall be subject to UNDP's further evaluation and review of various factors such as being registered, operated and managed as an independent business entity, the extent of Government ownership/share, receipt of subsidies, mandate and access to information in relation to this ITB, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Bid.</p>
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B. PREPARATION OF BIDS

5. General Considerations	<p>5.1 In preparing the Bid, the Bidder is expected to examine the ITB in detail. Material deficiencies in providing the information requested in the ITB may result in rejection of the Bid.</p> <p>5.2 The Bidder will not be permitted to take advantage of any errors or omissions in the ITB. Should such errors or omissions be discovered, the Bidder must notify the UNDP accordingly.</p>
6. Cost of Preparation of Bid	<p>6.1 The Bidder shall bear all costs related to the preparation and/or submission of the Bid, regardless of whether its Bid is selected or not. UNDP shall not be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process.</p>
7. Language	<p>7.1 The Bid, as well as any and all related correspondence exchanged by the Bidder and UNDP, shall be written in the language (s) specified in the BDS.</p>

8. Documents Comprising the Bid	<p>8.1 The Bid shall comprise of the following documents and related forms which details are provided in the BDS:</p> <ul style="list-style-type: none"> a) Documents Establishing the Eligibility and Qualifications of the Bidder; b) Technical Bid; c) Price Schedule; d) Bid Security, if required by BDS; e) Any attachments and/or appendices to the Bid.
9. Documents Establishing the Eligibility and Qualifications of the Bidder	<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 Bid Format and Content	<p>10.1 The Bidder is required to submit a Technical Bid using the Standard Forms and templates provided in Section 6 of the ITB.</p> <p>10.2 Samples of items, when required as per Section 5, shall be provided within the time specified and unless otherwise specified by the Purchaser, at no expense to the UNDP. If not destroyed by testing, samples will be returned at Bidder's request and expense, unless otherwise specified.</p> <p>10.3 When applicable and required as per Section 5, the Bidder shall describe the necessary training programme available for the maintenance and operation of the equipment offered as well as the cost to the UNDP. Unless otherwise specified, such training as well as training materials shall be provided in the language of the Bid as specified in the BDS.</p> <p>10.4 When applicable and required as per Section 5, the Bidder shall certify the availability of spare parts for a period of at least five (5) years from date of delivery, or as otherwise specified in this ITB.</p>
11. Price Schedule	<p>11.1 The Price Schedule shall be prepared using the Form provided in Section 6 of the ITB and taking into consideration the requirements in the ITB.</p> <p>11.2 Any requirement described in the Technical Bid but not priced in the Price Schedule, shall be assumed to be included in the prices of other activities or items, as well as in the final total price.</p>
12. Bid Security	<p>12.1 A Bid Security, if required by BDS, shall be provided in the amount and form indicated in the BDS. The Bid Security shall be valid for a minimum of thirty (30) days after the final date of validity of the Bid.</p> <p>12.2 The Bid Security shall be included along with the Bid. If Bid Security is required by the ITB but is not found in the Bid, the offer shall be rejected.</p> <p>12.3 If the Bid Security amount or its validity period is found to be less than what is required by UNDP, UNDP shall reject the Bid.</p> <p>12.4 In the event an electronic submission is allowed in the BDS, Bidders shall include a copy of the Bid Security in their bid and the original of the Bid Security must be sent via courier or hand delivery as per the instructions in BDS.</p> <p>12.5 The Bid Security may be forfeited by UNDP, and the Bid rejected, in the event of any, or combination, of the following conditions:</p>

	<ul style="list-style-type: none"> a) If the Bidder withdraws its offer during the period of the Bid Validity specified in the BDS, or; b) In the event the successful Bidder fails: <ul style="list-style-type: none"> i. to sign the Contract after UNDP has issued an award; or ii. to furnish the Performance Security, insurances, or other documents that UNDP may require as a condition precedent to the effectivity of the contract that may be awarded to the Bidder.
13. Currencies	<p>13.1 All prices shall be quoted in the currency or currencies indicated in the BDS. Where Bids are quoted in different currencies, for the purposes of comparison of all Bids:</p> <ul style="list-style-type: none"> a) UNDP will convert the currency quoted in the Bid into the UNDP preferred currency, in accordance with the prevailing UN operational rate of exchange on the last day of submission of Bids; and b) In the event that UNDP selects a Bid for award that is quoted in a currency different from the preferred currency in the BDS, UNDP shall reserve the right to award the contract in the currency of UNDP's preference, using the conversion method specified above.
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 Bid, they shall confirm in their Bid that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Bid; and (ii) if they are awarded the contract, the contract shall be entered into, by and between UNDP and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture.</p> <p>14.2 After the Deadline for Submission of Bid, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of UNDP.</p> <p>14.3 The lead entity and the member entities of the JV, Consortium or Association shall abide by the provisions of Clause 9 herein in respect of submitting only one Bid.</p> <p>14.4 The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entities in the joint venture in delivering the requirements of the ITB, both in the Bid and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by UNDP.</p> <p>14.5 A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:</p> <ul style="list-style-type: none"> a) Those that were undertaken together by the JV, Consortium or Association; and b) Those that were undertaken by the individual entities of the JV, Consortium or Association. <p>14.6 Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or 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 Bid</p>	<p>15.1 The Bidder (including the individual members of any Joint Venture) shall submit only one Bid, either in its own name or as part of a Joint Venture.</p> <p>15.2 Bids submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <ul style="list-style-type: none"> a) they have at least one controlling partner, director or shareholder in common; or b) any one of them receive or have received any direct or indirect subsidy from the other/s; or c) they have the same legal representative for purposes of this ITB; or d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Bid of another Bidder regarding this ITB process; e) they are subcontractors to each other's Bid, or a subcontractor to one Bid also submits another Bid under its name as lead Bidder; or some key personnel proposed to be in the team of one Bidder participates in more than one Bid received for this ITB process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Bid.
<p>16. Bid Validity Period</p>	<p>16.1 Bids shall remain valid for the period specified in the BDS, commencing on the Deadline for Submission of Bids. A Bid valid for a shorter period may be rejected by UNDP and rendered non-responsive.</p> <p>16.2 During the Bid validity period, the Bidder shall maintain its original Bid without any change, including the availability of the Key Personnel, the proposed rates and the total price.</p>
<p>17. Extension of Bid Validity Period</p>	<p>17.1 In exceptional circumstances, prior to the expiration of the Bid validity period, UNDP may request Bidders to extend the period of validity of their Bids. The request and the responses shall be made in writing, and shall be considered integral to the Bid.</p> <p>17.2 If the Bidder agrees to extend the validity of its Bid, it shall be done without any change to the original Bid.</p> <p>17.3 The Bidder has the right to refuse to extend the validity of its Bid, in which case, the Bid shall not be further evaluated.</p>
<p>18. Clarification of Bid (from the Bidders)</p>	<p>18.1 Bidders may request clarifications on any of the ITB documents no later than the date indicated in the BDS. Any request for clarification must be sent in writing in the manner indicated in the BDS. If inquiries are sent other than specified channel, even if they are sent to a UNDP staff member, UNDP shall have no obligation to respond or confirm that the query was officially received.</p> <p>18.2 UNDP will provide the responses to clarifications through the method specified in the BDS.</p> <p>18.3 UNDP shall endeavour to provide responses to clarifications in an expeditious manner, but any delay in such response shall not cause an obligation on the part of UNDP to extend the submission date of the Bids, unless UNDP deems that such an extension is justified and necessary.</p>

19. Amendment of Bids	<p>19.1 At any time prior to the deadline of Bid submission, UNDP may for any reason, such as in response to a clarification requested by a Bidder, modify the ITB in the form of an amendment to the ITB. Amendments will be made available to all prospective bidders.</p> <p>19.2 If the amendment is substantial, UNDP may extend the Deadline for submission of Bid to give the Bidders reasonable time to incorporate the amendment into their Bids.</p>
20. Alternative Bids	<p>20.1 Unless otherwise specified in the BDS, alternative Bids shall not be considered. If submission of alternative Bid is allowed by BDS, a Bidder may submit an alternative Bid, but only if it also submits a Bid conforming to the ITB requirements. Where the conditions for its acceptance are met, or justifications are clearly established, UNDP reserves the right to award a contract based on an alternative Bid.</p> <p>20.2 If multiple/alternative bids are being submitted, they must be clearly marked as “Main Bid” and “Alternative Bid”</p>
21. Pre-Bid Conference	<p>21.1 When appropriate, a pre-bid conference will be conducted at the date, time and location specified in the BDS. All Bidders are encouraged to attend. Non-attendance, however, shall not result in disqualification of an interested Bidder. Minutes of the Bidder’s conference will be disseminated on the procurement website and shared by email or on the e-Tendering platform as specified in the BDS. No verbal statement made during the conference shall modify the terms and conditions of the ITB, unless specifically incorporated in the Minutes of the Bidder’s Conference or issued/posted as an amendment to ITB.</p>

C. SUBMISSION AND OPENING OF BIDS

22. Submission	<p>22.1 The Bidder shall submit a duly signed and complete Bid comprising the documents and forms in accordance with requirements in the BDS. The Price Schedule shall be submitted together with the Technical Bid. Bid can be delivered either personally, by courier, or by electronic method of transmission as specified in the BDS.</p> <p>22.2 The Bid shall be signed by the Bidder or person(s) duly authorized to commit the Bidder. The authorization shall be communicated through a document evidencing such authorization issued by the legal representative of the bidding entity, or a Power of Attorney, accompanying the Bid.</p> <p>22.3 Bidders must be aware that the mere act of submission of a Bid, in and of itself, implies that the Bidder fully accepts the UNDP General Contract Terms and Conditions.</p>
Hard copy (manual) submission	<p>22.4 Hard copy (manual) submission by courier or hand delivery allowed or specified in the BDS shall be governed as follows:</p> <p>a) The signed Bid shall be marked “Original”, and its copies marked “Copy” as appropriate. The number of copies is indicated in the BDS. All copies shall be made from the signed original only. If there are discrepancies between the original and the copies, the original shall prevail.</p> <p>(b) The Technical Bid and Price Schedule must be sealed and submitted together in an envelope, which shall:</p> <ol style="list-style-type: none"> i. Bear the name of the Bidder; ii. Be addressed to UNDP as specified in the BDS; and

	<p>iii. Bear a warning not to open before the time and date for Bid opening as specified in the BDS.</p> <p>If the envelope with the Bid is not sealed and marked as required, UNDP shall assume no responsibility for the misplacement, loss, or premature opening of the Bid.</p>
Email and eTendering submissions	<p>22.5 Electronic submission through email or eTendering, if allowed as specified in the BDS, shall be governed as follows:</p> <p>a) Electronic files that form part of the Bid must be in accordance with the format and requirements indicated in BDS;</p> <p>b) Documents which are required to be in original form (e.g. Bid Security, etc.) must be sent via courier or hand delivered as per the instructions in BDS.</p> <p>22.6 Detailed instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link: http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notice/resources/</p>
23. Deadline for Submission of Bids and Late Bids	<p>23.1 Complete Bids must be received by UNDP in the manner, and no later than the date and time, specified in the BDS. UNDP shall only recognise the actual date and time that the bid was received by UNDP</p> <p>23.2 UNDP shall not consider any Bid that is received after the deadline for the submission of Bids.</p>
24. Withdrawal, Substitution, and Modification of Bids	<p>24.1 A Bidder may withdraw, substitute or modify its Bid after it has been submitted at any time prior to the deadline for submission.</p> <p>24.2 Manual and Email submissions: A bidder may withdraw, substitute or modify its Bid by sending a written notice to UNDP, duly signed by an authorized representative, and shall include a copy of the authorization (or a Power of Attorney). The corresponding substitution or modification of the Bid, if any, must accompany the respective written notice. All notices must be submitted in the same manner as specified for submission of Bids, by clearly marking them as “WITHDRAWAL” “SUBSTITUTION,” or “MODIFICATION”</p> <p>24.3 eTendering: A Bidder may withdraw, substitute or modify its Bid by Cancelling, Editing, and re-submitting the Bid directly in the system. It is the responsibility of the Bidder to properly follow the system instructions, duly edit and submit a substitution or modification of the Bid as needed. Detailed instructions on how to cancel or modify a Bid directly in the system are provided in the Bidder User Guide and Instructional videos.</p> <p>24.4 Bids requested to be withdrawn shall be returned unopened to the Bidders (only for manual submissions), except if the bid is withdrawn after the bid has been opened.</p>
25. Bid Opening	<p>25.1 UNDP will open the Bid in the presence of an ad-hoc committee formed by UNDP of at least two (2) members.</p> <p>25.2 The Bidders’ names, modifications, withdrawals, the condition of the envelope labels/seals, the number of folders/files and all other such other details as UNDP may consider appropriate, will be announced at the opening. No Bid shall be rejected at the opening stage, except for late submissions, in which case, the Bid shall be returned unopened to the Bidders.</p>

	25.3	In the case of e-Tendering submission, bidders will receive an automatic notification once the Bid is opened.
D. EVALUATION OF BIDS		
26. Confidentiality	26.1	Information relating to the examination, evaluation, and comparison of Bids, and the recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with such process, even after publication of the contract award.
	26.2	Any effort by a Bidder or anyone on behalf of the Bidder to influence UNDP in the examination, evaluation and comparison of the Bids or contract award decisions may, at UNDP's decision, result in the rejection of its Bid and may subsequently be subject to the application of prevailing UNDP's vendor sanctions procedures.
27. Evaluation of Bids	27.1	UNDP will conduct the evaluation solely on the basis of the Bids received.
	27.2	Evaluation of Bids shall be undertaken in the following steps: <ul style="list-style-type: none"> a) Preliminary Examination including Eligibility b) Arithmetical check and ranking of bidders who passed preliminary examination by price. c) Qualification assessment (if pre-qualification was not done) a) Evaluation of Technical Bids b) Evaluation of prices Detailed evaluation will be focussed on the 3 - 5 lowest priced bids. Further higher priced bids shall be added for evaluation if necessary
28. Preliminary Examination	28.1	UNDP shall examine the Bids to determine whether they are complete with respect to minimum documentary requirements, whether the documents have been properly signed, and whether the Bids are generally in order, among other indicators that may be used at this stage. UNDP reserves the right to reject any Bid at this stage.
29. Evaluation of Eligibility and Qualification	29.1	Eligibility and Qualification of the Bidder will be evaluated against the Minimum Eligibility/Qualification requirements specified in the Section 4 (Evaluation Criteria).
	29.2	In general terms, vendors that meet the following criteria may be considered qualified: <ul style="list-style-type: none"> a) They are not included in the UN Security Council 1267/1989 Committee's list of terrorists and terrorist financiers, and in UNDP's ineligible vendors' list; b) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments, c) They have the necessary similar experience, technical expertise, production capacity, quality certifications, quality assurance procedures and other resources applicable to the supply of goods and/or services required; d) They are able to comply fully with the UNDP General Terms and Conditions of Contract; e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and f) They have a record of timely and satisfactory performance with their clients.
30. Evaluation of Technical Bid and prices	30.1	The evaluation team shall review and evaluate the Technical Bids on the basis of their responsiveness to the Schedule of Requirements and Technical Specifications and other documentation provided, applying the procedure indicated in the BDS and other ITB documents. When necessary, and if stated in the BDS, UNDP may invite

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

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

35. Right to Accept, Reject, Any or All Bids	35.1 UNDP reserves the right to accept or reject any bid, to render any or all of the bids as non-responsive, and to reject all Bids at any time prior to award of contract, without incurring any liability, or obligation to inform the affected Bidder(s) of the grounds for UNDP's action. UNDP shall not be obliged to award the contract to the lowest priced offer.
36. Award Criteria	36.1 Prior to expiration of the period of Bid validity, UNDP shall award the contract to the qualified and eligible Bidder that is found to be responsive to the requirements of the Schedule of Requirements and Technical Specification, and has offered the lowest price.
37. Debriefing	37.1 In the event that a Bidder is unsuccessful, the Bidder may request for a debriefing from UNDP. The purpose of the debriefing is to discuss the strengths and weaknesses of the Bidder's submission, in order to assist the Bidder in improving its future Bids for UNDP procurement opportunities. The content of other Bids and how they compare to the Bidder's submission shall not be discussed.
38. Right to Vary Requirements at the Time of Award	38.1 At the time of award of Contract, UNDP reserves the right to vary the quantity of goods and/or services, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.
39. Contract Signature	39.1 Within fifteen (15) days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to UNDP. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Bid Security, if any, and on which event, UNDP may award the Contract to the Second highest rated or call for new Bids.
40. Contract Type and General Terms and Conditions	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	<p>41.1 A performance security, if required in the BDS, shall be provided in the amount specified in BDS and form available at https://popp.undp.org/layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&action=default within a maximum of fifteen (15) days of the contract signature by both parties. Where a performance security is required, the receipt of the performance security by UNDP shall be a condition for rendering the contract effective.</p>
42. Bank Guarantee for Advanced Payment	<p>42.1 Except when the interests of UNDP so require, it is UNDP's standard practice to not make advance payment(s) (i.e., payments without having received any outputs). If an advance payment is allowed as per the BDS, and exceeds 20% of the total contract price, or USD 30,000, whichever is less, the Bidder shall submit a Bank Guarantee in the full amount of the advance payment in the form available at https://popp.undp.org/layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Contract%20Management%20Payment%20and%20Taxes_Advanced%20Payment%20Guarantee%20Form.docx&action=default</p>
43. Liquidated Damages	<p>43.1 If specified in the BDS, UNDP shall apply Liquidated Damages for the damages and/or risks caused to UNDP resulting from the Contractor's delays or breach of its obligations as per Contract.</p>
44. Payment Provisions	<p>44.1 Payment will be made only upon UNDP's acceptance of the goods and/or services performed. The terms of payment shall be within thirty (30) days, after receipt of invoice and certification of acceptance of goods and/or services issued by the proper authority in UNDP with direct supervision of the Contractor. Payment will be effected by bank transfer in the currency of the contract.</p>
45. Vendor Protest	<p>45.1 UNDP's vendor protest procedure provides an opportunity for appeal to those persons or firms not awarded a contract through a competitive procurement process. In the event that a Bidder believes that it was not treated fairly, the following link provides further details regarding UNDP vendor protest procedures: http://www.undp.org/content/undp/en/home/procurement/business/protest-and-sanctions.html</p>
46. Other Provisions	<p>46.1 In the event that the Bidder offers a lower price to the host Government (e.g. General Services Administration (GSA) of the federal government of the United States of America) for similar goods and/or services, UNDP shall be entitled to the same lower price. The UNDP General Terms and Conditions shall have precedence.</p> <p>46.2 UNDP is entitled to receive the same pricing offered by the same Contractor in contracts with the United Nations and/or its Agencies. The UNDP General Terms and Conditions shall have precedence.</p> <p>46.3 The United Nations has established restrictions on employment of (former) UN 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 goods and/or services to be procured shall complement, supplement, or amend the provisions in the Invitation to Bid In the case of a conflict between the Instructions to Bidders, the Bid Data Sheet, and other annexes or references attached to the Bid Data Sheet, the provisions in the Bid Data Sheet shall prevail.

BDS No.	Ref. to Section.2	Data	Specific Instructions / Requirements
1	7	Language of the Bid	English
2		Submitting Bids for Parts or sub-parts of the Schedule of Requirements (partial bids)	Not Allowed
3	20	Alternative Bids	Shall not be considered
4	21	Pre-Bid conference	<p>Pre-bid conference and site visit will be held. Detailed information below:</p> <p>Time: 9.30am (Malawi Time) Date: 23rd February 2021 Venue: Virtual (request Zoom link from UNDP Focal Point)</p> <p>UNDP focal point for the arrangement is: Tirnesh Prasad, Procurement Officer, procurement.mw@undp.org cc: tirnesh.prasad@undp.org</p> <p>Attendance to the pre-proposal conference is not mandatory, however, proposers are strongly encouraged to attend.</p> <p>Note: User information on e-tendering will be provided during pre-proposal conference.</p>
5	16	Bid Validity Period	90 days
6	13	Bid Security	Not Required

7	41	Advanced Payment upon signing of contract	Not Allowed
8	42	Liquidated Damages	Will not be imposed. LTA service providers will be assessed during the performance review and actions taken accordingly.
9	40	Performance Security	Not Required
10	12	Currency of Bid	United State Dollar (USD) or Malawi Kwacha (MWK) Currency conversion would be based on UN Operational Rate of Exchange of the bid submission date, available at http://treasury.un.org/operationalrates/OperationalRates.aspx
11	31	Deadline for submitting requests for clarifications/ questions	5 days before the submission deadline
12	31	Contact Details for submitting clarifications/questions	Focal Person in UNDP: Tirnesh Prasad E-mail address: procurement.mw@undp.org CC: tirnesh.prasad@undp.org (Respond to clarification question(s) will be only provided for written clarification question(s), not through verbal clarification question(s), except verbal clarification will be provided during pre-proposal conference and minutes of pre-proposal presentation, clarification and response will be posted on e-tendering platform. Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.
13	18, 19 and 21	Manner of Disseminating Supplemental Information to the ITB and responses/clarifications to queries	Posted directly to eTendering
14	23	Deadline for Submission	As indicated in eTendering system. Note that system time zone is in EST/EDT (New York) time zone. Bidders should avoid attempting to register and upload just prior to the deadline as UNDP shall not be held responsible for congestion or delays in transmission. It is the Bidder's responsibility to ensure bids uploaded before the deadline.

14	22	Allowable Manner of Submitting Bids	<p><input checked="" type="checkbox"/> e-Tendering</p> <p>Bids may be submitted on or before the deadline indicated by UNDP in the e-tendering system.</p>
15	22	Bid Submission Address	<p>Bids must be submitted in the online e-tendering system in the following link: https://etendering.partneragencies.org</p> <p>using your username and password. If you have not registered in the system before, you can register now by logging in using:</p> <p>Username: event.guest Password: why2change</p> <p>and follow the registration steps as specified in the e-tendering instruction manual or use this link to access e-tendering instruction manual:</p> <p>http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notice/resources/</p> <p>Business Unit Code: MWI10 Event ID number: 0000008578</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. ▪ Max. File Size per transmission: 10MB ▪ Documents which are required in original (e.g. Bid Security, Performances Security) should be sent to the below address with a PDF copy submitted as part of the electronic submission: <p>The Resident Representative C/-UNDP Malawi Plot 7, Area 40, Lilongwe. Malawi Attention: Tirnesh Prasad</p>
17	25	Date, time and venue for the opening of bid	<p>Date and Time: April 12, 2021 12:00 AM(EST/EDT (New York) time zone)</p> <p>In the case of e-Tendering submission, bidders will receive an automatic notification once their Bids are opened.</p>

18	27, 36	Evaluation Method for the Award of Contract	Non-Discretionary “Pass/Fail” Criteria on the Technical Requirements; and Lowest price offer of technically qualified/responsive Bid
19		Expected date for commencement of Contract	<i>July 12, 2021</i>
20		Maximum expected delivery time	3 years Long Term Agreement would be for an initial period of one year with the option to extend for two additional years subject to satisfactory performance and agreement of current market price, as per financial proposal template in Form F.
21	35	UNDP will award the contract to:	<p>One or more Proposers, depending on the following factors: The number of qualified bidders able to handle the travel volume for UNDP and Participating UN Agencies, capacity of the travel agent.</p> <p>First three technically competent lowest bidders will be awarded, where second and third lowest technically complied bidders bid should not exceed 20% higher than the lowest bid. However,</p> <ul style="list-style-type: none"> • If the second or third lowest bid exceed 20% tolerance level, then only two bidders will be awarded. • If the second and third lowest bid exceed 20% tolerance level, then only one bidder will be awarded.
22	39	Type of Agreement	<p>Long Term Agreement (Contract Face Sheet for goods and or services - UNDP)¹</p> <p>http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</p>
23		Configuration of the LTA	Multiple vendor LTAs with secondary competition (Two or more vendors supplying the same requirements. Placement of orders is determined through a secondary competition).
24	39	UNDP Contract Terms and Conditions that will apply	<p>UNDP General Terms and Conditions for Contracts and Services</p> <p>http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</p>
25		Other Information Related to the ITB	<p>1. Award Criteria</p> <p><input checked="" type="checkbox"/> Non-discretionary “Pass” or “Fail” rating on the detailed contents of the Specification</p> <p><input checked="" type="checkbox"/> Full compliant to other criteria as outlined in the Technical Requirements;</p>

¹ A “long term agreement” is a written agreement between UNDP and a service supplier that is established for specific services at prescribed prices or pricing provisions for a defined period, year, against which specific Orders (call-offs) can be placed at any time, during the defined period and with no legal obligation to order any minimum or maximum quantity.

			<p>2. Conditions for Determining Contract Effectivity</p> <p><input checked="" type="checkbox"/> Receipt of signed contract by both parties</p> <p>3. This arrangement does not oblige UNDP to spend any monies. The Long-term price arrangement is a non-exclusive arrangement and UNDP has the right to purchase the same or similar services from other travel agent at its sole discretion as the situation may warrant.</p> <p>4. If services are required, UNDP will issue atlas travel requests/Purchase orders from time-to time during the term of this one-year arrangement making reference to the one-year agreement.</p> <p>5. Other UN agencies in Malawi are also entitled to use this LTA and issue atlas travel request/purchase orders to the supplier citing this LTA.</p> <p>6. The same LTA prices extend to both groups and individual bookings.</p>
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Section 4. Evaluation Criteria

Preliminary Examination Criteria

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

- Appropriate signatures
- Power of Attorney
- Minimum Bid documents provided
- Bid Validity
- Company Profile, including printed brochures and product catalogues relevant to the goods/services being procured not more than 15 pages.
- Valid copy of certificate of accreditation to IATA.
- Tax Registration/Payment Certificate issued by the Revenue or appropriate Authority evidencing that the Bidder is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Bidder (applicable for companies those are operating in Malawi).
- Copy of legal registration certificate of the business to provide travel services, including Articles of Incorporation, or equivalent document.
- Statement of Satisfactory Performance from the Top Three Clients in terms of Contract Value the past three years of reference. Note: Please provide the latest contact details of the focal point at client for which performance certificates will be provided.
- CVs of key personnel that will be assigned for this travel tender. CVs should demonstrate qualifications and highlighting experience in servicing National/International organizations of similar size.
- Bid Validity for 90 days.
- All information regarding any past and current litigation during the last three (3) years, in which the bidder is involved, indicating the parties concerned, the subject of the litigation, the amounts involved, and the final resolution if already concluded.

Minimum Eligibility and Qualification Criteria

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

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

Subject	Criteria	Document Submission requirement
ELIGIBILITY		
Legal Status	Vendor is a legally registered entity.	Form B: Bidder Information Form
Eligibility	Vendor is not suspended, nor debarred, nor otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization in accordance with ITB clause 3.	Form A: Bid Submission Form
Conflict of Interest	No conflicts of interest in accordance with ITB clause 4.	Form A: Bid Submission Form

Bankruptcy	Has not declared bankruptcy, is not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future.	Form A: Bid Submission Form
Certificates and Licenses	<ul style="list-style-type: none"> ▪ Duly authorized to act as Agent on behalf of the Manufacturer, or Power of Attorney, if bidder is not a manufacturer ▪ Official appointment as local representative, if Bidder is submitting a Bid on behalf of an entity located outside the country ▪ Patent Registration Certificates, if any of technologies submitted in the Bid is patented by the Bidder ▪ Export/Import Licenses, if applicable 	Form B: Bidder Information Form
QUALIFICATION		
History of Non-Performing Contracts²	Non-performance of a contract did not occur as a result of contractor default for the last 3 years.	Form D: Qualification Form
Litigation History	No consistent history of court/arbitral award decisions against the Bidder for the last 3 years.	Form D: Qualification Form
Previous Experience	Minimum 4 years of relevant experience.	Form D: Qualification Form
	Minimum 2 contracts of similar value, nature and complexity implemented over the last 4 years. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Form D: Qualification Form
Financial Standing	Minimum average annual turnover of USD1,000,000 for the last 3 years. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Form D: Qualification Form
	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>	Form D: Qualification Form
Technical Evaluation	The technical bids shall be evaluated on a pass/fail basis for compliance or non-compliance with the technical specifications identified in the bid document.	Form E: Technical Bid Form
Financial Evaluation	Detailed analysis of the price schedule based on requirements listed in Section 5 and quoted for by the bidders in Form F. Price comparison shall be based on the landed price, including transportation, insurance and the total cost of ownership (including spare parts, consumption, installation, commissioning, training, special packaging, etc., where applicable)	Form F: Price Schedule Form

² 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.

	Comparison with budget/internal estimates.	

SECTION 5: TERMS OF REFERENCE (TOR)

Provision of Travel Management Services to UN Agencies in Malawi on Long Term Agreement basis – LTA/MWI/001-2021

A. Background and General Considerations

1. Background

The United Nations (UN) Agencies in Malawi in its efforts to harmonize common travel services among the UN Agencies and intends to appoint **three (3) Common Travel Services Provider to be based in Malawi or operate from offshore** for the United Nations Agencies, but not limited to UNDP: UNICEF, UNFPA, UNHCR, UNODC, UNOCHA, UNISDR, UNAIDS, WHO, UNOHCHR, FAO, WFP, UNWOMEN and UNDP/UNV, UNDSS, UNIC, ILO, UNESCO, ESCAP and other participating UN agencies. In order to achieve time and cost efficiency while ensuring outstanding quality of service. UNDP Malawi on behalf of the UN Agencies in Malawi, envisages entering into three (3) Long Term Agreement with three (3) qualified Travel Agency for the provision of Travel Management Services for an initial period of one year with the option to extend for two additional years, subject to a satisfactory performance evaluation and current market price, as per financial proposal template in Form F.

The appointed Travel Management Services Provider(s) is expected to handle all domestic and international travel service arrangements for the United Nation Agencies participating in the Common Travel Services Management Agreement.

The average annual volume of air tickets procured by the above UN Agencies during 2019 amounts to approximately **US\$1,766,530.38**. Ticketing volume in the years to come is expected to remain at comparatively similar levels. However, any agreement resulting from this invitation to bid carries with it no guarantee of future business levels of Travel Management Services hereunder, and UN Agencies do not guarantee any minimum quantity of Travel Management Services or procurement.

Description		Ethiopian Airways	South African Airways	Malawian Airlines	Kenya Airways	Turkish Airlines	Emirates	Qatar Airways	TOTAL
01/01/19 - 31/12/19	<i>Expenditure (USD)</i>	\$667,804.38	\$450,004.32	\$315,003.12	\$282,892.36	\$21,605.00	\$21,544.94	\$7,676.26	\$1,766,530.38
	<i>Number of Tickets issued</i>	870	414	914	278	21	19	4	2,519

UNDP Malawi on behalf of other UN Agencies intends to establish Long Term Agreements (LTA's) for travel services in Malawi. Identified travel service provider will have long term agreement (LTA) with UNDP.

In case there will be any travel request from other Countries, UNDP/ participating UN agencies will primarily contract the strategic travel agent without going through the procurement process each time. The strategic travel agent will gain benefit from the volume of the services used by the various UN agencies in Malawi

Travel, as referred to in the Terms of Reference, shall apply to all journeys of UN Agencies staff from one place to another for official business purposes. These official purposes include, but need not be limited to, the following:

- Official missions, meetings and various events;
- Home leaves, emergency travels, and educational leaves.

UN Agencies recognize the importance of confidentiality of the data provided the proposal information and the travel itineraries and reservation of its travelers. Accordingly, the selected agency must keep confidential all dealings with the UN Agencies.

It should be noted that UN Agencies are not committed to selecting any of the agencies submitting proposals. Furthermore, UN Agencies are not obliged in any way to selecting the agent offering the lowest price.

Quality of services and value for money are the principal selection criteria. You are to indicate what arrangements you would propose to meet the principal selection criteria.

2. UN/UNDP Travel Policy

Current air travel policy requires the Travel Agencies in all cases to book the most economical fare available including restricted and non-refundable fares and to research alternate itineraries in order to provide the lowest appropriate fares, which satisfy the UN/UNDP travel policies and mission requirements. The UN travel policies embody the following basic principles:

- a. Where available, use of the lowest restricted and non-refundable fare (including penalty fares) is the preference;
- b. Full economy fares may be used if no appropriate reduced fares are available;
- c. Business class travel or equivalent may be applicable only in limited situations;
- d. Travel regulations prohibit first-class travel except for a few rare specific categories;
- e. The Travel Agency must be knowledgeable of and prepared to offer special fares, restricted fares, discount fares, and bulk fares for use whenever appropriate;
- f. The Travel Agency shall, where appropriate, attempt to obtain upgrades for UN/UNDP travellers wherever possible.

B. Scope of Services, Expected Outputs and Performance Standards

3. Objective

UNDP Malawi on behalf of the UN Agencies listed above, is hereby undertaking a solicitation of proposals from Travel Agencies which are interested to provide various Travel Management Services regularly required

by the UN Agencies in the Malawi. All management and administrative products, current and emerging, which assist in the support of the authorized travel, fall within the scope of the proposal. The successful proposer shall be contracted for this purpose for an initial period of one (1) year and renewable for additional two (2) years, upon satisfactory evaluation of performance.

5. Scope of Services and Expected Outputs

The successful Travel Agency shall provide full, prompt, accurate and expert international and domestic travel products and services to staff of the UN Agencies from 07:30 to 17:30 during working days. In addition, the Travel Agency shall provide for 24 hours emergency service, as well as for services during weekends and official holidays where emergency travel service is required (this can originate from remote locations). One of the Travel Agency's employees shall always be reachable by phone. The products and services include, but are not limited to, the following:

Mandatory Services Requirement

1) Reservation and Ticketing

- For every request, the Travel Agency shall immediately make offers and prepare appropriate itineraries and formal quotation based on the most economical fare available including restricted and non-refundable fares on the most direct and convenient routing;
- In the event of loss, the Travel Agency shall immediately replace airline tickets, as per conditions enforced by airline carriers;
- In the event that required travel arrangement cannot be confirmed, the Travel Agency shall notify the UN Agency representative of the problem and present minimum three (3) alternative routings/quotations for consideration;
- For wait-listed bookings, the Travel Agency shall provide regular daily feedback on status of the flight;
- The Travel Agency shall reconfirm and revalidate airline tickets, re-issue tickets which are returned as a result of changed routing or fare structures and printed itineraries, as per conditions enforced by airline carriers;
- The Travel Agency shall promptly issue and deliver accurately printed e-tickets and detailed itineraries, (in printed and/or electronic format) showing the accurate status of the airline on all segments of the journey;
- The Travel Agency shall accurately advise UN/UNDP of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings;
- The Travel Agency shall provide information on airline tickets schedules.

2) Airfares and Airlines Routings/Itineraries

- The Travel Agency shall propose fares/airline routings and guarantee that it shall obtain the lowest available airfare for the journey concerned. Such journeys shall be the most direct and economic routing, unless travel time exceeds nine (9) hours in duration with a maximum two (2) hours break between flight segments;
- The Travel Agency shall ensure that tickets issued are in accordance with entitlements prescribed in UN/UNDP Travel Authorization;
- The Travel Agency shall assist UN/UNDP representatives in negotiating with airlines on preferred fare conditions for UN Agencies, such as ticketing deadlines to be as flexible as possible (i.e. until the date of commencement of particular travel);
- The Travel Agency shall advise market practices and trends that could result in further savings for UN Agencies, including the use of corporate travel booking tools with automated travel policy compliance and enforcement, and travel management reporting;

- The Travel Agency shall propose fares/airline routings in accordance with the latest UN Airline Safety List;
- The Travel Agency shall provide all official travelers with last seat availability, advance seat assignments and advance boarding passes, wherever possible on all airlines for which the Travel Agent can offer these services. The Travel Agency is expected to expand these services, as they become available on additional carriers.

3) Travel Information / Advisories

- The Travel Agency shall provide quick reference for requested destinations;
- The Travel Agency shall provide travellers with a complete automated itinerary document to include carrier(s), flight and voyage numbers, departure and arrival times for each segment of the trip, tax exempt information, etc.;
- The Travel Agency shall inform travellers, upon booking confirmation, of flight/ticket restrictions, involuntary stop-overs, and other inconveniences of the itinerary and provide required documentation for travels;
- The Travel Agency shall provide travellers on request with online and offline relevant information on official destinations, i.e. visa requirements, security procedures, airport transfers/land transportation facilities, local points of interest, currency restrictions/ regulations, health precautions, weather conditions, etc., as per Global Distribution System guides;
- The Travel Agency shall promptly notify travellers of airport closures, delayed or cancelled flights, as well as other changes that might affect or will require preparations from travellers, sufficiently before departure time, and as soon as it becomes available.

4) Flight Cancellation / Rebooking and Refunds

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

5) Supplier Relations

- The Travel Agency shall not favour any particular air carrier when making reservations;
- The Travel Agency shall maintain excellent relations with all air carriers for the benefit of the UN Agencies in Malawi.

6) Services Quality Control and continuous improvements

- The Travel Agency shall establish and operate to monitor on a regular and continuous basis the quality of travel products and services provided to the UN Agencies in Malawi;
- These procedures shall include a self-inspection system covering all the services to be performed under the Contract and shall include a method for monitoring, identifying and correcting deficiencies in the quality of service furnished to the UN Agencies in Malawi;
- Regular\meetings between senior management to monitor and review progress on an ongoing basis with a view to suggesting improvements to the service.
- The UN Agencies in Malawi shall be notified of any deficiencies found and corrective action taken;

- The Travel Agency warrants that the personnel assigned to handle the UN Agencies' travel arrangements shall constantly be trained to be kept up to date.
- Measurements of improvements to the service will be part of the Service Level Agreement between the parties.

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

- a) Lost Ticket/Travel Documents
- b) Preferred Seating Arrangements/Upgrades
- c) Privileged Check-In Services/Use of Airline Lounge Facilities
- d) Excess Baggage/Lost Baggage
- e) Travel Insurance
- f) Rail booking – if required, assist in booking through rail in overseas countries
- g) Medical advice

- The Travel Management Agency will provide medical advice and information on health requirements at all times for international travelers. The traveler profiles will include details of inoculations, wherever applicable.

h) Passport and Visa arrangements

- The Travel Management Agency shall always notify UN staff and travellers of the updated Visa requirements for destinations to be visited and transited during a planned journey and shall make certain the traveler is in possession of valid travel documents before commencement of travel. Current Visa application forms should be readily available at all times with the travel agent
- Notification of any passport and visa requirements shall always be given at the earliest opportunity.
- The Travel Management Agency shall be responsible for the provision of all necessary forms and the processing of applications.
- Applications shall be processed upon receipt by the Travel Management Agency and forwarded to the relevant consulate or embassy. The Travel Management Agency shall make the traveler / booker aware of the normal period required by the relevant authority to process the application.
- All applications will be checked by the Travel Management Agency for accuracy and completeness upon receipt. Notification of any errors shall be immediately made to the applicant.
- The progress of all passport and visa applications shall be closely monitored by the Travel Management Agency to ensure the correct documentation is returned to the traveler prior to the date of travel.

i) Emergency Services, e.g., sickness, injury, etc.

- At all other times a comprehensive 24 hour Emergency Service shall be available 365 days per year for assistance both in Malawi and overseas to all travelers and members of UN Agencies' staff who may need access to an emergency service.
- The emergency service will also provide assistance in obtaining emergency medical help for staff on official travel, assistance in obtaining lost baggage, and emergency repatriation travel of UN staff. During emergencies the travel agent offices will be expected to be operational during holidays and weekends.

j) Meet and Assist Facilities & Airport Assistance

The Travel Management Agency will provide assistance service at airports as and when required

- At the time of departure: Assist passenger with issuance of boarding pass and check-in facilities at the airlines counter. Guide them to Immigration counter and security check.
- At the time of Arrival: Help them in custom clearance of luggage and guide them to vehicle parking area.

Meet & Assist: Services rendered by travel Agents staff to a passenger at the time of arrival and departure with boarding, embarkation or during connections.

8) Newsletter

- The Travel Management Agency shall provide a regular newsletter providing updated information pertinent to UN travelers. This will incorporate information regarding relevant promotional fares and rates, changes to the Travel Management Agency personnel and general travel information.

9) Providing an Interface with major Airlines and Hotels to get the best corporate deals: Ability to facilitate meetings with senior colleagues from Airlines and leading Hotel chains to get the best corporate deals for UN (data to be based on the MIS reports).

Optional Services Requirement

1) Forex services

To issue 'foreign exchange' related services to UN Agencies listed above Malawi, for the UN officials and their dependents, UN sponsored consultants and officials, UN sponsored study tours/fellowship travelers, wherever required

- Arranging issuance of foreign exchange in travelers cheque, currency, Debit cards etc, wherever required, against official authorization up to a maximum permissible amount according to the Reserve Bank of Malawi guidelines.
- Providing foreign exchange (currency and Travelers Cheques) on a US Dollar to US Dollar basis.
- Arranging for encashment/sale of travelers cheque, cards and personnel cheques at the best rates, according to the Reserve Bank of Malawi guidelines and regulations.
- Arranging immediate replacement /refund and/or both of lost/ stolen travelers cheques/cards to the traveler directly, with no commission charges, through its networking offices/banks in Malawi and around the world.
- Providing Counseling on the free encashment centers around the world to enable travelers to save in foreign exchange on conversion.
- Ensuring that UN sponsored travelers has access to a worldwide network of Agency offices as well as in other Countries to assist them with the services free of administrative charges.
- Assigning thoroughly experienced and skilled travel consultant in offices located in the respective UNDP and United Nations System Agencies (as agreed upon and where a need exists) as per requirements.
- Providing back-up support to the travel consultant from Agency's City Office for efficient and timely servicing of forex related transactions.

2) Ground Transportation/Car Rental / provision of Taxi services for regular requirements in Malawi and anywhere in the world. These services are required on ad-hoc or monthly rental arrangements by all UN Agencies for various requirements ranging from high end (Mercedes, BMWs etc), middle level (Toyota,

Nissan, etc.) and low end (Maruti Suzuki, Hyundai, Tata etc) . Occasionally these services might be also required outside Malawi.

Please note that Mandatory Services are non-negotiable requirements, whereas optional services are non-mandatory. UNDP and other participating agencies in Malawi may add any or all of the Optional Services to the main Travel Agreement with the selected service provider should these be assessed as convenient for UNDP. If the bidders do not have sufficient internal capability to provide the whole range of services, they might wish to create consortiums or enter into sub-contracting for these services (please refer to clause 19 of “Instruction to Bidders” this ITB for guidance on this).

In the event that the bids is made in association with one or multiple partners (i.e. Consortium or Joint Venture) the documentation shall include the corresponding agreement between the parties and indicate roles and responsibilities of all the partners.

Performance Standards and Service Level Guarantee for Travel and Forex services has been provided in the next column. However, if the contract is entered for the whole range of services, Service Level Agreements for the rest of services would be agreed with the selected service provider and UNDP before the beginning of the contract.

Bidders are requested to clearly indicate if they propose to provide these additional services; if yes, then please submit the methodology along with financial proposal for these additional services separately. After finalization of the preferred bidder, UNDP and participating agencies will decide on incorporating the additional services in the main Travel Management contract based on the proposed methodology and financial quotes. The financial quote for these additional services should be quoted separately and submitted along with the Section – 7: Financial Proposal Form.

6. Performance Standards and Service Level Guarantee

The contracted Travel Agency shall perform services and deliver products in accordance with the herein prescribed minimum performance standards set by the UNDP and other participating UN agencies:

Product / Service	Performance Attribute	Definition	Standard / Service Level
1. Airline Reservation	Agency Accuracy	Ability to perform task completely and without error	Zero-error in passengers' records/airline bookings, fare computation, routing;
	Speed and Efficiency	Ability to deliver product or service promptly and with the use of resources	<ul style="list-style-type: none"> • For confirmed bookings via itinerary within two hours time of request; • For wait listed bookings via regular updates every two days;
2. Airline Tickets	Agent Accuracy	Ability to perform task completely and without error	Zero-error in the printed ticket/aborted travel due to incomplete travel documents
	Timeliness of delivery	Ability to deliver product or service on or before promised date	3 working days before departure date

Product / Service	Performance Attribute	Definition	Standard / Service Level
3. Travel Documentation	Accuracy	Ability to ascertain requirements for various destinations/nationalities	<u>Zero-incident</u> of complaint/aborted travel due to incomplete travel documents
	Clarity	Ability to deliver product or service on or before promised date	<u>10 working days</u> before travel date
4. Billing	Accuracy	Ability to generate billing statements without errors	<u>Zero-Error</u> or no discrepancy between invoices and attachments
	Clarity	Ability to generate bills that are transparent or easy to understand	<u>Zero>Returns</u> for clarification/explanation
5. Rates/Pricing	Fairness	Reasonable charges for services offered	At same or rates lower than market standards
	Company concern about fares	Ability to quote competitive fare	At levels lower than airline preferred rates. Guarantee that <u>one quotation is the lowest</u> obtainable fare.
	Good value indicated by price	Competitive fares quoted vs. restrictions or lack/absence thereof	At the same terms or better than quoted by airlines
	Willingness to assist UN Agencies to negotiate preferred rates and concessions	Voluntarily offering to assist/represent UN Agencies in dealings with airlines	Semi annual meetings to obtain competitive rates in the market and preferable fare conditions
6. Service Quality	Accessibility	Ability to access or approach travel agency	Telephone: 3 rings Emergency: 24 hours Email: available Website: available
	Responsiveness	Willingness to go out of one's way to help the traveler	Regular coordination meetings with UN Agencies Operations Management Committee; Travel Agency Performance Reviews once a year; No. of personal travels booked through the travel agent;
7. Problem Solving	Refunds	Ability to process and obtain ticket refunds on a timely basis	Within one month from date of cancellation
	Complaint Handling	Ability to resolve complaints	Timeliness: one (1) week Manner of resolution: Satisfactory score
8. Travel Experts	Competence	Knowledge of destinations;	Proficiency rating of not less than 75%

Product / Service	Performance Attribute	Definition	Standard / Service Level
		Knowledge of airline practices, fare levels and shortest routes and connections; Knowledge of UN Travel Policies;	
9. Communications	Awareness Level of Travelers regarding Travel Agency Product and Services	Services and policies are communicated to travelers; Travelers are well informed about matters concern them;	Frequency of communications: Monthly
10. Office premises and Hours of Services	Readiness to do business	Travel Expert to commence business	<ul style="list-style-type: none"> ▪ The Travel Agent(s) should provide travel services from 07.30 am to 17.30 p.m. during working days. In addition, Travel Agent(s) shall provide for 24 hours a day emergency service, as well as for services during weekends and official holidays where emergency travel service is required. ▪ Zero complaints that no one was around to answer calls.
11. UN Travel Policy	Adherence to UN Travel Policy	Knowledge of UN Travel Policy and secure reservations only in compliance with it	<ul style="list-style-type: none"> ▪ Send 3 options for each request (if available) which are most direct & economical routes
12. Forex Services	Agency Accuracy	Ability to perform task completely and without error	Adherence to prevailing RBI guidelines;
	Timeliness of delivery	Ability to deliver product or service on or before promised date	5 working hours after the formal request
13. Service Quality (Forex)	Accessibility	Ability to access or approach Forex representative	Telephone: 3 rings Emergency: 24 hours Email: available Website: available
	Responsiveness	Willingness to go out of one's way to help the traveler	Regular coordination meetings with UN Agencies Operations Management Committee; Performance Reviews twice a year;
14. Billing Cycle (Forex)	Accuracy	Ability to generate billing statements without errors	<u>Zero-Error</u> or no discrepancy between invoices and attachments

Product / Service	Performance Attribute	Definition	Standard / Service Level
	Clarity	Ability to generate bills that are transparent or easy to understand	<u>Zero>Returns</u> for clarification/explanation
15. Problem Solving (Forex)	Refunds	Ability to process and obtain Currency refunds on a timely basis	Within one month from date of request
	Complaint Handling	Ability to resolve complaints	Timeliness: one (1) week Clear line of escalation

C. Contractual and Institutional Arrangements

7. Contract Parameters

UNDP & participating UN agencies envisage entering into a multiyear contract with selected Service Provider(s) for the provision of Travel Management and associated Services. The Travel Agencies, selected as a result of the present Invitation to Bid, will pass on to the UN Agencies in Malawi their own fares and conditions offered by the air carriers and shall not expect to receive any standard or override commissions from the respective air carrier. In addition, air carriers would provide corporate discounts based on the volumes and travel preferences and such list may be expanded in the near future. As a result of this, air carriers would apply special fares and conditions which the selected Travel Agency would be required to utilize and pass on UN Agencies under this contract– unless the Travel Agency's own discounts for specific purchases are more convenient to UN Agencies.

For the services listed under sub-section B (Scope of Services, Expected Outputs and Performance Standards) of the Terms of Reference the selected Travel Agency will charge the UN Agencies in Malawi on fixed transaction fee per each issued ticket and other services regardless of booking class and destination, as detailed in Form F (Financial Proposal Form) of the present Invitation to Bid. The level of the service fees shall remain fixed for the whole duration of the contract and shall apply for a whole itinerary per passenger and each independent air ticket issued unless there are changes in pricing introduced by air carrier which should be officially communicated.

8. Roles and Responsibilities

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

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

Requests for quotation shall be sent between 07:30 and 17:30 during working days. In case of emergency services requested during weekends and official holidays, the request for quotation sent in writing shall be followed by a phone call from the requestor alerting of the emergency.

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

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

The UN Agency representative shall select the acceptable offer and shall confirm and request the Travel Agency to make the booking, as early as possible. The Travel Agency shall send the booking by email to the UN Agency representative. The period of validity of booking shall be in accordance with policies enforced by airline carriers and shall be indicated in the message.

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

Upon approval of travel, the authorized sender shall request issuance of electronic ticket as per confirmed booking and price.

9. Contract Management, Reporting and Billing

The contract resulting from the present Invitation to Bid shall be available for use by all UN Agencies in Malawi listed above, which will designate one representative to deal with the Travel Agency. However, the overall contract management responsibility shall rest with UNDP Malawi, who's Head of Procurement shall serve as focal point for this purpose.

The UNDP Head of Procurement shall serve as the focal point for the following:

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

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

UN Staff may use the services under this contract on same pricing conditions for personal requirements, however, their payment would be settled by the staff themselves and UNDP / other UN Agencies shall have not any obligation of settling such payments. Any such personal request should not take preference over the

official work and should only be provided by the Agency if excess capacity is available. The Travel Agent shall ensure that arranging personal travel do not interfere with arranging official travel.

For purposes of accessibility, ease of coordination, efficiency of delivery of services and lowering the overall costs of doing business, the UN Agencies remain the right, and the Travel Agency contracted through this tendering exercise will comply with the request, ***to be able to provide services at their office locations (within Malawi) and a day or two on ad-hoc basis as and when required with respective UN agencies, to assist UN agencies in obtaining itinerary for a major events.***

MIS/Reporting

The Travel Agency shall submit the following reports on regular basis to designated officials:

- Quarterly Production Statistics;
- Quarterly Carrier – Route – Fare Analysis and Production/Volume of Business containing the following minimum information: name of requesting unit (UN Agency), Purchase order number, PO date, ticket number, passenger name, travel dates, itinerary, ticket price, service fee applied;
- Changes and Update on Airline Rates, promotions, policy changes, etc., immediately upon the receipt of the advice;
- Reports listed below with data refreshed monthly and made available at a consolidated level as well as by organization.

Report Name	Description
Air Detail Report By Traveler	Shows detail for each ticket issued including routing, fare paid, fare basis, in policy airfare, reason for policy exception (if applicable), airfare savings (fare paid against the fare without the contract discount applied).
Air Summary Report	Shows total of fares paid with comparisons to benchmark fares; average ticket price; avg. cost per mile
Lost Opportunity by Traveler	Exception report by traveler showing fare offered compared to fare accepted with lost savings
Carrier Usage	Shows actual carrier results (e.g. spend and market-share)
Market Pairs	Market pairs including, carrier, class of service, segment fare, # of segments, average fare and cost per mile.
Advance purchase – booking	Advance booking days, expenditure, transactions, average ticket price.
Advance purchase – purchase	Advance purchase days, expenditure, transactions, average ticket price.
Frequent travelers	Traveler name, index number, tickets issued, expenditure, average ticket price
Air Carrier Analysis Report	Carrier concentration reports market pairs each of the top 10 airlines with expenditure, transactions, average segment cost and market share % for purpose of negotiations
Hotel Property Analysis by City	Reports hotels used in each city for purpose of determining negotiation opportunities by city

Unit Analysis	Breakdown of airfare spend by UN entity
Class of Service	Airline, class, segments, segment cost, % of total and average segment cost.
Carbon reporting	Air CO2 Emissions: An estimate in kilograms of the number of emissions during a flight.
Executive Summary	A summary of travel spend with air, hotel and car expenditures showing current and YTD data domestic vs. int'l and totals

- Any ad hoc reports requested that do not require extensive searches for data and/or extensive data comparison to be delivered by electronic means within two business days. Those ad hoc report requests that require extensive data search and/or extensive data comparison will be delivered according to an agreed upon delivery time.
- Exception Reports
 - Rolled up by organization, Traveler, Lost Savings Amount, with following details
 - Specified Class of Service (requests for Y class fares) – used to improve upgrade chances
 - Declined to flight time preference
 - Declined due to carrier preference
 - Declined due to penalty or restriction - (Refundable vs. Non-refundable, Use of International Restricted Fares)
 - Declined due to airport preference
 - Approved standard of accommodation exception
- Non-Refundable Ticket Tracking
- Crisis reporting – whose where – on demand
- Monthly Service Level Report
- Financial statement with revenues, expenses and associated support documentation. This will include transactional level detail for any activity-based pricing (e.g. after hour calls).

Billing and Invoice

- The Travel Agency shall send a statement of account or official invoice for all travel request. This shall be submitted to the concerned UN Agencies on a weekly basis by attaching copies of the Travel Authorization or Purchase Order. The statement of account shall show for each transaction, the country and currency in which all costs were incurred by the concerned UN Agencies, the date, the invoice number and the name of the concerned UN Agencies Traveler. Moreover, the invoice price shall be disaggregated by ticket fare, different type of taxes, service fee and other charges (if applicable);
- Payment will be made within 30 (thirty) days after the receipt and certification of the Travel Agent' invoice, which shall be submitted only after completion of the services to which it relates and only if UNDP has certified that the services have been satisfactorily performed by the Travel Agent.
- All charges associated with personal travel, including all fees for passport and visa services shall be billed directly to the travelers and excluded from invoices presented to the UN. Invoices for Personal services shall be settled by the staff themselves.

D. Qualifications of the Successful Service Provider

10. Qualification of the Successful Travel Agency

The successful Travel Agency which will be contracted to serve the needs of the UN Agencies in Malawi shall have the following minimum eligibility criteria:

- a) Legal registration
 - b) IATA Accreditation Certification
 - c) Copy of IATA billing and settlement plan (BSP) for FY 2020 (or last 12 months).
 - d) The vendor should have a minimum average annual turnover of USD1,000, 000 during the past 3 years.
 - e) Minimum 4 years of experience in corporate specialization in Travel Management Services
 - f) Evidence of satisfactory credit rating (“Good Credit Worthiness” or equivalent) by reputable reporting agencies (Data Bureau, etc.).
 - g) Minimum three (3) ongoing or completed contracts for same or similar services executed in last 36 months having:
 - a. One of the contract above USD1,000,000
- *For each contract, provide details of client name, contract dates, contract values, contract focal point name and email, work location. [Note: UNDP reserves the right to conduct reference checks with one or more of the listed clients of the Vendor]
- h) Letter of Satisfactory Performance from the top 3 clients in terms of contract value

The successful Travel Agency shall be required to devote personnel with the following minimum qualifications:

1. Client Manager with adequate authority to make decisions for the timely resolution of problems (need not be 100% dedicated to UN Account but visiting regularly and be available on demand) ;
2. Travel Agent Office head with adequate authority to make decision for regular requirements under the contract;
3. Experience & Qualification of the travel consultant: 2 years’ experience/ certificate in travel reservations, or meeting/ conference management, of which at least two (2) travel experts proposed for UN, with a minimum four years of practical experience in the management of travel services, in operating the automated reservation and ticketing systems;
4. In the case of emergencies (e.g. evacuations, war, etc.), the travel expert shall maintain operations necessary to support UN Agencies in Malawi;
5. 24 hours a day access of emergency service and necessary delivery of tickets as required by UN Agencies in Malawi.

The nominated travel experts in the proposal must be the employee who will be responsible for the management of travel services to UN Agencies in Malawi the entire period set for this contract. If the travel expert decided to terminate her/his services with the travel agency, the latter must notify UNDP travel LTA focal point one month in advance and attach to the letter the Curriculum Vitae of the proposed replacement of the travel expert. UNDP Malawi has the right to reject the newly nominated travel expert if found to be not competent enough to handle the management of the travel services. In the event of failing to assign experienced personnel, UN and Participating agencies in Malawi shall have the right to terminate the contract.

Other expertise needed and facilities required shall be sourced from the existing capacity of the Travel Agency.

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

SECTION 6: RETURNABLE BIDDING FORMS / CHECKLIST

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

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

Technical Bid:

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

Price Schedule:

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

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

We, the undersigned, offer to supply the goods and related services required for [Insert Title of goods and services] in accordance with your Invitation to Bid No. [Insert ITB Reference Number] and our Bid. We hereby submit our Bid, which includes this Technical Bid and Price Schedule.

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

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

- a) 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 Bid are true and we accept that any misinterpretation or misrepresentation contained in this Bid may lead to our disqualification and/or sanctioning by the UNDP.

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

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

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

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

Name: _____

Title: _____

Date: _____

Signature: _____

[Stamp with official stamp of the Bidder]

Form B: Bidder Information Form

Legal name of Bidder	[Complete]
Legal address	[Complete]
Year of registration	[Complete]
Bidder's Authorized Representative Information	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
Are you a UNGM registered vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert UGNM vendor number]
Are you a UNDP vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert UNDP vendor number]
Countries of operation	[Complete]
No. of full-time employees	[Complete]
Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):	[Complete]
Does your Company hold any accreditation such as ISO 14001 or ISO 14064 or equivalent related to the environment? (If yes, provide a Copy of the valid Certificate):	[Complete]
Does your Company have a written Statement of its Environmental Policy? (If yes, provide a Copy)	[Complete]
Does your organization demonstrates significant commitment to sustainability through some other means, for example internal company policy documents on women empowerment, renewable energies or membership of trade institutions promoting such issues	[Complete]
Is your company a member of the UN Global Compact	[Complete]
Contact person that UNDP may contact for requests for clarifications during Bid evaluation	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]

Please attach the following documents:

- Company Profile, which should not exceed fifteen (15) pages, including printed brochures and product catalogues relevant to the goods and/or services being procured
- Certificate of Incorporation/ Business Registration
- Tax Registration/Payment Certificate issued by the Internal Revenue Authority evidencing that the Bidder is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Bidder

Form C: Joint Venture/Consortium/Association Information Form

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

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

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

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

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

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

Name of partner:

Signature: _____

Date: _____

Name of partner:

Signature: _____

Date: _____

Name of partner:

Signature: _____

Date: _____

Name of partner:

Signature: _____

Date: _____

Form D: Eligibility and Qualification Form

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

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

History of Non- Performing Contracts

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

Litigation History (including pending litigation)

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

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 Bid

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

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

SECTION 1: Bidder's qualification, capacity and expertise

- 1.1 Company profile, generally demonstrating 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).
- 1.2 Relevance of specialized knowledge and experience on similar engagements done in the region/country.
- 1.3 Quality assurance procedures and risk mitigation measures.
- 1.4 Organization's commitment to sustainability.

SECTION 2: Management Structure, key resources and personnel, Scope and Approach:

This section should demonstrate the Bidder's responsiveness to the design brief and clients requirements by identifying the specific components proposed, addressing the requirements, as specified, point by point; providing a description of the essential performance characteristics proposed; and demonstrating how the proposed bid meets or exceeds the requirements/specifications. All important aspects should be addressed in sufficient detail.

- 2.1 A detailed description of the scope of works proposed by the contractor, demonstrating how it fits into the project budget, and how it provides value for money for the donor and beneficiaries, keeping in mind the appropriateness to local conditions and project environment. Products, materials, building services systems proposals should all be outlined in this key section of the submission.
- 2.2 Explain whether any work would be subcontracted, to whom, how much percentage of the requirements, the rationale for such, and the roles of the proposed sub-contractors and how everyone will function as a team.
- 2.3 A Gantt Chart or Project Schedule indicating a basic sequence of activities that will be undertaken and their corresponding timing.

SECTION 3: Management Structure and Key Personnel

3.1 Describe the overall management approach toward planning and implementing the project to deliver a quality outcome within the budget constraints. Include an organization chart for the management of the project describing the key consultants and subcontractors used and key personnel, their relationship of key positions and designations.

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 goods and/or services.

Format for CV of Proposed Key Personnel

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

Note: The technical bid should include the following information/attachments:

1. Subcontracting: 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. Special attention should be given to providing a clear picture of the role of each entity and how everyone will function as a team.

2. Risks /Mitigation Measures: Please describe the potential risks for the implementation of this project that may impact achievement and timely completion of expected results as well as their quality. Describe measures that will be put in place to mitigate these risks.
3. Availability of Equipment: Provide details of all equipment that is essential to undertake the proposed works; (not applicable)
4. Availability of Engineering Expertise and Personnel (pls. specify requirements for CVs – if same as from PQ then list again) (not applicable)
5. Implementation Timelines: The Bidder shall submit a Gantt Chart or Project Schedule indicating the detailed sequence of activities that will be undertaken and their corresponding timing.
6. Method of Statement: Proposed methodology and approach to undertake the works; (if applicable)
7. Anti-Corruption Strategy (Optional): Define the anti-corruption strategy that will be applied in this project to prevent the misuse of funds. Describe the financial controls that will be put in place.
8. Technical Quality Assurance Mechanisms: The bid shall also include details of the Bidder's internal technical and quality assurance review mechanisms, all the appropriate quality certificates, export licenses and other documents attesting to the superiority of the quality of the goods and technologies to be supplied.

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

Signature of Personnel

Date (Day/Month/Year)

FORM F: Price Schedule Form

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

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

	Air Carrier	Discount percentage offered by the bidder to UN	Annual Expenditure Volume	Annual discount provided to the UN	Service fee per ticket charged by Travel Agency (in USD)	Tickets issued annually	Annual Service Fee paid to Travel Agency	Financial Offer
		$A1$	$A2$	$A3 = A1 * A2$	$B1$	$B2$	$B3 = B1 * B2$	$C = B3 - A3$
1	Ethiopian Airways	0.00%	\$667,804.38	\$0	\$0	870	\$0	\$0
2	South African Airways	0.00%	\$450,004.32	\$0	\$0	414	\$0	\$0
3	Malawian Airlines	0.00%	\$315,003.12	\$0	\$0	914	\$0	\$0
4	Kenya Airways	0.00%	\$282,892.36	\$0	\$0	278	\$0	\$0
5	Turkish Airlines	0.00%	\$21,605.00		\$0	21		
6	Emirates	0.00%	\$21,544.94	\$0	\$0	19	\$0	\$0
7	Qatar Airways	0.00%	\$7,676.26	\$0	\$0	4	\$0	\$0

TOTAL
FINANCIAL
OFFER:

\$0

authorized to sign Proposal for and on behalf of

Company/ Business Name:

Authorized Person:

Title:
Mailing Address
Contact Number (s):
Email:
Signature:
Date:

Notes:

1. The Bidder is required to prepare the financial proposal as indicated in the Instruction to Bidders.
2. Please note, that no deletion or modification may be made in the financial proposal form. Any such deletion or modification may lead to the rejection of the Proposal.
3. The price schedule should include a discount percentage and service fee per issuing 1 ticket of each of the listed airlines. The contractor is asked to fill in the table on next page (columns A1 and B1).
5. Service fee is indicated per transaction of 1 ticket.
6. Price proposal will be evaluated based on the economy class basic fare only, therefore bidders are required to consider the economy class fare only.