

United Nations Development Programme



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INVITATION TO BID

for the Provision of Common Travel Services

ITB No: UNDP-ITB-2021-261

Country: Pakistan

Issued on: 17 September 2021

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SECTION 1. LETTER OF INVITATION

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

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

- Section 1: This Letter of Invitation
- Section 2: Instruction to Bidders
- Section 3: Bid Data Sheet (BDS)
- Section 4: Evaluation Criteria
- Section 5: Schedule of Requirements and TORs
- Section 6: Returnable Bidding Forms
 - Form A: Bid Submission Form
 - Form B: Bidder Information Form
 - Form C: Joint Venture/Consortium/Association Information Form
 - Form D: Form D: Qualification Form
 - Form E: Format of Technical Bid
 - Form F: Price Schedule
 - Form G: Form of Bid Security
- Section 7: Risk Assessment Form

If you are interested in submitting a Bid in response to this ITB, please prepare your Bid in accordance with the requirements and procedure as set out in this ITB and submit it by the Deadline for Submission of Bids set out in Bid Data Sheet. **Monday, 11 October 2021 (12:30 PM Pakistan Standard Time OR 3:30 AM EST).**

Please acknowledge receipt of this ITB by sending an email to pakistan.procurement.info@undp.org, indicating whether you intend to submit a Bid or otherwise. You may also utilize the "Accept Invitation" function **on or before 30th September 2021 [12:30 PM, Pakistan Standard Time OR 3:30 AM, EST]** in e-Tendering system. This will enable you to receive amendments or updates to the ITB. Should you require further clarifications, kindly communicate with the contact person/s identified in the attached Bid Data Sheet as the focal point for queries on this ITB.

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

Issued by

Kanwal Abbas

Name: Kanwal Abbas

Title: Procurement Specialist

Date: **September 17, 2021**

Approved by:

(For)

Knut Ostby

Name: Knut Ostby

Title: Resident Representative

Date: **September 17, 2021**

[Signature]

SECTION 2. INSTRUCTION TO BIDDERS

| GENERAL PROVISIONS | |
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| Introduction | <p>1.1 Bidders shall adhere to all the requirements of this ITB, including any amendments made in writing by UNDP. This ITB is conducted in accordance with the UNDP Programme and Operations Policies and Procedures (POPP) on Contracts and Procurement which can be accessed at https://popp.undp.org/SitePages/POPPBSUnit.aspx?TermID=254a9f96-b883-476a-8ef8-e81f93a2b38d</p> <p>1.2 Any Bid submitted will be regarded as an offer by the Bidder and does not constitute or imply the acceptance of the Bid by UNDP. UNDP is under no obligation to award a contract to any Bidder as a result of this ITB.</p> <p>1.3 UNDP reserves the right to cancel the procurement process at any stage without any liability of any kind for UNDP, upon notice to the bidders or publication of cancellation notice on UNDP website.</p> <p>1.4 As part of the bid, it is desired that the Bidder registers at the United Nations Global Marketplace (UNGM) website (www.ungm.org). The Bidder may still submit a bid even if not registered with the UNGM. However, if the Bidder is selected for contract award, the Bidder must register on the UNGM prior to contract signature.</p> |
| Fraud & Corruption, Gifts and Hospitality | <p>1.5 UNDP strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical or unprofessional practices, and obstruction of UNDP vendors and requires all bidders/vendors observe the highest standard of ethics during the procurement process and contract implementation. UNDP's Anti-Fraud Policy can be found at http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti</p> <p>1.6 Bidders/vendors shall not offer gifts or hospitality of any kind to UNDP staff members including recreational trips to sporting or cultural events, theme parks or offers of holidays, transportation, or invitations to extravagant lunches or dinners.</p> <p>1.7 In pursuance of this policy, UNDP:</p> <p>(a) Shall reject a bid if it determines that the selected bidder has engaged in any corrupt or fraudulent practices in competing for the contract in question;</p> <p>(b) Shall declare a vendor ineligible, either indefinitely or for a stated period, to be awarded a contract if at any time it determines that the</p> |

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| | <p>vendor has engaged in any corrupt or fraudulent practices in competing for, or in executing a UNDP contract.</p> <p>1.8 All Bidders must adhere to the UN Supplier Code of Conduct, which may be found at http://www.un.org/depts/ptd/pdf/conduct_english.pdf</p> |
| Eligibility | <p>1.9 A vendor should not be suspended, debarred, or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization. Vendors are therefore required to disclose to UNDP whether they are subject to any sanction or temporary suspension imposed by these organizations.</p> <p>1.10 It is the Bidder's responsibility to ensure that its employees, joint venture members, sub-contractors, service providers, suppliers and/or their employees meet the eligibility requirements as established by UNDP.</p> |
| Conflict of Interests | <p>1.11 Bidders must strictly avoid conflicts with other assignments or their own interests, and act without consideration for future work. Bidders found to have a conflict of interest shall be disqualified. Without limitation on the generality of the above, Bidders, and any of their affiliates, shall be considered to have a conflict of interest with one or more parties in this solicitation process, if they:</p> <ul style="list-style-type: none"> a) Are or have been associated in the past, with a firm or any of its affiliates which have been engaged by UNDP to provide services for the preparation of the design, specifications, Terms of Reference, cost analysis/estimation, and other documents to be used for the procurement of the goods and services in this selection process; b) Were involved in the preparation and/or design of the programme/project related to the goods and/or services requested under this ITB; or c) Are found to be in conflict for any other reason, as may be established by, or at the discretion of UNDP. <p>1.12 In the event of any uncertainty in the interpretation of a potential conflict of interest, Bidders must disclose to UNDP, and seek UNDP's confirmation on whether or not such conflict exists.</p> <p>1.13 Similarly, the Bidders must disclose in their Bid their knowledge of the following:</p> <ul style="list-style-type: none"> a) If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel who are family members of UNDP staff involved in the procurement functions |

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| | <p>and/or the Government of the country or any Implementing Partner receiving goods and/or services under this ITB; and</p> <p>b) All other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices.</p> <p>Failure to disclose such an information may result in the rejection of the Bid or Bids affected by the non-disclosure.</p> <p>1.14 The eligibility of Bidders that are wholly or partly owned by the Government shall be subject to UNDP's further evaluation and review of various factors such as being registered, operated and managed as an independent business entity, the extent of Government ownership/share, receipt of subsidies, mandate and access to information in relation to this ITB, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Bid.</p> |
| B. PREPARATION OF BIDS | |
| General Considerations | <p>1.15 In preparing the Bid, the Bidder is expected to examine the ITB in detail. Material deficiencies in providing the information requested in the ITB may result in rejection of the Bid.</p> <p>1.16 The Bidder will not be permitted to take advantage of any errors or omissions in the ITB. Should such errors or omissions be discovered, the Bidder must notify the UNDP accordingly.</p> |
| Cost of Preparation of Bid | <p>1.17 The Bidder shall bear all costs related to the preparation and/or submission of the Bid, regardless of whether its Bid is selected or not. UNDP shall not be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process.</p> |
| Language | <p>1.18 The Bid, as well as any and all related correspondence exchanged by the Bidder and UNDP, shall be written in the language (s) specified in the BDS.</p> |
| Documents Comprising the Bid | <p>1.19 The Bid shall comprise of the following documents and related forms which details are provided in the BDS:</p> <ul style="list-style-type: none"> a) Documents Establishing the Eligibility and Qualifications of the Bidder; b) Technical Bid; c) Price Schedule; d) Bid Security, if required by BDS; e) Any attachments and/or appendices to the Bid. |
| Documents Establishing the | <p>1.20 The Bidder shall furnish documentary evidence of its status as an eligible and qualified vendor, using the Forms provided under Section</p> |

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| Eligibility and Qualifications of the Bidder | 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. |
| Technical Bid Format and Content | <p>1.21 The Bidder is required to submit a Technical Bid using the Standard Forms and templates provided in Section 6 of the ITB.</p> <p>1.22 Samples of items, when required as per Section 5, shall be provided within the time specified and unless otherwise specified by the Purchaser, at no expense to the UNDP. If not destroyed by testing, samples will be returned at Bidder's request and expense, unless otherwise specified.</p> <p>1.23 When applicable and required as per Section 5, the Bidder shall describe the necessary training programme available for the maintenance and operation of the equipment offered as well as the cost to the UNDP. Unless otherwise specified, such training as well as training materials shall be provided in the language of the Bid as specified in the BDS.</p> <p>1.24 When applicable and required as per Section 5, the Bidder shall certify the availability of spare parts for a period of at least five (5) years from date of delivery, or as otherwise specified in this ITB.</p> |
| Price Schedule | <p>1.25 The Price Schedule shall be prepared using the Form provided in Section 6 of the ITB and taking into consideration the requirements in the ITB.</p> <p>1.26 Any requirement described in the Technical Bid but not priced in the Price Schedule, shall be assumed to be included in the prices of other activities or items, as well as in the final total price.</p> |
| Bid Security | <p>1.27 A Bid Security, if required by BDS, shall be provided in the amount and form indicated in the BDS. The Bid Security shall be valid for a minimum of thirty (30) days after the final date of validity of the Bid.</p> <p>1.28 The Bid Security shall be included along with the Bid. If Bid Security is required by the ITB but is not found in the Bid, the offer shall be rejected.</p> <p>1.29 If the Bid Security amount or its validity period is found to be less than what is required by UNDP, UNDP shall reject the Bid.</p> <p>1.30 In the event an electronic submission is allowed in the BDS, Bidders shall include a copy of the Bid Security in their bid and the original of the Bid Security must be sent via courier or hand delivery as per the instructions in BDS.</p> |

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| | <p>1.31 The Bid Security may be forfeited by UNDP, and the Bid rejected, in the event of any, or combination, of the following conditions:</p> <ul style="list-style-type: none"> a) If the Bidder withdraws its offer during the period of the Bid Validity specified in the BDS, or; b) In the event the successful Bidder fails: <ul style="list-style-type: none"> i. to sign the Contract after UNDP has issued an award; or ii. to furnish the Performance Security, insurances, or other documents that UNDP may require as a condition precedent to the effectivity of the contract that may be awarded to the Bidder. |
| Currencies | <p>1.32 All prices shall be quoted in the currency or currencies indicated in the BDS. Where Bids are quoted in different currencies, for the purposes of comparison of all Bids:</p> <ul style="list-style-type: none"> a) UNDP will convert the currency quoted in the Bid into the UNDP preferred currency, in accordance with the prevailing UN operational rate of exchange on the last day of submission of Bids; and b) In the event that UNDP selects a Bid for award that is quoted in a currency different from the preferred currency in the BDS, UNDP shall reserve the right to award the contract in the currency of UNDP's preference, using the conversion method specified above. |
| Joint Venture, Consortium or Association | <p>1.33 If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Bid, they shall confirm in their Bid that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Bid; and (ii) if they are awarded the contract, the contract shall be entered into, by and between UNDP and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture.</p> <p>1.34 After the Deadline for Submission of Bid, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of UNDP.</p> <p>1.35 The lead entity and the member entities of the JV, Consortium or Association shall abide by the provisions of Clause 9 herein in respect of submitting only one Bid.</p> <p>1.36 The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entities in the joint venture in delivering the requirements of the ITB, both in the Bid and the JV, Consortium or Association Agreement. All entities</p> |

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| | <p>that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by UNDP.</p> <p>1.37 A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:</p> <ul style="list-style-type: none"> a) Those that were undertaken together by the JV, Consortium or Association; and b) Those that were undertaken by the individual entities of the JV, Consortium or Association. <p>1.38 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>1.39 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> |
| Only One Bid | <p>1.40 The Bidder (including the individual members of any Joint Venture) shall submit only one Bid, either in its own name or as part of a Joint Venture.</p> <p>1.41 Bids submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <ul style="list-style-type: none"> a) they have at least one controlling partner, director or shareholder in common; or b) any one of them receive or have received any direct or indirect subsidy from the other/s; or c) they have the same legal representative for purposes of this ITB; or d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Bid of another Bidder regarding this ITB process; e) they are subcontractors to each other's Bid, or a subcontractor to one Bid also submits another Bid under its name as lead Bidder; or some key personnel proposed to be in the team of one Bidder participates in more than one Bid received for this ITB process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Bid. |
| Bid Validity Period | <p>1.42 Bids shall remain valid for the period specified in the BDS, commencing on the Deadline for Submission of Bids. A Bid valid for a shorter period may be rejected by UNDP and rendered non-responsive.</p> |

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| | 1.43 During the Bid validity period, the Bidder shall maintain its original Bid without any change, including the availability of the Key Personnel, the proposed rates and the total price. |
| Extension of Bid Validity Period | <p>1.44 In exceptional circumstances, prior to the expiration of the Bid validity period, UNDP may request Bidders to extend the period of validity of their Bids. The request and the responses shall be made in writing, and shall be considered integral to the Bid.</p> <p>1.45 If the Bidder agrees to extend the validity of its Bid, it shall be done without any change to the original Bid.</p> <p>1.46 The Bidder has the right to refuse to extend the validity of its Bid, in which case, the Bid shall not be further evaluated.</p> |
| Clarification of Bid (from the Bidders) | <p>1.47 Bidders may request clarifications on any of the ITB documents no later than the date indicated in the BDS. Any request for clarification must be sent in writing in the manner indicated in the BDS. If inquiries are sent other than specified channel, even if they are sent to a UNDP staff member, UNDP shall have no obligation to respond or confirm that the query was officially received.</p> <p>1.48 UNDP will provide the responses to clarifications through the method specified in the BDS.</p> <p>1.49 UNDP shall endeavour to provide responses to clarifications in an expeditious manner, but any delay in such response shall not cause an obligation on the part of UNDP to extend the submission date of the Bids, unless UNDP deems that such an extension is justified and necessary.</p> |
| Amendment of Bids | <p>1.50 At any time prior to the deadline of Bid submission, UNDP may for any reason, such as in response to a clarification requested by a Bidder, modify the ITB in the form of an amendment to the ITB. Amendments will be made available to all prospective bidders.</p> <p>1.51 If the amendment is substantial, UNDP may extend the Deadline for submission of Bid to give the Bidders reasonable time to incorporate the amendment into their Bids.</p> |
| Alternative Bids | 1.52 Unless otherwise specified in the BDS, alternative Bids shall not be considered. If submission of alternative Bid is allowed by BDS, a Bidder may submit an alternative Bid, but only if it also submits a Bid conforming to the ITB requirements. Where the conditions for its acceptance are met, or justifications are clearly established, UNDP reserves the right to award a contract based on an alternative Bid. |

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| | 1.53 If multiple/alternative bids are being submitted, they must be clearly marked as "Main Bid" and "Alternative Bid" |
| Pre-Bid Conference | 1.54 When appropriate, a pre-bid conference will be conducted at the date, time and location specified in the BDS. All Bidders are encouraged to attend. Non-attendance, however, shall not result in disqualification of an interested Bidder. Minutes of the Bidder's conference will be disseminated on the procurement website and shared by email or on the e-Tendering platform as specified in the BDS. No verbal statement made during the conference shall modify the terms and conditions of the ITB, unless specifically incorporated in the Minutes of the Bidder's Conference or issued/posted as an amendment to ITB. |
| C. SUBMISSION AND OPENING OF BIDS | |
| Submission | <p>1.55 The Bidder shall submit a duly signed and complete Bid comprising the documents and forms in accordance with requirements in the BDS. The Price Schedule shall be submitted together with the Technical Bid. Bid can be delivered electronic method of transmission as specified in the BDS.</p> <p>1.56 The Bid shall be signed by the Bidder or person(s) duly authorized to commit the Bidder. The authorization shall be communicated through a document evidencing such authorization issued by the legal representative of the bidding entity, or a Power of Attorney, accompanying the Bid.</p> <p>1.57 Bidders must be aware that the mere act of submission of a Bid, in and of itself, implies that the Bidder fully accepts the UNDP General Contract Terms and Conditions.</p> |
| Hard copy (manual) submission | <p>1.58 Hard copy (manual) submission by courier or hand delivery allowed or specified in the BDS shall be governed as follows:</p> <p>a) The signed Bid shall be marked "Original", and its copies marked "Copy" as appropriate. The number of copies is indicated in the BDS. All copies shall be made from the signed original only. If there are discrepancies between the original and the copies, the original shall prevail.</p> <p>(b) The Technical Bid and Price Schedule must be sealed and submitted together in an envelope, which shall:</p> <ol style="list-style-type: none"> Bear the name of the Bidder; Be addressed to UNDP as specified in the BDS; and Bear a warning not to open before the time and date for Bid opening as specified in the BDS. |

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| | <p>If the envelope with the Bid is not sealed and marked as required, UNDP shall assume no responsibility for the misplacement, loss, or premature opening of the Bid.</p> |
| Email and eTendering submissions | <p>1.59 Electronic submission through email or e-Tendering, if allowed as specified in the BDS, shall be governed as follows:</p> <ul style="list-style-type: none"> a) Electronic files that form part of the Bid must be in accordance with the format and requirements indicated in BDS; b) Documents which are required to be in original form (e.g. Bid Security, etc.) must be sent via courier or hand delivered as per the instructions in BDS. <p>1.60 Detailed instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link: http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notice/resources/</p> |
| Deadline for Submission of Bids and Late Bids | <p>1.61 Complete Bids must be received by UNDP in the manner, and no later than the date and time, specified in the BDS. UNDP shall only recognise the actual date and time that the bid was received by UNDP</p> <p>1.62 UNDP shall not consider any Bid that is received after the deadline for the submission of Bids.</p> |
| Withdrawal, Substitution, and Modification of Bids | <p>1.63 A Bidder may withdraw, substitute or modify its Bid after it has been submitted at any time prior to the deadline for submission.</p> <p>1.64 Manual and Email submissions: A bidder may withdraw, substitute or modify its Bid by sending a written notice to UNDP, duly signed by an authorized representative, and shall include a copy of the authorization (or a Power of Attorney). The corresponding substitution or modification of the Bid, if any, must accompany the respective written notice. All notices must be submitted in the same manner as specified for submission of Bids, by clearly marking them as "WITHDRAWAL" "SUBSTITUTION," or "MODIFICATION"</p> <p>1.65 eTendering: A Bidder may withdraw, substitute or modify its Bid by Cancelling, Editing, and re-submitting the Bid directly in the system. It is the responsibility of the Bidder to properly follow the system instructions, duly edit and submit a substitution or modification of the Bid as needed. Detailed instructions on how to cancel or modify a Bid directly in the system are provided in the Bidder User Guide and Instructional videos.</p> |

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| | 1.66 Bids requested to be withdrawn shall be returned unopened to the Bidders (only for manual submissions), except if the bid is withdrawn after the bid has been opened. |
| Bid Opening | <p>1.67 UNDP will open the Bid in the presence of an ad-hoc committee formed by UNDP of at least two (2) members.</p> <p>1.68 The Bidders' names, modifications, withdrawals, the condition of the envelope labels/seals, the number of folders/files and all other such other details as UNDP may consider appropriate, will be announced at the opening. No Bid shall be rejected at the opening stage, except for late submissions, in which case, the Bid shall be returned unopened to the Bidders.</p> <p>1.69 In the case of e-Tendering submission, bidders will receive an automatic notification once the Bid is opened.</p> |
| D. EVALUATION OF BIDS | |
| Confidentiality | <p>1.70 Information relating to the examination, evaluation, and comparison of Bids, and the recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with such process, even after publication of the contract award.</p> <p>1.71 Any effort by a Bidder or anyone on behalf of the Bidder to influence UNDP in the examination, evaluation and comparison of the Bids or contract award decisions may, at UNDP's decision, result in the rejection of its Bid and may subsequently be subject to the application of prevailing UNDP's vendor sanctions procedures.</p> |
| Evaluation of Bids | <p>1.72 UNDP will conduct the evaluation solely on the basis of the Bids received.</p> <p>1.73 Evaluation of Bids shall be undertaken in the following steps:</p> <ul style="list-style-type: none"> a) Preliminary Examination including Eligibility b) Arithmetical check and ranking of bidders who passed preliminary examination by price. c) Qualification assessment (if pre-qualification was not done) a) Evaluation of Technical Bids b) Evaluation of prices <p>Detailed evaluation will be focussed on the 3 - 5 lowest priced bids. Further higher priced bids shall be added for evaluation if necessary</p> |
| Preliminary Examination | 1.74 UNDP shall examine the Bids to determine whether they are complete with respect to minimum documentary requirements, whether the documents have been properly signed, and whether the Bids are generally in order, among other indicators that may be used at this stage. UNDP reserves the right to reject any Bid at this stage. |

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| Evaluation of Eligibility and Qualification | <p>1.75 Eligibility and Qualification of the Bidder will be evaluated against the Minimum Eligibility/Qualification requirements specified in the Section 4 (Evaluation Criteria).</p> <p>1.76 In general terms, vendors that meet the following criteria may be considered qualified:</p> <ul style="list-style-type: none"> a) They are not included in the UN Security Council 1267/1989 Committee's list of terrorists and terrorist financiers, and in UNDP's ineligible vendors' list; b) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments, c) They have the necessary similar experience, technical expertise, production capacity, quality certifications, quality assurance procedures and other resources applicable to the supply of goods and/or services required; d) They are able to comply fully with the UNDP General Terms and Conditions of Contract; e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and f) They have a record of timely and satisfactory performance with their clients. |
| Evaluation of Technical Bid and prices | <p>1.77 The evaluation team shall review and evaluate the Technical Bids on the basis of their responsiveness to the Schedule of Requirements and Technical Specifications and other documentation provided, applying the procedure indicated in the BDS and other ITB documents. When necessary, and if stated in the BDS, UNDP may invite technically responsive bidders for a presentation related to their technical Bids. The conditions for the presentation shall be provided in the bid document where required.</p> |
| Due diligence | <p>1.78 UNDP reserves the right to undertake a due diligence exercise, aimed at determining to its satisfaction, the validity of the information provided by the Bidder. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the following:</p> <ul style="list-style-type: none"> a) Verification of accuracy, correctness and authenticity of information provided by the Bidder; b) Validation of extent of compliance to the ITB requirements and evaluation criteria based on what has so far been found by the evaluation team; c) Inquiry and reference checking with Government entities with jurisdiction on the Bidder, or with previous clients, or any other entity that may have done business with the Bidder; |

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| | <ul style="list-style-type: none"> d) Inquiry and reference checking with previous clients on the performance on on-going or completed contracts, including physical inspections of previous works, as deemed necessary; e) Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder; f) Other means that UNDP may deem appropriate, at any stage within the selection process, prior to awarding the contract. |
| Clarification of Bids | <p>1.79 To assist in the examination, evaluation and comparison of Bids, UNDP may, at its discretion, request any Bidder for a clarification of its Bid.</p> <p>1.80 UNDP's request for clarification and the response shall be in writing and no change in the prices or substance of the Bid shall be sought, offered, or permitted, except to provide clarification, and confirm the correction of any arithmetic errors discovered by UNDP in the evaluation of the Bids, in accordance with the ITB.</p> <p>1.81 Any unsolicited clarification submitted by a Bidder in respect to its Bid, which is not a response to a request by UNDP, shall not be considered during the review and evaluation of the Bids.</p> |
| Responsiveness of Bid | <p>1.82 UNDP's determination of a Bid's responsiveness will be based on the contents of the bid itself. A substantially responsive Bid is one that conforms to all the terms, conditions, specifications and other requirements of the ITB without material deviation, reservation, or omission.</p> <p>1.83 If a bid is not substantially responsive, it shall be rejected by UNDP and may not subsequently be made responsive by the Bidder by correction of the material deviation, reservation, or omission.</p> |
| Nonconformities, Reparable Errors and Omissions | <p>1.84 Provided that a Bid is substantially responsive, UNDP may waive any non-conformities or omissions in the Bid that, in the opinion of UNDP, do not constitute a material deviation.</p> <p>1.85 UNDP may request the Bidder to submit the necessary information or documentation, within a reasonable period, to rectify nonmaterial nonconformities or omissions in the Bid related to documentation requirements. Such omission shall not be related to any aspect of the price of the Bid. Failure of the Bidder to comply with the request may result in the rejection of its Bid.</p> <p>1.86 For the bids that have passed the preliminary examination, UNDP shall check and correct arithmetical errors as follows:</p> <ul style="list-style-type: none"> a) if there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of UNDP there is an obvious misplacement of |

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| | <p>the decimal point in the unit price; in which case, the line item total as quoted shall govern and the unit price shall be corrected;</p> <p>b) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and</p> <p>c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail.</p> <p>1.87 If the Bidder does not accept the correction of errors made by UNDP, its Bid shall be rejected.</p> |
| E. AWARD OF CONTRACT | |
| Right to Accept, Reject, Any or All Bids | <p>1.88 UNDP reserves the right to accept or reject any bid, to render any or all of the bids as non-responsive, and to reject all Bids at any time prior to award of contract, without incurring any liability, or obligation to inform the affected Bidder(s) of the grounds for UNDP's action. UNDP shall not be obliged to award the contract to the lowest priced offer.</p> |
| Award Criteria | <p>1.89 Prior to expiration of the period of Bid validity, UNDP shall award the contract to the qualified and eligible Bidder that is found to be responsive to the requirements of the Schedule of Requirements and Technical Specification, and has offered the lowest price.</p> |
| Debriefing | <p>1.90 In the event that a Bidder is unsuccessful, the Bidder may request for a debriefing from UNDP. The purpose of the debriefing is to discuss the strengths and weaknesses of the Bidder's submission, in order to assist the Bidder in improving its future Bids for UNDP procurement opportunities. The content of other Bids and how they compare to the Bidder's submission shall not be discussed.</p> |
| Right to Vary Requirements at the Time of Award | <p>1.91 At the time of award of Contract, UNDP reserves the right to vary the quantity of goods and/or services, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.</p> |
| Contract Signature | <p>1.92 Within fifteen (15) days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to UNDP. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Bid Security, if any, and on which event, UNDP may award the Contract to the Second highest rated or call for new Bids.</p> |

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| Contract Type and General Terms and Conditions | 1.93 The types of Contract to be signed and the applicable UNDP Contract General Terms and Conditions, as specified in BDS, can be accessed at http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html |
| Performance Security | 1.94 A performance security, if required in the BDS, shall be provided in the amount specified in BDS and form available at https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP POPP DOCUMENT LIBRARY/Public/PSU Solicitation Performance %20Guarantee%20Form.docx&action=default within a maximum of fifteen (15) days of the contract signature by both parties. Where a performance security is required, the receipt of the performance security by UNDP shall be a condition for rendering the contract effective. |
| Bank Guarantee for Advanced Payment | 1.95 Except when the interests of UNDP so require, it is UNDP's standard practice to not make advance payment(s) (i.e., payments without having received any outputs). If an advance payment is allowed as per the BDS, and exceeds 20% of the total contract price, or USD 30,000, whichever is less, the Bidder shall submit a Bank Guarantee in the full amount of the advance payment in the form available at https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP POPP DOCUMENT LIBRARY/Public/PSU Contract%20Management%20Payment%20and%20Taxes Advanced%20Payment%20Guarantee %20Form.docx&action=default |
| Liquidated Damages | 1.96 If specified in the BDS, UNDP shall apply Liquidated Damages for the damages and/or risks caused to UNDP resulting from the Contractor's delays or breach of its obligations as per Contract. |
| Payment Provisions | 1.97 Payment will be made only upon UNDP's acceptance of the goods and/or services performed. The terms of payment shall be within thirty (30) days, after receipt of invoice and certification of acceptance of goods and/or services issued by the proper authority in UNDP with direct supervision of the Contractor. Payment will be effected by bank transfer in the currency of the contract. |
| Vendor Protest | 1.98 UNDP's vendor protest procedure provides an opportunity for appeal to those persons or firms not awarded a contract through a competitive procurement process. In the event that a Bidder believes that it was not treated fairly, the following link provides further details regarding UNDP vendor protest procedures: http://www.undp.org/content/undp/en/home/procurement/business/protest-and-sanctions.html |

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| Other Provisions | <p>1.99 In the event that the Bidder offers a lower price to the host Government (e.g. General Services Administration (GSA) of the federal government of the United States of America) for similar goods and/or services, UNDP shall be entitled to the same lower price. The UNDP General Terms and Conditions shall have precedence.</p> <p>1.100 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>1.101 The United Nations has established restrictions on employment of (former) UN staff who have been involved in the procurement process as per bulletin ST/SGB/2006/15 http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&referer</p> |
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SECTION 3. BID DATA SHEET

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

| BDS No. | Ref. to Section.2 | Data | Specific Instructions / Requirements |
|---------|-------------------|---|---|
| 1 | 7 | Language of the Bid | English |
| 2 | | Submitting Bids for Parts or sub-parts of the Schedule of Requirements (partial bids) | Not Allowed |
| 3 | 20 | Alternative Bids | Shall not be considered |
| 4 | 21 | Pre-Bid conference /Site visit | <p><input checked="" type="checkbox"/> Will be Conducted</p> <p>Due to current situation of Preventive measures against Corona Virus, Preproposal meeting will be held through ZOOM Call on Thursday 30th September 2021 from 11 AM PST till 1 PM PST.</p> <p>https://undp.zoom.us/j/XXXXXXXXXXXX</p> <p>Interested parties will send their requests to attend this Pre-Proposal meeting at pakistan.procurement.info@undp.org; and pramila.tripathi@undp.org; by and before 1200 hours PST Wednesday 29th September 2021, in order to add in Zoom Call. Please mention ITB Reference number in subject line of email.</p> |
| 5 | 16 | Bid Validity Period | 90 days |
| 6 | 13 | Bid Security | <p>Required PKR 1,000,000/- equivalent in USD 6,060/- @ UN Exchange Rate 1 USD=165/-. The Original Bid Security should be sent to UNDP Office through courier at the following address on or before Monday, 11th October 2021 at 12:30 pm and a scanned copy should be submitted through</p> |

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| | | | <p>the e-Tendering system.</p> <p style="text-align: center;">UNDP-ITB-2021-261 UNDP Registry, Quotation/Bids/Proposals United Nations Development Programme Serena Business Complex, 2nd Floor, Khayaban e Suharwardy, Islamabad, Pakistan Tel: 051-8355600 Fax: 051-2600254-5</p> <p>Acceptable forms of Bid Security: <input checked="" type="checkbox"/> Form of Bid Security (See Section 6, FORM - G for template) <input checked="" type="checkbox"/> Any Bank-issued Check / Cashier's Check / Certified Check In the name of "UNDP Representative Rupee Account".</p> <p>Validity of Bid Security: 120 days from the last day of bid submission.</p> <p>Bid security of unsuccessful bidders shall be returned.</p> |
| 7 | 41 | Advanced Payment upon signing of contract | Not Allowed |
| 8 | 42 | Liquidated Damages | Will not be imposed . |
| 9 | 40 | Performance Security | <input checked="" type="checkbox"/> Not Required |
| 10 | 12 | Currency of Bid | <input checked="" type="checkbox"/> Local Currency i.e. PAK Rupees (Or) <input checked="" type="checkbox"/> United States Dollars (US\$) <p>In case of US\$, the UN Rate of Exchange of respective month shall apply when bid submission period closes. The Local vendor will be paid in PKR.</p> |
| 11 | 31 | Deadline for submitting requests for clarifications/ questions | 7 days before the submission deadline |

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| 12 | 31 | Contact Details for submitting clarifications/questions | Focal Person in UNDP: Ms. Pramila Tripathi Email: pakistan.procurement.info@undp.org ; pramila.tripathi@undp.org |
| 13 | 18, 19 and 21 | Manner of Disseminating Supplemental Information to the ITB and responses/clarifications to queries | Posted directly to e-Tendering and Direct communication to prospective Proposers by email and Posting on the following website http://www.pk.undp.org/content/pakistan/en/home/operations/procurement0/ |
| 14 | 23 | Deadline for Submission | Monday, 11th October 2021 (12:30 PM Pakistan Standard Time OR 2:30 AM EST). PLEASE NOTE: - 1. Date and time visible on the main screen of event (on e-tendering portal) will be final and prevail over any other closing time indicated elsewhere, in case they are different. The correct bid closing time is as indicated in the e-tendering portal and system will not accept any bid after that time. It is the responsibility of the bidder to make sure bids are submitted within this deadline. UNDP will not accept any bid that is not submitted directly in the system. 2. Submit your bid a day prior or well before the closing time. Do not wait until last minute. If you face any issue in submitting your bid at the last minute, UNDP may not be able to assist. |
| 14 | 22 | Allowable Manner of Submitting Bids | <input checked="" type="checkbox"/> Online bidding in E-tendering module. |
| 15 | 22 | Bid Submission Address | To be submitted in e-Tendering system: https://etendering.partneragencies.org Note: Detailed instructions on how to register, submit, modify or cancel a bid in the eTendering system are provided in the e-Tendering System |

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| | | | <p>Bidder User Guide and Instructional videos available on this link:</p> <p>http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notice/resources/</p> |
| 16 | 22 | Electronic submission e-Tendering requirements | <ul style="list-style-type: none"> ▪ Format: PDF files only and Price Schedule should be signed and stamped as well. ▪ File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard. ▪ All files must be free of viruses and not corrupted. ▪ Documents which are required in original (e.g. Bid Security) should be sent to the below address with a PDF copy submitted as part of the electronic submission: <p style="text-align: center;">UNDP-ITB-2021-261</p> <p>UNDP Registry, Quotation/Bids/Proposals United Nations Development Programme Serena Business Complex, 2nd Floor, Khayaban e Suharwardy, Islamabad, Pakistan Tel: 051-8355600 Fax: 051-2600254-5</p> |
| 17 | 25 | Date, time and venue for the opening of bid | <p>Date and Time: October 11, 2021 3:00 PM</p> <p>In the case of e-Tendering submission, bidders will receive an automatic notification once their Bids are opened. The Public Bid Opening Report will be sent directly from the system to bidders who have successfully posted a bid. This report only displays total Bid price for each bid submitted.</p> |
| 18 | 27, 36 | Evaluation Method for the Award of Contract | Lowest priced technically responsive, eligible and qualified bid. |
| 19 | | Expected date for commencement of Contract | <i>January 1, 2022</i> |
| 20 | | Maximum expected duration of contract | <p>☑ The Long-Term Agreement (LTA) with the selected vendor/s will be initially for a period of two years, with the provision of extension for one additional year, based on satisfactory performance</p> |

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| 21 | 35 | UNDP will award the contract to: | <p>One or more Proposers, depending on the following factors :</p> <ul style="list-style-type: none"> • Due to the volume and large number of transactions for the travel services required , UN Agencies may select one or more proposers for efficient and reliable travel services, • subject to placement of orders is determined through a secondary competition |
| 22 | 39 | Type of Contract | <p>Contract for Goods and/or Services for/to UN Entities</p> <p>http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</p> |
| 23 | 39 | UNDP Contract Terms and Conditions that will apply | <p>UNDP General Terms and Conditions for Contracts</p> <p>http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</p> |
| 24 | | Other Information Related to the ITB | |

SECTION 4. EVALUATION CRITERIA

Preliminary Examination Criteria

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

- Appropriate signatures
- Power of Attorney
- Minimum Bid documents provided (as mentioned in Section 6 Form B): Bidder Information Form
- Bid Validity
- Bid Security submitted as per ITB requirements with compliant validity period

Minimum Eligibility Criteria

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

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

| Subject | Criteria | Document Submission requirement |
|----------------------------------|---|---------------------------------|
| ELIGIBILITY | | |
| Legal Status | Vendor is a legally registered entity. | Form B: Bidder Information Form |
| Eligibility | Vendor is not suspended, nor debarred, nor otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization in accordance with ITB clause 3. | Form A: Bid Submission Form |
| Conflict of Interest | No conflicts of interest in accordance with ITB clause 4. | Form A: Bid Submission Form |
| Bankruptcy | Has not declared bankruptcy, is not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future. | Form A: Bid Submission Form |
| Certificates and Licenses | <ul style="list-style-type: none"> ▪ Duly authorized to act as Agent on behalf of the Manufacturer, or Power of Attorney, if bidder is not a manufacturer | Form B: Bidder Information Form |

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| | <ul style="list-style-type: none"> ▪ Official appointment as local representative, if Bidder is submitting a Bid on behalf of an entity located outside the country ▪ Export/Import Licenses, if applicable ▪ Certificate of Registration of the business with SECP ▪ Certificate of Registration with Department of Tourist Services (DTS) | |
| QUALIFICATION | | |
| History of Non-Performing Contracts¹ | Non-performance of a contract did not occur as a result of contractor default for the last 3 years. | Form D: Qualification Form |
| Litigation History | No consistent history of court/arbitral award decisions against the Bidder for the last 3 years. | Form D: Qualification Form |
| Previous Experience | <ul style="list-style-type: none"> • Minimum 5 years of experience in Providing Travel Services to UN and/or International Organisations • Minimum 3 contracts of similar nature implemented over the last 5 years, Evidences of these contracts are required. | Form D: Qualification Form |
| Financial Standing | Minimum average annual turnover of PKR 10,000,000 (For Local Bidders) or USD 60,600 (For International Bidders) for the last Three (03) years. | Form D: Qualification Form |
| | Latest Audited Financial Statement (Income Statement and Balance Sheet) including Auditor's Report for the past three (03) years (2017-2018, 2018-2019 and 2019-2020); and the Quick Ratio should be equal or greater than 1. | |
| | Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability. | Form D: Qualification Form |
| Technical Evaluation | The technical bids shall be evaluated on a pass/fail basis for compliance or non-compliance with the following criteria: | Form E: Technical Bid Form |

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

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| | <p><input checked="" type="checkbox"/> Full compliance with the required services as per TOR's [Must meet the requirements (Y/N)]</p> <p><input checked="" type="checkbox"/> Accredited IATA Travel Agent duly licensed in Pakistan. [Must meet the requirements (Y/N)]</p> <p><input checked="" type="checkbox"/> Employs competent and experienced travel consultants/counsellors, especially in ticketing and fare computations, as evidenced by their track record in their Curriculum Vitae. [Must meet the requirements (Y/N)]</p> | |
| Financial Evaluation | <p>Detailed analysis of the price schedule based on requirements listed in Section 5 and quoted for by the bidders in Form F.</p> <ol style="list-style-type: none"> 1. Price comparison shall be based on the quoted Price, including all Services as per TOR's etc.) 2. Comparison with budget/internal estimates. | Form F: Price Schedule Form |

SECTION 5A: SCHEDULE OF REQUIREMENTS

SECTION 5B: TERMS OF REFERENCE

For The Selection of a Common Travel Agent for the UN System in Pakistan Airline Reservation, Ticketing and Protocol Services

A. BACKGROUND

In compliance with the Secretary General's UN Reform Programme, the UN Resident Coordinator (RC) System in Pakistan, consisting of all UN agencies present in the country, has undertaken steps to harmonize common services among the UN Agencies in Pakistan, which includes but not limited to the United Nations Development Programme (UNDP), Food and Agriculture Organization (FAO), United Nations Population Fund (UNFPA), United Nations Children Education Fund (UNICEF), United Nations Industrial Development Organization (UNIDO), United Nations Educational, Scientific and Cultural Organization (UNESCO), World Food Programme (WFP), United Nations High Commission for Refugees (UNHCR), United Nations Information Center (UNIC), World Bank, United Nations Department of Safety and Security (UNDSS), United Nations Programme on HIV/AIDS (UNAIDS), IOM, UN-Habitat, UN-Women, WHO.

In order to achieve cost efficiency from economies of scale while ensuring outstanding quality of service, one recommendation agreed among the UN Agencies was to consolidate all the travel requirements and enter into one (1) common contract with at least two (2) travel agencies to serve all its travel needs and service requirements.

Travel, as referred to in the TOR, shall apply to all movements or journey of UN staff from one place to another for official business purposes, both international and domestic. These official purposes include, but need not be limited, to the following:

- Official missions, meetings, and various events.
- Interviews of applications / Candidates for employment
- Appointment and repatriation of staff and family members.
- Home leaves, emergency travels and educational leaves; and
- Visit to project sites, by either UN staff, Government and counterparts, or other entities involved in execution of various UN-funded undertakings.

The estimated cost of International and Domestic travels for the year ended 31 December 2019 was Rupees 448 million and for the year 2020 Rupees 105 million (reduction due to Covid-19 pandemic).

The figure mentioned is a good and fair estimate of the air travel spends for the year 2019 & 2020 of UN organizations using the One-UN Long term agreement. It is based on management information currently available to UNDP.

Please note UNDP offers (but cannot warrant) the accuracy of any information contained in the above states report and offers it in good faith. Any agreement resulting from this Request for Proposal carries with it no guarantee of future business levels.

B. QUALIFICATIONS OF THE SUCCESSFUL TRAVEL AGENT

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

For purposes of accessibility, easy of coordination and efficiency of delivery of services the Travel agent should have an operational office in Islamabad.

The successful travel agency who will be contracted to serve the needs of the UN Agency System shall have the following minimum qualifications:

1. Accredited IATA Travel Agent duly licensed in Pakistan.
2. Maintains a good track record in serving international organizations, embassies, and multinational corporations.
3. Accredited by Consular Offices and Embassies, Ministry of Foreign Affairs (MFA) and Islamabad International Airport.
4. Employs competent and experienced travel consultants, especially in ticketing and fare computations, as evidenced by their track record in their Curriculum Vitae
5. Financially stable, w/average annual turnover for the last three (03) years should not be less than Pak Rs.10,000,000.
6. Currently maintains global network/affiliates in major UN destinations.
7. In-Plants to be provided on agency needs (bilateral basis). Orientation briefing to be provided to the in-plants.
8. Maintains facilities of on-line booking/airline reservations, in-plant domestic and international ticketing and ticket printing facilities/satellite ticketing printer. (CRS, STP, basic office equipment, telecommunications equipment, and online booking tool.
9. Capable of deploying motorized messenger(s)/documentation clerk(s)
10. Willing and able to guarantee the delivery of products and services in accordance with the performance standards required by this TOR.

The successful travel agent shall also be required to devote at least following personnel providing dedicated services to the travel needs of the UN, consisting of the following:

- To provide the current number of staff and proposed staff for handling UN travel
- Deadlines should be mentioned
- Return/receipt should be active for emails.
- General Service Agent (GSA)

All such personnel shall be required to be well-versed on the travel policies of the UN and each of its agencies and adopt the same knowledge on the conduct of business and delivery of services to the UN System. The personnel who will be assigned to serve the UN need not necessarily be new but may also be current employee of the travel agency, to be re-assigned to service the UN requirements on a full-time basis.

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

C. MINIMUM PRODUCTS AND SERVICES REQUIRED BY UN AGENCIES

The successful travel agent contractor shall provide full, prompt, accurate and expert international and domestic travel products and services to officers/staff of the UN Agency System, their dependents and other travelers authorized/accredited under the System, in accordance with the UN policies, procedures and guidelines. The products and services required by the UN Agencies include, but not be limited to, the following:

1. Reservation and Ticketing

- a) For every duly approved UN Travel Authorization, travel agency shall immediately make bookings on the three (3) main airlines operating the route and prepare appropriate itineraries and formal quotations based on the lowest fare and the most direct and convenient routing;
- b) In the event that required travel arrangements cannot be confirmed, travel agency shall notify the requesting party of the problem and present three (3) alternative routings/quotations for consideration;
- c) For wait-listed bookings, travel agency shall provide regular feedback on status of flight;
- d) Travel agency shall promptly issue and deliver accurately printed tickets and detailed itineraries, (in printed and electronic format) showing the accurate status of the airline and hotel reservations on all segments of the journey; and
- e) Travel agency shall accurately advise the UN of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings.

2. Airfares and Airline Routings/Itineraries

Travel agency shall –

- a) 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;
- b) ensure that tickets issued are in accordance with entitlements prescribed in the Travel Authorization;
- c) Assist UN Travel Administrator in negotiating with airlines on preferred carrier fares for the UN Agency System, (and load such fares in the travel agency's Computerized Reservation System for use in auto-ticketing); and
- d) Advise market practices and trends that could result in further savings for the UN, including the use of corporate travel booking tools with automated travel policy compliance and enforcement, and travel management reporting.
- e) UN Agency reserves the right to check the prices, if there is any major difference, request for corrective action would be considered by Travel Agency and due corrective action would be taken to revise the price if possible, by the Travel Agency

Travel Agency shall –

- f) Arrange issuance of US Dollars upon receipt of request from UN Agencies.

- g) Accept employee's personal credit card facility for purchase of tickets in case of emergency. The cost shall remain the actual cost of the ticket either charged to credit card or by any means of payment. Additional surcharge/percentage should not be applied.

3. Travel Information/Advisories

Travel agent shall --

- a) Inform travelers, upon booking confirmation, of flight/ticket restrictions, involuntary stopovers, hidden stops, and other possible inconveniences of the itinerary;
- b) provide travelers with online and offline relevant information on official destinations, e.g., airport transfers/land transportation facilities, local points of interest, currency restrictions/regulations, health advisories (**including vaccination requirement**), security advisories, weather conditions, etc.;
- c) endeavor to notify travelers of airport closures delayed or canceled flights, security procedures, health precautions, as well as other changes that will affect or will require preparations from the travelers, sufficiently before departure time; and
- d) Quick reference for requested destination.
- e) Provide information about travel insurance and baggage insurance, if requested

4. Flight Cancellations/Rebooking and Refunds

Travel agency shall --

- a) Process duly authorized flight changes/ cancellations when and as required and taking care that in such cases, cancellation fees and charges imposed by the airlines are avoided.
- b) immediately process airline refunds for canceled travel requirements/unutilized pre-paid tickets and credit these to the UN as expeditiously as possible;
- c) Refund tickets; and
- d) Limit refund charges at airline rates only, i.e., no additional charges will accrue to the travel agency.

5. Management Reporting System

Travel Agency shall submit to the UN the following reports/documents on a weekly regular basis, immediately or at anytime upon request by the UN Agencies:

- a) weekly production statistics (Per UN Country Office and Consolidated format) with comparative figures if applicable (month to month, year on year)
- b) Monthly Carrier-Route- Fare Analysis and Production/Volume of business
- c) Changes and Updates on Airline Rates, promotions, policy changes, etc., immediately upon the Travel Agency's receipt of the advise
- d) Complaint Analysis
- e) Destination wise travel volume
- f) Agency wise travel volume

- 6. **Emergency Support:** The Travel Agency will conduct Passenger Name Record (PNR) searches and traveller's notifications as directed by the UN in cases of hijackings, coups, bombings, natural disasters, and other security-related incidents.

- a) The Contractor will have the capability to operate within 24 hours from an offsite location in case of an emergency.
- b) The Contractor will be able re-route calls to an alternate location staffed with cross-trained personnel.
- c) The Contractor will further provide afterhours contacts for key management personnel as mutually agreed.

7. Payment

Payment for Official Travel

- i. **Invoices:** The Travel Agency shall provide automated invoices for each UN organization, on a monthly basis or as requested by the UN organizations.

Payment for Personal Travel Portions

i. Billing to Individuals for Personal Travel Portions: All charges associated with personal travel portions of official trips, including all transportation and fees for passport and visa services, shall be billed directly to travellers and excluded from invoices presented to the UN. The UN will not be liable for expenses related to personal travel portions and reserves the right to audit all travel records to verify the accuracy of allocated costs between official and personal charges.

Disclaimers

i. No Minimum Guarantee: The UN will not guarantee any minimum quantity of travel purchases under any subsequent Contract.

8. Qualification of Personnel

i. Operations Manager

- At least Bachelor's Degree in Business Management, Tourism, or related areas.
- At least five years of experience as Operations Manager in Travel Industry particularly on reservations, ticketing, travel coordination and customer support with International Organizations.
- Strong knowledge/understanding of Domestic/International Travel and Protocol Services

- **Travel Consultants/Counsellors**

- At least secondary education with 3 years of experience in the travel industry with good geographical knowledge.
- Experience in ticketing, fare computations, travel management and customer service
- Excellent written and verbal communication skills.

SECTION 6: RETURNABLE BIDDING FORMS / CHECKLIST

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

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

Technical Bid:

| | |
|---|--------------------------|
| Have you duly completed all the Returnable Bidding Forms? | |
| ▪ Form A: Bid Submission Form | <input type="checkbox"/> |
| ▪ Form B: Bidder Information Form | <input type="checkbox"/> |
| ▪ Form C: Joint Venture/Consortium/ Association Information Form – Not Applicable | <input type="checkbox"/> |
| ▪ Form D: Qualification Form | <input type="checkbox"/> |
| ▪ Form E: Format of Technical Bid | <input type="checkbox"/> |
| ▪ From G: Form of Bid Security | |
| Have you provided the required documents to establish compliance with the evaluation criteria in Section 4? | <input type="checkbox"/> |

Price Schedule:

| | |
|-------------------------------|--------------------------|
| ▪ Form F: Price Schedule Form | <input type="checkbox"/> |
|-------------------------------|--------------------------|

FORM A: BID SUBMISSION FORM

| | | | |
|-----------------|--|-------|-------------|
| Name of Bidder: | [Insert Name of Bidder] | Date: | Select date |
| ITB reference: | UNDP-ITB-2021-261: Provision of Common Travel Services | | |

We, the undersigned, offer to supply the goods and related services required for the **Provision of Common Travel Services** accordance with your Invitation to Bid No. UNDP-ITB-2021-261 and our Bid. We hereby submit our Bid, which includes this Technical Bid and Price Schedule.

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

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

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

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

We offer to supply the goods and related services in conformity with the Bidding documents, including the UNDP General Conditions of Contract and in accordance with the Schedule of Requirements and Technical Specifications. Our Bid shall be valid and remain binding upon us for the period specified in the Bid Data Sheet. We understand and recognize that you are not bound to accept any Bid you receive.

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

Name: _____
Title: _____
Date: _____
Signature: _____
[Stamp with official stamp of the Bidder]

FORM B: BIDDER INFORMATION FORM

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

| | |
|---|---|
| energies or membership of trade institutions promoting such issues | |
| Is your company a member of the UN Global Compact | [Complete] |
| Contact person that UNDP may contact for requests for clarifications during Bid evaluation | Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete] |
| Please attach the following documents: | <ul style="list-style-type: none"> ▪ Duly signed Bid Submission Form; ▪ Bid Security PKR 1,000,000/- equivalent in USD 6,060/-@ UN Exchange Rate 1 USD=165. The original banking instrument should be sent to UNDP Office on the address as mentioned at serial number 6 Bid data sheet. A scanned copy of the banking instrument must be uploaded in the e-Tendering System along with other requisite documents. ▪ Power of Attorney to the authorized representative to submit/sign the ITB submission documents and for further correspondence with UNDP on behalf of organization. ▪ Company Profile, which should not exceed fifteen (15) 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 with SECP ▪ including Articles of Incorporation, or equivalent document. ▪ Certificate/Evidence for Accredited IATA member ▪ Certificate of Registration with DTS ▪ Official Letter of Appointment as local representative, if Bidder is submitting a Bid on behalf of an entity located outside the country. ▪ Three (03) similar POs/contracts implemented over the past Five (05) years. ▪ Statement of Satisfactory Performance from the Top 3 – Clients in terms of Contract Value in the past Five (05) years. |

- Statement that bidder is not listed in the removed or suspended vendor list of the UN or other such lists of other UN agencies, nor are associated with, any company or individual appearing on the 1267/1989 list of the UN Security Council.
- All information regarding any past and current litigation during the last three (3) years, in which the bidder is involved, indicating the parties concerned, the subject of the litigation, the amounts involved, and the final resolution if already concluded.
- Latest Audited Financial Statement (Income Statement and Balance Sheet) including Auditor's Report for the past three years (2017-2018, 2018-2019 and 2019-2020); and
- CVs of Operations Manager, Travel consultants/Counsellors (minimum 2).

FORM C: JOINT VENTURE/CONSORTIUM/ASSOCIATION INFORMATION FORM (NOT APPLICABLE)

| | | | |
|-----------------|--|-------|---|
| Name of Bidder: | [Insert Name of Bidder] | Date: | Select date |
| ITB reference: | UNDP-ITB-2021-261: Provision of Common Travel Services | | |

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

| No | Name of Partner and contact information <i>(address, telephone numbers, fax numbers, e-mail address)</i> | Proposed proportion of responsibilities (in %) and type of goods and/or services to be performed |
|--|---|---|
| 1 | [Complete] | [Complete] |
| 2 | [Complete] | [Complete] |
| 3 | [Complete] | [Complete] |
| Name of leading partner (with authority to bind the JV, Consortium, Association during the ITB process and, in the event a Contract is awarded, during contract execution) | | [Complete] |

We have attached a copy of the below referenced document signed by every partner, which details the likely legal structure of and the confirmation of joint and severable liability of the members of the said joint venture:

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

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

Name of partner: _____ Name of partner: _____

Signature: _____ Signature: _____

Date: _____ Date: _____

Name of partner: _____ Name of partner: _____

Signature: _____ Signature: _____

Date: _____ Date: _____

FORM D: ELIGIBILITY AND QUALIFICATION FORM

| | | | |
|-----------------|--|-------|-------------|
| Name of Bidder: | [Insert Name of Bidder] | Date: | Select date |
| ITB reference: | UNDP-ITB-2021-261: Provision of Common Travel Services | | |

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

History of Non- Performing Contracts

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

Litigation History (including pending litigation)

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

Previous Relevant Experience

Please list only previous similar assignments successfully completed in the last 5 years.

List only those assignments for which the Bidder was legally contracted or sub-contracted by the Client as a company or was one of the Consortium/JV partners. Assignments completed by the Bidder's individual experts working privately or through other firms cannot be claimed as the relevant experience of the Bidder, or that of the Bidder's partners or sub-consultants, but can be claimed by

the Experts themselves in their CVs. The Bidder should be prepared to substantiate the claimed experience by presenting copies of relevant documents and references if so requested by UNDP.

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

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

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

Financial Standing

| | | |
|---|------|-----|
| Annual Turnover for the last 3 years | Year | USD |
| | Year | USD |
| | Year | USD |
| Latest Credit Rating (if any), indicate the source | | |

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

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

- Must reflect the financial situation of the Bidder or party to a JV, and not sister or parent companies;
- Historic financial statements must be audited by a certified public accountant;

Historic financial statements must correspond to accounting periods already completed and audited. No statements for partial periods shall be accepted.

FORM E: FORMAT OF TECHNICAL BID

| | | | |
|-----------------|--|-------|-------------|
| Name of Bidder: | [Insert Name of Bidder] | Date: | Select date |
| ITB reference: | UNDP-ITB-2021-261: Provision of Common Travel Services | | |

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

SECTION 1: Bidder's qualification, capacity and expertise

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

SECTION 2: Scope of Supply, Technical Specifications, and Related Services

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

- 2.1 A detailed description of how the Bidder will deliver the required goods and services, keeping in mind the appropriateness to local conditions and project environment. Details how the different service elements shall be organized, controlled and delivered.
- 2.2 Explain whether any work would be subcontracted, to whom, how much percentage of the requirements, the rationale for such, and the roles of the proposed sub-contractors and how everyone will function as a team.
- 2.3 The bid shall also include details of the Bidder's internal technical and quality assurance review mechanisms.
- 2.4 Implementation plan including a Gantt Chart or Project Schedule indicating the detailed sequence of activities that will be undertaken and their corresponding timing.
- 2.5 Demonstrate how you plan to integrate sustainability measures in the execution of the contract.

| Services to be provide and Terms of Reference (ToR) | Your response | | | | |
|--|--|---|--|--|----------|
| | Compliance with technical specifications | | Delivery Date <i>(confirm that you comply or indicate your delivery date)</i> | Quality Certificate/Export Licenses, etc. <i>(indicate all that apply and attach)</i> | Comments |
| | Yes, we comply | No, we cannot comply <i>(indicate discrepancies)</i> | | | |
| International Travel | | | | NA | |
| Domestic Travel | | | | NA | |
| Protocol related services. | | | | NA | |
| Undertaking of Compliance for Scope of work as per TOR's | | | | N/A | |

| Other Related services and requirements <i>(based on the information provided in Section 5b)</i> | Compliance with requirements | | Details or comments on the related requirements |
|---|------------------------------|---|---|
| | Yes, we comply | No, we cannot comply <i>(indicate discrepancies)</i> | |
| e.g. Delivery Term | NA | NA | NA |
| Warranty | NA | NA | NA |
| Local Service Support | NA | NA | NA |
| | | | |
| | | | |

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 goods and/or services.

Format for CV of Proposed Key Personnel

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

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

 Signature of Personnel

 Date (Day/Month/Year)

FORM F: PRICE SCHEDULE FORM

| | | | |
|-----------------|--|-------|-------------|
| Name of Bidder: | [Insert Name of Bidder] | Date: | Select date |
| ITB reference: | UNDP-ITB-2021-261: Provision of Common Travel Services | | |

The Bidder is required to prepare the Price Schedule following the below format. The Price Schedule must include a detailed cost breakdown of all goods and related services to be provided. Separate figures must be provided for each functional grouping or category, if any. Any estimates for cost-reimbursable items, such as travel of experts and out-of-pocket expenses, should be listed separately.

Currency of the Bid: PKR/USD

Price Schedule

| S.N. | Description | Unit | Estimated Quantity per year (Transactions per year) | Rate | Amount |
|------|--|----------------|--|------|--------|
| 1 | Management Fee per Ticket. Please quote a flat rate for all transactions and not percentage figure. | | | | |
| a. | International Travel (per ticket irrespective of number of sectors) | No. of Tickets | 900 | | |
| b. | Domestic Travel (per ticket irrespective of number of sectors) | No. of Tickets | 3,500 | | |
| 2 | Processing fee for Protocol related services. Please quote a flat rate and not percentage figure | No. of VISA | 150 | | |
| | TOTAL FEE PER YEAR | | | | |

***The number transactions are just an estimated number based on previous contracts**

*** All Commissions, Overrides and Rebates Returned in Full to Agency**

Name of Bidder: _____

Authorised signature: _____

Name of authorised signatory: _____

Functional Title: _____

FORM G: FORM OF BID SECURITY

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

To: UNDP Representative (Rupee) Account
[Insert contact information as provided in Data Sheet]

WHEREAS [Name and address of Bidder] (hereinafter called "the Bidder") has submitted a Bid to UNDP dated [Click here to enter a date.](#) to execute goods and/or services (hereinafter called "the Bid"):

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

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

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

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

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

SIGNATURE AND SEAL OF THE GUARANTOR BANK

Signature: _____
Name: _____
Title: _____
Date: _____
Name of Bank _____
Address _____

[Stamp with official stamp of the Bank]

SECTION 7

Risk Assessment Form

| 1.1 General Information | | |
|---|-----|----|
| Full legal name of the potential partner | | |
| Contact details of focal person/s: (Name, email and phone no.) | | |
| Potential partner description/profile | | |
| Controlling organization/subsidiaries | | |
| Countries/ regions of operation of the potential partner | | |
| Date of assessment: | | |
| Approximate annual turnover in US dollars: | | |
| Approximate number of employees: | | |
| 1.2 UN Partner | | |
| Does any UN agency have any partnership experience with the potential partner? | | |
| If yes, please briefly explain the nature/area of the partnership with the potential partner | | |
| 1.3 Level of Due Diligence – Assessment | | |
| a. Social Safeguarding Due Diligence | | |
| | Yes | No |
| Does your organization employ workers below the age of 18? | | |
| Do employees receive training, including health & safety training, in order to minimize the risks of accidents or injury in the workplace? | | |
| Does the vendor have policies, documentation and records to ensure: Minimum Age Verification, Minimum Wage and Non-discrimination, Prohibits and abuse of labor, and Worker mobility (no forced labor). | | |
| Do all workers on the site and off-site related to this project receive a | | |

| | | |
|---|--|--|
| minimum wage and above? (Minimum monthly wage in Pakistan is PKR17,000) | | |
| Are statutory hours of work, overtime and rest day requirements complied with? | | |
| Are efforts being made to increase the participation and recruitment opportunities for women in the workplace? | | |
| Does your organization promote opportunities for persons with disabilities? | | |
| Are policies and systems in place to prevent and tackle harassment in the workplace and in your project groups? (harassment on the basis of gender, cast, religion, ethnicity, etc.). | | |
| Is your office accessible for persons with different abilities (e.g. ramp/lift for wheel chairs etc.)? | | |
| | | |
| 1.4 Take a decision | | |
| CORRECTIVE MEASURES | | |
| 1.6 Monitoring & Evaluation | | |
| NOTES | | |