

*United Nations Development Programme*



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## **REQUEST FOR PROPOSAL**

Travel Agencies to serve all its travel ticketing services.

RFP No.: 529-2021-UNDP-UKR-RFP-CO

Project: UNDP Country Office

Country: Ukraine

Issued on: 3 June 2021

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## Section 1. Letter of Invitation

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

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

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

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

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

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

Issued by:



Name: Yuliia Radchenko  
Title: Project Associate

Date: **June 3, 2021**

Approved by:



Name: Agnes Kochan  
Title: Operations Manager  
UNDP in Ukraine

Date: **June 3, 2021**

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## Section 2. Instruction to Bidders

A. GENERAL PROVISIONS	
1. Introduction	1.1 Bidders shall adhere to all the requirements of this RFP, including any amendments in writing by UNDP. This RFP is conducted in accordance with the UNDP Programme and Operations Policies and Procedures (POPP) on Contracts and Procurement which can be accessed at <a href="https://popp.undp.org/SitePages/POPPBSUnit.aspx?TermID=254a9f96-b883-476a-8ef8-e81f93a2b38d">https://popp.undp.org/SitePages/POPPBSUnit.aspx?TermID=254a9f96-b883-476a-8ef8-e81f93a2b38d</a>
	1.2 Any Proposal submitted will be regarded as an offer by the Bidder and does not constitute or imply the acceptance of the Proposal by UNDP. UNDP is under no obligation to award a contract to any Bidder as a result of this RFP.
	1.3 As part of the bid, it is desired that the Bidder registers at the United Nations Global Marketplace (UNGM) website ( <a href="http://www.ungm.org">www.ungm.org</a> ). The Bidder may still submit a bid even if not registered with the UNGM. However, if the Bidder is selected for contract award, the Bidder must register on the UNGM prior to contract signature.
2. Fraud & Corruption, Gifts and Hospitality	2.1 UNDP strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical or unprofessional practices, and obstruction of UNDP vendors and requires all bidders/vendors observe the highest standard of ethics during the procurement process and contract implementation. UNDP's Anti-Fraud Policy can be found at <a href="http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti">http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti</a>
	2.2 Bidders/vendors shall not offer gifts or hospitality of any kind to UNDP staff members including recreational trips to sporting or cultural events, theme parks or offers of holidays, transportation, or invitations to extravagant lunches or dinners.
	2.3 In pursuance of this policy, UNDP (a) Shall reject a proposal if it determines that the selected bidder has engaged in any corrupt or fraudulent practices in competing for the contract in question; (b) Shall declare a vendor ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the vendor has engaged in any corrupt or fraudulent practices in competing for, or in executing a UNDP contract.
	2.4 All Bidders must adhere to the UN Supplier Code of Conduct, which may be found at <a href="http://www.un.org/depts/ptd/pdf/conduct_english.pdf">http://www.un.org/depts/ptd/pdf/conduct_english.pdf</a>
3. Eligibility	3.1 A vendor should not be suspended, debarred, or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization. Vendors are therefore required to disclose to UNDP whether they are subject to any sanction or temporary suspension imposed by these organizations.
	3.2 It is the Bidder's responsibility to ensure that its employees, joint venture members, sub-contractors, service providers, suppliers and/or their employees meet the eligibility requirements as established by UNDP.

<b>4. Conflict of Interests</b>	<p>4.1 Bidders must strictly avoid conflicts with other assignments or their own interests, and act without consideration for future work. Bidders found to have a conflict of interest shall be disqualified. Without limitation on the generality of the above, Bidders, and any of their affiliates, shall be considered to have a conflict of interest with one or more parties in this solicitation process, if they:</p> <ul style="list-style-type: none"> <li>a) Are or have been associated in the past, with a firm or any of its affiliates which have been engaged by UNDP to provide services for the preparation of the design, specifications, Terms of Reference, cost analysis/estimation, and other documents to be used for the procurement of the goods and services in this selection process;</li> <li>b) Were involved in the preparation and/or design of the programme/project related to the services requested under this RFP; or</li> <li>c) Are found to be in conflict for any other reason, as may be established by, or at the discretion of UNDP.</li> </ul> <p>4.2 In the event of any uncertainty in the interpretation of a potential conflict of interest, Bidders must disclose to UNDP, and seek UNDP's confirmation on whether or not such a conflict exists.</p> <p>4.3 Similarly, the Bidders must disclose in their proposal their knowledge of the following:</p> <ul style="list-style-type: none"> <li>a) If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel are family members of UNDP staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving services under this RFP; and</li> <li>b) All other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices.</li> </ul> <p>Failure to disclose such an information may result in the rejection of the proposal or proposals affected by the non-disclosure.</p> <p>4.4 The eligibility of Bidders that are wholly or partly owned by the Government shall be subject to UNDP's further evaluation and review of various factors such as being registered, operated and managed as an independent business entity, the extent of Government ownership/share, receipt of subsidies, mandate and access to information in relation to this RFP, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Proposal.</p>
<b>B. PREPARATION OF PROPOSALS</b>	
<b>5. General Considerations</b>	<p>5.1 In preparing the Proposal, the Bidder is expected to examine the RFP in detail. Material deficiencies in providing the information requested in the RFP may result in rejection of the Proposal.</p> <p>5.2 The Bidder will not be permitted to take advantage of any errors or omissions in the RFP. Should such errors or omissions be discovered, the Bidder must notify the UNDP</p>
<b>6. Cost of Preparation of Proposal</b>	<p>6.1 The Bidder shall bear any and all costs related to the preparation and/or submission of the Proposal, regardless of whether its Proposal was selected or not. UNDP shall not be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process.</p>
<b>7. Language</b>	<p>7.1 The Proposal, as well as any and all related correspondence exchanged by the Bidder and UNDP, shall be written in the language (s) specified in the BDS.</p>
<b>8. Documents</b>	<p>8.1 The Proposal shall comprise of the following documents:</p>

<b>Comprising the Proposal</b>	<ul style="list-style-type: none"> <li>a) Documents Establishing the Eligibility and Qualifications of the Bidder;</li> <li>b) Technical Proposal;</li> <li>c) Financial Proposal;</li> <li>d) Proposal Security, if required by BDS;</li> <li>e) Any attachments and/or appendices to the Proposal.</li> </ul>
<b>9. Documents Establishing the Eligibility and Qualifications of the Bidder</b>	<p>9.1 The Bidder shall furnish documentary evidence of its status as an eligible and qualified vendor, using the Forms provided under Section 6 and providing documents required in those forms. In order to award a contract to a Bidder, its qualifications must be documented to UNDP's satisfaction.</p>
<b>10. Technical Proposal Format and Content</b>	<p>10.1 The Bidder is required to submit a Technical Proposal using the Standard Forms and templates provided in Section 6 of the RFP.</p> <p>10.2 The Technical Proposal shall not include any price or financial information. A Technical Proposal containing material financial information may be declared non-responsive.</p> <p>10.3 Samples of items, when required as per Section 5, shall be provided within the time specified and unless otherwise specified by UNDP, and at no expense to UNDP</p> <p>10.4 When applicable and required as per Section 5, the Bidder shall describe the necessary training programme available for the maintenance and operation of the services and/or equipment offered as well as the cost to the UNDP. Unless otherwise specified, such training as well as training materials shall be provided in the language of the Bid as specified in the BDS.</p>
<b>11. Financial Proposals</b>	<p>11.1 The Financial Proposal shall be prepared using the Standard Form provided in Section 6 of the RFP. It shall list all major cost components associated with the services, and the detailed breakdown of such costs.</p> <p>11.2 Any output and activities described in the Technical Proposal but not priced in the Financial Proposal, shall be assumed to be included in the prices of other activities or items, as well as in the final total price.</p> <p>11.3 Prices and other financial information must not be disclosed in any other place except in the financial proposal.</p>
<b>12. Proposal Security</b>	<p>12.1 A Proposal Security, if required by BDS, shall be provided in the amount and form indicated in the BDS. The Proposal Security shall be valid up to thirty (30) days after the final date of validity of the Proposal.</p> <p>12.2 The Proposal Security shall be included along with the Technical Proposal. If Proposal Security is required by the RFP but is not found along with the Technical Proposal, the Proposal shall be rejected.</p> <p>12.3 If the Proposal Security amount or its validity period is found to be less than what is required by UNDP, UNDP shall reject the Proposal.</p> <p>12.4 In the event an electronic submission is allowed in the BDS, Bidders shall include a copy of the Bid Security in their proposal and the original of the Proposal Security must be sent via courier or hand delivery as per the instructions in BDS.</p> <p>12.5 The Proposal Security may be forfeited by UNDP, and the Proposal rejected, in the event of any one or combination, of the following conditions:</p> <ul style="list-style-type: none"> <li>a) If the Bidder withdraws its offer during the period of the Proposal Validity specified in the BDS, or;</li> <li>b) In the event that the successful Bidder fails:</li> </ul>

	<p>i. to sign the Contract after UNDP has issued an award; or</p> <p>12.6 to furnish the Performance Security, insurances, or other documents that UNDP may require as a condition precedent to the effectivity of the contract that may be awarded to the Bidder.</p>
<b>13. Currencies</b>	<p>13.1 All prices shall be quoted in the currency or currencies indicated in the BDS. Where Proposals are quoted in different currencies, for the purposes of comparison of all Proposals:</p> <p>a) UNDP will convert the currency quoted in the Proposal into the UNDP preferred currency, in accordance with the prevailing UN operational rate of exchange on the last day of submission of Proposals; and</p> <p>b) In the event that UNDP selects a proposal for award that is quoted in a currency different from the preferred currency in the BDS, UNDP shall reserve the right to award the contract in the currency of UNDP's preference, using the conversion method specified above.</p>
<b>14. Joint Venture, Consortium or Association</b>	<p>14.1 If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Proposal, they shall confirm in their Proposal that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Proposal; and (ii) if they are awarded the contract, the contract shall be entered into, by and between UNDP and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture.</p> <p>14.2 After the Deadline for Submission of Proposal, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of UNDP.</p> <p>14.3 The lead entity and the member entities of the JV, Consortium or Association shall abide by the provisions of Clause 9 herein in respect of submitting only one proposal.</p> <p>14.4 The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Proposal and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by UNDP.</p> <p>14.5 A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:</p> <p>a) Those that were undertaken together by the JV, Consortium or Association; and</p> <p>b) Those that were undertaken by the individual entities of the JV, Consortium or Association.</p> <p>14.6 Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.</p> <p>14.7 JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm.</p>



<b>15. Only One Proposal</b>	<p>15.1 The Bidder (including the individual members of any Joint Venture) shall submit only one Proposal, either in its own name or as part of a Joint Venture.</p> <p>15.2 Proposals submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <ul style="list-style-type: none"> <li>a) they have at least one controlling partner, director or shareholder in common; or</li> <li>b) any one of them receive or have received any direct or indirect subsidy from the other/s; or</li> <li>c) they have the same legal representative for purposes of this RFP; or</li> <li>d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Proposal of, another Bidder regarding this RFP process;</li> <li>e) they are subcontractors to each other's Proposal, or a subcontractor to one Proposal also submits another Proposal under its name as lead Bidder; or</li> <li>f) some key personnel proposed to be in the team of one Bidder participates in more than one Proposal received for this RFP process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Proposal.</li> </ul>
<b>16. Proposal Validity Period</b>	<p>16.1 Proposals shall remain valid for the period specified in the BDS, commencing on the Deadline for Submission of Proposals. A Proposal valid for a shorter period may be rejected by UNDP and rendered non-responsive.</p> <p>16.2 During the Proposal validity period, the Bidder shall maintain its original Proposal without any change, including the availability of the Key Personnel, the proposed rates and the total price.</p>
<b>17. Extension of Proposal Validity Period</b>	<p>17.1 In exceptional circumstances, prior to the expiration of the proposal validity period, UNDP may request Bidders to extend the period of validity of their Proposals. The request and the responses shall be made in writing, and shall be considered integral to the Proposal.</p> <p>17.2 If the Bidder agrees to extend the validity of its Proposal, it shall be done without any change in the original Proposal.</p> <p>17.3 The Bidder has the right to refuse to extend the validity of its Proposal, and in which case, such Proposal will not be further evaluated.</p>
<b>18. Clarification of Proposal</b>	<p>18.1 Bidders may request clarifications on any of the RFP documents no later than the date indicated in the BDS. Any request for clarification must be sent in writing in the manner indicated in the BDS. If inquiries are sent other than specified channel, even if they are sent to a UNDP staff member, UNDP shall have no obligation to respond or confirm that the query was officially received.</p> <p>18.2 UNDP will provide the responses to clarifications through the method specified in the BDS.</p> <p>18.3 UNDP shall endeavor to provide responses to clarifications in an expeditious manner, but any delay in such response shall not cause an obligation on the part of UNDP to extend the submission date of the Proposals, unless UNDP deems that such an extension is justified and necessary.</p>
<b>19. Amendment of Proposals</b>	<p>19.1 At any time prior to the deadline of Proposal submission, UNDP may for any reason, such as in response to a clarification requested by a Bidder, modify the RFP in the form of an amendment to the RFP. Amendments will be made available to all prospective bidders.</p>

	19.2 If the amendment is substantial, UNDP may extend the Deadline for submission of proposal to give the Bidders reasonable time to incorporate the amendment into their Proposals.
<b>20. Alternative Proposals</b>	<p>20.1 Unless otherwise specified in the BDS, alternative proposals shall not be considered. If submission of alternative proposal is allowed by BDS, a Bidder may submit an alternative proposal, but only if it also submits a proposal conforming to the RFP requirements. UNDP shall only consider the alternative proposal offered by the Bidder whose conforming proposal ranked the highest as per the specified evaluation method. Where the conditions for its acceptance are met, or justifications are clearly established, UNDP reserves the right to award a contract based on an alternative proposal.</p> <p>20.2 If multiple/alternative proposals are being submitted, they must be clearly marked as "Main Proposal" and "Alternative Proposal"</p>
<b>21. Pre-Bid Conference</b>	21.1 When appropriate, a Bidder's conference will be conducted at the date, time and location specified in the BDS. All Bidders are encouraged to attend. Non-attendance, however, shall not result in disqualification of an interested Bidder. Minutes of the Bidder's conference will be disseminated on the procurement website and shared by email or on the e-Tendering platform as specified in the BDS. No verbal statement made during the conference shall modify the terms and conditions of the RFP, unless specifically incorporated in the Minutes of the Bidder's Conference or issued/posted as an amendment to RFP.
<b>C. SUBMISSION AND OPENING OF PROPOSALS</b>	
<b>22. Submission</b>	<p>22.1 The Bidder shall submit a duly signed and complete Proposal comprising the documents and forms in accordance with the requirements in the BDS. The submission shall be in the manner specified in the BDS.</p> <p>22.2 The Proposal shall be signed by the Bidder or person(s) duly authorized to commit the Bidder. The authorization shall be communicated through a document evidencing such authorization issued by the legal representative of the bidding entity, or a Power of Attorney, accompanying the Proposal.</p> <p>22.3 Bidders must be aware that the mere act of submission of a Proposal, in and of itself, implies that the Bidder fully accepts the UNDP General Contract Terms and Conditions.</p>
<b>Hard copy (manual) submission</b>	<p>22.4 Hard copy (manual) submission by courier or hand delivery allowed or specified in the BDS shall be governed as follows:</p> <ul style="list-style-type: none"> <li>a) The signed Proposal shall be marked "Original", and its copies marked "Copy" as appropriate. The number of copies is indicated in the BDS. All copies shall be made from the signed original only. If there are discrepancies between the original and the copies, the original shall prevail.</li> <li>b) The Technical Proposal and the Financial Proposal envelopes MUST BE COMPLETELY SEPARATE and each of them must be submitted sealed individually and clearly marked on the outside as either "TECHNICAL PROPOSAL" or "FINANCIAL PROPOSAL", as appropriate. Each envelope SHALL clearly indicate the name of the Bidder. The outer envelopes shall: <ul style="list-style-type: none"> <li>i. Bear the name and address of the bidder;</li> <li>ii. Be addressed to UNDP as specified in the BDS</li> </ul> </li> </ul>

<p><b>Email Submission</b></p> <p><b>eTendering submission</b></p>	<p>iii. Bear a warning that states <i>"Not to be opened before the time and date for proposal opening"</i> as specified in the BDS.</p> <p>If the envelopes and packages with the Proposal are not sealed and marked as required, UNDP shall assume no responsibility for the misplacement, loss, or premature opening of the Proposal.</p> <p>22.5 Email submission, if allowed or specified in the BDS, shall be governed as follows:</p> <ul style="list-style-type: none"> <li>a) Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in BDS;</li> <li>b) The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE. The financial proposal shall be encrypted with different passwords and clearly labelled. The files must be sent to the dedicated email address specified in the BDS.</li> <li>c) The password for opening the Financial Proposal should be provided only upon request of UNDP. UNDP will request password only from bidders whose Technical Proposal has been found to be technically responsive. Failure to provide correct password may result in the proposal being rejected.</li> </ul> <p>22.6 Electronic submission through eTendering, if allowed or specified in the BDS, shall be governed as follows:</p> <ul style="list-style-type: none"> <li>a) Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in BDS;</li> <li>b) The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE and each of them must be uploaded individually and clearly labelled.</li> <li>d) The Financial Proposal file must be encrypted with a password so that it cannot be opened nor viewed until the password is provided. The password for opening the Financial Proposal should be provided only upon request of UNDP. UNDP will request password only from bidders whose technical proposal has been found to be technically responsive. Failure to provide the correct password may result in the proposal being rejected.</li> <li>c) Documents which are required to be in original form (e.g. Bid Security, etc.) must be sent via courier or hand delivery as per the instructions in BDS.</li> <li>d) Detailed instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link:  <a href="http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/">http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/</a></li> </ul>
<p><b>23. Deadline for Submission of Proposals and Late Proposals</b></p>	<p>23.1 Complete Proposals must be received by UNDP in the manner, and no later than the date and time, specified in the BDS. UNDP shall only recognize the date and time that the bid was received by UNDP</p> <p>23.2 UNDP shall not consider any Proposal that is submitted after the deadline for the submission of Proposals.</p>
<p><b>24. Withdrawal, Substitution, and Modification of Proposals</b></p>	<p>24.1 A Bidder may withdraw, substitute or modify its Proposal after it has been submitted at any time prior to the deadline for submission.</p> <p>24.2 Manual and Email submissions: A bidder may withdraw, substitute or modify its Proposal by sending a written notice to UNDP, duly signed by an authorized representative, and shall include a copy of the authorization (or a Power of</p>

	<p>Attorney). The corresponding substitution or modification of the Proposal, if any, must accompany the respective written notice. All notices must be submitted in the same manner as specified for submission of proposals, by clearly marking them as "WITHDRAWAL," "SUBSTITUTION," or "MODIFICATION"</p> <p>24.3 eTendering: A Bidder may withdraw, substitute or modify its Proposal by Canceling, Editing, and re-submitting the proposal directly in the system. It is the responsibility of the Bidder to properly follow the system instructions, duly edit and submit a substitution or modification of the Proposal as needed. Detailed instructions on how to cancel or modify a Proposal directly in the system are provided in Bidder User Guide and Instructional videos.</p> <p>24.4 Proposals requested to be withdrawn shall be returned unopened to the Bidders (only for manual submissions), except if the bid is withdrawn after the bid has been opened</p>
<b>25. Proposal Opening</b>	<p>25.1 There is no public bid opening for RFPs. UNDP shall open the Proposals in the presence of an ad-hoc committee formed by UNDP, consisting of at least two (2) members. In the case of e-Tendering submission, bidders will receive an automatic notification once their proposal is opened.</p>
<b>D. EVALUATION OF PROPOSALS</b>	
<b>26. Confidentiality</b>	<p>26.1 Information relating to the examination, evaluation, and comparison of Proposals, and the recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with such process, even after publication of the contract award.</p> <p>26.2 Any effort by a Bidder or anyone on behalf of the Bidder to influence UNDP in the examination, evaluation and comparison of the Proposals or contract award decisions may, at UNDP's decision, result in the rejection of its Proposal and may be subject to the application of prevailing UNDP's vendor sanctions procedures.</p>
<b>27. Evaluation of Proposals</b>	<p>27.1 The Bidder is not permitted to alter or modify its Proposal in any way after the proposal submission deadline except as permitted under Clause 24 of this RFP. UNDP will conduct the evaluation solely on the basis of the submitted Technical and Financial Proposals.</p> <p>27.2 Evaluation of proposals is made of the following steps:</p> <ol style="list-style-type: none"> <li>Preliminary Examination</li> <li>Minimum Eligibility and Qualification (if pre-qualification is not done)</li> <li>Evaluation of Technical Proposals</li> <li>Evaluation of Financial Proposals</li> </ol>
<b>28. Preliminary Examination</b>	<p>28.1 UNDP shall examine the Proposals to determine whether they are complete with respect to minimum documentary requirements, whether the documents have been properly signed, and whether the Proposals are generally in order, among other indicators that may be used at this stage. UNDP reserves the right to reject any Proposal at this stage.</p>
<b>29. Evaluation of Eligibility and Qualification</b>	<p>29.1 Eligibility and Qualification of the Bidder will be evaluated against the Minimum Eligibility/Qualification requirements specified in the Section 4 (Evaluation Criteria).</p> <p>29.2 In general terms, vendors that meet the following criteria may be considered qualified:</p> <ol style="list-style-type: none"> <li>They are not included in the UN Security Council 1267/1989 Committee's list of terrorists and terrorist financiers, and in UNDP's ineligible vendors' list;</li> <li>They have a good financial standing and have access to adequate financial</li> </ol>

	<p>resources to perform the contract and all existing commercial commitments,</p> <ul style="list-style-type: none"> <li>c) They have the necessary similar experience, technical expertise, production capacity where applicable, quality certifications, quality assurance procedures and other resources applicable to the provision of the services required;</li> <li>d) They are able to comply fully with UNDP General Terms and Conditions of Contract;</li> <li>e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and</li> <li>f) They have a record of timely and satisfactory performance with their clients.</li> </ul>
<b>30. Evaluation of Technical and Financial Proposals</b>	<p>30.1 The evaluation team shall review and evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference and other RFP documents, applying the evaluation criteria, sub-criteria, and point system specified in the Section 4 (Evaluation Criteria). A Proposal shall be rendered non-responsive at the technical evaluation stage if it fails to achieve the minimum technical score indicated in the BDS. When necessary and if stated in the BDS, UNDP may invite technically responsive bidders for a presentation related to their technical proposals. The conditions for the presentation shall be provided in the bid document where required.</p> <p>30.2 In the second stage, only the Financial Proposals of those Bidders who achieve the minimum technical score will be opened for evaluation. The Financial Proposals corresponding to Technical Proposals that were rendered non-responsive shall remain unopened, and, in the case of manual submission, be returned to the Bidder unopened. For emailed Proposals and e-tendering submissions, UNDP will not request for the password of the Financial Proposals of bidders whose Technical Proposal were found not responsive.</p> <p>30.3 The evaluation method that applies for this RFP shall be as indicated in the BDS, which may be either of two (2) possible methods, as follows: (a) the lowest priced method which selects the lowest evaluated financial proposal of the technically responsive Bidders; or (b) the combined scoring method which will be based on a combination of the technical and financial score.</p> <p>30.4 When the BDS specifies a combined scoring method, the formula for the rating of the Proposals will be as follows:</p> <div style="border: 1px solid black; padding: 10px; margin-top: 10px;"> <p><u>Rating the Technical Proposal (TP):</u></p> <p style="text-align: center;"><b>TP Rating</b> = (Total Score Obtained by the Offer / Max. Obtainable Score for TP) x 100</p> <p><u>Rating the Financial Proposal (FP):</u></p> <p style="text-align: center;"><b>FP Rating</b> = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100</p> <p><u>Total Combined Score:</u></p> <p style="text-align: center;"><b>Combined Score</b> = (TP Rating) x (Weight of TP, e.g. 70%) + (FP Rating) x (Weight of FP, e.g., 30%)</p> </div>
<b>31. Due Diligence</b>	<p>31.1 UNDP reserves the right to undertake a due diligence exercise, also called post qualification, aimed at determining to its satisfaction, the validity of the information provided by the Bidder. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the</p>

	<p>following:</p> <ul style="list-style-type: none"> <li>a) Verification of accuracy, correctness and authenticity of information provided by the Bidder;</li> <li>b) Validation of extent of compliance to the RFP requirements and evaluation criteria based on what has so far been found by the evaluation team;</li> <li>c) Inquiry and reference checking with Government entities with jurisdiction on the Bidder, or with previous clients, or any other entity that may have done business with the Bidder;</li> <li>d) Inquiry and reference checking with previous clients on the performance on on-going or contracts completed, including physical inspections of previous works, as necessary;</li> <li>e) Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder;</li> <li>f) Other means that UNDP may deem appropriate, at any stage within the selection process, prior to awarding the contract.</li> </ul>
<b>32. Clarification of Proposals</b>	<p>32.1 To assist in the examination, evaluation and comparison of Proposals, UNDP may, at its discretion, ask any Bidder for a clarification of its Proposal.</p> <p>32.2 UNDP's request for clarification and the response shall be in writing and no change in the prices or substance of the Proposal shall be sought, offered, or permitted, except to provide clarification, and confirm the correction of any arithmetic errors discovered by UNDP in the evaluation of the Proposals, in accordance with RFP.</p> <p>32.3 Any unsolicited clarification submitted by a Bidder in respect to its Proposal, which is not a response to a request by UNDP, shall not be considered during the review and evaluation of the Proposals.</p>
<b>33. Responsiveness of Proposal</b>	<p>33.1 UNDP's determination of a Proposal's responsiveness will be based on the contents of the Proposal itself. A substantially responsive Proposal is one that conforms to all the terms, conditions, TOR and other requirements of the RFP without material deviation, reservation, or omission.</p> <p>33.2 If a Proposal is not substantially responsive, it shall be rejected by UNDP and may not subsequently be made responsive by the Bidder by correction of the material deviation, reservation, or omission.</p>
<b>34. Nonconformities, Repairable Errors and Omissions</b>	<p>34.1 Provided that a Proposal is substantially responsive, UNDP may waive any non-conformities or omissions in the Proposal that, in the opinion of UNDP, do not constitute a material deviation.</p> <p>34.2 UNDP may request the Bidder to submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities or omissions in the Proposal related to documentation requirements. Such omission shall not be related to any aspect of the price of the Proposal. Failure of the Bidder to comply with the request may result in the rejection of its Proposal.</p> <p>34.3 For Financial Proposal that has been opened, UNDP shall check and correct arithmetical errors as follows:</p> <ul style="list-style-type: none"> <li>a) if there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of UNDP there is an obvious misplacement of the decimal point in the unit price; in which case the line item total as quoted shall govern and the unit price shall be corrected;</li> <li>b) if there is an error in a total corresponding to the addition or subtraction</li> </ul>

	<p>of subtotals, the subtotals shall prevail and the total shall be corrected; and</p> <p>c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail.</p> <p>34.4 If the Bidder does not accept the correction of errors made by UNDP, its Proposal shall be rejected.</p>
<b>E. AWARD OF CONTRACT</b>	
<b>35. Right to Accept, Reject, Any or All Proposals</b>	35.1 UNDP reserves the right to accept or reject any Proposal, to render any or all of the Proposals as non-responsive, and to reject all Proposals at any time prior to award of contract, without incurring any liability, or obligation to inform the affected Bidder(s) of the grounds for UNDP's action. UNDP shall not be obliged to award the contract to the lowest priced offer.
<b>36. Award Criteria</b>	36.1 Prior to expiration of the proposal validity, UNDP shall award the contract to the qualified Bidder based on the award criteria indicated in the BDS.
<b>37. Debriefing</b>	37.1 In the event that a Bidder is unsuccessful, the Bidder may request a debriefing from UNDP. The purpose of the debriefing is to discuss the strengths and weaknesses of the Bidder's submission, in order to assist the Bidder in improving its future proposals for UNDP procurement opportunities. The content of other proposals and how they compare to the Bidder's submission shall not be discussed.
<b>38. Right to Vary Requirements at the Time of Award</b>	38.1 At the time of award of Contract, UNDP reserves the right to vary the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.
<b>39. Contract Signature</b>	39.1 Within fifteen (15) days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to UNDP. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Proposal Security, if any, and on which event, UNDP may award the Contract to the Second Ranked Bidder or call for new Proposals.
<b>40. Contract Type and General Terms and Conditions</b>	40.1 The types of Contract to be signed and the applicable UNDP Contract General Terms and Conditions, as specified in BDS, can be accessed at <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a>
<b>41. Performance Security</b>	41.1 40.1 A performance security, if required in BDS, shall be provided in the amount specified in BDS and form available at <a href="https://popp.undp.org/layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&amp;action=default">https://popp.undp.org/layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&amp;action=default</a> within fifteen (15) days of the contract signature by both parties. Where a performance security is required, the receipt of the performance security by UNDP shall be a condition for rendering the contract effective.
<b>42. Bank Guarantee for Advanced Payment</b>	42.1 Except when the interests of UNDP so require, it is UNDP's preference to make no advance payment(s) (i.e., payments without having received any outputs). If an advance payment is allowed as per BDS, and exceeds 20% of the total contract price, or USD 30,000, whichever is less, the Bidder shall submit a Bank Guarantee in the full amount of the advance payment in the form available at



	<a href="https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Contract%20Management%20Payment%20and%20Taxes_Advanced%20Payment%20Guarantee%20Form.docx&amp;action=default">https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Contract%20Management%20Payment%20and%20Taxes_Advanced%20Payment%20Guarantee%20Form.docx&amp;action=default</a>
<b>43. Liquidated Damages</b>	43.1 If specified in BDS, UNDP shall apply Liquidated Damages resulting from the Contractor's delays or breach of its obligations as per the Contract.
<b>44. Payment Provisions</b>	44.1 Payment will be made only upon UNDP's acceptance of the work performed. The terms of payment shall be within thirty (30) days, after receipt of invoice and certification of acceptance of work issued by the proper authority in UNDP with direct supervision of the Contractor. Payment will be effected by bank transfer in the currency of contract.
<b>45. Vendor Protest</b>	45.1 UNDP's vendor protest procedure provides an opportunity for appeal to those persons or firms not awarded a contract through a competitive procurement process. In the event that a Bidder believes that it was not treated fairly, the following link provides further details regarding UNDP vendor protest procedures: <a href="http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html">http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html</a>
<b>46. Other Provisions</b>	<p>46.1 In the event that the Bidder offers a lower price to the host Government (e.g. General Services Administration (GSA) of the federal government of the United States of America) for similar services, UNDP shall be entitled to same lower price. The UNDP General Terms and Conditions shall have precedence.</p> <p>46.2 UNDP is entitled to receive the same pricing offered by the same Contractor in contracts with the United Nations and/or its Agencies. The UNDP General Terms and Conditions shall have precedence.</p> <p>46.3 The United Nations has established restrictions on employment of (former) UN staff who have been involved in the procurement process as per bulletin ST/SGB/2006/15 <a href="http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&amp;referer">http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&amp;referer</a></p>



## Section 3. Bid Data Sheet

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

BDS No.	Ref. to Section.2	Data	Specific Instructions / Requirements
1	7	Language of the Proposal	Application forms to be filled in English; supporting documents such as local registration/licenses/certificates issued in local language may be provided without translation
2		Submitting Proposals for Parts or sub-parts of the TOR (partial bids)	Not Allowed
3	20	Alternative Proposals	Shall not be considered
4	21	Pre-proposal conference	<p>Will be Conducted 08.06.2021, 15:00</p> <p>Via zoom-conference</p> <p>To express your interest to take part please send notification to e-mail <a href="mailto:procurement.ua@undp.org">procurement.ua@undp.org</a> <b>point out tender reference 529-2021-UNDP-UKR-RFP-CO in subject</b>, the title of the company, names and positions of the representatives including contact details in the body of e-mail. Link to skype conference will be provided upon processing your inquiry.</p>
5	10	Proposal Validity Period	90 days
6	14	Bid Security	Not Required
7	41	Advanced Payment upon signing of contract	Not Allowed
8	42	Liquidated Damages	Will not be imposed

9	40	Performance Security	Not Required
10	18	Currency of Proposal	<p>United States Dollar</p> <p>Local currency (UAH) is also acceptable. The proposal will be fixed in the currency proposed. In case of proposal in local currency, the amount will be converted to USD based on actual UNORE currency rate for comparison.</p> <p>Financial proposals must include VAT and other applicable indirect taxes.</p>
11	31	Deadline for submitting requests for clarifications/ questions	5 days before the submission deadline
12	31	Contact Details for submitting clarifications/questions	<p>E-mail address dedicated for this purpose: <a href="mailto:procurement.ua@undp.org">procurement.ua@undp.org</a></p> <p>Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission unless UNDP determines that such an extension is necessary and communicates a new deadline to the bidders.</p>
13	18, 19 and 21	Manner of Disseminating Supplemental Information to the RFP and responses/clarifications to queries	Direct communication to prospective Proposers by email and Posting on the website <a href="http://procurement-notice.undp.org">http://procurement-notice.undp.org</a>
14	23	Deadline for Submission	<b>Till 17.06.2021, Thursday, 10:00 AM (GMT +3:00) Kyiv time / 03:00 AM (GMT -4:00) New York time</b>
14	22	Allowable Manner of Submitting Proposals	<p><b>Submission through e-tendering system</b></p> <p>Proposals must be submitted in the online eTendering system in the following link: <a href="https://etendering.partneragencies.org">https://etendering.partneragencies.org</a> using your username and password.</p> <p>How to find the event and tender documentation:</p> <p>Do not hesitate to contact <a href="mailto:procurement.ua@undp.org">procurement.ua@undp.org</a> if you find any issues using the e-tendering system.</p> <p>Bidders are also strongly advised to go through additional materials on using eTendering (i.e. videos, manual) posted here: <a href="http://www.undp.org/content/undp/en/home/operations/procurem">http://www.undp.org/content/undp/en/home/operations/procurem</a></p>

			<a href="http://undp.org/content/undp/en/home/operations/procurement/business/procurement-notice/resources/">ent/business/procurement-notice/resources/</a>  Please <b>do not duplicate your submission</b> to <a href="mailto:procurement.ua@undp.org">procurement.ua@undp.org</a> . This address is used only for questions and answers.
15	22	Proposal Submission Address	Proposals must be submitted in the online eTendering system by the following link: <a href="https://etendering.partneragencies.org">https://etendering.partneragencies.org</a> using your username and password.  <b><u>Please note that bids received through any means will not be considered.</u></b>
16	22	Electronic submission (email or eTendering) requirements	<ul style="list-style-type: none"> <li>▪ Format: PDF files, <b>ZIP archives</b> only</li> <li>▪ All files must be free of viruses and not corrupted.</li> <li>▪ The Technical Proposal and the Financial Proposal files <b>MUST BE COMPLETELY SEPARATE</b> and each of them must be uploaded individually and clearly labelled.</li> <li>▪ The Financial Proposal file must be encrypted with a password so that it cannot be opened nor viewed until the password is provided. The password for opening the Financial Proposal should be provided only upon request of UNDP. UNDP will request password only from bidders whose technical proposal has been found to be technically responsive. Failure to provide the correct password may result in the proposal being rejected.</li> <li>▪ Detailed instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link: <a href="http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notice/resources/">http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notice/resources/</a></li> <li>▪ Time Zone to be Recognized: [Kyiv +3]</li> <li>▪ <i>Other conditions: Proposers are solely responsible for ensuring that any and all files sent to UNDP are readable, that is, uncorrupted, in the indicated electronic format, and free from viruses and malware. Failure to provide readable files will result in the proposal being rejected.</i></li> </ul>
17	27 36	Evaluation Method for the Award of Contract	Combined Scoring Method, using the 70%-30% distribution for technical and financial proposals respectively  The minimum technical score required to pass is 70% of the obtainable score of 700 points, which is 490 points.
18		Expected date for commencement of Contract	<i>July 15, 2021</i>
19		Maximum expected duration of contract	1 year with possible extension for 2 (two) years
20	35	UNDP will award the contract to:	One or more Proposers, depending on the following factors : The supplier with the lowest service fee for the corresponding type of tickets / destination will be a primary source of supply for this type.

			The second source will be contacted in case of limited capability of the primary
21	39	Type of Contract	Contract for Goods and Services, Long-Term Agreement
22	39	UNDP Contract Terms and Conditions that will apply	UNDP General Terms and Conditions for Professional Services <a href="https://www.undp.org/sites/g/files/zskgke326/files/procurement/pdf/3.%20UNDP%20GTCs%20for%20Contracts%20(Goods%20and-or%20Services)%20-%20Sept%202017_0.pdf">https://www.undp.org/sites/g/files/zskgke326/files/procurement/pdf/3.%20UNDP%20GTCs%20for%20Contracts%20(Goods%20and-or%20Services)%20-%20Sept%202017_0.pdf</a>
23		Other Information Related to the RFP	

## Section 4. Evaluation Criteria

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### Required documents

- Company Profile, which should not exceed ten (10) pages, including printed brochures and product catalogues relevant to the goods/services being procured.
- Tax Registration/Payment Certificate issued by the Internal Revenue Authority evidencing that the Bidder is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Bidder.
- Certificate of Registration of the business.
- Official Letter of Appointment as local representative, if Bidder is submitting a Bid in behalf of an entity located outside the country.
- Quality Certificate (e.g., ISO, etc.) and/or other similar certificates, accreditations, awards and citations received by the Bidder, if any; Quality Assurance procedures information to be provided in details.
- Latest Audited Financial Statement (Income Statement and Balance Sheet) including Auditor's Report for the past 2 years.
- Statement of Satisfactory Performance from the Top 3 Clients in terms of Contract Value the past three years.
- Copy of Valid IATA Accreditation Certificate (3-year IATA membership is a minimum requirement)
- Copy of valid license to provide travel management services in the current location of office or factory.
- Volume of sales for the last three years as follows:
  - annual number of tickets issued;
  - annual amount (monetary value) of air tickets sold in 2018, 2019, and 2020.
- List of name(s) and address(s) of main and branch office (s) (if any) worldwide.
- Duly signed Technical and financial proposals as per Forms A, B, F and G. Financial proposal must be in a separate file and password protected.
- Duly furnished form for proposal security as per Form H;
- CVs of responsible staff highlighting experiences in servicing similar contracts, including relevant certificates, accreditations and awards received as per Form E, Section 3.
- List of corporate clients highlighting similar contracts for clients of comparable business nature and/or size as UNDP/UN;
- List of embassies where companies have accreditation (for visa purposes);
- List of airlines your agency sells air tickets on behalf of, if any.

### Preliminary Examination Criteria

Submitted offers will be reviewed on "Pass" or "Fail" basis to determine compliance with the below formal criteria/ requirements:

Offers must be submitted within the stipulated deadline

Offers must meet required Offer Validity

Offers have been signed by the proper authority

Offers include requested company documentation, including proposal security and documentation regarding the company's legal status and registration

Offers must comply with general administrative requirements:

- a) properly registered and licensed company
- b) at least 4 years of experience in the required area

- c) access to Global Distribution System
- d) IATA accredited (minimum 3 years)
- e) Minimum 2000 air tickets sold annually within the period of 2018-2019 and minimum 250 air tickets sold in 2020 and minimum 1,000,000 USD annual turnover for the period of 2018-2019 and 100,000 USD for 2020 is required.

Other information is available on <http://www.undp.org.ua/en/tenders>; For the information, please contact [procurement@undp.org.ua](mailto:procurement@undp.org.ua)

### Minimum Eligibility and Qualification Criteria

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

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

Subject	Criteria	Document Submission requirement
<b>ELIGIBILITY</b>		
<b>Legal Status</b>	Vendor is a legally registered entity.	Form B: Bidder Information Form
<b>Eligibility</b>	Vendor is not suspended, nor debarred, nor otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization in accordance with ITB clause 3.	Form A: Technical Proposal Submission Form
<b>Conflict of Interest</b>	No conflicts of interest in accordance with ITB clause 4.	Form A: Technical Proposal Submission Form
<b>Bankruptcy</b>	Not declared bankruptcy, not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future.	Form A: Technical Proposal Submission Form
<b>QUALIFICATION</b>		
<b>History of Non-Performing Contracts<sup>1</sup></b>	Non-performance of a contract did not occur as a result of contractor default for the last 3 years.	Form D: Qualification Form
<b>Litigation History</b>	No consistent history of court/arbitral award decisions against the Bidder for the last 3 years.	Form D: Qualification Form
<b>Previous Experience</b>	At least 2 (two) years of professional experience in research and analytics including the area of qualitative social research. If the bid comes from a consortium, all consortium members have to satisfy this criterion;	Form D: Qualification Form
<b>Financial Standing</b>	Financial stability demonstrated by copies of balance sheets or audit reports past 2 years	Form D: Qualification Form

<sup>1</sup> Non-performance, as decided by UNDP, shall include all contracts where (a) non-performance was not challenged by the contractor, including through referral to the dispute resolution mechanism under the respective contract, and (b) contracts that were so challenged but fully settled against the contractor. Non-performance shall not include contracts where Employers decision was overruled by the dispute resolution mechanism. Non-performance must be based on all information on fully settled disputes or litigation, i.e. dispute or litigation that has been resolved in accordance with the dispute resolution mechanism under the respective contract and where all appeal instances available to the Bidder have been exhausted.

	<i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	
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## Evaluation and comparison of proposals

A two-stage procedure is utilized in evaluating the proposals, with evaluation of the technical proposal being completed prior to any price proposal being opened and compared. The price proposals will be opened only for submissions that passed the **minimum technical score of 70% (or 490 points)** of the obtainable score of **700 points** in the evaluation of the technical proposals.

In the First Stage, the technical proposal is evaluated on the basis of its responsiveness to the Terms of Reference (TOR) and as per below Evaluation Criteria.

In the Second Stage, the price proposals of all offerors, who have attained minimum 70% score in the technical evaluation, will be reviewed.

Overall evaluation will be completed in accordance with cumulative analysis scheme, under which the technical and financial aspects will have pre-assigned weights on 70% and 30% of the overall score respectively. The lowest cost financial proposal (out of technically compliant) will be selected as a baseline and allocated the **maximum number of points obtainable for financial part (i.e. 300)**. All other financial proposals will receive a number of points inversely proportional to their quoted price; e.g. 300 points x lowest price / quoted price.

The winning proposal will be the one with the highest number of points after the points obtained in both technical and financial evaluations, respectively, are added up. The contract will be awarded to the bidder that submitted the winning proposal.

### Technical evaluation criteria

Summary of Technical Proposal Evaluation Forms		Points Obtainable
1.	Bidder's experience and reputation on the market	180
2.	Bidder's capability and expertise	340
3.	Key Personnel	180
	<b>Total</b>	<b>700</b>

Evaluation forms for technical proposals follow. 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. Bidder's experience and reputation on the market

Form 2. Bidder's capability and expertise

Form 3. Key Personnel

Section 1. Bidder's experience and reputation on the market	Points obtainable
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1.1	Industry Standing, reflected in the bidder's profile and based on outer sources available (new market player, corresponding to minimum requirements – 20 pts., well-known travel provider with high reputation on the market – 40 pts.)	40
1.2	Bidder's experience in the field (4 - 6 years of relevant services provision – 35 pts., 7 and more years – 50 pts.)	50
1.3	Years of IATA membership (3 - 4 years – 10 pts., 5 and more years – 15 pts.)	15
1.4	Reputation of the Company reflected in references and recommendations provided. 75 points max (references from IATA Air Carrier – 5 points for every recommendation, 15 points max; recommendations from international organizations, embassies, medium to large businesses – 12 points for every recommendation, 60 points max)	75
<b>Total Section 1</b>		<b>180</b>

<b>Section 2. Bidder's capability and expertise</b>		<b>Points obtainable</b>
2.1	Number of branch office(s) around the country/worldwide – max 20 points (1 branch minimum – 12 points, 4 points for every additional branch in the country and/or worldwide, but no more than 8 points)	20
2.2	Number of qualified staff employed - 35 points max: 10 or less qualified staff – 20 points, 10 -15 qualified staff - 30 points, 16 qualified staff and over - 35 points)	35
2.3	Volume of sales (number of tickets) for the past 3 years – max 75 points: - minimum 2000 air tickets sold annually in 2018 - 2019 - 40 points, 5 points for every additional 1000 tickets but not more than 10 points - minimum 250 air tickets sold in 2020 - 15 points, 5 points for every additional 50 tickets but not more than 10 points	75
2.4	Volume of sales (USD) for the past 3 years – max 75 points: - minimum value/turnover of air tickets sold annually in 2018 - 2019 – USD 1,000,000 - 40 points, 5 points for every additional 250,000 USD but not more than 10 points). - minimum value/turnover of tickets sold in 2020 – USD 100,000 - 15 points, 5 points for every additional 25,000 USD but not more than 10 points).	75
2.5	Availability of reservation booking systems – 50 points max (1 booking system minimum requirement - 30 points, 10 points for every additional booking system but no more than 20 points)	50
2.6	Quality Assurance procedures in place – 30 points max	30
2.7	Experience in provision of supplementary services (visa support, accommodation arrangement, logistics etc. as per para 7 of the "Scope of Work" of the ToR	30

2.8	Overall presentation of the proposal, sequence of activities and logical planning (assessed based on the Proposer's overall description of the scope of services proposed as per Form A: Technical Proposal Submission Form)	25
<b>Total Section 2</b>		<b>340</b>

<b>Section 3. Key Personnel</b>		<b>Points obtainable</b>
3.1	Certificates or diploma in travel management services – 50 points max (at least one certificate or diploma in travel/air tickets reservation/booking system – 40 points, 5 points for every additional certificate but not more than 10)	50
3.2	IATA certified staff member in travel management - 25 points max	25
3.3	Proven successful field experience in the similar assignments/projects with acknowledged results – 75 points max (5-year experience minimum requirement – 45 points, 10 points for every additional year but no more than 30)	75
3.4	Language Qualifications – 30 points max (fluency in Ukrainian and Russian, intermediate English – 20 points, fluency in Ukrainian, Russian, and English – 30 points)	20
<b>Total Section 3</b>		<b>180</b>

## Section 5. Terms of Reference

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### **BACKGROUND**

UNDP wishes to enter into a Long-Term Agreement (LTA) with the most competent Travel Agencies to serve all its travel ticketing services.

As referred to in the TOR, travel shall apply to all journeys of UNDP/UN Agency staff from one place to another for official business purposes. These official purposes include, but need not be limited to, to the following:

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

### **OBJECTIVE**

UNDP is hereby undertaking a solicitation of proposals from Travel Agencies who are interested in providing various Travel Management Services required by the UNDP and other UN agencies in Ukraine. All management and administrative products, current and emerging, which assist in support of the authorized travel, fall within the proposal's scope.

### **GENERAL PROVISIONS**

1. The initial contract shall be concluded for a period of 1 (one) year and may be extended for 2 (two) additional 1 (one)-year terms at the discretion of the procuring UN entity subject to satisfactory performance by the Contractor/s.
2. Based on past expenditures (years 2018-2020) and COVID-19 restrictions, the turnover within three (3) years for Travel Management Services is estimated at USD 1,110,000. Except for UNDP, expenditures of such agencies as UNICEF, OHCHR, IOM, OCHA, UNFPA, UNHCR, and UNOPS were included in statistics. There is no expected travel budget. However, ticketing volume in the years to come is expected to remain at the 2020 level till the end of COVID-19 restrictions and at the level of 2018-2019 after that.

For the Proposers to estimate the sales volumes under the current RFP, we are providing the past statistics for the travel services procured by UNDP/ UN Agency below:

**1) Statistics for train tickets, 2018-2020:**

Train tickets	2018	2019	2020	Total
Sales volume, tickets	3532	3631	746	7909

**2a) Detailed statistics per most used airlines, 2018-2020:**

Air Carrier	Sales volume, tickets, 2018	Sales share, tickets, 2018	Sales volume, tickets, 2019	Sales share, tickets, 2019	Sales volume, tickets, 2020	Sales share, tickets, 2020
Air France	38	1.9%	51	2.9%	9	3.5%
Austrian	54	2.6%	74	4.2%	14	5.5%
Belavia	81	4.0%	55	3.1%	1	0.4%
Emirates	13	0.6%		0.0%		0.0%
KLM	26	1.3%	31	1.8%	3	1.2%
LOT Polish Airlines	224	10.9%	134	7.6%	12	4.7%
Lufthansa	51	2.5%	123	7.0%	19	7.5%
Qatar Airways	15	0.7%	46	2.6%	7	2.8%
Turkish Airlines	278	13.6%	218	12.4%	49	19.3%
UIA	897	43.8%	737	41.9%	102	40.2%
Others	373	18.2%	291	16.5%	38	15.0%
<b>Grand Total</b>	<b>2050</b>	<b>100%</b>	<b>1760</b>	<b>100%</b>	<b>254</b>	<b>100%</b>

**3a) Statistics per destinations, number of tickets, 2018-2020:**

Region	Sales volume, tickets, 2018	Sales share, tickets, 2018	Sales volume, tickets, 2019	Sales share, tickets, 2019	Sales volume, tickets, 2020	Sales share, tickets, 2020	Total
Africa	34	1.7%	99	5.6%	6	2.4%	139
Asia and Australia	115	5.6%	85	4.8%	4	1.6%	204
Europe and Caucasus	1280	62.4%	1027	58.4%	115	45.3%	2422
Middle East	229	11.2%	189	10.7%	49	19.3%	467
North and Latin America	62	3.0%	128	7.3%	38	15.0%	228
Ukraine	330	16.1%	232	13.2%	42	16.5%	604
<b>Grand Total</b>	<b>2050</b>	<b>100.0%</b>	<b>1760</b>	<b>100.0%</b>	<b>254</b>	<b>100.0%</b>	<b>4064</b>

3. While UNDP intends to establish the LTA, there is no fixed committed contract amount, and UNDP reserves the right to utilize other sources at its discretion to assure value for money.

4. It is anticipated to award the contract to **2 qualified suppliers** as a result of this RFP. The supplier with the lowest service fee for the corresponding type of tickets / destination will be a primary source of supply for this type. The second source will be contacted in case of limited capability of the primary. For destinations not covered by the proposal to this tender, UNDP/ UN Agency will arrange a secondary competition among the 2 LTA holders when such services are required and issue the Travel request to the LTA holder offering the lowest price for requested services. The service standards must be provided with the highest order, and responses to specific criteria concerning service elements will be weighted heavily.

**5. IMPORTANT: Travel service provider/s are therefore requested to provide a 24/7 contact support person for the purposes of UN staff travel support in such cases. The UN-dedicated Travel Expert must have 24/7 access to the booking system and have the possibility to provide support as may be requested in emergencies.**

6. UNDP recognizes the importance of confidentiality of the data provided: the proposal information and the travel itineraries and reservations of its travellers. Accordingly, the selected agency must keep confidential all dealings with UNDP and the UN Agencies.

#### **TRAVEL POLICY:**

Current air travel policy requires the Travel Agent(s) in all cases to book the lowest available fares/the most direct and economical options and to research alternate itineraries (at least three options, if available) to satisfy the UN/UNDP travel policies 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 applicable fare (including penalty fares) is the preference.
2. Full economy fares may be used if applicable reduced fares are not available.
3. Business class travel or equivalent may be applicable only in limited situations.
4. The first-class travel is organized only on specific request from authorized UNDP/UN Agency staff.
5. The Travel Agent 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 UNDP/ UN Agency.
6. The Travel Agent shall, where appropriate, attempt to obtain free business class and first-class upgrades for UNDP/UN Agency travellers. Any upgrades should be used for cost-savings purposes.

#### **SCOPE OF WORK AND EXPECTED OUTCOMES**

The travel agencies shall provide complete, prompt, accurate, and expert local and international travel products and services to the UNDP/ UN Agency staff. The products and services include, but are not limited to, the following:

##### **1) Reservation and Ticketing:**

- Upon request from the authorized focal point (UNDP/UN Agency staff) travel agency shall immediately make bookings and prepare appropriate itineraries and formal quotation based on the lowest fare and the most direct and convenient routing.
- If required travel arrangement cannot be confirmed, the travel agency shall notify UNDP/UN Agency of the problem and present alternative routings/quotations for considerations.
- For wait-listed bookings, the travel agency shall provide regular daily feedback on the status of the flight.
- Travel agency shall promptly issue tickets and detailed itineraries (in electronic format) showing the accurate status of the airline on all segments of the journey.
- Travel agency shall accurately advise UNDP/ UN Agency of ticketing deadlines and other relevant information every time reservations are made, to avoid cancellations of bookings.
- Travel agency shall provide information on airline/train ticket schedules.

## **2) Airfares and Airlines Routings / Itineraries**

- Upon the request of UNDP/UN Agency for a new requirement, the travel agency must provide a minimum of three itineraries if available.
- Travel agency shall propose fares/airline routings and guarantee that it shall obtain the lowest available airfare for the journey concerned. Such journeys shall be the most direct and economical routing.
- The travel agency may be requested to provide business class tickets where the travel time exceeds nine (9) hours in duration with a maximum four (4) hours break between flight segments.
- Travel agency shall ensure that tickets issued are under entitlements prescribed in UN agencies Travel Authorization.
- The travel agency shall assist UN agencies in negotiating with airlines on preferred fare conditions.
- The travel agency shall advise UN agencies of market practices and trends that could result in further savings for them, including the use of corporate travel booking tools with automated travel policy compliance and enforcement and travel management reporting.

## **3) Travel Information / Advisories**

- Travel agency shall provide travellers with a complete automated itinerary document to include carrier(s), flight and voyage numbers, departure and arrival times (s) for each segment of the trip, tax-exempt information, etc.
- Travel agency shall inform travellers, upon booking confirmation, of flight/ticket restrictions, involuntary stopovers, hidden stops, and other inconveniences of the itinerary and provide required documentation for travels.
- Upon request of UNDP/ UN Agency, travel agency shall provide travellers with online and offline relevant information on official destinations, f.e. visa requirements, security procedures, airport

transfers/land transportation facilities, local points of interest, currency restrictions/ regulations, health precautions, weather conditions, etc.; and

- Travel agency shall promptly notify UNDP/ UN Agency Travel Administrator or traveller/s (if contacts are provided) 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.

#### **4) Billing and Invoice**

- Travel agency shall send an itemized official invoice to UNDP/ UN Agency Travel Administrator or relevant focal points from other UN agencies immediately upon the ticket issuance for all transactions. The invoice should reflect the actual cost as offered by the airlines, substantiated by evidence, and added to it the travel service provider/s service fees. UNDP/ UN Agency shall provide payment to the Travel agency through bank transfer after the approval of transactions. The invoice, VAT tax certificate (if applicable), the act of acceptance of services provided in hard copies should be submitted to UNDP/UN with reference to the specific ticket requested by UNDP/UN.

#### **5) Flight Cancellation / Rebooking and Refunds**

- Travel agency shall process duly authorized flight/train changes/cancellations when and as required.
- Travel agency shall immediately process airline refunds for cancelled travel requirements / unutilized pre-paid tickets and credit these to UNDP/UN Agency as expeditiously as possible.
- Travel agency shall refund tickets within three (3) months only (shorter period than three months offered will be an advantage).
- Travel agency shall limit refund charges at airline rate only; no additional charges will accrue to the travel agency.
- Travel agency shall absorb cancellation and change reservation date charges which are not due to the fault of UNDP/UN Agency or the traveller.
- The travel agency shall report back to UNDP/UN on the status of ticket refunds.

#### **6) Management Reporting System**

Travel agency shall submit the following reports regularly:

- Quarterly Production Statistics (per UN Agency Office and consolidated format).
- Yearly Carrier – Route – Fare Analysis and Production / Volume of Business.
- Monthly reports on the status of ticket refunds per UN Agency.

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

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

- The Travel Agent(s) shall assist the UN Agency /UNDP in obtaining visas. This assistance shall consist of providing information on a country visa requirements, forms and applications for visa requests, providing visa information to travellers, conducting visa assistance follow-ups, keeping appropriate records thereon, using and making arrangements for the issuance of visas.
- Travel Agent(s) shall indicate any special features, programs, or services that would be beneficial to the UN System in Ukraine and its travellers (e.g. visa processing, "Meet and Greet," Lost baggage follow-up, insurance, preferred seating arrangements);
- Where travel to destinations outside of Ukraine requires the provision of additional logistical arrangements, the Travel Agent(s) shall provide at the request of UN Agency /UNDP other services including, but not limited to, accommodation, meeting venues, transportation, additional equipment, and related services as required. The Travel Agent shall identify suitable hotels or other venues, request quotations, negotiate rates and other conditions, and present the final offer for consideration and approval by the UN Agency/UNDP. Such services are not the primary scope of this LTA but may be requested from time to time; secondary competition may apply between the LTA holders.
- The applicant may offer other additional services or discounts/incentives.

## **ROLES AND RESPONSIBILITIES**

UNDP shall serve as the focal point for the following functions related to the travel contract for all UN agencies:

- Overall contract administration.
- Performance reviews.
- Obtain regular progress reports.
- Perform inspection of services, verification of fares, rates, etc.

Responsible staff in each UN agency (except the temporarily present missions for whom UNDP will serve as a focal point) shall serve as the focal points for the following travel functions related to their agency:

- Requesting of travel services and price quotations by e-mail.
- Confirmation of ticket reservations by e-mail.
- Processing of payments upon receipt of an invoice.

(List of authorized staff from the UN agencies will be provided to LTA holders separately and updated in case of changes).



## PERFORMANCE STANDARDS AND SERVICE LEVEL AGREEMENT

The contracted travel agent shall perform its services and deliver its products in accordance with the herein prescribes minimum performance standards set by the UNDP:

Product / Service	Performance Attribute	Definition	Standard / Service Level
1. Airline Reservation	Accuracy	Ability to perform task thoroughly and without error	<u>Zero-error</u> in passenger records/airline bookings/fare computation/routing
	Speed and Efficiency	Ability to deliver product or service promptly	For confirmed bookings, <u>within two hours</u> from the time of the request  For wait-listed bookings, <u>update daily</u>
2. Airline/Train Tickets	Accuracy	Ability to perform task thoroughly and without error	<u>Zero-error</u> in electronic tickets/ cancellation of travel due to incomplete travel documents
	Timeliness of delivery	Ability to deliver product or service promptly	<u>Immediately</u> after receiving UNDP travel authorization, but not later than in 2 hours.
3. Billing	Accuracy	Ability to generate billing statements without errors	<u>Zero-Error/no discrepancy</u> between invoices and attachments
	Clarity	Ability to generate bills that are transparent and easy to understand	<u>Zero&gt;Returns</u> for clarification/explanation
4. Rates/Pricing	Fairness	Correspondence of charges to proposed and fixed service fees	<u>Zero-tolerance</u>

Product / Service	Performance Attribute	Definition	Standard / Service Level
	Best Value for money	Ability to quote competitive fare	At levels same or lower than airline preferred rates. Guarantee that <u>one quotation is the lowest</u> obtainable fare
	Willingness to assist UNDP to negotiate with airlines regarding preferred rates and concessions	Voluntarily offering to assist/represent UNDP in dealings with airlines	Semi-annual meetings to obtain competitive rates in the market and preferable fare conditions (i.e. ticketing, deadlines, etc.)
5. Service Quality	Accessibility	Ability to access or approach the travel agency	Telephone: accommodate all calls  <b>Emergency: 24/7 hours availability with immediate reaction is a must</b>  E-mail: available  Website: available
	Responsiveness	Willingness to help the traveller	Regular coordination meetings with UNDP: twice a year
6. Problem Solving	Refunds	Ability to process and obtain ticket refunds on a timely basis	100% within three months from the date of cancellation
	Complaint Handling	Ability to resolve complaints	Timeliness: one (1) week and depending on the nature of the claim
7. Communications	Awareness Level regarding Travel	Services and policies are	Frequency of communications: Monthly

<b>Product / Service</b>	<b>Performance Attribute</b>	<b>Definition</b>	<b>Standard / Service Level</b>
	Agency Product and Services	communicated to travelers.	
8. Office premises and Hours of Services	Office Premises/Hours	Required hours/space to perform obligations	Accommodation of calls during off-hours  Zero complaints that no one was around to answer calls.

#### **REQUIREMENTS TO THE CONTRACTOR:**

**The successful travel agency shall have the following minimum qualifications:**

- 1) Officially registered Travel / Ticket service provider with at least 4 years of active presence on the market**
- 2) Accredited IATA Travel Agency, duly licensed in the country, with access to Global Distribution System (at least 3 (three) years of IATA membership is required).
- 3) Maintains a good track record in serving international organizations, embassies, and medium to large multi-national corporations, proved by at least 3 (three) reference letters from main clients in terms of scope of cooperation/contract value.
- 4) Employs competent and experienced travel experts, especially in ticketing and fare computations, as evidenced by their track record in their Curriculum Vitae, corresponding to minimum requirements set below.
- 5) Financially and logistically capable of rendering services to UN agencies including UNDP (minimum 2000 air tickets sold annually within the period of 2018-2019 and minimum 250 air tickets sold in 2020 and minimum 1,000,000 USD annual turnover for the period of 2018-2019 and 100,000 USD for 2020 is required).
- 6) Maintains facilities of online booking/airline reservations (e.g. Amadeus, Sabre) – minimum one booking system is required, international ticketing, ticket printing facilities, train ticketing, international visa and accommodation support.
- 7) Availability of courier delivery.
- 8) Acceptance of UNDP General terms and conditions.

**The successful travel agency shall be required to devote at least one (1) personnel with the following minimum qualifications:**

- 1) Travel Expert dedicated to UNDP/UN Agency with a minimum of five (5) years of practical experience in travel services management, operating the automated reservation and ticketing systems.
- 2) Has adequate authority to make decisions for the timely resolution of problems.
- 3) Shall maintain operations necessary to support 24/7 in ad-hoc/emergencies as required by the UN/UNDP, including access of service and required issuing of tickets to the requested destinations.
- 4) Shall be fluent in Ukrainian and Russian and possess at least an intermediate level of English.

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

Suppose the travel agency decided to terminate the services of the travel expert. In that case, the travel agency must notify UNDP one month in advance and attach to the letter the Curriculum Vitae of the succeeding proposed travel expert. UNDP has the right to reject the newly nominated travel expert if not competent enough to handle travel services management.

UNDP reserves the right to interview the Senior Travel Experts before opening the financial proposal to finalize the technical proposal (in case of necessity).

## Section 6: Returnable Bidding Forms / Checklist

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

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

### Technical Proposal Envelope:

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

### Financial Proposal Envelope

**(Must be submitted in password protected file via email. Electronic format of submission only)**

▪ Form F: Financial Proposal Submission Form	<input type="checkbox"/>
▪ Form G: Financial Proposal Form	<input type="checkbox"/>

## Form A: Technical Proposal Submission Form

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

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

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

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

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

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

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

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

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

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

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

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

Signature: \_\_\_\_\_

*[Stamp with official stamp of the Bidder]*

## Form B: Bidder Information Form

<b>Legal name of Bidder</b>	[Complete]
<b>Legal address</b>	[Complete]
<b>Year of registration</b>	[Complete]
<b>Bidder's Authorized Representative Information</b>	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
<b>Are you a UNGM registered vendor?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert UGNM vendor number]
<b>Are you a UNDP vendor?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert UNDP vendor number]
<b>Countries of operation</b>	[Complete]
<b>No. of full-time employees</b>	[Complete]
<b>Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):</b>	[Complete]
<b>Does your Company hold any accreditation such as ISO 14001 related to the environment? (If yes, provide a Copy of the valid Certificate):</b>	[Complete]
<b>Does your Company have a written Statement of its Environmental Policy? (If yes, provide a Copy)</b>	[Complete]
<b>Contact person UNDP may contact for requests for clarification during Proposal evaluation</b>	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
<b>Please attach the following documents:</b>	▪ as per Section 4, required documents

## Form C: Joint Venture/Consortium/Association Information Form

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

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

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

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

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

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

Name of partner: _____	Name of partner: _____
Signature: _____	Signature: _____
Date: _____	Date: _____
 Name of partner: _____	 Name of partner: _____
 Signature: _____	 Signature: _____
 Date: _____	 Date: _____



Form D: Qualification Form

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

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

Historical Contract Non-Performance

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

☐ Contract(s) not performed for the last 3 years

Year	Non- performed portion of contract	Contract Identification	Total Contract Amount (current value in US\$)
		Name of Client: Address of Client: Reason(s) for non-performance:	

Litigation History (including pending litigation)

☐ No litigation history for the last 3 years

☐ Litigation History as indicated below

Year of dispute	Amount in dispute (in US\$)	Contract Identification	Total Contract Amount (current value in US\$)
		Name of Client: Address of Client: Matter in dispute: Party who initiated the dispute: Status of dispute: Party awarded if resolved:	

## Previous Relevant Experience

Please list only previous similar assignments successfully completed in the last 3 years.

List only those assignments for which the Bidder was legally contracted or sub-contracted by the Client as a company or was one of the Consortium/JV partners. Assignments completed by the Bidder's individual experts working privately or through other firms cannot be claimed as the relevant experience of the Bidder, or that of the Bidder's partners or sub-consultants, but can be claimed by the Experts themselves in their CVs. The Bidder should be prepared to substantiate the claimed experience by presenting copies of relevant documents and references if so requested by UNDP.

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

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

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

## Financial Standing

<b>Annual Turnover for the last 3 years</b>	Year	USD
	Year	USD
	Year	USD
<b>Latest Credit Rating (if any), indicate the source</b>		

Financial information (in US\$ equivalent)	Historic information for the last 3 years		
	Year 1	Year 2	Year 3
	<i>Information from Balance Sheet</i>		
Total Assets (TA)			
Total Liabilities (TL)			
Current Assets (CA)			
Current Liabilities (CL)			
	<i>Information from Income Statement</i>		
Total / Gross Revenue (TR)			

Profits Before Taxes (PBT)			
Net Profit			
Current Ratio			

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

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

## Form E: Format of Technical Proposal

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

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

### SECTION 1: Bidder's experience and reputation on the market

- 1.1 Brief description of the organization, including the year and country of incorporation, and types of activities undertaken.
- 1.2 General organizational capability which is likely to affect implementation: management structure, financial stability and project financing capacity, project management controls, extent to which any work would be subcontracted (if so, provide details).
- 1.3 Quality assurance procedures and risk mitigation measures.
- 1.4 Organization's commitment to sustainability.

### SECTION 2: Bidder's capability and expertise

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

- 2.1 Detailed organizational structure of the Company, including quantity of qualified personal available.
- 2.2 Information about financial state past 3 years.
- 2.3 Quality assurance.
- 2.4 Explain whether any work would be subcontracted, to whom, how much percentage of the work, the rationale for such, and the roles of the proposed sub-contractors and how everyone will function as a team.
- 2.5 Description of available performance monitoring and evaluation mechanisms and tools; how they shall be adopted and used for a specific requirement.
- 2.6 Demonstrate how you plan to integrate sustainability measures in the execution of the contract.
- 2.7 Draft proposed methodology and approach that confirms full adherence to the TOR and has detailed information on the proposed way that the study will be carried out in alignment with DFA Guidebook version 3.0, including but not limited to:
  - Proposed approach to selecting the electronic resources to be assessed;
  - Proposed approach to testing the resources for accessibility and adherence to principles of Universal Design (use of software, methods for observation, means of consultation with user groups to understand what aspects to look for, etc.);
  - Quality assurance plan, training for research staff and other aspects that allow to assess whether the research findings are relevant;
  - Composition and accompanying documents regarding the Study Review Board as noted above;
  - In-house capacity or ability to involve expertise on IT issues (IT, web-design, etc.) to work on technical aspects of the study.

### SECTION 3: Management Structure and Key Personnel

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

#### Format for CV of Proposed Key Personnel

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

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

\_\_\_\_\_  
Signature of Personnel

\_\_\_\_\_  
Date (Day/Month/Year)

Form F: Financial Proposal Submission Form

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

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

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

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

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

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

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

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

Signature: \_\_\_\_\_

[Stamp with official stamp of the Bidder]

## Form G: Financial Proposal Form

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

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

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

The below table represents a breakdown of tickets purchased grouped by destinations (for avia) and average quantity of train tickets (local) over 2019. It shall be used as a guide in preparing the Financial Proposal. Bidders are expected to insert their service fee per ticket issued for each of the destination groups. UNDP does not expect to pay any fees other than the services fees for each ticket.

Only columns marked blue need to be filled-in by the proposers.

Table 1: Avia tickets

Destination	Historical sales volume, 2019, number of avia tickets (1)	Service fee charged by the travel agency per avia ticket, USD or UAH (please indicate currency) (2)	VAT (if applicable), USD or UAH	Total price proposal (3)=(1)*(2), USD
European and CIS	1027			
Intercontinental	211			
Local (Ukraine)	232			
Others	290			
<b>Total</b>	<b>1,760.00</b>			<b>(4) = <math>\sum</math> (3)</b>

Table 2: Train tickets

Destination	Historical sales volume, 2019, number of train tickets (1)	Service fee charged by the travel agency per train ticket, USD or UAH (please indicate currency) (2)	VAT (if applicable), USD or UAH	Total price proposal (3)=(1)*(2), USD
<b>Total</b>	<b>3631</b>			

In addition to above main financial component, the Proposers are requested to provide their service handling fee for the below transactions which may be leveraged by UNDP upon request. The below rates will not be considered during the evaluation stages; however UNDP may include these fees in the Long Term Agreement as a guide.

#	Transaction	Service Fee, USD or UAH (please indicate currency)	VAT (if applicable), USD or UAH
1	Hotel reservations/accommodation		
2	Ground transportation/car rental		
3	Passport and Visa processing		
4	Travel insurance		
5	Excess baggage		
6	Package tours and promotions for personal travel (to be paid for by passenger)		
7	Privileged check-in services/use of airline lounges facilities		
8	Preferred seating arrangements/upgrades		
9	Emergency services, e.g. sickness, injury, etc.;		
10	Other services ( <i>Proposer to specify</i> )		

“Duly authorized to sign the proposal for and on behalf of” \_\_\_\_\_

(Name of Organisation): \_\_\_\_\_

Signature/Stamp of Entity/Date: \_\_\_\_\_

Name of representative: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone/Fax: \_\_\_\_\_

Email: \_\_\_\_\_