**TERMS OF REFERENCE (TOR)**

**Provision of services to UN Agencies in ALBANIA as per following lots:**

***Lot 1:Travel Management Services***

***Lot 2: Event Management Services***

***Lot 3: Logistics supportive services***

The Offerors shall prepare an “Answers to Terms of Reference” section as part of their Technical Proposals. In this section, Offerors shall write *‘Read, Understood and Accepted without any reservation’* for each and every section of the TOR by stating the clause numbers. If an Offeror does not clearly write ‘Read, Understood and Accepted *without any reservation*’ for any of the TOR clauses, it will be considered as not accepting that respective clause of the TOR.

**A. OBJECTIVE**

On behalf of the UN Agencies based in Tirana, namely UNDP Albania is launching this tender to seek proposals from eligible and qualified companies who are interested in providing the services to UN Agencies as per the following lots:

Lot 1:Travel Management Services

Lot 2: Event Management Services

Lot 3: Logistics supportive services

Therefore, ‘UNDP’, ‘The Purchaser’, ‘The procuring UNDP entity’ and ‘UN Agenc(y)ies’ are used interchangeably throughout these solicitation documents and annexes to represent all UN Agencies listed above.

Additionally, ‘Company’, ‘Contractor’, ‘Successful Offeror’, ‘Successful Proposer’ are used interchangeably throughout these solicitation documents to represent the vendor to whom the LTA will be awarded.

**B. BACKROUND**

UN Agencies have been intensively using ‘Travel and Event Management Services’ to achieve their operational, programme and project activities both in Albania and abroad.

In this regard, UN Agencies based in Tirana , plan to establish common UN Long Term Agreement (LTAs) for up to three years with one or more qualified vendors for service provision to ensure best value for money. as per the following lots:

Lot 1:Travel Management Services;

Lot 2: Event Management Services;

Lot 3: Logistics supportive services.

The final placement of each call-off shall be determined through a ‘Secondary Competition’ among the successful proposers with whom LTAs are signed at the end of this tender.i.e. each and every time UN Agencies require travel, event management and logistic supportive services, quotes shall be solicited from this vendor with whom UN Agencies already signed LTAs, with main focus on prices, for the goods/services already firmly defined in a generic way in the LTAs.

The companies to be identified for LTA signature shall provide full, prompt, accurate, and expert services to staff of the UN Agencies in accordance with the UN policies, procedures, guidelines and in full compliance with this Terms of Reference.

Estimated Travel and Event Management volume of UN Agencies for the upcoming 3 years is as follows:

**ESTIMATED VOLUME of UN AGENCIES for the NEXT TTHREE YEARS**

|  |  |  |  |
| --- | --- | --- | --- |
| **TRAVEL MANAGEMENT (US$)** | **EVENT MANAGEMENT**  **(US$)** | **LOGISTIC SUPPORTIVE SERVICES (US$)** | **TOTAL AVERAGE ANNUAL**  **VOLUME**  **(US$)** |
| **International Airline Tickets** |
| 300,000 | 1,300,000 | 200,000 | 1,800,000 |

**C. CONTRACT PARAMETERS**

**Contract Parties:**

UNDP Albania will launch this tender on behalf of all UN Agencies based in Tirana, UN Resident Coordinator sign the LTA with the successful companies. In case non-resident UN Agencies in and out of Albania want to receive travel, event management and logistic supportive services in Albania, the Contractor shall provide these services to non-resident UN Agencies based on the communication by the signator(y)ies, with same terms and conditions stated in this TORs and RFP of respective LOTs.

**Contract Duration:**

1-UN Agencies shall sign Long Term Agreements (LTAs) with the successful proposers to be identified in this tender for a period of 2 (two) years following signature of the Long Term Agreements (LTAs), but can be extended for one additional year.

2- In case a performace problem is identified with the first ranking LTA holder (i.e. the vendor who secures the highest combined score in this tender) at the end of the first six month, UN Agencies may switch to second runner for the procurement options specified in this Data Sheet. However, UN reserves the right to approach all successful suppliers to provide their offer.

**Contract Termination:**

In addition to above described instances,if there is proven evidence on an objective and quantified basis that ;

1. The Contractor favours any one of its subcontractors in provision of service, although the subcontractor does not provide value for money to UN Agencies,
2. The Contractor has a prior price determination for 3rd party cost items which would increase the financial obligations of the UN Agencies,
3. The Contractor has breached the terms of its legal agreements with its subcontrcators,
4. The Contractor provides compensation to its staff in a manner that would encourage them to increase the cost to UN Agencies,
5. The Contractor fails to provide the requested services in full compliance with the TOR and the LTA that requires deduction in the payment of invoice amounts due to non/poor performance, the respective UN Agency will have the right to ask for written explanation of the alleged action(s) and compensation from the Contractor or deductions from invoice payments, accordingly. If such cases occur more than 3 times a year, this may lead to immediate termination of the LTA by the respective UN Agency.

UN Agencies shall reserve the right to terminate the LTA at any time throughout LTA validity:

1. On one month notice in the event of change of controlling ownership of the company or if the company fails to maintain the performance and service standards set forth in the Contract;

or

1. Immediately in the event of the company entering into liquidation, whether   
   compulsory or voluntary, or entering into receivership or bankruptcy, or defaults on its payments to IATA under the Bank Settlement Plan.

**Contract Material:**

The LTAs shall contain two different types of goods & services as follows:

1. Goods & Services to be directly provided by the Company

These are the goods and services that are provided by the company’s own resources as in the case of visa, flight arrangement, host/hostess and hotel booking services, simultaneous interpretation, catering services etc.

In their price proposals, the Proposers shall quote the prices for these goods and services that will be directly invoiced to UN Agencies without adding any % charging fee on top of the cost of the goods and services provided.

1. Goods & Services to be provided by the Company through 3rd Parties

These are the goods and services that cannot be provided by the Company’s own resources but through subcontractors as in the case of accomodation, or printed/promotional materials, etc.

**In their price proposals, the Proposers shall quote the % Agency Management Fee’ to be charged over these goods and services for each type of event specified in the RFP.**

For ‘Goods and Services to be provided through 3rd Parties’, UN Agencies will send a list which contains brief specifications for each item, including but not limited to the ones listed throughout this RFP and its Annexes, together with the award letter, to successful Offeror.

The successful Offeror shall submit minimum 3 (three) technically qualified price quotations for all goods and services listed by UN Agencies upon request for every event.

**D. UN AGENCIES’ ROLES AND REPONSIBILITIES**

**LTA Management:**

The LTA to be signed with the successful Offerors by UN shall be managed by the UN in Albania.

**UN Agency Focal Point:**

Each UN Agency shall assign a ‘Focal Point’ for the contracted Companies regarding the issues related to travel, event management and logistic supportive services. These focal points shall:

* respond to questions/claims of the Companies,
* coordinate the requests within respective UN Agency,
* establish/review reports,
* conduct performance surveys,
* obtain monthly reports as described,
* perform inspection of services, including verification of fares, rates, etc.
* resolve the issues with the Company
* receive all invoices issued by the Company and distribute to related UN staff.

**Correspondence and Service Requests:**

All service requests from the Contractors will be made by the UN Agencies' staff electronically with proper approvals. The Contractors will not process any requests communicated verbally. If any service request is processed based on a verbal communication and/or without the approval of authorized UN staff, the Contractors shall not be entitled to any payment for the services provided.

The authorized UN staff and their respective delegated authorities shall be communicated to the Companies, after signature of the LTAs.

**Periodical meetings:**

While quarterly meetings are suggested, each signatory UN Agency will bilaterally decide with the Companies the structure, frequency and timing of the periodical meetings it deems necessary for effective contract implementation for its own.

**E. DESCRIPTION OF SERVICES**

Below tables show the travel, event management and logistic supportive services that shall be provided by the Companies:

**LOT 1: TRAVEL MANAGEMENT SERVICE (Domestic & International)**

|  |  |
| --- | --- |
| **REFERENCE** | **DESCRIPTION OF SERVICE** |
| **E.I.** | **TRAVEL MANAGEMENT SERVICE (Domestic & International)** |
| E.I.1 | TRAVEL INFORMATION and ADVISORY SERVICES |
| E.I.2 | VISA SERVICES, WHEN APPLICABLE |
| E.I.3 | RESERVATION AND TICKETING SERVICES |
| E.I.4 | TICKET SERVICES |
| E.I.5 | AIRPORT TRANSFER SERVICES |
| E.I.6 | CAR RENTAL SERVICES |
| E.I.7 | CAR RENTAL WITH PROFESSIONAL DRIVER SERVICES |
| E.I.8 | HOTEL ARRANGEMENT SERVICES |
| E.I.9 | MEET & GREET SERVICES |

**LOT 2: EVENT MANAGEMENT SERVICES (Domestic & International)**

|  |  |
| --- | --- |
| **REFERENCE** | **DESCRIPTION OF SERVICE** |
| **E.II.** | **EVENT MANAGEMENT SERVICES (Domestic & International)** |
| E.II.1 | HOTEL/VENUE RESERVATION SERVICES |
| E.II.2 | WORKSHOP/ MEETING ARRANGEMENT SERVICES |
| E.II.2.a | *SIMULTANEOUS INTERPRETATION* |
| E.II.2.b | *PROVISION OF EQUIPMENT AND MATERIAL SERVICES* |
| E.II.2.c | *STAFF SERVICES TO FACILITATE THE EVENT* |

**LOT 3: LOGISTICS SUPPORTIVE SERVICES**

|  |  |
| --- | --- |
| **REFERENCE** | **DESCRIPTION OF SERVICE** |
| **E.III.** | **LOGISTICS SUPPORTIVE SERVICES** |
| E.III.1 | FINANCIAL SERVICES |
| E.III.2 | STUDY VISIT SERVICES |
| E.III.4 | SOCIAL ACTIVITY SERVICES |
| E.III.5 | INFORMATION SERVICES |
| E.III.6 | EMERGENCY SUPPORT SERVICES |

To be able to perform the above listed services in a timely manner, the Contractor shall maintain and continuously update the ‘Staff List’ to be given by each UN Agency at the time of LTA signature.

**General Working Conditions:**

The regular working hours of the Companies shall at a minimum cover the hours between 08:30 hrs - 18:00 hrs Monday to Friday. The Companies shall ensure that the focal points and the back-up staff assigned to UN Agencies are reachable 24 hours a day for 7 days of the week including official holidays. The Companies shall provide the appropriate telephone numbers to the UN Agencies for expeditious handling of requests outside regular business hours.

Whenever possible, the Companies shall render emergency assistance worldwide to UN Travellers through its network, for complete range of services including but not limited to airline, hotel and car rental reservations or travel documents and communication assistance.

The Company shall give the highest priority to official requirements and ensure that servicing unofficial needs does not delay or impede the Companies’ timely and effective processing of the UN Agencies’ official needs.

The Companies shall ensure the effectiveness of the process through quality controls and rapid communication, as there will be multiple requests from UN Agencies that have to be processed at the same time.

The Companies shall ensure that the *ad-hoc* and/or last minute requests of UN Agencies are also addressed in a fast manner with required efficiency and effectiveness.

**Subcontracting:**

In the event the Contractors require services of sub-contractors for performance of this TOR, the Contractors shall present with their Technical Proposal the detailed description/scope of work to be performed by these subcontractors.

The approval of UNDP of a sub-contractor during the tender and/or contract implementation phase shall not relieve the Contractors of any of its obligations under the LTAs. The terms of any sub-contract shall be subject to and conform to the provisions of the bilateral LTAs to be signed.

The Contractors shall not favor any subcontractor and will give due consideration to underlying procurement principles of UN, which are best value for money, competition, economy and efficiency as well as the interest of UN, while selecting its subcontractors.

**Official vs. Unofficial Context:**

For travel and event management services provided to UN staff in an unofficial context, the Companies shall issue the invoices inclusive of VAT, to the name of concerned UN staff. These unofficial services will in no way be included in the invoices issued to UN Agencies for official travel, event management and logistic supportive services.

**E.I) LOT 1: TRAVEL MANAGEMENT SERVICES (International)**

Travel, as referred to in this TOR, shall apply to all journeys of UN Agencies’ staff from one place to another over the world, for official purposes. Therefore the Companies shall provide the travel management services to UN Agencies’ staff within the scope of this LTA, as and when needed.

The LTA holders will be required to guarantee that all commissions, overrides, and other revenues generated from and directly attributable to the organization business travel will be returned to the Organization in its entirety with a 100% guarantee. Company’s only source of revenue from the contract with the UN should be the service fees.

**Official Travel:**

The official travels include, but are not limited to the following:

* official missions, meetings, trainings and various events,
* meetings of applicants / candidates for employment,
* appointment and repatriation of staff and family members,
* home leaves, emergency travels, and educational leaves, and,
* project site visits, by UN Agencies’ staff, Government and counterparts or other entities.

The Companies shall undertake to establish contacts between the UN Agencies and, inter alia, airports, airlines, hotels and car rental companies, and shall arrange meetings between the UN Agencies and such entities for the benefit of the UN Agencies.

Furthermore; in carrying out its diverse worldwide operations, the UN Agencies may use the Company’s services for travel of not only their Albania based staff but also for the travel of new staff, participants in meetings and research fellows from other parts of the world.

The Companies shall fully adhere to the current Travel Policy of UN agencies detailed below:

**UN Agencies’ Travel Policy:**

Current air travel policy requires the Companies in all cases to book the lowest available fares and to research alternate itineraries (at least three options, if available) in order to provide the lowest appropriate fares, which satisfy the UN Agencies travel polices and mission requirements. The UN travel policies embody the following basic principles which, however, are subject to subsequent revision:

1. where available, use of the lowest economic applicable fare (including penalty fares) is the preference,
2. full economy fares may be used if no appropriate reduced fares are available,
3. business class travel or equivalent may be applicable only in limited situations,
4. travel regulations prohibit first-class travel except for a few specific categories,
5. the Companies must be knowledgeable of and prepare to offer special fares, restricted fares, discount fares, and bulk fares for use whenever appropriate. Fares which entail restrictive conditions (such as penalties or stay-overs), however, shall only be booked with the express approval of authorized Agency personnel,
6. the Companies shall, where appropriate, attempt to obtain free business class and first class upgrades for UN travellers. Any upgrades should be used for the cost-savings purposes.

Regarding the flights that take 9 hours or more, each UN Agency shall determine its policy at the country office level and communicate this policy to the Company so that the flight ticketing can be done by the Companies accordingly.

***E.I.1. TRAVEL INFORMATION and ADVISORY SERVICES:***

Within the context of ‘Travel Information and Advisory Services’, the Companies shall:

* provide quick information for requested destinations,
* provide UN agencies 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 exemption information, etc.,
* inform travellers, upon booking confirmation, of flight/ticket restrictions, involuntary stop-overs, hidden stops, and other inconveniences of the itinerary and provide required documentation for travels,
* provide travellers with online and offline relevant information on official destinations (i.e. visa requirements, security procedures, airport transfers/land transportation facilities,currency restrictions/regulations, health precautions, weather conditions, etc.),
* 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,
* provide travellers with advise on necessary health requirements including types of inoculations and vaccinations either required or suggested for travel to certain countries or areas,
* indicate any special features, programmes or services that would be beneficial to the UN Agencies and their travellers (e.g. visa processing, "Meet and Greet", Lost baggage follow-up, insurance, preferred seating arrangements).
* provide list of low priced hotels and their rates in stop over and destination locations,
* provide list of stop over paid by carrier hotels.
* provide other travel advice to travellers. Such as, excess baggage rates, daily foreign currency exchange rates and new tariff procedures for foreign destinations.
* inform UN Agencies about the promotions of airlines and hotels as applicable.
* inform UN Agencies on the Covid-19 restrictions applied to airports relevant to the requested itinerary

***E.I.2.VISA SERVICES***

Within the context of ‘Visa Services’, the Companies shall assist the UN Agencies in obtaining visas.

For embassies which do not require personal application of the UN staff who needs visa this assistance shall consist of:

* providing visa information to travellers,
* providing the forms and applications for visa requests,
* picking up the passports from UN Agencies’ premises,
* conducting visa assistance follow-ups,
* using and making arrangements for issuance of visas,
* keeping appropriate records thereon,
* delivering the passports with VISA to UN Agencies’ premises.

For Embassies that require personal application of the UN staff, the visa services to be provided by the Company shall comprise:

* providing visa information to travellers,
* providing Embassy’s special requirement to see the person who needs visa
* providing the forms and applications for visa requests as applicable,
* conducting visa assistance follow-ups as applicable,
* using and making arrangements for issuance of visas, as applicable
* keeping appropriate records thereon,

***E.I.3. RESERVATION AND TICKETING SERVICES***

Within the context of ‘Reservation and Ticketing Services’, the Companies shall:

* provide at least three different options complying with UN Travel Policy (the most direct and economical route), preferably from 3 different airlines, for each travel route. In case the number of airlines flying to requested destination is less than 3, the Company shall provide the existing airline and flight options at different times.
* accurately advise UN Agencies of ticketing deadlines and other relevant information every time reservations are made in order to avoid cancellations of bookings,
* provide information on airline tickets schedules,
* 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 economical routing unless travel time exceeds nine (9) hours in duration with a maximum four (4) hours break between flight segments. For cases where the travel time exceeds 9 hours, each signatory UN Agency shall use its predetermined Country level policy.
* ensure that tickets issued are in accordance with entitlements prescribed in UN Agencies Travel Authorization,
* assist UN Agencies’ focal points in negotiating with airlines on preferred fare conditions for UN Agencies. Such as, ticketing deadlines to be as flexible as may be required (i.e. until the date of commencement of particular travel),
* 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,
* make reservations, issue and deliver tickets for all commercial modes of transportations (i.e., air, rail, bus and ship).

*Air passenger tickets shall be issued only on the approved ticket stock of the International Air Transportation Association (“IATA”) or tickets stock of recognized, reputable airlines as approved by the UN HQs.*

* immediately make offers and prepare appropriate itineraries and formal quotation based on the lowest fare and the most direct and convenient routing for every duly approved UN Agency Travel Authorization. If reservations made by the Company are not at the lowest available rate allowed at the time of ticketing, the Company shall refund the difference to UN Agencies,
* in the event of loss, immediately resend airline tickets electronically,
* in the event that required travel arrangement cannot be confirmed, notify UN Agencies of the problem and present minimum three (3) alternative routings/quotations for considerations,
* for wait-listed bookings, provide regular daily feedback on status of the flight, until the assurance of the seat; otherwise follow up on other options,
* reconfirm and revalidate airline tickets, re-issue tickets which are returned as a result of changed routing or fare structures and printed itineraries,
* promptly issue and deliver accurately printed tickets and detailed itineraries (in printed and electronic format) showing the accurate status of the airline on all segments of the journey,
* maintain computerized profiles of all frequent travellers, as designated or defined from time to time by the UN Agencies, setting forth the travellers’ preferences regarding airlines, hotels, seating and meal requirements, passport and credit card information and such other information as is useful to facilitate such travellers’ travel arrangements,
* maintain printed documentation of all tickets on either a pre-issuance or post-issuance basis for audit purposes and shall cooperate fully with the UN Agencies in the performance of such audits as the UN Agencies deem necessary. The UN Agencies shall have the sole right to determine whether all tickets shall be audited or whether tickets shall be audited on a random sample or other basis,
* provide train and/or bus tickets to UN Agencies as and when needed,
* arrange through its foreign affiliates, reservations and ticketing for the travels originating outside of Albania. In such cases, the Company shall be the responsible for compliance with all applicable service standards to UN Agencies in Albania.
* Assist in enrolment of UN Agencies on any corporate mileage programs of airlines.
* Assist in issuance of travel cards for UN Agencies’ staff, for major international carriers.
* Evaluate UN Agencies’ travel patterns to identify opportunities for improved discounts.

The Companies shall issue tickets only upon receipt of the ‘Travel Authorization Form’(TAF) to be issued by UN Agencies and confirmation by the UN Agency Focal Point, at senior level whose names shall be communicated to the Companies at the time of contract signature.

Price of the tickets, which are issued by the Companies shall not be paid to the Company without the duly signed TAF.

***E.I.4. TICKET SERVICES***

Within the context of ‘Ticket Services’, the Companies shall:

* deliver electronically tickets, itineraries, boarding passes (where available) and other travel documents; as determined/requested by the UN Agencies; based upon proper authority from the UN Agencies in case of official travel,
* provide at least three travel options for itineraries to destination;
* routinely provide tickets not earlier than two days in advance of travel unless required otherwise. Travel authorization should reach the Company at least one day in advance prior to issuance of the ticket,
* deliver tickets to the UN travellers via e-mail
* if requested, provide emergency ticket or prepaid tickets or otherwise, after hours at an appropriate airport or through one of its offices or correspondents worldwide.

The itineraries to be prepared and submitted to travellers by the Companies shall include below information:

* + carrier(s) and locator numbers,
  + flight, train, bus and voyage number(s), class of service, special meal requests and seat assignments,
  + departure and arrival time(s) for each segment of the trip,
  + name, phone number and location of any hotel and the related room rates and the hotel booking confirmation numbers for all rooms booked by the Company at each destination and also including the stop-overs,
  + price of the ticket,
  + airport and other taxes.

***E.I.5. AIRPORT TRANSFER SERVICES***

Within the context of ‘Airport Transfer Services’, the Companies shall provide transportation services for the UN staff members and workshop participants to/from Tirana airport.

The Company shall provide the airport transfers in Tirana for the tickets purchased from the Company for UN Agencies’ own personnel/staff.

The Companies can make arrangements to transfer more than one UN staff in a single car with the condition that travel time between the city and airport does not change.

The UN staff shall inform the Company about the changes in flight times in a reasonable time before arrival so that the Company will be able to make necessary arrangements for transfer. Timing for communication of this information will be mutually agreed at the time of contract signature.

The Offerors shall quote only one rate for airport transfers in Tirana for all travellers.

**Requirements for the vehicles to be used for airport transfer services:**

The Companies shall ensure that full operational ownership of minimum 8 (eight) of the vehicles to be used for airport travel services belong to itself. Besides, the Companies shall ensure that all vehicles it will assign to UN Agencies:

* are not more than 3 (three) years old at the time of services,
* do not have a mileage over 50.000 km at the time of services,
* are smoke-free vehicles (Neither the drivers nor the passengers will smoke),
* are equipped with optimal security systems, and GPS
* have seatbelts for all passengers,
* are maintained periodically,
* have at the minimum automatic brake system,
* have air conditioner.
* English speaking drivers.
* Drivers to have knowledges on health and safety standarts (Drivers periodicly trained for health and safety standarts)

The drivers to be assigned for airport transfer services shall carry a nametag in order to be identified by the travellers.

The speed limits enforced by the local legislation shall be strictly adhered to by the drivers providing airport transfer services.

***E.I.6. CAR RENTAL SERVICES***

Within the context of ‘Car Rental Services’, the Companies shall:

* provide vehicles on daily, monthly, yearly or on trip directions basis when requested by UN agencies for field trips of UN staff members to project areas throughout the country,
* provide vehicles which are preferably the Company’s “own” cars and not more than three years old,
* provide full details of the company from whom the cars are rented as well as the make/model and year of manufacture of the vehicles in the fleet to be allocated for the purpose in case the cars are contracted from third parties,
* meet the minimum legal local insurance requirements,
* ensure that drivers, cars and 3rd parties are fully covered by insurance in case of accidents.

In case that the Companies cannot provide a car for rental in the level required by a UN Agency, it will provide a car from the immediate upper level at the requested level price.

***E.I.7. CAR RENTAL WITH PROFESSIONAL DRIVER SERVICES***

Within the context of ‘Professional Driver Services’, the Companies shall:

* provide professional drivers on daily basis and/or monthly basis when requested by UN agencies for field trips of UN staff members to project areas throughout the country,
* ensure that the drivers keep proper monitoring sheet for the trip (the kms and departure/destination, passenger recording),
* be responsible for all kinds of insurances of the driver,
* ensure that, when a non-UN staff is carried the drivers receive the signatures on ‘passenger forms’ and keep a proper file,
* ensure that the drivers have a minimum of five years safe driving experience and possesses valid driving license,
* ensure that the drivers have knowledges on health and safety standarts. (Drivers periodicly trained for health and safety statndarts. Proof of trainings would be appreciated)
* ensure that each driver has a valid Agent photo ID card, courteous, reliable, have basic English knowledge and information on the country roads and traffic rules and regulations,
* ensure that the drivers are capable of rectifying minor vehicle defects.

***E.I.8. HOTEL ARRANGEMENT SERVICES FOR BIG EVENTS***

Within the context of ‘Hotel Arrangement Services’ the Companies shall:

* present at least 3 hotel options to be reviewed and agreed by UN Agencies,
* make reservations for lodging accommodations when requested,
* initiate and confirm reservations,
* confirm the all-inclusive or any other type of rate requested at which the reservation is made,
* negotiate to the maximum extent possible discount rates (including net rates) for hotel accommodations applicable specifically to reservations by the UN Agencies of official travel,
* maintain in its computer database the official UN Daily Subsistence Allowance (DSA) rates for official travel,
* maintain all travellers’ itineraries which include hotel reservations,
* check the hotel rates against the DSA rates to be provided from time to time by the UN Agencies,
* advise travellers when the applicable hotel rate exceeds the UN recommended proportion of the applicable per diem while the final selection of accommodation rests with the traveller,
* inform the UN staff with personal cars for parking lot or cloakroom charges, if any while sending price quotations,
* inform travellers about internet rates of the hotels.

***E.I.9. MEET & GREET SERVICES***

Within the context of ‘Meet & Greet Services’ the Companies shall;

* welcome travelers at the airports in Albania
* facilitate access to VIP lounges to eligible travellers
* meet and greet the travellers at the airport
* 24 hours desk for meeting and assisting large groups of travellers through immigration, customs formalities, special visa,etc.
* provide assistance for longer stay arrangements of travellers at the airports
* arrange privileged check-in at the airports
* help in baggage claim of travellers,
* provide baggage insurance
* follow up recovery of lost baggage
* provide lounge room facilities at the airports to eligible travellers as and when deemed necessary by the UN Agencies.

The Company shall arrange above listed services on a worldwide basis when requested to do so.

Within the context of ‘Travel Management Services’ the Companies shall maintain computerized profiles of frequent travelers, such as passport and personal data as appropriate.

**F. REQUIRED QUALIFICATIONS FOR THE COMPANY\_LOT 1**

Other general requirements from the Companies are detailed below:

***F.I Organizational Structure of the Company:***

The Companies shall:

* be established and working in line with the applicable laws and regulations minimum for the last 5 years,
* not be banned from tenders by Public Procurement Authority in its country and in Albania,
* be an IATA member minimum for the last 5 years,
* ISO 9001 – Quality Management Systems certified
* have a legally established office in Tirana,
* have adequate organizational capacity and setup to handle UN Agencies’ requests
* currently maintain a nationwide services coverage as well as global network/ affiliates in major UN destinations,
* not have any social security and tax debts,
* have specialized service departments to serve different needs of the UN Agencies as listed below:

|  |  |  |
| --- | --- | --- |
|  | **SERVICE DEPARTMENT** | **MINIMUM NUMBER OF STAFF DIRECTLY EMPLOYED BY COMPANY** |
| **1** | Contract Oversight & Management | 1 |
| **2** | Travel Information/ VISA Department | 2 |
| **3** | International Flights Reservation/Ticketing/Ticket Delivery Department | 4 |
| **4** | Car Rental/Driver/Transfer Department | 5 (4 drivers +1 admin staff) |

***F.II Expertise of the Companies:***

The Companies shall:

* be reputable and competent,
* have sufficient quality assurance procedures,
* have relevant experience and financial strength,
* have experience in working with international organizations/companies,

***F.III Work Flow and Methodology:***

The Companies shall:

* understand all the processes regarding travel management services,
* have an established work-flow appropriate for timely and effective completion of travel management activities,
* maintain excellent relations with all carriers for the benefit of the UN Agencies,
* warrant that the personnel assigned to handle the UN Agency travel arrangements have a strong tariff experience and shall constantly be trained to be kept up to date,
* establish and operate to monitor on a regular and continuous basis the quality of travel services provided to the UN Agencies.

These procedures shall include a well established system covering all the services to be performed within the context of the LTA (especially the provision of discount fares) and shall include a method for monitoring, identifying and correcting deficiencies in the quality of service furnished to the UN Agencies. The UN Agencies shall be notified of any deficiencies found and corrective action taken.

The UN Agencies reserve the right to conduct their own quality control surveys.

***F.IV Personnel Requirements:***

The Companies shall:

* at a minimum assign the following staff to UN Agencies within the scope of the LTA to be signed:

|  |  |  |
| --- | --- | --- |
|  | **KEY PERSONNEL** | **MINIMUM NUMBER OF STAFF DIRECTLY EMPLOYED BY COMPANY** |
| 1 | UN FOCAL POINT | 1 |
| 2 | ADMIN STAFF / VISA FACILITATOR | 1 |
| 3 | TICKETING/ TRAVEL INFORMATION SPECIALIST | 2 |
| 4 | DRIVER | 4 |

* certify that above listed key personnel are its own employees,
* in addition to the list above, assign adequate personnel according to their technical know-how and reliability, to service satisfactorily the volume of work and to fulfil its obligations under the LTA with the UN Agencies,
* ensure that all of its personnel receive continuous training in their respective areas,
* ensure that its respective personnel are fluent in oral and written English,
* ensure that its employees perform their functions in a highly efficient and professional manner,
* provide salary compensation and other entitlements to its staff in strict compliance with International Labour Standards as well as local legislation.
* maintain the salaries it pays to its employees who will work for UN at a level which is not less than the average salaries applied in the sector,
* fully satisfy the legal requirements imposed by Albanian law with regard to social security registrations/payments of its employees.

The UN has the right to review and request further validation of the qualifications of the proposed staff and to request replacement of any Company employee for reasonable cause. The UN also reserves the right to do background checks on any/all travel provider staff that are assigned to the UN account. The UN taking up such background checks or not, in no way diminishes the Companies’ obligations and liabilities concerning its personnel.

The Companies shall adjust it’s staff in peak booking times to be able to continue to fully satisfy the requirements of the UN Agencies, while preventing working of its staff for more than 8 (eight) hours a day.

**E.II) LOT 2: EVENT MANAGEMENT SERVICES (Domestic & International)**

Event, as referred to in the TOR, shall apply to all conferences/meetings/seminars and training workshops authorized by UN Agencies for official purposes.

The Companies shall facilitate the arrangement of such events upon receipt of authorized ‘Workshop/Meeting Request Form’ signed by duly authorized UN staff whose names shall be communicated to the Company at the time of contract signature.

The invoices to be issued by the Companies for these events shall be accompanied by a ‘Participant List’ and ‘In-House’ that shall be endorsed through signature of the authorized UN staff at senior level in charge of the event.

The Companies’ personnel cost such as staff, transportation, accommodation, meals and all other expenses shall be borne by the Companies.

The Companies shall complete the necessary event management services detailed below:

***E.II.1 VENUE/ HOTEL RESERVATION SERVICES***

Within the context of ‘Hotel/Venue Reservation Services’ the Companies shall:

* identify suitable premises for venues (hotels, conference rooms or other establishments,
* obtain request proposals and quotations from these hotels,
* negotiate rates and other terms and conditions with the hotels,
* present the final three (3) comparable original proposals of the venues (hotels, conference rooms or other establishments) for consideration and approval by the UN agencies,
* inform UN staff on no show conditions for the respective venues, if these conditions differ from the standard to be mutually agreed during the Clarification Meeting to be held prior to contract signature,
* present the security/evacuation plans of the hotels as requested by the UN Agencies.

***E.II.2. WORKSHOP / MEETING ARRANGEMENT SERVICES***

***E.II.2.a. Simultaneous Interpretation Services***

Within the context of ‘Simultaneous Interpretation Services’, the Companies shall provide:

* systems and/or equipment that is needed for simultaneous interpretation,
* mounting/demounting of the systems and/or equipment,
* qualified support for proper functioning of the systems and/or equipment,
* qualified interpreters working in UN languages, namely English, French and other languages, as needed,
* Recording of the simultaneous translations provided in a CD. (If recording of the simultaneous translations is provided in a CD to the UN Agencies, actual costs incurred shall be charged as a separate cost item by the Company.)

The Companies shall provide CVs and price quotations of at least 3 qualified interpreters for each occasion. UN Agencies shall select and approve the interpreter(s) from among the proposed candidates/companies whose CVs are submitted by the Companies.

In case the simultaneous interpretation services require the interpreters to travel outside the countries/cities they work in, the UN Agencies shall reimburse to the Companies, the actual travel and accommodation costs of the interpreters not higher than the UN DSA rates upon submission of supporting documentation.

Any damage to third party property or individuals within the context of an event management including mounting/demounting of the equipment because of the fault of the Companies or its staff, shall be under Companies’ responsibility and all associated costs shall be borne by the Companies.

***E.II.2.b. Provision of Equipment and Material Services***

Within the context of ‘Equipment and Material Services’ the Companies shall provide:

For each and every event, the Companies shall make available the following equipment and materials at the quantities required by the UN Agencies for each specific event at the agreed rates:

1. electronic and audio-visual equipment
   * laptop,
   * data projector,
   * printer,
   * fax machine,
   * photocopy machine (The Company shall be responsible to provide the photocopy machine, its toner in full and paper needed.)
   * camera for video recording in FHD quality standard (The Company shall be responsible to record the audio part in 1 (one) CD. This CD shall be given to UN staff in charge of the event at the end of the event.),
   * Digital photo service (The Company shall be responsible to record the photographs in 1 (one) CD. This CD shall be given to UN staff in charge of the event at the end of the event.),
   * Sound system.
   * Led Screen

Standard specifications for the above items will be given by the UN Agencies to the Companies prior to contract signature. Exact specifications shall be communicated to the Companies prior to each event.

The Companies shall be responsible for installation, proper functioning and demounting of the sound system in the event venue.

ii) Stationary package for meeting, as and when requested

iii) Stationary package for each participant, as and when requested

In case there is need for an additional item which is not included in the above list of ‘Equipment and Material Services’, the Companies shall secure minimum three technically qualified quotations from the vendors for the additional item(s) and must present the final three (3) comparable original proposals to UN Agencies for their selection and approval. Upon selection and approval by the UN Agencies of the best qualified quotation, the Companies shall provide it as per the terms of the approved quotation.

The Companies shall be responsible for the installation of all equipment in the event venues and shall ensure that this equipment is functional 1 (one) night before the event date.

***E.II.2.c. Staff Services***

Within the context of ‘Staff Services’, The Companies shall provide the services of following staff at the quantities required by the UN Agencies for each specific event:

* senior event manager,
* event manager
* hosts/hostesses,
* technician for proper installation and functioning of electronic equipment,
* regular staff for accompanying participants in meals outside of the event venue

to be used in each event,.

* regular staff to deal with ticket issuance for international meetings, as and when requested.
* porter, to assist with load, unload and move of publications or other materials delivered by UN staff prior, during and after that event is over.

The Companies shall ensure the proficiency of all its staff to meet specific requirements of each event in line with this TOR provided for each event.

If the Companies’ staff is needed in the event venue, prior to the date on which the event starts, the daily rate to be quoted in the price proposal shall be paid by the UN Agencies also for the event preparation phase.

***E.II.2.d.Complementary Services***

Within the context of ‘Complementary Services’, the Companies shall:

* + - receive confirmation from participants through telephone and e-mail
    - etiquette the invitations,
    - send the invitations to participants
    - ensure branding of conference of the meeting room in coordination with UN Agencies
    - ensure design/branding services for the required event as per the request fo UN Agencies
    - prepare printing of materials, invitations, banners, posters, training materials, personalized folders/ stationaries, etc.
    - engage moderator

as and when needed.

In case there is need for the additional items which are not included in the above list of ‘Complementary Services’, the Companies shall secure minimum three technically qualified quotations from the vendors for the additional item(s) and must present the final three (3) comparable original proposals to UN Agencies for their selection and approval.

Upon selection and approval by the UN Agencies of the best qualified quotation, the Companies shall provide the materials and services as per the terms of the approved quotation.

**F. REQUIRED QUALIFICATIONS FOR THE COMPANY\_LOT 2**

Other general requirements from the Companies are detailed below:

***F.I Organizational Structure of the Company:***

The Companies shall:

* be established and working in line with the applicable laws and regulations minimum for the last 10 years,
* a Joint Venture, Consortium or any other partnership,
* not be banned from tenders by Public Procurement Authority in its country and in Albania,
* ISO 28000 – Supply Chain Security Management Systems certified
* have a legally established office in Tirana,
* have adequate organizational capacity and setup to handle UN Agencies’ requests
* not have any social security and tax debts,
* have specialized service departments to serve different needs of the UN Agencies as listed below:

|  |  |  |
| --- | --- | --- |
|  | **SERVICE DEPARTMENT** | **MINIMUM NUMBER OF STAFF DIRECTLY EMPLOYED BY COMPANY** |
| **1** | Contract Oversight & Management | 1 |
| **2** | Hotel Arrangement/ Event Management Department | 4 |
| **3** | Supportive Staff | 4 (3 driver + 1 admin staff) |

***F.II Expertise of the Companies:***

The Companies shall:

* be reputable and competent,
* have sufficient quality assurance procedures,
* have relevant experience and financial strength,
* have experience in working with international organizations/companies,

***F.III Work Flow and Methodology:***

The Companies shall:

* understand all the processes regarding event management services,
* have an established work-flow appropriate for timely and effective completion of event management activities,

These procedures shall include a well established system covering all the services to be performed within the context of the LTA (especially the provision of discount fares) and shall include a method for monitoring, identifying and correcting deficiencies in the quality of service furnished to the UN Agencies. The UN Agencies shall be notified of any deficiencies found and corrective action taken.

The UN Agencies reserve the right to conduct their own quality control surveys.

***F.IV Personnel Requirements:***

The Companies shall:

* at a minimum assign the following staff to UN Agencies within the scope of the LTA to be signed:

|  |  |  |
| --- | --- | --- |
|  | **KEY PERSONNEL** | **MINIMUM NUMBER OF STAFF DIRECTLY EMPLOYED BY COMPANY** |
| 1 | UN FOCAL POINT | 1 |
| 2 | SENIOR EVENT (WORKSHOP, MEETING) MANAGER | 1 |
| 3 | EVENT (WORKSHOP, MEETING) MANAGER | 2 |
| 4 | DRIVER | 3 |
| 5 | ADMIN STAFF | 1 |

* certify that above listed key personnel are its own employees,
* in addition to the list above, assign adequate personnel according to their technical know-how and reliability, to service satisfactorily the volume of work and to fulfil its obligations under the LTA with the UN Agencies,
* ensure that all of its personnel receive continuous training in their respective areas,
* ensure that its respective personnel are fluent in oral and written English,
* ensure that its employees perform their functions in a highly efficient and professional manner,
* provide salary compensation and other entitlements to its staff in strict compliance with International Labour Standards as well as local legislation.
* maintain the salaries it pays to its employees who will work for UN at a level which is not less than the average salaries applied in the sector,
* fully satisfy the legal requirements imposed by Albanian law with regard to social security registrations/payments of its employees.

The UN has the right to review and request further validation of the qualifications of the proposed staff and to request replacement of any Company employee for reasonable cause. The UN also reserves the right to do background checks on any aspect of the work of the assigned staff The UN taking up such background checks or not, in no way diminishes the Companies’ obligations and liabilities concerning its personnel.

The Companies shall adjust it’s staff in peakbooking times to be able to continue to fully satisfy the requirements of the UN Agencies, while preventing working of its staff for more than 8 (eight) hours a day.

**E.III) LOT3: LOGISTICS SUPPORTIVE SERVICES**

***E.III.1) FINANCIAL SERVICES***

Within the context of ‘Financial Services’, the Companies shall:

1. Disburse the DSAs to UN Agency staff and meeting participants, if needed.
2. Disburse the transportation costs (flight, bus, train, taxi,etc.) of the UN Agency staff and meeting participants, if needed.
3. Make down payments to hotels and other service providers in Albania and abroad, as needed.

***During the quotation for this service the companies are required to state what will be their charge for using their own money for this purpose and applicable terms and conditions, separately form the overall % charge for other services.***

***E.III.2) STUDY VISIT SERVICES***

UN Agencies’ staff conduct visits to countries in relation to their projects/programmes, together with the Implementing Partners’ staff. In this context, the Companies shall:

* Provide all travel and event management services listed under Section B-DESCRIPTION OF SERVICES, depending on the specific requirements in other countries.
* Ensure accompany of one of its senior event managers to the group going abroad for study visit.
* Ensure interpreting services, if applicable
* Ensure smooth running of the study visit
* Provide efficient logistical arrangements abroad
* Make down payments and final payments to service providers in other countries, in case required

The Offerors shall quote their prices only for professional staff time of the Senior Event Manager who will accompany UN staff. The travel and accommodation costs of the Senior Event Manager shall be borne by the UN Agency conducting the study visit.

***E.III.3 ) SOCIAL ACTIVITY SERVICES***

Within the context of ‘Social Activity Services’, the Companies shall:

Arrange extra activities for UN staff, meeting participants and guests of UN, as requested. These activities include but are not limited to package tours, boat tours, city tours, dinner arrangements, etc. in Albania and abroad.

***E.III.4) INFORMATION SERVICE***

Within the context of ‘Information Services’, the Companies shall:

* provide briefing sessions and/or seminars to related UN staff on changes, policies, procedures in travel and ticketing in parallel to new practices in the market, if any.
* provide information to UN staff about new travel and event products and services by itself and through 3rd parties.
* send ‘Monthly Travel Advisory Information’ regarding the irregularities, new practices,etc. through e-mail to the UN Agencies’ focal staff.

***E.III.5) EMERGENCY SUPPORT SERVICES***

Within the context of ‘Emergency Support Services’, the Companies shall:

a. conduct a Passenger Name Record (PNR) search and travellers’ notification within one (1) hour after an emergency case (i.e. hijackings, coups, bombings, and natural disasters) as directed by the UN.

b. render other specialized assistance as required by the UN in emergency situations.

c. have the capability to operate within 24 hours from an offsite location in case of an emergency and shall provide the contact numbers of key personnel as will be mutually agreed.

d. re-route the phone calls to an alternate location in case of emergency.

**F. REQUIRED QUALIFICATIONS FOR THE COMPANY\_LOT 3**

Other general requirements from the Companies are detailed below:

***F.I Organizational Structure of the Company:***

The Companies shall:

* be established and working in line with the applicable laws and regulations minimum for the last 5 years,
* not be a Joint Venture, Consortium or any other partnership,
* not be banned from tenders by Public Procurement Authority in its country and in Albania,
* ISO 9001 – Quality Management Systems certified
* ISO 28000 – Supply Chain Security Management Systems certified
* have a legally established office in Tirana,
* have adequate organizational capacity and setup to handle UN Agencies’ requests
* currently maintain a nationwide services coverage as well as global network/ affiliates in major UN destinations,
* not have any social security and tax debts,
* have specialized service departments to serve different needs of the UN Agencies as listed below:

|  |  |  |
| --- | --- | --- |
|  | **SERVICE DEPARTMENT** | **MINIMUM NUMBER OF STAFF DIRECTLY EMPLOYED BY COMPANY** |
| **1** | Contract Oversight & Management | 1 |
| **2** | Supportive staff | 2 (1 driver + 1 admin staff) |
| **3** | Information / Study visits arrangements | 6 ( 3 for Albania + 3 for study visits abroad) |

***F.II Expertise of the Companies:***

The Companies shall:

* be reputable and competent,
* have sufficient quality assurance procedures,
* have relevant experience and financial strength,
* have experience in working with international organizations/companies,

***F.III Work Flow and Methodology:***

The Companies shall:

* understand all the processes regarding logistics supportive management services,
* have an established work-flow appropriate for timely and effective completion of study visitis, social activities, information and emergency support management activities,
* maintain excellent relations with all carriers for the benefit of the UN Agencies,
* warrant that the personnel assigned to handle the UN Agency study visits and other logistics supportive arrangements have a strong tariff experience and shall constantly be trained to be kept up to date,
* establish and operate to monitor on a regular and continuous basis the quality of logistics supportive services provided to the UN Agencies.

These procedures shall include a well established system covering all the services to be performed within the context of the LTA (especially the provision of discount fares) and shall include a method for monitoring, identifying and correcting deficiencies in the quality of service furnished to the UN Agencies. The UN Agencies shall be notified of any deficiencies found and corrective action taken.

The UN Agencies reserve the right to conduct their own quality control surveys.

***F.IV Personnel Requirements:***

The Companies shall:

* at a minimum assign the following staff to UN Agencies within the scope of the LTA to be signed:

|  |  |  |
| --- | --- | --- |
|  | **KEY PERSONNEL** | **MINIMUM NUMBER OF STAFF DIRECTLY EMPLOYED BY COMPANY** |
| 1 | UN FOCAL POINT | 1 |
| 2 | INFORMATION / STUDY VISITS ARRANGEMENTS | 4 (2 for Albania and 2 for study visits) |
| 3 | DRIVER | 1 |
| 4 | ADMIN STAFF | 1 |

* certify that above listed key personnel are its own employees,
* in addition to the list above, assign adequate personnel according to their technical know-how and reliability, to service satisfactorily the volume of work and to fulfil its obligations under the LTA with the UN Agencies,
* ensure that all of its personnel receive continuous training in their respective areas,
* ensure that its respective personnel are fluent in oral and written English,
* ensure that its staff are well trained on UN policies and procedures,
* ensure that its employees perform their functions in a highly efficient and professional manner,
* provide salary compensation and other entitlements to its staff in strict compliance with International Labour Standards as well as local legislation.
* maintain the salaries it pays to its employees who will work for UN at a level which is not less than the average salaries applied in the sector,
* fully satisfy the legal requirements imposed by Albanian law with regard to social security registrations/payments of its employees.

The UN has the right to review and request further validation of the qualifications of the proposed staff and to request replacement of any Company employee for reasonable cause. The UN also reserves the right to do background checks on any/all travel provider staff that are assigned to the UN account. The UN taking up such background checks or not, in no way diminishes the Companies’ obligations and liabilities concerning its personnel.

The Companies shall adjust it’s staff in peak booking times to be able to continue to fully satisfy the requirements of the UN Agencies, while preventing working of its staff for more than 8 (eight) hours a day.

**G. GENERAL ISSUES REGARDING CONTRACT IMPLEMENTATION**

**G.I. Confidentiality**

The Companies shall treat all information such as; Staff Members’ and their dependents’ name and address, trip frequencies, destinations, carriers or accommodations used, event venues, list of participants, flight details, photographs taken, videos, interpreters’ records as business sensitive and confidential information. The Companies shall undertake not to disclose for any purpose any information provided by the concerned UN Offices.

**G.II. Invoicing**

**Timing of Invoices:**

The Companies shall issue the invoice for each travel and/or event service provided, upon completion of the respective service in full compliance with the TOR.

The invoices for flight tickets shall be issued after the flight in the authorized itinerary is completed.

**Delivery of Invoices:**

The invoices shall be delivered only to Focal Point of the respective UN Agency, in separate envelopes bearing the following information outside:

Attention: Mr./Ms……. (UN staff who is the requester)

**Payment of Invoices:**

UN Agencies shall ensure that all payments to the Contractor are made on time and in full as per the conditions of the LTA, further to acceptance and approval of each transaction and related invoice.

The Contractor shall prepare and submit the invoices in line with the below table, in terms of content and supporting documents:

|  |  |  |  |
| --- | --- | --- | --- |
| **Lot** | **Invoice Type:** | **Invoice Content:** | **Supporting Document:** |
| Lot 1 | Travel Tickets | -UN Agency name  - No of contract (if applicable)  -Name of the traveler(s)  -Itinerar(y)ies  -Total Amount as per the LTA | i) Documents for extra charges or penalties, if any,  ii) Travel Authorization/PO signed by duly authorized UN staff.  iii) Itemized list of travelers/routes if the invoice is issued for more than one itinerary  iv) Copy of financial authorization for tickets issued for non-resident UN Agencies. |
| Lot 2 & 3 | Event Management & Logistic Supportive Services | -Description of Event  - No of contract (if applicable)  -Total Amount as per the LTA | i) Final Itemized Event Budget approved by the authorized UN staff and actual changes form approved budget, ex. additional or less participants, consumables, equipments, supplies, etc.,  ii) Copy of financial authorization for tickets issued for non-resident UN Agencies. |

UN will not be responsible for delays in identification of related UN staff and therefore delays in payment of invoices, which are not prepared and submitted as described above.

All charges associated with personal travel including all fares for passport, visa services, etc. shall be billed directly to the travelers inclusive of VAT (if applicable) and excluded from invoices presented to UN Agencies.

**Tracking of Invoices:**

The Companies shall develop an ‘Invoice Tracking System’ which enables UN Agencies to identify;

* Invoice number,
* Invoice content
* Issue date
* Due date
* No of contract (if applicable)
* Related Project
* Requesting UN staff

Upon bilateral signature of the LTA, each signatory UN Agency shall mutually agree on the tracking methodology for its invoices, with the Company.

**G.III. Flight Cancellation/Rebooking and Refunds**

The Companies shall:

* process duly authorized flight changes/cancellations when and as required,
* immediately process airline refunds for cancelled travel requirements, unutilized pre-paid tickets and credit these to UN Agencies as expeditiously as possible,
* refund tickets within 1 (one) month and depending on the policy of the respective airline
* refund charges at airline rate only (i.e. no additional charges will accrue to the Company),
* absorb cancellation and/or reservation date change charges resulting from Company’s action without authorization from UN Agencies in line with UN Travel Policy,
* report back to UN Agencies on the status of ticket refunds,
* process a ‘Credit Card Refund Notice’ within a reasonable time period if tickets are paid for by credit card.

**G.IV. Management Reports and Reconciliation of Accounts**

Within the context of ‘Management Reports’ the Companies shall provide the UN Agencies with management information reports consisting, at a minimum, of the following:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **REPORT NR.** | **REPORT NAME** | **SUBMISSION PERIOD** | **REPORT CONTENT** | **LEVEL OF DETAIL** |
| 1 | Income and Expenditures report | Within 2 weeks following the end of each Quarter. | US$ amount of all services provided to UN Agencies within respective quarter | -On UN Agency basis  Indicating separate volumes of ‘Travel’,‘Event management’ and “Logistic supportive services” |
| 2 | Management Information Report | Within 2 weeks following the end of each Quarter, as applicable. | Problems identified, solutions recommended, suggestions to enhance service | -For the whole UN |
| 3 | Complaint Analysis | Within 1 week following the incident, as applicable. | Complaints and agreements/solutions reached | -On incident basis |

**G.V. Reconciliation of accounts**

The Companies shall:

* cooperate with the UN Agencies in reconciling the billing charged to the various UN Agency accounts,,
* provide any necessary documentation in this regard,,
* work with the UN Agency accountants on any reconciliation matter, reporting format or related audit and accounting work.

**G.VI. Payments to Subcontractors**

The Contractor shall pay its subcontractors deployed for services provided to UN Agencies, in strict compliance with its legal agreements with these subcontractors. If the subcontractors are not paid within the time period specified in the legal agreement(s) i.e. The Companies breach the legal agreement with its subcontractor(s), the concerned UN Agency will have the right to ask for written explanation of the alleged action(s) and compensation from the Contractor accordingly. If such cases occur more than 3 times a year, this may lead to immediate termination of the LTA by the respective UN Agency.

The Contractor shall ensure through clauses it will insert to the contracts it will sign with its subcontractors that in no way any of the issues between the Contractor and its subcontractors are reflected/communicated to UN Agencies.

The Contractor shall make sure that it satisfies the contractual responsibilities towards its subcontractors on time and as per the clauses of the legal agreements it signs with its subcontractors.

**G.VII. Complaints and Disputes**

The Companies shall:

* make a good faith effort to resolve disputes and misunderstandings in favour of the UN travellers. Within twenty-four (24) hours the Company shall provide a written acknowledgement,
* respond to all complaints regarding the services it provides by investigating and explaining, in writing, their underlying cause as well as detail specific steps that have been taken or will be undertaken to prevent recurrence of the problem. Within one (1) week disputes and misunderstanding shall be resolved,
* The copies of all complaints received and the Company written responses shall be provided to the designated travel person of each UN Agency.

**H. PERFORMANCE STANDARDS AND SERVICE LEVEL GUARANTEE**

The contracted Companies shall perform its services and deliver their products in accordance with the herein prescribed minimum performance standards set by the UN Agencies as follows:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Lots** | **Product/Service** | **Performance Attribute** | **Definition** | **Standard/Service Level** |
| **LOT 1** | **1. Airline Reservation** | Agency Accuracy | Ability to perform task completely and without error. | Correct passenger records/ airline bookings, fare computation and routing |
| Speed and Efficiency | Ability to deliver product or service promptly and with the minimum use of resources. | a. For confirmed bookings via itinerary within two hours from time of request  b. For wait listed bookings via regular updates on a daily basis |
| **LOT 1** | **2. Airline tickets** | Agent Accuracy | Ability to perform task completely and without error. | Correct electronic or printed tickets that prevent aborted travel due to incomplete travel documents |
| Timeliness of delivery | Ability to deliver product or service on or before promised date | maximum 2 working days before departure date |
| **LOT 1**  **LOT 3** | **3. Travel Documenta-tion** | Accuracy | Ability to ascertain requirements for various destinations/ nationalities | Measures to minimize the complaints/ aborted travel due to incomplete travel documents |
| Timeliness of delivery | Ability to deliver product or service on or before promised date | 2 working days before departure |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **LOT1 LOT2**  **LOT3** | **4. Billing** | Accuracy | Ability to generate billing statements without errors for each UN Agency | No discrepancy between invoices and attachments |
|  | Clarity | Ability to generate bills that are transparent and easy to understand | Minimal need for clarification/ explanation at the UN side |
| **LOT1 LOT2**  **LOT3** |  | Fairness | Reasonable charges for services offered | At same or rates lower than market standards |
|  | Company concern about fares | Ability to quote competitive fares | At levels same or lower than airline preferred rates. Guarantee that one quotation is the lowest obtainable fare. |
| **5. Rates/Pricing** | Good value indicated by price | Competitiveness of fares quoted vs. restrictions or lack/ absence thereof. | At the same terms or better than quoted by airlines |
|  | Willingness to negotiate preferred rates and concessions with airlines with assistance from UN | Voluntarily offering to represent UN in dealings with airlines | Semi-annual meetings to obtain competitive rates in the market and preferable fare conditions (i.e. ticketing deadlines, etc.) |
| **LOT1 LOT2**  **LOT3** | **6. Service Quality** | Accessibility | Ability to access or approach Company | Telephone: 5 rings  Emergency: 24 hours  Backups: 24 hours  E-mail: available(response within at most 1 day)  Website: available |
|  | Responsiveness | Willingness to go out of one’s way to help the traveler | Regular coordination meetings with UN and Agency Performance Reviews |
|  | Willingness to go out of one’s way to help the traveler | No. of personal travels booked with Companys |
| **LOT1 LOT2**  **LOT3** | **7. Problem Solving** | Refunds | Ability to process and obtain refunds for cancelled tickets on a timely basis | 100% refund within one (1) months from date of cancellation |
| Complaint Handling | Ability to resolve complaints | Timelines: Maximum One week.  Manner of Resolution: Minimum satisfactory |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **LOT1 LOT2**  **LOT3** | **8. Travel Consultants** | Competence | Knowledge of destinations.  Knowledge of airline practices, fare levels and shortest routes and connections.  Knowledge of UN policies | Proficiency rating of not less than 70% |
| **LOT1 LOT2**  **LOT3** | **9. Communications** | Awareness Level of Travelers regarding Company Product and Services | Services and policies are communicated to travelers.  Travelers are well informed about matters concerning them. | Frequency of communications: Quarterly and ad hoc as needed  Polite, responsive and efficient service at  all times |
| **LOT1 LOT2**  **LOT3** | **10. Office Premises and Hours of Services** | Readiness to do business | Sufficient manpower to commence business at the start of office hours; Provision of skeletal workforce to answer calls during breaks. | Same hours/days of work as UN Agency System (Monday-Friday, 08:30-18:00hrs); accommodations of calls during off-hours.  Response to answer all received calls. |
| **LOT1 LOT2**  **LOT3** | **11. Capacity to collect quotations** | Wide portfolio of subcontractors | Wide network of subcontractors; good relations with the subcontractors | Ability to immediately obtain minimum 3 technically qualified quotations from its subcontractors, when requested by UN Agencies. |
| **LOT1 LOT2**  **LOT3** | **12.Supplier Relations** | Effective Supplier Relations | UN policies about all matters concerning the subcontractors are communicated to subcontractors.  The UN conditions are reflected to subcontractors in payment related matters | Inform its own subcontractors/3rd parties about UN Agencies’ conditions and receive their budgets in US$.  Pay its own subcontractors/3rd parties and service providers on time and not accumulate debts. Failure to honour 3rd Party payments arising from travel and event management services provided to UN Agencies, in case officially proved to constitute violation of the terms of the standing agreement between the Company and the 3rd Party; shall be the basis for suspension of the standing agreement with the Company. |

|  |
| --- |
| 1. **FUTURE ENHANCEMENTS FOR UN AGENCIES FOR THE NEXT 4 MONTHS AND LTA PERIOD**   The Proposers shall elaborate in their technical proposal any innovative new ideas, tools, systems, world best practices, etc. that it envisages for more effective and efficient provision of travel and event management services to UN Agencies.  The Proposers shall detail implementation of these enhancements in terms of methodology and time, for the first 3 months probationary period and throughout the LTA. |

Section 4: Proposal Submission Form[[1]](#footnote-1)

To: UNDP Albania, Str. “Skenderbej”, Gurten Center, 2nd floor, Tirana, Albania

Dear Sir/Madam:

We, the undersigned, hereby offer to provide **Provision of Services to UN Agencies in ALBANIA as per following lots:**

**Lot 1 Travel Management Services;**

**Lot 2 Event Management Services:**

**Lot 3 Logistics supportive Services**

in accordance with your Request for Proposal and our Proposal.

We are hereby submitting our Proposal, which includes the Technical Proposal and Financial Proposal sealed under a separate envelope.

We hereby declare that :

1. All the information and statements made in this Proposal are true and we accept that any misrepresentation contained in it may lead to our disqualification;
2. We are currently not on the removed or suspended vendor list of the UN or other such lists of other UN agencies, nor are we associated with, any company or individual appearing on the 1267/1989 list of the UN Security Council;
3. We have no outstanding bankruptcy or pending litigation or any legal action that could impair our operation as a going concern; and
4. We do not employ, nor anticipate employing, any person who is or was recently employed by the UN or UNDP.

We confirm that we have read, understood and hereby accept the Terms of Reference describing the duties and responsibilities required of us in this RFP, and the General Terms and Conditions of UNDP’s Contract for Professional Services.

We agree to abide by this Proposal for 120 (hundred and twenty) days following the deadline for submission of proposals stated in the Data Sheet.

We undertake, if our Proposal is accepted, to initiate the services not later than the date indicated in the Data Sheet.

We fully understand and accept without any reservation that UNDP will sign LTAs with three vendors at the end of this tender and the final placement of each call-off shall be determined through a ‘Secondary Competition’ among the successful proposers with whom LTAs are signed at the end of this tender.

We fully understand and recognize that UNDP is not bound to accept this proposal, that we shall bear all costs associated with its preparation and submission, and that UNDP will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the evaluation.

We remain,

Yours sincerely,

Authorized Signature [*In full and initials*]:

Name and Title of Signatory:

Name of Firm:

Contact Details : *[please mark this letter with your corporate seal, if available]*

Section 5: Documents Establishing the Eligibility and Qualifications of the Proposer

Proposer Information Form[[2]](#footnote-2)

Date: *[insert date (as day, month and year) of Proposal Submission*]

RFP No.: *[insert number]*

Page \_\_\_\_\_\_\_\_ of\_\_\_\_\_\_\_ pages

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| 1. Proposer’s Legal Name *[insert Proposer’s legal name]* | | |
| 2. In case of Joint Venture (JV), legal name of each party: *Not Applicable* | | |
| 3. Actual or intended Country/ies of Registration/Operation: *[insert actual or intended Country of Registration]* | | |
| 4. Year of Registration: *[insert Proposer’s year of registration]* | | |
| 5. Countries of Operation | 6. No. of staff in each Country | 7.Years of Operation in each Country |
| 8. Legal Address/es in Country/ies of Registration/Operation: *[insert Proposer’s legal address in country of registration]* | | |
| 9. Value and Description of Top three (3) Biggest Contract for the past five (5) years | | |
| 10. Latest Credit Rating (if any) | | |
| 1. Brief description of litigation history (disputes, arbitration, claims, etc.), indicating current status and outcomes, if already resolved. | | |
| 12. Proposer’s Authorized Representative Information  Name: *[insert Authorized Representative’s name]*  Address: *[insert Authorized Representative’s Address]*  Telephone/Fax numbers: *[insert Authorized Representative’s telephone/fax numbers]*  Email Address: *[insert Authorized Representative’s email address]* | | |
| 13. Are you in the UNPD List 1267.1989 or UN Ineligibility List? (Y / N) | | |
| 14. Attached are original or notarized copies of all eligibility documents listed in the Data Sheet, as detailed below: | | |

Section 6: Technical Proposal Form

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| **TECHNICAL PROPOSAL FORM**  **for**  **LOT1: Travel Management Services to UN Agencies in ALBANIA** |

***Note: Technical Proposals not submitted in this format may be rejected. The financial proposal should be included in separate envelope.***

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| **Name of Proposing Organization /Firm:** |  |
| **Country of Registration:** |  |
| **Name of Contact Person for this Proposal:** |  |
| **Address:** |  |
| **Phone / Fax:** |  |
| **Email:** |  |

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| Section A: Management Plan |
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| A1. Administrative Documentation |
| **A1.1** Notarized certified copy of the document (trade registration) that proves the constitution of the company  **A1.2** Notarized copy of Power of Attorney to sign, provide proposal and to represent the Company in any future dealing with the procuring UNDP entity  **A1.3** IATA Membership Certificate  **A1.4** Registration to Chamber of Commerce or Membership to any Association in Albania or Abroad  **A1.5**  Statement of Declaration for Eligibility in Tendering Process (Form DS-1)  **A1.6** Document received from the Social Security Authorities of the country where the Offeror operates, confirming that the Offeror has no outstanding social security obligations to the government  **A1.7** Document received from the Tax Authorities of the country where the Offeror operates, confirming that the Offeror has no outstanding tax obligations to the government.  **A1.8** ISO 9001 – Quality Management Systems Certificate |
| A2. Organizational Capability: |
| **A2.1**  Provide a brief description of the company/firm submitting the proposal including the year and country of incorporation, types of activities undertaken  **A2.2** A brief description of the company’s present activities. It should focus on travel and event management  **A2.3** Presentation of the organizational chart of the company  **A2.4** Offeror current facilities such as location of office(s) etc. that would contribute to successful performance of the Contract, in case of award.  **A2.5** Description of the organizational unit(s) that will become responsible for the contract and the general management approach towards a project of this kind  **A2.6** Description of electronic/automated systems, tools and their functioning  **A.2.7** Litigation History as per the attached template **L1**. |

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| Section B: Similar Work Experience |
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| B1. Experience of Company/Firm: |
| B1.1 Similar work experience between US$5.000 and US$50.000 (List of international and national organizations conducted within the last 3 years (2018, 2019 and 2020) as per the attached template S1).  B1.2 Similar work experience between US$50.000 and US$100.000 (List of international and national organizations conducted within the last 3 years (2018, 2019 and 2020) as per the attached template S1). |
| **B2. International Clients of Company/Firm:** |
| Provide the list of your international clients (International Institutions, Embassies, International companies) to whom your company have provided travel management services within the last three years (2018, 2019 and 2020), your company’s experiences in Albania as Company and your company’s experiences as Company with major international organizations.  In order to form the basis of evaluation for Section B.2’International Clients’, the Offerors shall provide a list that includes all international clients (International Institutions, Embassies, International companies.) to whom they have provided travel management services within the last three years (2018, 2019 and 2020). The working arrangement between the Offeror and the international clients should be confirmed through Work Completion Certificates or invoices as required by UN in each single event/ticketing. The offerors are **not expected** to write step by step the services provided to those international clients.  The Offerors shall highlight their own experiences as Company in Albania and as Company with major international organizations. |

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| Section C: Resource Plan |
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| C1 : Key Personnel |
| Contractor is expected to dedicate at least below listed key staff for travel management services.   |  |  |  | | --- | --- | --- | |  | **KEY PERSONNEL** | **MINIMUM NUMBER OF STAFF DIRECTLY EMPLOYED BY COMPANY** | | 1 | UN FOCAL POINT | 1 | | 2 | ADMIN STAFF / VISA FACILITATOR | 1 | | 3 | TICKETING/TRAVEL INFORMATION SPECIALIST | 2 | | 4 | DRIVER | 4 |   **C1.1.;**  CVs (As per attached CV template “**Form CV1**”, not more than 3 pages in length) and Social Security registration documents of the key staff below should be provided.   |  |  | | --- | --- | | **POSITION** | **MINIMUM NUMBER OF STAFF DIRECTLY EMPLOYED BY COMPANY** | | **UN Focal Point**  Experience on Travel Management is preferable  University degree (Economy, Political Sciences, etc  Have very good command of Albanian and English | 1 |   **C1.2.** Social Security registration documents of the staff below should be provided with the proposal   |  |  |  | | --- | --- | --- | |  | **POSITION** | **MINIMUM NUMBER OF STAFF DIRECTLY EMPLOYED BY COMPANY** | | 1 | ADMIN STAFF / VISA FACILITATOR | 1 | | 2 | TICKETING SPECIALIST  (The certificates of these staff for Global Reservation System, Amadeus and Galileo systems shall be submitted together with the technical proposal) | 2 | | 3 | DRIVER | 4 |   **C1.3** The successful Offerors shall submit the CVs of other staff who will be assigned to work for UN Agencies prior to LTA signature. In case that any of the submitted staff does not meet minimum requirements stipulated in this TOR for a specific position or is not approved by UNDP, the Contractor shall within 2 days replace that staff with a qualified one and submit the related CV to UNDP for approval.  **C1.4** The Company shall submit the Social Security registration documents upon approval by UNDP of all additional staff to be assigned to UN Agencies as per Clause C1.4 above within the scope of the LTA. |
| **C2 : Financial Strength** |
| **C2.1 C2.2** Company’s Income Statements and Balance Sheets (for 2017, 2018 and 2019) certified through “Certified Public Accountant” as per the attached template “**Form T1 & T2**”.  **C2.3** Document received from the Tax Authorities in the country where it is registered and operates, confirming that the Offeror has no outstanding tax obligations to Government  **C2.4** Document received from the Social Security Authorities in the country where it is registered and operates, confirming that the Offeror has no outstanding social security obligations to Government |

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| **Section D: Proposed Methodology** |
| **D1. Approach:**  **D1.1.** **Contractor’s responsiveness**  Please provide a brief description of your company’s approach to achieve the Terms of Reference step by step while pointing out the essential performance characteristics for successful completion of the activities listed in the Terms of Reference. 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.  This section should demonstrate the Offeror’s responsiveness to the specifications by identifying the specific components proposed, addressing the requirements, as specified, point by point; providing a detailed description of the essential performance characteristics, as well as the mechanisms proposed for this project for reporting to the UNDP and partners, including a reporting schedule.  Please also provide elaboration on your company’s ‘Anti-Corruption Strategy’ and 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.    **D.1.2.Work-flow**  Please provide the step by step detailed explanation of how the your company would execute the whole travel and event management cycle beginning from the contract award, including your approach, execution methodology and any other relevant aspects. The offerors shall submit ‘Standard Operating Procedures’ for the following processes:   * + - 1. Ticketing       2. Visa services       3. Invoicing       4. Airport Transfer Services       5. Selection of vendors for goods & services to be provided through 3rd parties       6. Meet & greet services |
| **D2. Vehicle Fleet** |
| **Please provide information about the vehicle fleet that will be deployed for achieving the contractual responsibilities.** |

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| **D3. Quality Control and Assurance Mechanisms** |
| **D3.1 Please provide a brief description of your Company’s Quality Control and Assurance Mechanisms that would be applied for satisfactory completion of the integrated travel and event management services** |
| **D4. Risks/Mitigation Measures:** |
| **Please provide a matrix describing the potential risks for the implementation of this proposed methodology that may impact achievement of expected results, and describe measures to mitigate these risks.** |
| **D5. Other Information** |
| **D5.1 Introductory material of the Offeror**  **D5.2 Other relevant information related to this Request for Proposals.**  **D5.3 Statement of Full Disclosure: This is intended to disclose any potential conflict in accordance with the definition of “conflict” in ‘Proposal Submission Form’ part of this document, if any.** |

Section 6: Technical Proposal Form

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| **TECHNICAL PROPOSAL FORM**  **for**  **LOT2: Event Management Services to UN Agencies in ALBANIA** |

***Note: Technical Proposals not submitted in this format may be rejected. The financial proposal should be included in separate envelope.***

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| **Name of Proposing Organization /Firm:** |  |
| **Country of Registration:** |  |
| **Name of Contact Person for this Proposal:** |  |
| **Address:** |  |
| **Phone / Fax:** |  |
| **Email:** |  |

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| Section A: Management Plan |
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| A1. Administrative Documentation |
| **A1.1** Notarized certified copy of the document (trade registration) that proves the constitution of the company  **A1.2** Notarized copy of Power of Attorney to sign, provide proposal and to represent the Company in any future dealing with the procuring UNDP entity  **A1.3** IATA Membership Certificate  **A1.4** Registration to Chamber of Commerce and Membership to any Association in Albania or Abroad  **A1.5**  Statement of Declaration for Eligibility in Tendering Process (Form DS-1)  **A1.6** Document received from the Social Security Authorities of the country where the Offeror operates, confirming that the Offeror has no outstanding social security obligations to the government  **A1.7** Document received from the Tax Authorities of the country where the Offeror operates, confirming that the Offeror has no outstanding tax obligations to the government.  A1.8 ISO 9001 – Quality Management Systems Certificate  A1.9 ISO 28000 – Supply Chain Security Management Systems Certificate |
| A2. Organizational Capability: |
| **A2.1**  Provide a brief description of the company/firm submitting the proposal including the year and country of incorporation, types of activities undertaken  **A2.2** A brief description of the company’s present activities. It should focus on travel and event management  **A2.3** Presentation of the organizational chart of the company  **A2.4** Offeror current facilities such as location of office(s) etc. that would contribute to successful performance of the Contract, in case of award.  **A2.5** Description of the organizational unit(s) that will become responsible for the contract and the general management approach towards a project of this kind  **A2.6** Description of electronic/automated systems, tools and their functioning  **A.2.7** Litigation History as per the attached template **L1**. |

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| Section B: Similar Work Experience |
| B1. Experience of Company/Firm: |
| **B1.1** Similar work experience between US$5.000 and US$50.000 (List of international and national organizations conducted within the last 3 years (2018, 2019 and 2020) as per the attached template **S2**).  **B1.2** Similar work experience between US$50.000 and US$100.000 (List of international and national organizations conducted within the last 3 years (2018, 2019 and 2020) as per the attached template **S2**). |
| **B2. International Clients of Company/Firm:** |
| Provide the list of your international clients (International Institutions, Embassies , International companies) to whom your company have provided event management services within the last three years (2018, 2019 and 2020), your company’s experiences in Albania as Company and your company’s experiences as Company with major international organizations.  In order to form the basis of evaluation for Section B.2’International Clients’, the Offerors shall provide a list that includes all international clients (International Institutions, Embassies, International companies.) to whom they have provided event management services within the last three years (2018, 2019 and 2020). The working arrangement between the Offeror and the international clients should be confirmed through Work Completion Certificates or invoices as required by UNDP in each single event/ticketing. The offerors are **not expected** to write step by step the services provided to those international clients.  The Offerors shall highlight their own experiences as Company in Albania and as Company with major international organizations. |

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| Section C: Resource Plan |
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| C1 : Key Personnel |
| Contractor is expected to dedicate at least below listed key staff for integrated travel and event management services.   |  |  |  | | --- | --- | --- | |  | **KEY PERSONNEL** | **MINIMUM NUMBER OF STAFF DIRECTLY EMPLOYED BY COMPANY** | | 1 | UN FOCAL POINT | 1 | | 2 | SENIOR EVENT (WORKSHOP, MEETING) MANAGER | 1 | | 3 | EVENT (WORKSHOP, MEETING) MANAGER | 2 | | 4 | DRIVER | 3 | | 5 | ADMIN STAFF | 1 |   **C1.1.**  CVs (As per attached CV template “**Form CV1**”, not more than 3 pages in length) and Social Security registration documents of the key staff below should be provided.   |  |  | | --- | --- | | **POSITION** | **MINIMUM NUMBER OF STAFF DIRECTLY EMPLOYED BY COMPANY** | | **UN Focal Point**  (Experience on Event Management is preferable)  University degree (Economy, Political Sciences, etc)  Have very good command of Albanian and English | 1 | | **Senior Event Manager**  University degree (Economy, Political Sciences, etc)  Have very good command of Albanian and English | 1 | | **Event Manager**  (Experienced in implementation of meetings, conferences, workshops, etc.)  University or High School graduate with at least 2 years experience in travel and event management  Have good command of Albanian and English | 2 |   **C1.2** Social Security registration documents of the staff below should be provided with the proposal   |  |  | | --- | --- | | **POSITION** | **MINIMUM NUMBER OF STAFF DIRECTLY EMPLOYED BY COMPANY** | | **DRIVER** | 3 | | **ADMIN STAFF** | 1 |   **C1.3** The successful Offerors shall submit the CVs of other staff who will be assigned to work for UN Agencies prior to LTA signature. In case that any of the submitted staff does not meet minimum requirements stipulated in this TOR for a specific position or is not approved by UNDP, the Contractor shall within 2 days replace that staff with a qualified one and submit the related CV to UNDP for approval.  **C1.4** The Company shall submit the Social Security registration documents upon approval by UNDP of all additional staff to be assigned to UN Agencies as per Clause C1.4 above within the scope of the LTA. |

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| **C2 : Financial Strength** |
| **C2.1 C2.2** Company’s Income Statements and Balance Sheets (for 2017, 2018 and 2019) certified through “Certified Public Accountant” as per the attached template “**Form T1 & T2**”.  **C2.3** Document received from the Tax Authorities in the country where it is registered and operates, confirming that the Offeror has no outstanding tax obligations to Government  **C2.4** Document received from the Social Security Authorities in the country where it is registered and operates, confirming that the Offeror has no outstanding social security obligations to Government |

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| **Section D: Proposed Methodology** |
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| **D1. Approach:**  **D1.1.** **Contractor’s responsiveness**  Please provide a brief description of your company’s approach to achieve the Terms of Reference step by step while pointing out the essential performance characteristics for successful completion of the activities listed in the Terms of Reference. 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.  This section should demonstrate the Offeror’s responsiveness to the specifications by identifying the specific components proposed, addressing the requirements, as specified, point by point; providing a detailed description of the essential performance characteristics, as well as the mechanisms proposed for this project for reporting to the UNDP and partners, including a reporting schedule.  Please also provide elaboration on your company’s ‘Anti-Corruption Strategy’ and 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.    **D.1.2.Work-flow**  Please provide the step by step detailed explanation of how the your company would execute the whole travel and event management cycle beginning from the contract award, including your approach, execution methodology and any other relevant aspects. The offerors shall submit ‘Standard Operating Procedures’ for the following processes:   1. Hotel Reservation 2. Event Management 3. Invoicing 4. Selection of vendors for goods & services to be provided through 3rd parties 5. Meet & greet services |
| **D2. Vehicle Fleet** |
| **Please provide information about the vehicle fleet that will be deployed for achieving the contractual responsibilities.** |

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| **D3. Logistics Note for Events** |
| **Please explain the methodology and information to be included in logistic notes for events as well as its dissemination and submit a sample ‘Event Logistics Note’ for the following scenario:**   |  |  | | --- | --- | | **Name of event:** | UNDP Albania Retreat | | **City:** | Vlora | | **Duration:** | 1 week between 16 – 21 June 2021 | | **# of Participants:** | 50 ( UNDP staff) | | **Nationality of Participants:** | Various |   **Please state your assumptions/considerations for information not provided herein.** |
| **D4. Quality Control and Assurance Mechanisms** |
| **D4.1 Please provide a brief description of your Company’s Quality Control and Assurance Mechanisms that would be applied for satisfactory completion of the integrated travel and event management services** |
| **D5. Risks/Mitigation Measures:** |
| **Please provide a matrix describing the potential risks for the implementation of this proposed methodology that may impact achievement of expected results, and describe measures to mitigate these risks.** |
| **D6. Other Information** |
| **D6.1 Introductory material of the Offeror**  **D6.2 Other relevant information related to this Request for Proposals.**  **D6.3 Statement of Full Disclosure: This is intended to disclose any potential conflict in accordance with the definition of “conflict” in ‘Proposal Submission Form’ part of this document, if any.** |

Section 6: Technical Proposal Form

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| **TECHNICAL PROPOSAL FORM**  **for**  **LOT 3: Logistic Supportive Services to UN Agencies in ALBANIA** |

***Note: Technical Proposals not submitted in this format may be rejected. The financial proposal should be included in separate envelope.***

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| **Name of Proposing Organization /Firm:** |  |
| **Country of Registration:** |  |
| **Name of Contact Person for this Proposal:** |  |
| **Address:** |  |
| **Phone / Fax:** |  |
| **Email:** |  |

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| Section A: Management Plan |
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| A1. Administrative Documentation |
| **A1.1** Notarized certified copy of the document (trade registration) that proves the constitution of the company  **A1.2** Notarized copy of Power of Attorney to sign, provide proposal and to represent the Company in any future dealing with the procuring UNDP entity  **A1.3** IATA Membership Certificate  **A1.4** Registration to Chamber of Commerce and Membership to any Association in Albania or Abroad  **A1.5**  Statement of Declaration for Eligibility in Tendering Process (Form DS-1)  **A1.6** Document received from the Social Security Authorities of the country where the Offeror operates, confirming that the Offeror has no outstanding social security obligations to the government  **A1.7** Document received from the Tax Authorities of the country where the Offeror operates, confirming that the Offeror has no outstanding tax obligations to the government.  **A1.8** ISO 9001 – Quality Management Systems Certificate  **A1.9** ISO 28000 – Supply Chain Security Management Systems |
| A2. Organizational Capability: |
| **A2.1**  Provide a brief description of the company/firm submitting the proposal including the year and country of incorporation, types of activities undertaken  **A2.2** A brief description of the company’s present activities. It should focus on travel and event management  **A2.3** Presentation of the organizational chart of the company  **A2.4** Offeror current facilities such as location of office(s) etc. that would contribute to successful performance of the Contract, in case of award.  **A2.5** Description of the organizational unit(s) that will become responsible for the contract and the general management approach towards a project of this kind  **A2.6** Description of electronic/automated systems, tools and their functioning  **A.2.7** Litigation History as per the attached template **L1**. |

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| Section B: Similar Work Experience |
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| B1. Experience of Company/Firm: |
| **B1.3** Similar Study Visit experience [List of Study Visits conducted outside Albania with at least five (5) participants from the Client] within the last 3 years (2018, 2019 and 2020) as per the attached templates **S4**). |
| **B2. International Clients of Company/Firm:** |
| Provide the list of your international clients (International Institutions, Embassies, International companies) to whom your company have provided travel and event management services within the last three years (2018, 2019 and 2020), your company’s experiences in Albania as Company and your company’s experiences as Company with major international organizations.  In order to form the basis of evaluation for Section B.2’International Clients’, the Offerors shall provide a list that includes **all** international clients (International Institutions, Embassies, International companies.) to whom they have provided logistics supportive services within the last three years (2018, 2019 and 2020). The working arrangement between the Offeror and the international clients should be confirmed through Work Completion Certificates or invoices as required by UNDP in each single logistics supportive services. The offerors are **not expected** to write step by step the services provided to those international clients.  The Offerors shall highlight their own experiences as Company in Albania and as Company with major international organizations. |
| **B3. Study Visits Conducted by the Company/Firm outside Albania** |
| Provide the list of similar study visit experience (i.e. list of study visits) your company has conducted outside Albania as Company with minimum 5 (five) participants (at least 5 from the Client), within the last three years (2018, 2019 and 2020) as per the attached template **S4**).  The working arrangement between the Offeror and the international clients regarding the study visits an other logistics supportive services shall be confirmed through Work Completion Certificates or invoices as required by UNDP in each single study visit. |

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| Section C: Resource Plan |
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| C1 : Key Personnel |
| Contractor is expected to dedicate at least below listed key staff for integrated travel and event management services.   |  |  |  | | --- | --- | --- | |  | **KEY PERSONNEL** | **MINIMUM NUMBER OF STAFF DIRECTLY EMPLOYED BY COMPANY** | | 1 | UN FOCAL POINT | 1 | | 2 | INFORMATION/STUDY VISITS ARRANGEMENTS | 4 (2 for Albania and 2 for study visits) | | 3 | DRIVER | 1 | | 4 | ADMIN STAFF | 1 |   **C1.1.** CVs (As per attached CV template “**Form CV1**”, not more than 3 pages in length) and Social Security registration documents of the key staff below should be provided.   |  |  | | --- | --- | | **POSITION** | **MINIMUM NUMBER OF STAFF DIRECTLY EMPLOYED BY COMPANY** | | **UN Focal Point**  (Experience on Travel and Event Management is preferable)  University degree (Economy, Political Sciences, etc  Have very good command of Albanian and English | 1 | | **Information/Study visits arrangements**  (Experienced in implementation of meetings, conferences, workshops, etc.)  University or High School graduate with at least 2 years experience in travel and event management  Have good command of Albanian and English | 4 |   **C1.2** Social Security registration documents of the staff below should be provided with the proposal   |  |  |  | | --- | --- | --- | |  | **POSITION** | **MINIMUM NUMBER OF STAFF DIRECTLY EMPLOYED BY COMPANY** | | 3 | DRIVER | 1 | | 4 | ADMIN STAFF | 1 |   **C1.3** The successful Offerors shall submit the CVs of other staff who will be assigned to work for UN Agencies prior to LTA signature. In case that any of the submitted staff does not meet minimum requirements stipulated in this TOR for a specific position or is not approved by UNDP, the Contractor shall within 2 days replace that staff with a qualified one and submit the related CV to UNDP for approval.  **C1.4** The Company shall submit the Social Security registration documents upon approval by UNDP of all additional staff to be assigned to UN Agencies as per Clause C1.4 above within the scope of the LTA. |

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| **C2 : Financial Strength** |
| **C2.1** Company’s Income Statements and Balance Sheets (for 2017, 2018 and 2019) certified through “Certified Public Accountant” as per the attached template “**Form T1 & T2**”.  **C2.2** Document received from the Tax Authorities in the country where it is registered and operates, confirming that the Offeror has no outstanding tax obligations to Government  **C2.3** Document received from the Social Security Authorities in the country where it is registered and operates, confirming that the Offeror has no outstanding social security obligations to Government |

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| **Section D: Proposed Methodology** |
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| **D1. Approach:**  **D1.1.** **Contractor’s responsiveness**  Please provide a brief description of your company’s approach to achieve the Terms of Reference step by step while pointing out the essential performance characteristics for successful completion of the activities listed in the Terms of Reference. 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.  This section should demonstrate the Offeror’s responsiveness to the specifications by identifying the specific components proposed, addressing the requirements, as specified, point by point; providing a detailed description of the essential performance characteristics, as well as the mechanisms proposed for this project for reporting to the UNDP and partners, including a reporting schedule.  Please also provide elaboration on your company’s ‘Anti-Corruption Strategy’ and 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.    **D.1.2.Work-flow**  Please provide the step by step detailed explanation of how the your company would execute the whole travel and event management cycle beginning from the contract award, including your approach, execution methodology and any other relevant aspects. The offerors shall submit ‘Standard Operating Procedures’ for the following processes:   |  | | --- | | 1- Financial services | | 2- Social Activity Services | | 3- Information Services | | 4- Emergency Support Services | | 5-Invoicing | | 6-Study Visit Services Abroad | | 7-Selection of vendors for goods & services to be provided through 3rd parties. | | 8-Meet &greet services | |
| **D2. Vehicle Fleet** |
| **Please provide information about the vehicle fleet that will be deployed for achieving the contractual responsibilities.** |

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| **D3. Quality Control and Assurance Mechanisms** |
| **D3.1 Please provide a brief description of your Company’s Quality Control and Assurance Mechanisms that would be applied for satisfactory completion of the integrated travel and event management services** |
| **D4. Risks/Mitigation Measures:** |
| **Please provide a matrix describing the potential risks for the implementation of this proposed methodology that may impact achievement of expected results, and describe measures to mitigate these risks.** |
| **D4. Other Information** |
| **D5.1 Introductory material of the Offeror**  **D5.2 Other relevant information related to this Request for Proposals.**  **D5.3 Statement of Full Disclosure: This is intended to disclose any potential conflict in accordance with the definition of “conflict” in ‘Proposal Submission Form’ part of this document, if any.** |

**Section 7: Financial Proposal Form[[3]](#footnote-3)**

The Offerors shall prepare their Financial Proposals with the consideration of below issues:

1. The format shown on the following pages should be used for preparing the price schedule in a password protected document, separate from the rest of the RFP as indicated in the Instruction to Proposers.
2. The Offerors shall quote the prices for each and every item in light of the below explanations;

* The figures given in the price Schedule for quantities and event/study visit budgets are annual estimates for UN Agencies.
* These figures are given as indicative figures to enable the Offerors to prepare their financial proposals. Therefore, they will be used for evaluation purposes.
* The figures are not binding upon UN Agencies. i.e. the UN Agencies do not warrant that any quantity and/or variety of services will be purchased from the Travel Agent with any amount of budget.
* The services to be provided to UN Agencies by the Travel Agent shall include but are not limited to the ones listed in ‘Cost Items’ Section.
* During the implementation, UN Agencies will select from among the services listed as ‘Cost Items List’ and the Company will invoice the selected services for actual quantities.

1. The unit prices and percentages quoted by the successful Offerors shall be valid throughout the validity of the LTA.
2. In case of a downward pricing in the market in favor of UN Agencies, the Contractor shall immediately inform UN Agencies for revision of prices.
3. The unit price to be quoted by the Offerors for the ‘transfer’ mentioned in Item A.6 of Price Schedule I shall include the cost of ‘transfer to be provided by 1 car from/to event venue to/from airport’ irrespective of the number of the people in the car. i.e. The Company shall charge UN Agencies only 1 unit of transfer cost if more than 1 person is transferred by one car and the cost shall be shared among the people transferred.
4. The unit price to be quoted by the Offerors for the ***‘***Confirmation of receipt of conference proceedings’ mentioned in Item A.9 of Price Schedule I shall include the ‘cost of contacting 1 (one) attendee after the meeting/organization to confirm whether he/she received meeting/organization proceedings or not’.
5. The Offerors shall take into consideration below explanation that is also given in Clause E.I.5 of the Terms of Reference while they quote prices for Item I.1.3 and Item I.2.3 in Price Schedule II relating to ‘Transfer to/from Rinas Airport’.

The Offerors shall quote **only one rate** for airport transfers in Albania. This rate shall be applicable to transfers from/to Mother Teresa Airport.

1. The unit prices to be quoted by the Offerors for the ‘Senior Event Manager’ and ‘Host/hostess’ mentioned in Item 7 and Item 8 of each Event Table in Price Schedule I shall include only the ‘cost of per working day of 1 (one) Senior Event Manager’ and ‘Host/hostess’ respectively, for presence in the meeting/organization. i.e. these unit prices shall not include accommodation costs of these staff. Accommodation costs of the Company’s staff shall be charged by the Travel Agent to UN Agencies for agreed number of days and hotel.

As also mentioned in part ‘E.II.2.c. Staff Services’ of the Terms of Reference’, if the Company’s staff is needed in the event venue, prior to the date on which the event starts, the daily rate to be quoted in the price proposal shall be paid by the UN Agencies also for the event preparation phase. In such a case, accommodation costs of the Company’s staff shall again be charged by the Travel Agent to UN Agencies for agreed number of days and hotel.

1. ***‘***Fee for Coach/Economy Class ticket issuance’ and ‘Fee for Business Class/First Class ticket issuance’ referred to in Price Schedule II shall include only the cost to be charged by the Travel Agent for issuing the tickets. These fees shall not include the cost of the tickets.
2. UN and its subsidiary organs are exempt from all taxes. Therefore Offerors shall prepare their Financial Proposals, excluding VAT. UNDP might add the VAT cost for comparison purposes.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| **PRICE SCHEDULE – I** | | | | | | | | | | | | | | |
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| **DETAILED PRICE SCHEDULES FOR EVENTS WITH DIFFERENT BUDGETS** | | | | | | | | | | | | | | |
|  | | | | |  | |  | | |  | |  | | | |  |
|  | | | | |  | |  | | |  | |  | | | |  |
| **LOT 2\_EVENT A** | | | | | | | | | | | | | | | | | |
| **(US$5.000 < Event budget < US$50.000)** | | | | | | | | | | | | | | | | | |
|  | |  | | |  | |  | |  | | | |  | | | | |
| **Item nr.** | | **Description** | | | **Unit** | | **# of units** | | **Unit Price (US$)** | | | | **Total Price (US$)** | | | | |
| **A.1** | | Agency Management Fee on 3rd party cost items and financial services | | | % | | n.a. | |  | | | | \* | | | | |
| **A.2** | | Preparing invitations for dissemination (labeling) | | | invitations | | 30 | |  | | | |  | | | | |
| **A.3** | | Confirmation of participation of invitees, registration of invitees | | | invitations | | 30 | |  | | | |  | | | | |
| **A.4** | | Printing services (color printing, A4) 300+ pages | | | per 100 pages | | 2 | |  | | | |  | | | | |
| **A.5** | | Printing services (b/w printing, A4) 500+ pages | | | per 100 pages | | 2 | |  | | | |  | | | | |
| **A.6** | | Individual transfers (to/from the event venue) in Tirana | | | transfer | | 15 | |  | | | |  | | | | |
| **A.7** | | Senior event manager | | | working/day | | 1 | |  | | | |  | | | | |
| **A.8** | | Host/hostess | | | working/day | | 1 | |  | | | |  | | | | |
| **A.9** | | Confirmation of receipt of conference proceedings | | | attendees | | 30 | |  | | | |  | | | | |
|  | |  | | |  | |  | |  | | | |  | | | | |
| **SUB TOTAL for EVENT A** | | | | | | | | | | | | | \*\* | | | | |
|  | | | | |  | |  | | |  | |  | |  | | | |
| **\* Please write your quotation for the % of Agency Management fee on 3rd party cost items for an event with this budget.** | | | | | | | | | | | | | | | | | |
| **\*\* Please calculate the total of [A.2 - A.9] (inclusive).** | | | | |  | |  | | |  | |  | |  | | | |
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| **LOT 2\_EVENT B** | | | | | | | | | | | | | | | | | |
| **(US$50.000 =< Event Budget < US$100.000)** | | | | | | | | | | | | | | | | | |
|  | | | | |  | |  | | |  | |  | | | |  | | |
| **Item nr.** | | | **Description** | | | | **Unit** | | | **# of units** | | **Unit Price (US$)** | | | | **Total Price (US$)** | | |
| **B.1** | | | Agency Management Fee on 3rd party cost items and financial services | | | | % | | | n.a. | | n.a. | | | | \* | | |
| **B.2** | | | Preparing invitations for dissemination (labeling) | | | | invitations | | | 80 | |  | | | |  | | |
| **B.3** | | | Confirmation of participation of invitees, registration of invitees | | | | invitations | | | 80 | |  | | | |  | | |
| **B.4** | | | Printing services (color printing, A4) 300+ pages | | | | per 100 pages | | | 3 | |  | | | |  | | |
| **B.5** | | | Printing services (b/w printing, A4) 500+ pages | | | | per 100 pages | | | 3 | |  | | | |  | | |
| **B.6** | | | Individual transfers (to/from the event venue) in Tirana | | | | Transfer | | | 40 | |  | | | |  | | |
| **B.7** | | | Senior event manager | | | | working/day | | | 2 | |  | | | |  | | |
| **B.8** | | | Host/hostess | | | | working/day | | | 3 | |  | | | |  | | |
| **B.9** | | | Confirmation of receipt of conference proceedings | | | | attendees | | | 80 | |  | | | |  | | |
|  | | |  | | | |  | | |  | |  | | | |  | | |
| **SUB TOTAL for EVENT – B** | | | | | | | | | | | | | | | | \*\* | | |
|  | | | | |  | |  | | |  | |  | | | |  | | |
| **\* Please write your quotation for the % of Agency Management fee on 3rd party cost items for an event with this budget.** | | | | | | | | | | | | | | | | | | |
| **\*\* Please calculate the total of [B.2 - B.9] (inclusive).** | | | | |  | |  | | |  | |  | | | |  | | |
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| **LOT 2\_EVENT C** | | | | | | | | | | | | | | |
| **(US$100.000 =< Event Budget )** | | | | | | | | | | | | | | |
|  |  | | |  | |  | |  | | |  | | | |
| **Item nr.** | **Description** | | | **Unit** | | **# of units** | | **Unit Price (US$)** | | | **Total Price (US$)** | | | |
| **C.1** | Agency Management Fee on 3rd party cost items and financial services | | | % | | n.a. | | n.a. | | | \* | | | |
| **C.2** | Preparing invitations for dissemination (labeling) | | | invitations | | 200 | |  | | |  | | | |
| **C.3** | Confirmation of participation of invitees, registration of invitees | | | invitations | | 200 | |  | | |  | | | |
| **C.4** | Printing services (color printing, A4) 300+ pages | | | per 100 pages | | 4 | |  | | |  | | | |
| **C.5** | Printing services (b/w printing, A4) 500+ pages | | | per 100 pages | | 4 | |  | | |  | | | |
| **C.6** | Individual transfers (to/from the event venue) in Tirana | | | transfer | | 100 | |  | | |  | | | |
| **C.7** | Senior event manager | | | working/day | | 2 | |  | | |  | | | |
| **C.8** | Host/hostess | | | working/day | | 6 | |  | | |  | | | |
| **C.9** | Confirmation of receipt of conference proceedings | | | attendees | | 200 | |  | | |  | | | |
|  |  | | |  | |  | |  | | |  | | | |
| **SUB TOTAL for EVENT – C** | | | | | | | | | | | \*\* | | | |
|  | | | | |  | |  | | |  | |  | |  |
| **\* Please write your quotation for the % of Agency Management fee on 3rd party cost items for an event with this budget.** | | | | | | | | | | | | | | |
| **\*\* Please calculate the total of [C.2 - C.9] (inclusive).** | | | | |  | |  | | |  | |  | |  |
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| **LOT 3\_ STUDY VISIT (for all countries)** | | | | | |
| **(US$5.000 < Study Visit Budget < US$20.000)** | | | | | |
| **Item nr.** | **Description** | **Unit** | **# of units** | **Unit Price (US$)** | **Total Price (US$)** |
| S.T.1 | Agency Management Fee on financial services cost items\*\*\* | % | n.a. | n.a. | \* |
| S.T.2 | Soliciting quotations from at least three hotels in the city/country to which the study visit will take place. | solicitation | 1 |  |  |
| S.T.3 | Arranging restaurants in the city/country to which the study visit will take place. | solicitation | 1 |  |  |
| S.T.4 | Visa assistance | person | 1 |  |  |
| S.T.5 | Transportation to/from airport in Tirana | person | 1 |  |  |
| S.T.6 | Arrangement of transportation in the foreign city/country to which the study visit will take place | arrangement | 1 |  |  |
| S.T.7 | Baggage follow up | person | 1 |  |  |
| S.T.8 | Senior Event Manager (professional staff time only)\*\*\*\* | working/day | 1 |  |  |
|  |  |  |  |  |  |
| **TOTAL PRICE FOR STUDY VISIT TO FOREIGN COUNTRIES** | | | | | \*\* |
| \* Please write your quotation for the % of Agency Management fee on 3rd party cost items for an event with this budget. | | | | | |
| \*\* Please calculate the total of [S.T2 – S.T.8] (inclusive). | | | | | |
| \*\*\*Financial Services are reimbursement of DSA/ transportation cost, payment to restaurants, payment to foreign Companies for social occasions, transportation within foreign countries, shipments through couriers,etc. | | | | | |
| \*\*\*\* The Offerors shall quote their prices only for professional staff time of the Senior Event Manager who will accompany UN staff. The travel and accomodation costs of the Senior Event Manager shall be borne by the UN Agency conducting the study visit. | | | | | |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| **IMPORTANT NOTES:** | |  |  |  |  |
| -The figures given in the above Price Schedule for quantities are estimates for respective event and study visit types. | | | | | |
| -These figures are given as indicative values to enable the Offerors to prepare their financial proposals. Therefore, they will be used for evaluation purposes. | | | | | |
| -The figures are not binding upon UN Agencies. i.e. The UN Agencies do not warrant that any quantity of services will be purchased from The Travel Agent with any amount of budget. | | | | | |
| -The services to be provided to UN Agencies by the Travel Agent include but are not limited to the ones listed in 'Cost Items' Section. | | | | | |
| -During the implementation, UN Agencies will select from among the services listed as 'Cost Items List' and the Company will invoice the selected services for requested quantities. | | | | | |
| -In case a good or service which is stated to be 3rd party cost item in this solicitation document is provided by the Company through its own resources during implementation, no Agency Management Fee will be charged. | | | | | |
| -For goods/services to be provided free of charge by the Company, the Company shall quote “Assessment is included in Agency Management Fee”, in the Price Schedules. | | | | | |

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| **PRICE SCHEDULE – II** | | | | | |
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| **LOT I- TRAVEL MANAGEMENT SERVICES** | | | | | |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| **I.1** | **International Air Travel** |  | **Estimated volume** |  |  |
| I.1.1 | Fee for Economy Class ticket issuance | per ticket | 1.000 |  |  |
| I.1.2 | Fee for Business Class/First Class ticket issuance | per ticket | 150 |  |  |
| I.1.3 | Transfer to/from Rinas Airport / Tirana city | per trip | 600 |  |  |
| **SUB TOTAL -I -INTERNATIONAL AIR TRAVEL** | | | | |  |
|  | | | | |  |
| **GRAND TOTAL FOR TRAVEL MANAGEMENT SERVICES (SUB TOTAL I)**  **PS1-1** | | | | |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| **LOT II- EVENT MANAGEMENT SERVICES** | | | | | |
|  | **DESCRIPTION** | **ESTIMATED # OF EVENTS** | | **(US$) / % OF SERVICE CHARGE FOR EACH EVENT** | **TOTAL PRICE (US$)** |
| II.A | **Event A (US$ 5.000 < Event Budget < US$ 50.000)** | **50** | |  |  |
| Overhead charge for goods and services provided by a 3rd party |  | | ~~\*~~ |  |
| Direct agency profit charge |  | | \*\* |  |
| **Sub total for Event A** | | | |  |
|  |  |  |  |  |  |
| II.B | **Event B (US$ 50.000 =< Event Budget < US$ 100.000)** | **40** | |  |  |
| Overhead charge for goods and services provided by a 3rd party |  | | ~~\*~~ |  |
| Direct agency profit charge |  | | \*\* |  |
| **Sub total for Event B** | | | |  |
|  |  |  |  |  |  |
| II.C | **Event C ($ 100.000 =< Event Budget)** | **15** | |  |  |
| Overhead charge for goods and services provided by a 3rd party |  | | ~~\*~~ |  |
| Direct agency profit charge |  | | \*\* |  |
| **Sub total for Event C** | | | |  |
|  |  |  |  |  |  |
| **GRAND TOTAL FOR EVENT MANAGEMENT SERVICES**  **PS2**  **(Sub total for Event A+ Sub total for Event B+ Sub total for Event C)** | | | | |  |
|  |  |  |  |  |  |
| \* Please multiply your % Management fee for 3rd Parties with respective "Estimated Annual Budget" in US$. | | | | |  |
| \*\* Please multiply 'estimated # of events' with the price you quoted for the respective event in Price Schedule I. | | | | |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| **LOT III- STUDY VISIT MANAGEMENT SERVICES** | | | | | |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  | **DESCRIPTION** | **ESTIMATED # OF EVENTS** | | **UNIT DIRECT COST (US$) / % OF SERVICE CHARGE FOR EACH EVENT** | **TOTAL PRICE (US$)** |
| II.A | **Study Visit (US$5.000 < Study Visit Budget < US$50.000)** | **10** | |  |  |
| Overhead charge for goods and services provided by a 3rd party |  | | ~~\*~~ |  |
| Direct agency costs |  | | \*\* |  |
| **PS3** |  |  |  |  |  |
| **GRAND TOTAL FOR STUDY VISIT MANAGEMENT SERVICES** | | | | |  |
|  |  |  |  |  |  |
| \* Please multiply your '% Management fee for 3rd Parties' with respective "Estimated Annual Budget" in US$. | | | | |  |
| \*\* Please multiply 'estimated # of events' with the price you quoted for the respective event in Price Schedule I. | | | | |  |
|  |  |  |  |  |  |
| **Price Proposal** |  |  |  |  |  |
| **TOTAL PRICE FOR TRAVEL, EVENT MANAGEMENT and STUDY VISIT SERVICES**  **(Price Proposal = PS1+ PS2+ PS3)** | | | | |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| **IMPORTANT NOTES:** | |  |  |  |  |
|  |  |  |  |  |  |
| -The figures given in The Price Schedule for quantities and event budgets are annual estimates for UN Agencies. | | | | |  |
| -These figures are given as indicative values to enable the Offerors to prepare their financial proposals. Therefore, they will be used for evaluation purposes. | | | | | |
| -The figures are not binding upon UN Agencies. i.e. The UN Agencies do not warrant that any quantity of services will be purchased from The Travel Agent with any amount of budget. | | | | | |
| -The services to be provided to UN Agencies by the Travel Agent include but are not limited to the ones listed 'Cost Items' Section. | | | | | |
| -During the implementation, UN Agencies will select from among the services listed as 'Cost Items List' and the Company will invoice the selected services for requested quantities. | | | | | |
| -In case a good or service which is stated to be 3rd party cost item in this solicitation document is provided by the Company through its own resources during implementation, no Agency Management Fee will be charged. | | | | | |
| -For goods/services to be provided free of charge by the Company, the Company shall quote ' Assessment is included in Agency Management Fee', in the Price Schedules. | | | | | |

**- “TOTAL PRICE FOR TRAVEL and EVENT MANAGEMENT SERVICES (Price Proposal = PS1+ PS2+ PS3)” SHALL BE THE BASIS OF FINANCIAL EVALUATION.**

**Section 8: Evaluation Methodology for Proposals**

**8.1. PASS/FAIL ELIGIBILITY CRITERIA**

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| **PASS/FAIL ELIGIBILITY CRITERIA** | |
| **ADMINISTRATIVE PASS/FAIL CRITERIA** | |
| **PF. 1** | ***Minimum 5 Years of Establishment and Operation***  [Please submit notarized certified copy of the document (trade registration) that proves presence and operation of your company minimum for 5 years]  Submissions of companies which do not have notarized certified copy of the document (trade registration) that proves establishment and operation of the Offeror minimum for 10 years will not be considered for evaluation. |
| **PF. 2** | 2.2 The Offeror has IATA membership minimum for the last 5 years  [Please submit your company’s IATA certificate] |
| **PF. 3** | ***Main Office or Full-fledge Branch Office in Tirana***  [Please submit registration documents to National Center of Business and National Tax office and address(es) of your main and branch office(s)]  Submissions of companies which do not have either their main office or a full fledge branch office in Tiranawill not be considered for evaluation. |
| **PF. 4** | ***Single Entity***  [Please demonstrate through trade registration gazette and declare that your company is not in association with any other organization, in the form of a partnership, JV, Consortium, etc.]  Submissions of companies which have such an association with another organization in the form of a partnership, JV, Consortium, etc. will not be considered for evaluation. |
| **PF. 5** | ***Eligibility for Tendering Process***  [Please demonstrate/declare your company’s eligibility in tendering process, as per attached template Form DS-1]  Submissions of ineligible companies for tendering will not be considered. |
| **PF.6** | ***Average*** ***Annual Turnover over the last 3 years (***2017, 2018 and 2019*)*  6.1 Average annual turnover over the last 3 years is **equal to or more than** **US $ 3.000.000.**  Out of this turnover, bidders shall certify compliance with the minimum average turnovers in all of the following categories, namely, international airline ticketing, domestic airline ticketing and Event Management. Failure to meet and certify any one of the turnover categories below shall lead to disqualification of the offeror.  6.2. The average annual turnover over the last 3 years for international airline ticketing (LOT 1) is **equal to or more than** **US$ 400.000**  6.3. The average annual turnover over the last 3 years for Event Management Activities (LOT 2) is **equal to or more than** **US$ 500,000.**  6.4. Minimum **3 events** (meeting/organization) with **100-150 participants** realized within the last 3 years (2017, 2018 and 2019).  6.5. Minimum 10 **Study Visits** (LOT 3) with minimum **5 (five) participants** realized within the last 3 years (2017, 2018 and 2019).  6.6 The Offerors shall submit their detailed Financial Statements for the last 3 years (2017, 2018 and 2019) certified through a “Certified Public Accountant”. |
|  | Following sections should be filled out only by the Offerors, who meet all of the six pass and fail based eligibility criteria and sub criteria stated above. Non compliance to meet any one of the above pass/fail criteria and sub criteria leads to disqualification and any further information provided by those Companies will not be considered.  IF **ALL**  6 (SIX)  PASS/FAIL CRITERIA (and sub criteria listed above)  **ARE MET**  THEN **PROCEED WITH YOUR PROPOSAL**  IF ANY ONE OF 6 (SIX)  PASS/FAIL CRITERIA (and sub criteria listed above)  **ARE NOT MET**  **THEN DON’T PROCEED WITH YOUR PROPOSAL**  ALL INFORMATION BEYOND SHALL BE TOTALLY IGNORED |

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| **8.2 EVALUATION GRID FOR OPERATIONAL AND TECHNICAL PROPOSALS**  Technical Proposals of the Offerors who have met all 6 PASS/FAIL CRITERIA and SUBCRITERIA listed in 8.1  above shall be subjected to technical evaluation.  Technical proposals shall be evaluated on the basis of their responsiveness to the information requested through the Solicitation Documents and Terms of Reference (TOR). | | | | | | | |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
| Evaluation Forms for Prequalification | | Score Weight % | Points Obtainable | Company/Other Entity | | |  |
| A | B | C |  |
| 1 | A. Management Plan | 10 | 100 |  |  |  |  |
| 2 | B. Similar Work Experience (for each LOT) | 30 | 300 |  |  |  |  |
| 3 | C. Resource Plan (Key Personnel and Financial Strength)\* | 30 | 300 |  |  |  |  |
| 4 | D. Proposed Methodology | 30 | 300 |  |  |  |  |
|  | Total | 100 | 1000 |  |  |  |  |
|  |  |  |  |  |  |  |  |
| **Technical Evaluation Forms follow on the next pages. The obtainable number of points specified for each**  **evaluation criterion indicates the relative significance or weight of the item in the overall evaluation process. The Technical Evaluation Forms are:** | | | | | | | |
|
|  |  |  |  |  |  |  |  |
| **Form 1: A -** Management Plan (Organizational Capacity) | | | | | | | |
| **Form 2: B** - Similar Work Experience (for each LOT) | | | | | | | |
| **Form 3: C** - Resources Plan (Key Personnel and Financial Strength) | | | | | | | |
| **Form 4: D** - Proposed Methodology | | | | | | | |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
| **Technical Qualification Criteria** (Minimum Technical Qualification Score: 700 out of 1000) | | | | | | | |
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| Technical Evaluation Form 1 | | | Points Obtainable | Company/Other Entity | | |  |
| A | B | C |  |
| **A. Management Plan** | | | | | | |  |
|  |  | Sub-Score | **YES/NO** |  |  |  |  |
| **A.1** | **Administrative Documents** |  |  |  |  |  |  |
| A.1.1 | Notarized certified copy of the document (trade registration gazette) that proves the constitution of the company | N/A | ……… |  |  |  |  |
| A.1.2 | Notarized copy of Power of Attorney to sign, provide proposal and to represent the Contractor in any future dealing with the procuring UNDP entity | N/A | ……… |  |  |  |  |
| A.1.3 | IATA Membership Certificate (for LOT 1) | N/A | ……… |  |  |  |  |
| A.1.4 | Registration to Chamber of Commerce and Membership to any Association in Albania or Abroad | N/A | ……… |  |  |  |  |
| A.1.5 | Statement of Declaration for Eligibility in Tendering Process (Form DS-1) | N/A | ……… |  |  |  |  |
| A.1.6 | Document received from the Social Security Authorities of the country where the Offeror operates, confirming that the Offeror has no outstanding social security obligations to the government | N/A | ……… |  |  |  |  |
| A.1.7 | Document received from the Tax Authorities of the country where the Offeror operates , confirming that the Offeror has no outstanding tax obligations to the government | N/A | ……… |  |  |  |  |
| A.1.8 | ISO 9001 – Quality Management Systems Certificate | N/A | .......... |  |  |  |  |
| A.1.9 | ISO 28000 – Supply Chain Security Management Systems Certificate | N/A | .......... |  |  |  |  |
| **A.2** | **Organizational Capacity** | **100** |  |  |  |  |  |
| A.2.1 | Provide a brief description of the company/firm submitting the proposal, including the year and country of incorporation, types of activities undertaken. | **20** |  |  |  |  |  |
| 7 years=< Years of Establishment | 20 |  |  |  |  |  |
| 5 years=< Years of Establishment < 7 years | 10 |  |  |  |  |  |
| A.2.2 | A brief description of the Contractor’s present activities. It should focus on services related to the Proposal. | 15 |  |  |  |  |  |
| A.2.3 | Presentation of the organizational chart of the company and organization chart for the management of the project describing the relationship of key positions and designations. | 10 |  |  |  |  |  |
| A.2.4 | Offeror’s current facilities such as location of office(s) etc that would contribute to successful performance of the Contract, in case of award. | 15 |  |  |  |  |  |
| A.2.5 | Description of the organizational unit(s) that will become responsible for the contract and the general management approach towards a project of this kind. | 20 |  |  |  |  |  |
| A.2.6 | Existing electronic/automated systems, tools and their functioning for receiving/managing requests from UN Agencies | **10** |  |  |  |  |  |
| With electronic/automated systems, tools | 10 |  |  |  |  |  |
| With no electronic/automated systems, tools | 0 |  |  |  |  |  |
| A.2.7 | Litigation History as per the attached template L1 | **10** |  |  |  |  |  |
| With no litigation history | 10 |  |  |  |  |  |
| With litigation history | 0 |  |  |  |  |  |
| **Total Part 1** | | **100** | **0** | **0** | **0** | **0** |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
| Technical Evaluation Form 2 | | | Points Obtainable | Company/Other Entity | | |  |
| A | B | C |  |
| **B. Similar Work Experience** | | | | | | |  |
|  |  | Sub-Score | **300** |  |  |  |  |
| **B.1** | **Similar work experience (A list of international and national events, as per the attached templates S1, S2& S3).** |  | **180** |  |  |  |  |
| B.1.1 | **Total amount of Events between US$5.000 and US$50.000 managed over the last 3 years (2018, 2019 and 2020)** | **80** |  |  |  |  |  |
| ‘Total amount of events betweenUS$5.000 and US$50.000’is >= US$80.000 | 80 |  |  |  |  |  |
| US$60.000 < = ‘Total amount of events between US$5.000 and US$50.000’ is < US$80.000 | 60 |  |  |  |  |  |
| US$30.000 < = ‘Total amount of events between US$5.000 and US$50.000’ is < US$60.000 | 40 |  |  |  |  |  |
| ‘Total amount of events between US$5.000 and US$50.000’ is <.US$30.000 | 0 |  |  |  |  |  |
| B.1.2 | **Total amount of Events between US$50.000 and US$100.000 managed over the last 3 years (2018, 2019 and 2020)** | **60** |  |  |  |  |  |
| ‘Total amount of events between US$50.000 and US$100.000’ >= US$160,000 | 60 |  |  |  |  |  |
| US$120.000 < = ‘Total amount of events between US$50.000 and US$100.000’ < US$160.000 | 40 |  |  |  |  |  |
| US$80.000 < = ‘Total amount of events between US$30.000 and US$100.000’ < US$120.000 | 20 |  |  |  |  |  |
| ‘Total amount of events between US$50.000 and US$100.000’ <US$80.000 | 0 |  |  |  |  |  |
| B.1.3 | **Similar study visits experience (List of study visits conducted outside Albania with at least 5 (Five) participants from the client) within the last 3 years (2018, 2019 and 2020)** | **40** |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **B.2** | **Total Number of International Clients [International Institutions, Embassies , International companies to be confirmed through Work Completion Certificates or invoices as required by UNDP in each single event/ticketing that took place within the last 3 years (2018, 2019 and 2020)]** | **100** | **100** |  |  |  |  |
| 15=< Total Number of International Clients served within the last 3 years (2018, 2019, 2020) | 100 |  |  |  |  |  |
| 10=< Number of International Clients served within the last 3 years (2018, 2019, 2020)< 15 | 50 |  |  |  |  |  |
| Total Number of International Clients served within the last 3 years (2018, 2019, 2020)< 10 | 0 |  |  |  |  |  |
| **B.3** | **Average Number of study visits conducted outside Albania with at least 5 participants from the Client, within the last 3 years (2018, 2019 and 2020), to be confirmed through Work Completion Certificates or invoices as required by UNDP in each study visit.** | **20** | **20** |  |  |  |  |
| 10=< Average Number of study visits conducted outside Albania with at least 5 participants from the Client, within the last 3 years (2018, 2019 and 2020)) | 20 |  |  |  |  |  |
| 5=< Average number of study visits conducted outside Albania with at least 5 participants from the Client, within the last 3 years (2018, 2019 and 2020)) < 10 | 10 |  |  |  |  |  |
| Average number of study visits conducted outside Albania with at least 5 participants from the Client, within the last 3 years (2018, 2019 and 2020) < 5 | 0 |  |  |  |  |  |
| **Total Part 2** | | **300** | **300** | **0** | **0** | **0** |  |
|  |  |  |  |  |  |  |  |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
| Technical Evaluation Form 3 | | | Points Obtainable | Company/Other Entity | | |  |
| A | B | C |  |
| **C. Resource Plan** | | | | | | |  |
|  |  | Sub-Score | **300** |  |  |  |  |
| **C.1.** | **Qualifications of Key Personnel** |  | **170** |  |  |  |  |
| C.1.1 | **UN Focal Point** | **15** | 15 |  |  |  |  |
| Education | 6 |  |  |  |  |  |
| Relevant Experience | 6 |  |  |  |  |  |
| Language Qualifications | 3 |  |  |  |  |  |
| C.1.2 | **Senior Event Manager** | **80** | 80 |  |  |  |  |
| Education | 35 |  |  |  |  |  |
| Relevant Experience | 35 |  |  |  |  |  |
| Language Qualifications | 10 |  |  |  |  |  |
| C.1.3 | **Event Manager** | **75** | 75 |  |  |  |  |
| Education | 35 |  |  |  |  |  |
| Relevant Experience | 30 |  |  |  |  |  |
| Language Qualifications | 10 |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
| **C.2** | **Financial Strength** |  | **130** |  |  |  |  |
| C.2.1 | Balance Sheets and Financial Statements | 30 |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| C.2.2 | Company’s average annual turnover for the last three years (Turnover 2017 + Turnover 2018 + Turnover 2019), certified through “Certified Public Accountant” as per the attached template “Form T1 and Form T2”. | **100** | 100 |  |  |  |  |
| Average Annual Turnover>=US$ 5,000,000 | 100 |  |  |  |  |
| US$5,000,000 > Average Annual Turnover>=US$ 3,000,000 | 50 |  |  |  |  |
| Average Annual Turnover<US$ 3,000,000 | 0 |  |  |  |  |
| **Total Part 3** | | **300** | **300** | **0** | **0** | **0** |  |
|  | | | | | | |  |
|  |
|  |  |  |  |  |  |  |  |
| Technical Evaluation Form 4 | | | Points Obtainable | Company/Other Entity | | |  |
| A | B | C |  |
| **D. Proposed Methodology** | | | | | | |  |
|  |  | Sub-Score | **300** |  |  |  |  |
| **D.1** | **Approach (Brief description of the approach for how the contractor will achieve the Terms of Reference)** |  | **220** |  |  |  |  |
| D.1.1 | **Contractor’s responsiveness** to the specification by identifying the specific components proposed, addressing the requirements, as specified, point by point; providing a detailed description of the essential performance characteristics; | **50** |  |  |  |  |  |
| D.1.2 | **Work-flow** |  |  |  |  |  |  |
| The step by step detailed explanation of how the Contractor would execute the below processes of travel and event management services beginning from the contract award including their approach, execution methodology and any other relevant aspects: | **170** |  |  |  |  |  |
|  |  |  |  |  |  |  |
| 1-Ticketing | 10 |  |  |  |  |  |
| 2-Hotel Reservation | 10 |  |  |  |  |  |
| 3-Event Management | 30 |  |  |  |  |  |
| 4-Visa Services | 10 |  |  |  |  |  |
| 5-Invoicing | 10 |  |  |  |  |  |
| 6-Airport Transfer Services | 15 |  |  |  |  |  |
| 7-Study Visit Services Abroad | 20 |  |  |  |  |  |
| 8-Selection of vendors for goods & services to be provided through 3rd parties. | 20 |  |  |  |  |  |
| 9-Meet &greet services | 10  35 |  |  |  |  |  |
| |  |  | | --- | --- | | 10-Future Enhancements for UN Agencies for the next 4 months and LTA Period, Financial services |  | | Social Activity Services, Information Services |  | | Emergency Support Services, |  | |  |  | |  |  |  |  |  |  |
| Other services (All additional services should be detailed.) |  |  |  |  |  |  |
| **D.2** | **Vehicle Fleet** | **10** | **10** |  |  |  |  |
| A detailed description of the owned/leased vehicles required for successful completion of the travel and event management services. |  |
| The Travel Agent will ensure presence of stated vehicles and additional ones if necessary in good working condition, as needed. |  |
| The Offerors should at a minimum have 5 of the vehicles in its list and present the ownership certificates for the vehicles it owns with the proposal. The vehicles owned by the members of Board of Directors of an Offeror will not be included in the list of Vehicle fleet. For the vehicles leased by the Offerors , copies of lease agreements shall be submitted. |  |
| The Offerors shall also present the list of vehicles to be deployed for airport limousine services, as described above. |  |
| **D.3** | **Logistics Note for Events** | **20** | **20** |  |  |  |  |
| The Offerors shall explain the methodology and information to be included in logistic notes for events as well as its dissemination and submit asample Logistics Note for an international event to be conducted in Tirana. |  |
| **D.4** | **Quality Control and Assurance Mechanisms** | **30** | **30** |  |  |  |  |
| (Please elaborate on Quality Control and Assurance Mechanisms that would be applied for satisfactory completion of the travel and event management services) |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| **D.5** | **Risks/Mitigation Measures** | **20** | **20** |  |  |  |  |
| (Please provide a matrix describing the potential risks for the implementation of this proposed methodology that may impact achievement of expected results, and describe measures to mitigate these risks.) |  |
| **Total Part 4** | | **300** | **300** |  |  |  |  |

**Section 9: Long Term Agreement, including General Terms and Conditions**

**This is UNDP’s Template for Contract for the Proposer’s reference. Adherence to all terms and conditions is mandatory.**

**STANDARD**

**AGREEMENT**

**between**

**THE UNITED NATIONS DEVELOPMENT PROGRAMME**

**and**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**For the Provision of Travel Management Services ("TMS")**

**THIS AGREEMENT** is made this \_\_\_\_\_\_ day of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, 199\_\_\_, by and between the United Nations Development Programme, a subsidiary organ of the United Nations, acting for itself and on behalf of the other participating organizations in the United Nations system in [NAME OF COUNTRY] located at \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (hereafter, "**UNDP**"), and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, a company organized under the laws of \_\_\_\_\_\_\_\_\_\_\_\_\_, and having its principal offices located at \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (hereafter, the "**Travel Agent**").

**W I T N E S S E T H**

**WHEREAS**, UNDP, seeks a highly qualified, independent travel agent to provide full and comprehensive travel management services to UNDP's Country Offices and has issued a Request for Proposal ("**RFP**") dated \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_;

**WHEREAS**, the Travel Agent represents that it is a fully accredited Company member of IATA, that it is familiar with the requirements of UNDP, and has responded to UNDP's RFP by a Travel Agent's Proposal ("**TAP**") dated \_\_\_\_\_\_\_\_\_\_\_;

**WHEREAS**, the Travel Agent is qualified, ready, and able to perform travel management services in accordance with this Agreement.

**Definitions:**

For the purpose of this Agreement, the capitalized terms shall have the following meaning:

"**Associated Agencies"** shall mean the organs and agencies of the United Nations and the other organizations of the United Nations system, requesting services under this Agreement (a list of participating agencies to be provided to the Travel Agent).

"**Authorized Representative**" shall mean, any person designated by UNDP in writing to request Travel Management Services.

"**Country**" shall mean, [NAME OF THE COUNTRY].

"**Travel Authorization**" shall mean, a UNDP travel authorization form or such other document or form as, from time to time, may be authorized by UNDP in writing to the Travel Agent for such use.

"**Traveller**" shall mean any person designated on a Travel Authorization, or such other request as may be approved by UNDP, and any other traveller who may be authorized to travel at the expense of UNDP or an Associated Agency.

**NOW THEREFORE**, the Parties hereby agree as follows:

**ARTICLE 1: Scope of the Agreement**

1.1 This Agreement is a contract for the provision of travel management and related services such as, but not limited to, airline ticketing and airport transfer, hotel reservations and related services (visa service, travel insurance, car rental) (hereafter the "Travel Management Services") by the Travel Agent.

1.2 Travel Management Services shall include arrangement of travel plans and preparation of suitable itineraries (including alternative routings, departures and arrivals) at the lowest cost for Staff Members and or their dependants (for purpose of official and non official travels) and for Consultants, government officials and participants attending meetings or on official business for UNDP, or Associated Agencies.

**ARTICLE 2: Responsibilities of the Travel Agent**

2.1 Travel Management Services, as may be requested by UNDP or any of its Associated Agencies provided by the Travel Agent shall include:

(a) onward air fare, rail and ground transportation, hotel and car rental reservations and travel insurance; whenever possible, discount rates for car rentals, public carriers on a world-wide basis;

(b) information on country visa requirements, health, immigration clearance, foreign exchange control regulation and other government restrictions, and assistance in obtaining travel tax exemption certifications, passports and entry visas to the Country;

(c) delivery of airline tickets within twenty-four (24) hours of receipt of UNDP Travel Authorizations, (or earlier depending on need), and seat assignments on flights and issuance of boarding passes, where possible;

(d) reconfirmation and revalidation of airline tickets, re-issued tickets which are returned as a result of changed routing or fare structures and printed itineraries showing complete information on status of reservations on all carriers and hotels;

(e) timely notification to Travellers of airport closing, cancellations or delays in flights, trains, buses or voyages and obtain any reimbursement which may be due on account of cancelled or reissued reservations and/or tickets;

(f) investigation on any complaints from Travellers and follow up the recovery of lost baggage;

(g) executive club facilities at transfer points;

(h) organization of travel plans for UNDP meetings and conferences;

(i) organization of seminars on travel and ticketing for UNDP Travel Unit staff.

2.2 The Travel Agent shall be equipped with a fully automated accounting system interfaced with the computerized reservation system with UNDP's requirements therefor, as set out in the RFP.

2.3 The qualifications and experience of any employees whom the Travel Agent may assign to perform the Travel Management Services hereunder shall be the same, or better, as those specified in the Travel Agent's Proposal. The Travel Agent shall provide UNDP with the home address and telephone number of one key personnel among its employees to assist UNDP during emergencies outside of the normal business hours.

2.4 The Travel Agent shall neither seek nor accept instruction from any authority external to UNDP or to the United Nations in connection with the performance of this Agreement. The Travel Agent shall refrain from any action which may adversely affect UNDP or the United Nations and shall fulfil its commitments with the fullest regard for the interests of UNDP and the United Nations.

**ARTICLE 3: Services by UNDP**

3.1 UNDP will submit to the Travel Agent a Travel Authorization indicating the maximum entitlement (mode and class) permitted to Traveller for such travel. All Travel Authorizations shall be in writing, signed by an Authorized Representative. UNDP shall not be responsible for any Travel Management Services undertaken by the Travel Agent without such Travel Authorization.

3.2 Where the Travel Agent does not use its own premises or does not rent office space under a separate lease agreement, UNDP may provide suitable office space, in its office premises in accordance with the Conditions for Use of Office Space (Annex A) as practically feasible in the Country, to the Travel Agent for the sole purpose of performing its obligations under this Agreement. In full consideration for the office space and the services provided by UNDP the total amount of rent shall be fixed at \_\_\_\_\_\_\_\_\_\_ . The Travel Agent shall pay the rent in monthly installments, in advance, on the first day of each calendar month during the term of this Agreement and shall be responsible for paying promptly and regularly each instalment of the Rent when due hereunder, whether or not the Travel Agent has received an invoice therefor from UNDP.

3.3 In consideration of the services provided by UNDP, the Travel Agent agrees to provide a discount of .......% of the total air sales (net of refunds, cancellations, and voids), for the applicable months of the quarter-year or portion thereof to which they relate.

**ARTICLE 4. Compensation to the Travel Agent**

4.1 The Travel Agent shall retain all standard and override commissions earned on the sale of air transportation except as provided hereunder, such commissions except as provided hereunder, shall constitute the sole compensation for the Travel Management Services provided under this Agreement.

4.2 UNDP shall be responsible for payment of airline ticket and associated expenses as may be expressly provided in the Travel Authorizations, together with any charges incurred and for which UNDP is responsible. The Travel Agent shall, however, use its best efforts to minimize the imposition of charges and penalties.

4.3 UNDP shall reimburse the Travel Agent:

(a) for all authorized airline tickets and Prepaid Tickets issued.

(b) However, the Travel Agent shall reimburse UNDP at the end of each month for any unsettled refund claims that have been outstanding for more than sixty (60) days. If, after settlement, the Travel Agent presents evidence of valid rejection of any claim for such refund, UNDP shall reimburse the Travel Agent for all such rejected claims for which the Travel Agent has reimbursed UNDP.

4.4 Whenever the Travel Agent has directly incurred or paid costs for authorized airline tickets issued outside the Country by affiliate agencies, UNDP, at its option, shall make reimbursement either in United States dollars at the official United Nations rate of exchange, or in the currency in which the expenditure was incurred. The Travel Agent shall co-operate with UNDP to the fullest extent possible in the utilization of currencies other than United States dollars and readily convertible currencies for payments that need to be made pursuant to this Agreement.

4.5 UNDP shall make payments to the Travel Agent within thirty (30) days after the receipt and certification of the Travel Agent's invoice, which shall be submitted only after completion of the Travel Management Services to which it relates and only if UNDP has certified that the Travel Management Services have been satisfactorily performed by the Travel Agent.

**ARTICLE 5: Finances and Accounts**

5.1 Each week the Travel Agent shall submit a statement of account with supporting documents for reimbursement. The statement of account shall show for each transaction, the country and currency in which all costs were incurred by UNDP, the date, the invoice number and the name of the UNDP Traveller. For tickets purchased in the Country, the statement of account shall show the Travel Authorization Form number, the cost of air fare in US Dollars and the equivalent amount in local currency.

5.2 All funds and refunds on tickets for travel not undertaken by UNDP Travellers shall be credited to the account of UNDP, in the form of a credit to UNDP's account.

5.3 The Travel Agent shall provide for the exclusive and confidential use by UNDP of a comprehensive quarterly statement of income and expenditures of the travel operations established by the Travel Agent in accordance with this Agreement. Such statement of income and expenditures shall conform to Generally Accepted Accounting Principles ("GAAP") in and shall be submitted to UNDP no later than one (1) month following the end of the quarter year period to which the statement relates.

5.4 UNDP reserves the right to withhold the refund of expenses should it be proven that the Travel Agent deliberately caused UNDP to incur a loss. Such retention shall not lead to either the suspension or termination of this Agreement. The amount thus withheld shall not generate interest.

5.5 The Travel Agent shall also provide updated information on rates and travel schedules for specific itineraries as requested by UNDP in writing for budgeting purposes.

**ARTICLE 6:** **Representation and Warranties**

6.1 The Travel Agent represents and warrants that, at the time of ticketing, it will obtain the lowest fare applicable for the mode and class of travel and/or other travel services authorized by UNDP in accordance with this Agreement and consistent with the Travel Authorization for the journey concerned. Such lowest cost fare will reflect the most direct and economical routing.

6.2 UNDP shall have the right to perform pre or post travel audits, through its travel unit or through independent auditors, in order to assess the Travel Agent's compliance with the lowest cost fare. In the event that the Travel Agent has not obtained the lowest cost fare, the Travel Agent shall refund to UNDP the difference between the price paid by UNDP and the price of the lowest cost fare which was available. In the event that UNDP notifies the Travel Agent that it considers the number of times the lowest fare has not been obtained by the Travel Agent, UNDP shall have the right to immediately terminate this Agreement.

6.3 UNDP neither represents nor warrants that the Travel Agent will provide a guaranteed level of Travel Management Services hereunder, and UNDP does not guarantee any minimum quantity of Travel Management Services or procurement.

**ARTICLE 7: Duration**

7.1 This Agreement shall be in full force and effect for a period of \_\_\_ year(s) from \_\_\_\_\_\_\_\_\_\_\_\_ to \_\_\_\_\_\_ unless priorly terminated by UNDP on provision of fourteen (14) days notice and in writing.

7.2 This Agreement shall be renewable by mutual agreement of the Parties and in writing.

**ARTICLE 8: Notices**

8.1 Any notice or other communication required under this Agreement shall be in writing and deemed to be property given upon receipt by the addressee at the address mentioned on the first page hereof, unless otherwise agreed.

**ARTICLE 9: Confidentiality**

9.1 The Travel Agent shall not disclose for any purpose (unless required by law or judicial order) any information provided by UNDP to the Travel Agent under the present Agreement.

**ARTICLE 10: General Provisions**

10.1 This Agreement constitutes the entire understanding and agreement of the Parties hereto and supersedes any and all prior agreements, whether written or oral, between the Parties.

10.2 This Agreement is subject to the UN General Conditions (Annex B). In the case of any inconsistency between the documents referred to in this Agreement, the terms of this Contract and of the UN General Conditions shall prevail over the terms of the UNDP's RFP, which shall, in turn, prevail over the terms of the Travel Agent's Proposal.

10.3 This Agreement may not be amended or otherwise modified unless in writing and signed by both parties.

**IN WITNESS WHEREOF**, the Parties, through their duly authorized representatives, have signed this Agreement:

**ACCEPTED: ACCEPTED:**

FOR THE TRAVEL AGENT: FOR UNDP:

By:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ By:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Title:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Title:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

****

**UNDP GENERAL CONDITIONS OF CONTRACT FOR SERVICES**

**1.0 LEGAL STATUS**:

The Contractor shall be considered as having the legal status of an independent contractor vis-à-vis the United Nations Development Programme (UNDP). The Contractor’s personnel and sub-contractors shall not be considered in any respect as being the employees or agents of UNDP or the United Nations.

**2.0 SOURCE OF INSTRUCTIONS**:

The Contractor shall neither seek nor accept instructions from any authority external to UNDP in connection with the performance of its services under this Contract. The Contractor shall refrain from any action that may adversely affect UNDP or the United Nations and shall fulfill its commitments with the fullest regard to the interests of UNDP.

**3.0 CONTRACTOR'S RESPONSIBILITY FOR EMPLOYEES:**

The Contractor shall be responsible for the professional and technical competence of its employees and will select, for work under this Contract, reliable individuals who will perform effectively in the implementation of this Contract, respect the local customs, and conform to a high standard of moral and ethical conduct.

**4.0 ASSIGNMENT:**

The Contractor shall not assign, transfer, pledge or make other disposition of this Contract or any part thereof, or any of the Contractor's rights, claims or obligations under this Contract except with the prior written consent of UNDP.

**5.0 SUB-CONTRACTING:**

In the event the Contractor requires the services of sub-contractors, the Contractor shall obtain the prior written approval and clearance of UNDP for all sub-contractors. The approval of UNDP of a sub-contractor shall not relieve the Contractor of any of its obligations under this Contract. The terms of any sub-contract shall be subject to and conform to the provisions of this Contract.

**6.0 OFFICIALS NOT TO BENEFIT:**

The Contractor warrants that no official of UNDP or the United Nations has received or will be offered by the Contractor any direct or indirect benefit arising from this Contract or the award thereof. The Contractor agrees that breach of this provision is a breach of an essential term of this Contract.

**7.0 INDEMNIFICATION**:

The Contractor shall indemnify, hold and save harmless, and defend, at its own expense, UNDP, its officials, agents, servants and employees from and against all suits, claims, demands, and liability of any nature or kind, including their costs and expenses, arising out of acts or omissions of the Contractor, or the Contractor's employees, officers, agents or sub-contractors, in the performance of this Contract. This provision shall extend, inter alia, to claims and liability in the nature of workmen's compensation, products liability and liability arising out of the use of patented inventions or devices, copyrighted material or other intellectual property by the Contractor, its employees, officers, agents, servants or sub-contractors. The obligations under this Article do not lapse upon termination of this Contract.

**8.0 INSURANCE AND LIABILITIES TO THIRD PARTIES:**

**8.1** The Contractor shall provide and thereafter maintain insurance against all risks in respect of its property and any equipment used for the execution of this Contract.

**8.2** The Contractor shall provide and thereafter maintain all appropriate workmen's compensation insurance, or the equivalent, with respect to its employees to cover claims for personal injury or death in connection with this Contract.

**8.3** The Contractor shall also provide and thereafter maintain liability insurance in an adequate amount to cover third party claims for death or bodily injury, or loss of or damage to property, arising from or in connection with the provision of services under this Contract or the operation of any vehicles, boats, airplanes or other equipment owned or leased by the Contractor or its agents, servants, employees or sub-contractors performing work or services in connection with this Contract.

**8.4** Except for the workmen's compensation insurance, the insurance policies under this Article shall:

**8.4.1** Name UNDP as additional insured;

**8.4.2** Include a waiver of subrogation of the Contractor's rights to the insurance carrier against the UNDP;

**8.4.3** Provide that the UNDP shall receive thirty (30) days written notice from the insurers prior to any cancellation or change of coverage.

**8.5** The Contractor shall, upon request, provide the UNDP with satisfactory evidence of the insurance required under this Article.

**9.0 ENCUMBRANCES/LIENS:**

The Contractor shall not cause or permit any lien, attachment or other encumbrance by any person to be placed on file or to remain on file in any public office or on file with the UNDP against any monies due or to become due for any work done or materials furnished under this Contract, or by reason of any other claim or demand against the Contractor.

**10.0 TITLE TO EQUIPMENT:** Title to any equipment and supplies that may be furnished by UNDP shall rest with UNDP and any such equipment shall be returned to UNDP at the conclusion of this Contract or when no longer needed by the Contractor. Such equipment, when returned to UNDP, shall be in the same condition as when delivered to the Contractor, subject to normal wear and tear. The Contractor shall be liable to compensate UNDP for equipment determined to be damaged or degraded beyond normal wear and tear.

**11.0 COPYRIGHT, PATENTS AND OTHER PROPRIETARY RIGHTS:**

**11.1** Except as is otherwise expressly provided in writing in the Contract, the UNDP shall be entitled to all intellectual property and other proprietary rights including, but not limited to, patents, copyrights, and trademarks, with regard to products, processes, inventions, ideas, know-how, or documents and other materials which the Contractor has developed for the UNDP under the Contract and which bear a direct relation to or are produced or prepared or collected in consequence of, or during the course of, the performance of the Contract, and the Contractor acknowledges and agrees that such products, documents and other materials constitute works made for hire for the UNDP.

**11.2** To the extent that any such intellectual property or other proprietary rights consist of any intellectual property or other proprietary rights of the Contractor: (i) that pre-existed the performance by the Contractor of its obligations under the Contract, or (ii) that the Contractor may develop or acquire, or may have developed or acquired, independently of the performance of its obligations under the Contract, the UNDP does not and shall not claim any ownership interest thereto, and the Contractor grants to the UNDP a perpetual license to use such intellectual property or other proprietary right solely for the purposes of and in accordance with the requirements of the Contract.

**11.3** At the request of the UNDP; the Contractor shall take all necessary steps, execute all necessary documents and generally assist in securing such proprietary rights and transferring or licensing them to the UNDP in compliance with the requirements of the applicable law and of the Contract.

**11.4** Subject to the foregoing provisions, all maps, drawings, photographs, mosaics, plans, reports, estimates, recommendations, documents, and all other data compiled by or received by the Contractor under the Contract shall be the property of the UNDP, shall be made available for use or inspection by the UNDP at reasonable times and in reasonable places, shall be treated as confidential, and shall be delivered only to UNDP authorized officials on completion of work under the Contract.

**12.0 USE OF NAME, EMBLEM OR OFFICIAL SEAL OF UNDP OR THE UNITED NATIONS:**

The Contractor shall not advertise or otherwise make public the fact that it is a Contractor with UNDP, nor shall the Contractor, in any manner whatsoever use the name, emblem or official seal of UNDP or THE United Nations, or any abbreviation of the name of UNDP or United Nations in connection with its business or otherwise.

**13.0 CONFIDENTIAL NATURE OF DOCUMENTS AND INFORMATION:**

Information and data that is considered proprietary by either Party, and that is delivered or disclosed by one Party (“Discloser”) to the other Party (“Recipient”) during the course of performance of the Contract, and that is designated as confidential (“Information”), shall be held in confidence by that Party and shall be handled as follows:

**13.1** The recipient (“Recipient”) of such information shall:

**13.1.1** use the same care and discretion to avoid disclosure, publication or dissemination of the Discloser’s Information as it uses with its own similar information that it does not wish to disclose, publish or disseminate; and,

**13.1.2** use the Discloser’s Information solely for the purpose for which it was disclosed.

**13.2** Provided that the Recipient has a written agreement with the following persons or entities requiring them to treat the Information confidential in accordance with the Contract and this Article 13, the Recipient may disclose Information to:

**13.2.1** any other party with the Discloser’s prior written consent; and,

**13.2.2** the Recipient’s employees, officials, representatives and agents who have a need to know such Information for purposes of performing obligations under the Contract, and employees officials, representatives and agents of any legal entity that it controls, controls it, or with which it is under common control, who have a need to know such Information for purposes of performing obligations under the Contract, provided that, for these purposes a controlled legal entity means:

**13.2.2.1** a corporate entity in which the Party owns or otherwise controls, whether directly or indirectly, over fifty percent (50%) of voting shares thereof; or,

**13.2.2.2** any entity over which the Party exercises effective managerial control; or,

**13.2.2.3** for the UNDP, an affiliated Fund such as UNCDF, UNIFEM and UNV.

**13.3** The Contractor may disclose Information to the extent required by law, provided that, subject to and without any waiver of the privileges and immunities of the United Nations, the Contractor will give the UNDP sufficient prior notice of a request for the disclosure of Information in order to allow the UNDP to have a reasonable opportunity to take protective measures or such other action as may be appropriate before any such disclosure is made.

**13.4** The UNDP may disclose Information to the extent as required pursuant to the Charter of the UN, resolutions or regulations of the General Assembly, or rules promulgated by the Secretary-General.

**13.5** The Recipient shall not be precluded from disclosing Information that is obtained by the Recipient from a third party without restriction, is disclosed by the Discloser to a third party without any obligation of confidentiality, is previously known by the Recipient, or at any time is developed by the Recipient completely independently of any disclosures hereunder.

**13.6** These obligations and restrictions of confidentiality shall be effective during the term of the Contract, including any extension thereof, and, unless otherwise provided in the Contract, shall remain effective following any termination of the Contract.

**14.0 FORCE MAJEURE; OTHER CHANGES IN CONDITIONS**

**14.1** In the event of and as soon as possible after the occurrence of any cause constituting force majeure, the Contractor shall give notice and full particulars in writing to the UNDP, of such occurrence or change if the Contractor is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under this Contract. The Contractor shall also notify the UNDP of any other changes in conditions or the occurrence of any event that interferes or threatens to interfere with its performance of this Contract. On receipt of the notice required under this Article, the UNDP shall take such action as, in its sole discretion; it considers to be appropriate or necessary in the circumstances, including the granting to the Contractor of a reasonable extension of time in which to perform its obligations under this Contract.

**14.2** If the Contractor is rendered permanently unable, wholly, or in part, by reason of force majeure to perform its obligations and meet its responsibilities under this Contract, the UNDP shall have the right to suspend or terminate this Contract on the same terms and conditions as are provided for in Article 15, "Termination", except that the period of notice shall be seven (7) days instead of thirty (30) days.

**14.3** Force majeure as used in this Article means acts of God, war (whether declared or not), invasion, revolution, insurrection, or other acts of a similar nature or force.

**14.4** The Contractor acknowledges and agrees that, with respect to any obligations under the Contract that the Contractor must perform in or for any areas in which the UNDP is engaged in, preparing to engage in, or disengaging from any peacekeeping, humanitarian or similar operations, any delays or failure to perform such obligations arising from or relating to harsh conditions within such areas or to any incidents of civil unrest occurring in such areas shall not, in and of itself, constitute force majeure under the Contract..

**15.0 TERMINATION**

**15.1** Either party may terminate this Contract for cause, in whole or in part, upon thirty (30) days notice, in writing, to the other party. The initiation of arbitral proceedings in accordance with Article 16.2 (“Arbitration”), below, shall not be deemed a termination of this Contract.

**15.2** UNDP reserves the right to terminate without cause this Contract at any time upon 15 days prior written notice to the Contractor, in which case UNDP shall reimburse the Contractor for all reasonable costs incurred by the Contractor prior to receipt of the notice of termination.

**15.3** In the event of any termination by UNDP under this Article, no payment shall be due from UNDP to the Contractor except for work and services satisfactorily performed in conformity with the express terms of this Contract.

**15.4** Should the Contractor be adjudged bankrupt, or be liquidated or become insolvent, or should the Contractor make an assignment for the benefit of its creditors, or should a Receiver be appointed on account of the insolvency of the Contractor, the UNDP may, without prejudice to any other right or remedy it may have under the terms of these conditions, terminate this Contract forthwith. The Contractor shall immediately inform the UNDP of the occurrence of any of the above events.

**16.0 SETTLEMENT OF DISPUTES**

**16.1** **Amicable Settlement**: The Parties shall use their best efforts to settle amicably any dispute, controversy or claim arising out of this Contract or the breach, termination or invalidity thereof. Where the parties wish to seek such an amicable settlement through conciliation, the conciliation shall take place in accordance with the UNCITRAL Conciliation Rules then obtaining, or according to such other procedure as may be agreed between the parties.

**16.2** **Arbitration:** Any dispute, controversy, or claim between the Parties arising out of the Contract or the breach, termination, or invalidity thereof, unless settled amicably under Article 16.1, above, within sixty (60) days after receipt by one Party of the other Party’s written request for such amicable settlement, shall be referred by either Party to arbitration in accordance with the UNCITRAL Arbitration Rules then obtaining. The decisions of the arbitral tribunal shall be based on general principles of international commercial law. For all evidentiary questions, the arbitral tribunal shall be guided by the Supplementary Rules Governing the Presentation and Reception of Evidence in International Commercial Arbitration of the International Bar Association, 28 May 1983 edition. The arbitral tribunal shall be empowered to order the return or destruction of goods or any property, whether tangible or intangible, or of any confidential information provided under the Contract, order the termination of the Contract, or order that any other protective measures be taken with respect to the goods, services or any other property, whether tangible or intangible, or of any confidential information provided under the Contract, as appropriate, all in accordance with the authority of the arbitral tribunal pursuant to Article 26 (“Interim Measures of Protection”) and Article 32 (“Form and Effect of the Award”) of the UNCITRAL Arbitration Rules. The arbitral tribunal shall have no authority to award punitive damages. In addition, unless otherwise expressly provided in the Contract, the arbitral tribunal shall have no authority to award interest in excess of the London Inter-Bank Offered Rate (“LIBOR”) then prevailing, and any such interest shall be simple interest only. The Parties shall be bound by any arbitration award rendered as a result of such arbitration as the final adjudication of any such dispute, controversy, or claim.

**17.0 PRIVILEGES AND IMMUNITIES**:

Nothing in or relating to this Contract shall be deemed a waiver, express or implied, of any of the privileges and immunities of the United Nations, including its subsidiary organs.

**18.0 TAX EXEMPTION**

**18.1** Section 7 of the Convention on the Privileges and Immunities of the United Nations provides, inter-alia that the United Nations, including its subsidiary organs, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs duties and charges of a similar nature in respect of articles imported or exported for its official use. In the event any governmental authority refuses to recognize the United Nations exemption from such taxes, duties or charges, the Contractor shall immediately consult with the UNDP to determine a mutually acceptable procedure.

**18.2** Accordingly, the Contractor authorizes UNDP to deduct from the Contractor's invoice any amount representing such taxes, duties or charges, unless the Contractor has consulted with the UNDP before the payment thereof and the UNDP has, in each instance, specifically authorized the Contractor to pay such taxes, duties or charges under protest. In that event, the Contractor shall provide the UNDP with written evidence that payment of such taxes, duties or charges has been made and appropriately authorized.

**19.0 CHILD LABOUR**

**19.1** The Contractor represents and warrants that neither it, nor any of its suppliers is engaged in any practice inconsistent with the rights set forth in the Convention on the Rights of the Child, including Article 32 thereof, which, inter alia, requires that a child shall be protected from performing any work that is likely to be hazardous or to interfere with the child's education, or to be harmful to the child's health or physical mental, spiritual, moral or social development.

**19.2** Any breach of this representation and warranty shall entitle UNDP to terminate this Contract immediately upon notice to the Contractor, at no cost to UNDP.

**20.0 MINES:**

**20.1** The Contractor represents and warrants that neither it nor any of its suppliers is actively and directly engaged in patent activities, development, assembly, production, trade or manufacture of mines or in such activities in respect of components primarily utilized in the manufacture of Mines. The term "Mines" means those devices defined in Article 2, Paragraphs 1, 4 and 5 of Protocol II annexed to the Convention on Prohibitions and Restrictions on the Use of Certain Conventional Weapons Which May Be Deemed to Be Excessively Injurious or to Have Indiscriminate Effects of 1980.

**20.2** Any breach of this representation and warranty shall entitle UNDP to terminate this Contract immediately upon notice to the Contractor, without any liability for termination charges or any other liability of any kind of UNDP.

**21.0 OBSERVANCE OF THE LAW:**

The Contractor shall comply with all laws, ordinances, rules, and regulations bearing upon the performance of its obligations under the terms of this Contract.

**22.0 SEXUAL EXPLOITATION:**

**22.1** The Contractor shall take all appropriate measures to prevent sexual exploitation or abuse of anyone by it or by any of its employees or any other persons who may be engaged by the Contractor to perform any services under the Contract. For these purposes, sexual activity with any person less than eighteen years of age, regardless of any laws relating to consent, shall constitute the sexual exploitation and abuse of such person. In addition, the Contractor shall refrain from, and shall take all appropriate measures to prohibit its employees or other persons engaged by it from, exchanging any money, goods, services, offers of employment or other things of value, for sexual favors or activities, or from engaging in any sexual activities that are exploitive or degrading to any person. The Contractor acknowledges and agrees that the provisions hereof constitute an essential term of the Contract and that any breach of this representation and warranty shall entitle UNDP to terminate the Contract immediately upon notice to the Contractor, without any liability for termination charges or any other liability of any kind.

**22.2** The UNDP shall not apply the foregoing standard relating to age in any case in which the Contractor’s personnel or any other person who may be engaged by the Contractor to perform any services under the Contract is married to the person less than the age of eighteen years with whom sexual activity has occurred and in which such marriage is recognized as valid under the laws of the country of citizenship of such Contractor’s personnel or such other person who may be engaged by the Contractor to perform any services under the Contract.

**23.0 SECURITY:**

**23.1** The Contractor shall:

* 1. Put in place an appropriate security plan and maintain the security plan, taking into account the security situation in the country where the services are being provided;
  2. Assume all risks and liabilities related to the Contractor’s security, and the full implementation of the security plan.

**23.2** UNDP reserves the right to verify whether such a plan is in place, and to suggest modifications to the plan when necessary. Failure to maintain and implement an appropriate security plan as required hereunder shall be deemed a breach of this contract. Notwithstanding the foregoing, the Contractor shall remain solely responsible for the security of its personnel and for UNDP’s property in its custody as set forth in paragraph 4.1 above.

**24.0 AUDITS AND INVESTIGATIONS:**

**24.1** Each invoice paid by UNDP shall be subject to a post-payment audit by auditors, whether internal or external, of UNDP or the authorized agents of the UNDP at any time during the term of the Contract and for a period of three (3) years following the expiration or prior termination of the Contract. The UNDP shall be entitled to a refund from the Contractor for any amounts shown by such audits to have been paid by the UNDP other than in accordance with the terms and conditions of the Contract. Should the audit determine that any funds paid by UNDP have not been used as per contract clauses, the company shall reimburse such funds forthwith. Where the company fails to reimburse such funds, UNDP reserves the right to seek recovery and/or to take any other action as it deems necessary.

**24.2** The Contractor acknowledges and agrees that, at anytime, UNDP may conduct investigations relating to any aspect of the Contract, the obligations performed under the Contract, and the operations of the Contractor generally. The right of UNDP to conduct an investigation and the Contractor’s obligation to comply with such an investigation shall not lapse upon expiration or prior termination of the Contract. The Contractor shall provide its full and timely cooperation with any such inspections, post-payment audits or investigations. Such cooperation shall include, but shall not be limited to, the Contractor’s obligation to make available its personnel and any documentation for such purposes and to grant to UNDP access to the Contractor’s premises. The Contractor shall require its agents, including, but not limited to, the Contractor’s attorneys, accountants or other advisers, to reasonably cooperate with any inspections, post-payment audits or investigations carried out by UNDP hereunder.

1. **ANTI-TERRORISM:**

25.1 The Contractor agrees to undertake all reasonable efforts to ensure that none of the UNDP funds received under this Contract are used to provide support to individuals or entities associated with terrorism and that the recipients of any amounts provided by UNDP hereunder do not appear on the list maintained by the Security Council Committee established pursuant to resolution 1267 (1999). The list can be accessed via <http://www.un.org/Docs/sc/committees/1267/1267ListEng.htm>. This provision must be included in all sub-contracts or sub-agreements entered into under this Contract.

1. **AUTHORITY TO MODIFY**:

Pursuant to the Financial Regulations and Rules of UNDP, only the UNDP Authorized Official possesses the authority to agree on behalf of UNDP to any modification of or change in this Agreement, to a waiver of any of its provisions or to any additional contractual relationship of any kind with the Contractor. Accordingly, no modification or change in this Contract shall be valid and enforceable against UNDP unless provided by an amendment to this Agreement signed by the Contractor and jointly by the UNDP Authorized Official.

**Section 11: Attachments**

**ATTACHMENT I- TEMPLATE FORMS**

|  |  |
| --- | --- |
| **FORM** | **DESCRIPTION** |
| **L1** | Litigation History |
| **DS1** | Statement of Declaration for Eligibility in Tendering Process |
| **S1** | Experience on Event Management Services between US$5.000-US$50.000 for the last 3 years (2018, 2019 and 2020) |
| **S2** | Experience on Event Management Services between US$50.000-US$100.000 for the last 3 years (2018, 2019 and 2020) |
| **S3** | Experience on Event Management Services at US$100.000 or more for the last 3 years (2018, 2019 and 2020) |
| **S4** | Experience on Study Visit Services for the last 3 years (2018, 2019 and 2020) |
| **CV1** | Professional Experience of Key Personnel |
| **F1** | Declaration of Financial Status |
| **T1** | Annual Ticket Sales (+ International Airline) |
| **T2** | Annual Event Management Turnover |

**ATTACHMENT II- INSTRUCTIONS FOR PREPARATION AND SUBMISSION OF PROPOSALS**

**ATTACHMENT III- LETTER OF ACKNOWLEDGEMENT**

**Form L1**

LITIGATION HISTORY

Please provide information on the history of litigation or arbitration resulting from contracts during the last 5 years or under execution.

|  |  |  |  |
| --- | --- | --- | --- |
| **Year** | **Litigation/Arbitration is AGAINST to**  **(Legal Entity, Real Persons, etc)** | **Cause of Litigation & relevant details** | **Amount disputed**  **(US$)** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

Signature: Date: …………

*(Signed by the duly authorized representative of the Contractor)*

**Form DS-1**

**STATEMENT OF DECLARATION**

**for**

**ELIGIBILITY IN TENDERING PROCESS**

To:

United Nations Development Programme (UNDP)

Str. “Skenderbej”, Gurten Center, 2nd floor

ALBANIA

Date: ………………

This is to certify that we, the undersigned, ……………………………….……. is not legally barred/restricted to participate in the tendering process as per clauses (a), (b), (c), (d), (e), (g), (h) of the Public Procurement Law in Albania or as per Procurement Laws effective in the country we are operating.

In case there would be some changes with respect to our compliance during the evaluation period, you will be promptly informed. In case, we, the undersigned, are selected as contractor, then we hereby agree and certify to provide you with the required official evidences/documentation. We hereby also agree that failure to provide official evidences/documentation constitutes a basis for rejection of our submission.

Name and Surname(s)

Stamp of Company

Signature(s)

**Form S1**

**EXPERIENCE ON SIMILAR EVENT MANAGEMENT SERVICES**

**LIST OF EVENTS WITH A BUDGET BETWEEN US$5.000 AND US$50.000**

**OVER THE PAST 3 YEARS (**2018, 2019 and 2020)

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Event Number** | **Event Name** | **Number of Participants** | **Invoice Date** | **Invoice Number** | **Location**  **1-Venue**  **2- City**  **3-Country** | **Contracting Authority & Place** | **Event start date** | **Event completion date** | **Services provided**  **(pls. list as applicable;**  **1-Domestic ticketing,**  **2-International ticketing,**  **3-Airport transfer,**  **4-Meeting venue,**  **5-Meeting equipment,**  **6-Accommodation,**  **7-Interpretation,**  **8-Host/hostess,**  **9-Other (Pls. specify)** | **Total realized Budget of the Event paid by the Employer**  **(US$)** | **% of share**  **(In case some part of the work was subcontracted)**  **Of the Offeror** | **Amount of Event**  **Budget eligible for consideration**  **(US$)1** |
| 1 |  |  |  |  |  |  |  |  |  |  |  |  |
| 2 |  |  |  |  |  |  |  |  |  |  |  |  |
| 3 |  |  |  |  |  |  |  |  |  |  |  |  |
| 4 |  |  |  |  |  |  |  |  |  |  |  |  |
| ………… |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  | **TOTAL (US$)** |  |

- The Offerors are required to list all events they have provided during 2018, 2019 and 2020, with a budget between US$5.000 and US$50.000.

- UN Agencies will request and review the invoices for minimum 5 events listed in the above table by sampling. In case that the invoices and information provided in the above list for a specific event do not match, then the Offeror shall be **disqualified and shall not be taken into consideration for further evaluation.**

- Event volumes in local currency shall be converted to US$ through UN exchange rates:

**Form S2**

**EXPERIENCE ON SIMILAR EVENT MANAGEMENT SERVICES**

**LIST OF EVENTS WITH A BUDGET BETWEEN US$50.000 AND US$100.000**

**OVER THE PAST 3 YEARS (**2018, 2019 and 2020**)**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Event Number** | **Event Name** | **Number of Participants** | **Invoice Date** | **Invoice Number** | **Location**  **1-Venue**  **2- City**  **3-Country** | **Contracting Authority & Place** | **Event start date** | **Event completion date** | **Services provided**  **(pls. list as applicable;**  **1-Domestic ticketing,**  **2-international ticketing,**  **3-Airport transfer,**  **4-Meeting venue,**  **5-Meeting equipment,**  **6-Accommodation,**  **7-Interpretation,**  **8-Host/hostess,**  **9-Other (Pls. specify)** | **Total realized Budget of the Event paid by the Employer**  **(US$)** | **% of share**  **(In case some part of the work was subcontracted)**  **Of the Offeror** | **Amount of Event**  **Budget eligible for consideration**  **(US$)1** |
| 1 |  |  |  |  |  |  |  |  |  |  |  |  |
| 2 |  |  |  |  |  |  |  |  |  |  |  |  |
| 3 |  |  |  |  |  |  |  |  |  |  |  |  |
| 4 |  |  |  |  |  |  |  |  |  |  |  |  |
| ………… |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  | **TOTAL (US$)** |  |

- The Offerors are required to list all events they have provided during 2018, 2019 and 2020, with a budget between US$50.000 and US$100.000.

- UN Agencies will request and review the invoices for minimum 5 events listed in the above table by sampling. In case that the invoices and information provided in the above list for a specific event do not match, then the Offeror shall be **disqualified and shall not be taken into consideration for further evaluation.**

**Form S3**

**Experience on Event Management Services at US$100.000 or more for the last 3 years (**2018, 2019 and 2020**)**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Form S4**  **EXPERIENCE ON SIMILAR STUDY VISIT SERVICES OVER THE PAST 3 YEARS (2018, 2019 and 2020)**  **LIST OF STUDY VISITS ABROAD WITH AT LEAST FIVE (5) PARTICIPANTS FROM THE CLIENT** | | | | | | | | | | | | | | | |
|  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  | |
| Study Visit Number | Study Visit Name | Number of Participants | Invoice Date | Invoice Number | Location -Venue -City -Country | Contracting Authority &Place | Study Visit Start Date | Study Visit Completion Date | Duration of Study Visit (No. of days) | Services provided (pls. list as applicable; 1-Domestic ticketing,  2-international ticketing,  3-Airport transfer, 4-Meeting venue,  5-Meeting equipment,  6-Accommodation,  7-Interpretation,  8-Host/hostess,  9-Other (Pls. specify) | Total Realized Budget of the Study Visit Paid by the Employer (US$) | % of Share (In case some part of the work was subcontracted) Of the Offeror | | Amount of Study Visit Budget Eligible for Consideration (US$) |
| 1 |  |  |  |  |  |  |  |  |  |  |  |  | |  |
| 2 |  |  |  |  |  |  |  |  |  |  |  |  | |  |
| 3 |  |  |  |  |  |  |  |  |  |  |  |  | |  |
| 4 |  |  |  |  |  |  |  |  |  |  |  |  | |  |
| 5 |  |  |  |  |  |  |  |  |  |  |  |  | |  |
| … |  |  |  |  |  |  |  |  |  |  |  |  | |  |
|  |  |  |  |  |  |  |  |  |  |  |  | Total Amount (US$) | |  |

- The Offerors are required to list all study visits they have provided during 2018, 2019 and 2020, with at least five (5) participants from the Client.

- Work Completion Certificates or Copies of the invoices issued by the Offerors for all study visits listed above shall be attached to the list as supporting documentation. If no invoice or Work Completion Certificate is submitted for any of the above listed study visits, the Offeror **shall be disqualified and shall not be taken into consideration for further evaluation.**

- Study visit volumes in local currency shall be converted to US$ through UN exchange rates:

**Form CV1**

**PROFESSIONAL EXPERIENCE OF KEY PERSONNEL**

**CURRICULUM VITAE**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Name:** | |  | | | |
| **Position for this Contract:** | |  | | | |
| **Nationality:** | |  | | | |
| **Contact information:** | |  | | | |
| **Countries of Work Experience:** | |  |  | |  |
| **Language Skills\*:**  **(English)**  Excellent, Good, Medium, Poor | | Reading | Writing | | Speaking |
|  |  | |  |
| **Educational and other Qualifications:** | |  | | | |
| **Summary of Experience:**  *Highlight experience in the region and on similar projects.* | | | | | |
| Relevant Experience (From most recent): | | | | | |
| **Period: From – To** | **Name of activity/ Project/ funding organisation, if applicable:** | | | **Job Title and Activities undertaken/Description of actual role performed:** | |
| *e.g.*  *June 2004-January 2005* | *e.g.*  *XYZ Company.* | | | *e.g.*  ***Project Name****: ........*  ***Position*** *: Event Management Expert*  ***Responsibilities****:*   * *Managed national/international events* * *Held meetings with hotels* * *Prepared event budgets* * *Managed the hosts/hostesses in the event venues* * *…….* | |
| *Etc.* |  | | |  | |
| **References no 1:**  **(minimum of 3):** | *Name*  *Designation*  *Organization*  *Contact Information – Address; Phone; Email; etc. (Name/Title/Organization/Contact Information – Phone; Email)* | | | | |
| **References no 2:** | *Name*  *Designation*  *Organization*  *Contact Information – Address; Phone; Email; etc. (Name/Title/Organization/Contact Information – Phone; Email)* | | | | |
| **References no 3:** | *Name*  *Designation*  *Organization*  *Contact Information – Address; Phone; Email; etc. (Name/Title/Organization/Contact Information – Phone; Email)* | | | | |
|  | | | | | |
|  | | | | | |
|  | | | | | |
| **Declaration:**  I confirm my intention to serve in the stated position and present availability to serve for the term of the proposed contract. I also understand that any wilful misstatement described above may lead to my disqualification, before or during my engagement.  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Signature of the Nominated Team Leader/Member Date Signed | | | | | |

**Form F1**

**Declaration of Financial Status**

**Form T1**

**ANNUAL TICKET SALES1**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **TURNOVER**  **(US$)** | | | | |
|  | **2017**  **FISCAL YEAR**  **(A)** | **2018**  **FISCAL YEAR**  **(B)** | **2019**  **FISCAL YEAR**  **(C)** | **TOTAL**  **of**  **2017, 2018 and 2019**  **D = (A+B+C)** | **AVERAGE**  **of**  **2017, 2018 and 2019**  **D = (A+B+C)/3** |
|  |  |  |  |  |  |
| International Flight Ticket Turnover |  |  |  |  |  |
|  |  |  |  |  |  |
| **TOTAL TRAVEL MANAGEMENT SERVICES TURNOVER** |  |  |  |  |  |

**1** -Income Statements and Balance Sheets will be certified by a “Certified Public Accountant”

-This Annual turnover data sheet should be also certified by “Certified Public Accountant”

-Turnover data in local currency should use the UN exchange rates:

Remark: The offerors shall submit the supporting documentation indicating the numbers given in the above table.

**Form T2**

**ANNUAL EVENT MANAGEMENT TURNOVER1**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **TURNOVER**  **(US$)** | | | | |
|  | **2017**  **FISCAL YEAR**  **(A)** | **2018**  **FISCAL YEAR**  **(B)** | **2019**  **FISCAL YEAR**  **(C)** | **TOTAL**  **of**  **2017, 2018 and 2019**  **D = (A+B+C)** | **AVERAGE**  **of**  **2017, 2018 and 2019**  **D = (A+B+C)/3** |
| **TOTAL EVENT MANAGEMENT SERVICES TURNOVER** |  |  |  |  |  |

**1** -Income Statements and Balance Sheets will be certified by a “Certified Public Accountant”

-This Annual turnover data sheet should be also certified by “Certified Public Accountant”

-Turnover data in local currency should use the UN exchange rates:

Remark: The offerors shall submit the supporting documentation indicating the numbers given in the above table.

**ATTACHMENT II- INSTRUCTIONS FOR PREPARATION AND SUBMISSION OF PROPOSALS**

**II.A) PREPARATION OF PROPOSALS**

The Offerors shall prepare their proposals **in exactly the same order and numbering/referencing stipulated in this RFP.**

The Offerors shall prepare **‘Indexes’** for each part of the proposal which shows the proposal parts corresponding to the sections in the RFP and TOR.

***Technical part***

The Proposal shall comprise the following documents with the required information:

1. ***Preliminary :***

This part is for ***‘PASS/FAIL ELIGIBILITY CRITERIA’.***

The Offerors shall submit all documentation listed in ‘PASS/FAIL ELIGIBILITY CRITERIA’ table as detailed in ATTACHMENT-I of the RFP. Each document shall be placed in a separate section of the file and **shall be listed in the index in exactly the same order given in the ‘PASS/FAIL ELIGIBILITY CRITERIA’ tables with its respective number in the RFP**.

**Lack of any one of the information/documentation required under PASS/FAIL ELIGIBILITY CRITERIA will result in rejection of the proposal without further technical/financial evaluation.**

1. ***ToRs:***

This is the part for **‘ANSWERS TO TERMS OF REFERENCE ’.**

The Offerors shall write ***‘Read, Understood and Accepted without any reservation’*** for each and every section of the TOR by stating the **clause headings and numbers**. If an Offeror does not clearly write ‘Read, Understood and Accepted without any reservation’’ for any one of TOR clauses, it will be considered as not accepting that respective clause of the TOR.

1. ***Technical Proposal:***

This is the part for **‘Proposal Submission Form’ and ‘Operational and Technical Part of the Proposal’.**

**c.1. Proposal Submission Form:** The Offerors shall fill out, sign and stamp the ‘Proposal Submission Form’, template of which is given in Section4 of the RFP.

The ‘Proposal Submission Form’ given in Section 4 of the RFP shall not contain any price information or attachment.

**c.2. Operational and Technical Part of the Proposal, including documentation to demonstrate that** **the Offeror meets all requirements**

The Offeror shall respond to each and every section/subsection given in the Technical Proposal Form, given in Section 6 of this RFP. Each section/subsection of the Offeror’s proposal shall be placed in a separate section of the file **in exactly the same order given in the ‘Technical Proposal Form’ and shall be listed in the index with its respective number in the Technical Proposal Form.**

1. ***Financial proposal:***

This is the part for **‘PRICE PROPOSAL’**.

The Offerors shall fill out, sign and stamp the ‘Price Schedules’, templates of which are given in Section 7 of this RFP. **This part should be password protected and the password will be given to UNDP (upon their request) only if the company has** **reached the minimum of technical scoring (70%).**

**ATTACHMENT III- LETTER OF ACKNOWLEDGEMENT**

**10 March 2021**

**LETTER OF ACKNOWLEDGEMENT**

Dear Sir/Madam,

Having examined the Solicitation Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, confirm that our company meets the requirements of each one of 6 PASS/FAIL ELIGIBILITY CRITERIA and SUBCRITERIA stipulated in Section **8.1. ‘PASS/FAIL ELIGIBILITY CRITERIA’** of the RFP.

We confirm that we will submit a proposal until \_\_\_\_\_\_\_\_\_\_\_\_in response to this RFP.

Dated this day/month of year

### Signature

1. *No deletion or modification may be made in this form. Any such deletion or modification may lead to the rejection of the Proposal.* [↑](#footnote-ref-1)
2. *The Proposer shall fill in this Form in accordance with the instructions. Apart from providing additional information, no alterations to its format shall be permitted and no substitutions shall be accepted.* [↑](#footnote-ref-2)
3. *No deletion or modification may be made in this form. Any such deletion or modification may lead to the rejection of the Proposal.* [↑](#footnote-ref-3)