

**UNDP Expression of interest (EOI)**

**EOI/WSM/2022/02**

**Provision of Travel Management and/or Visa Processing Services**

**Closing Date: 20 June 2022 by 11am (Samoa time)**

**INVITATION FOR EXPRESSION OF INTEREST (EOI)**

The United Nations Development Programme (UNDP) Multi-Country Office (MCO) for Cook Islands, Niue, Samoa and Tokelau invites national and international companies to express their interest in providing **the Travel Management and/or Visa Processing Services**. The expression of interest should illustrate the ability of the company to provide these services as and when required basis.

The call for EOI aims to assess the market availability and viability of the Companies on the local and international market in relation to the upcoming procurement process (Invitation to Bids) to have a Long-Term Agreement for two years period.

1. **Travel Management Services:**

UNDP wishes to solicit proposals for the provision of travel management services

from IATA accredited travel agencies or travel management companies. The proposals should provide travel management services including air travel reservation, online booking, ticketing, and related information reporting services to the UNDP.

The requirements consist of reservation and ticketing, airline arrangements, voids and refunds, etc. for all official travel originating inside or related issues like advice on travel restrictions and security developments, excess baggage, and insurance etc.

1. **Visa Processing Services:**

UNDP staff require services to deliver and retrieve visa applications traveling to different countries which provide such services only out of their respective embassies and consulates located mostly in New Zealand. Therefore, UNDP seeks to retain the services of an established vendor, with offices based in Samoa, which shall act to deliver and collect applications for visa processing by the respective embassies and consulates.

As such, UNDP is interested in services described as follows:

Receive from the UNDP, via a service provider, visa applications of staff members and other officials traveling to countries which have their embassies/consulates providing consular services in and out of Samoa. Provide necessary tracking information and estimated times/dates for application processing and delivery of every single visa application submitted by the UNDP. Also verify that the application is accurate, complete and ready for submission to the embassies/consulates for processing. Submit the applications to the embassies/consulates including the applicable visa fee, taking all necessary steps in an expeditious manner to deliver and collect documents. Check for accuracy once the visa has been issued before sending them back to UNDP. In the event of mistakes in the issued visa, work with the embassies/consulate to have a correct visa issued. Issue one invoice to UNDP including visa fee paid, courier charges and applicable service fees.

**Eligibility Criteria**

Any Companies that can deliver either of the services as per the specification outlined in this request for expression of interest, are eligible to participate.

All Applicants must commit themselves to comply with UNDP General Terms and Conditions:<https://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html>

* Please note that you are not required to provide any information relating to cost as this is just an expression of interest needed to adequately address the technical requirements for the service.
* Applications received from this EOI will be taken into consideration for any possible short listing that might be conducted with the planned procurement exercise.
* This EOI does not constitute a solicitation. UNDP reserves the right to change or cancel the requirement at any time during the EOI phase or solicitation process. Submitting a response to this EOI does not automatically guarantee that a vendor will receive an invitation to participate in the solicitation. Only those companies deemed qualified, upon completion of an objective evaluation of the vendor application, will receive the final Invitation to Bids

1. **Cost of Submission**

The Applicants shall bear all costs associated with the preparation and submission of their application.

UNDP will in no case be responsible or liable for those costs, regardless of the outcome of the prequalification process.

1. **Language**

All correspondence and documents relating to the EOI exchanged by the Applicant and the UNDP procuring entity shall be written in the English language only.

1. **Request for Clarifications**

Any request for clarifications shall be submitted in writing by e-mail to the UNDP procurement unit at the following email addresses:

***Procurement.ws@undp.org***

Replies to the queries, together with the text of queries will be posted without referencing their source from the same email.

1. **Submission of EOI**

EOI along with requested documents shall be submitted by email

**EMAIL:** [**procurement.ws@undp.org**](mailto:procurement.ws@undp.org)

**Subject: WSM/EOI/2022/02 Travel and Visa Services**

**Applications shall be received not later than 20th June 2022, 11am (Samoa time).**

Companies interested in either of the services should submit following documents indicating their interests for both or anyone services.

**1. For Travel Management Services:**

* Company profile and services:
  + Location of headquarters and main regional offices with contact details.
  + A brief general description of your company, its structure, years in business and the line of business dealing with travel management services.
  + Facilities of online booking / airline reservations (i.e. Amadeus, or other) and international ticketing
  + Brochures and/or methodologies of the related services.
  + The types of travel management services offered as well as any other types of optional services related to the services.
  + A list of main clients especially non-commercial entities such as government, NGOs.
  + Expertise summary of the key personnel
* Business Licenses and Financial Standings:
  + Copy of business license.
  + Certificates and accreditations- Accredited International Air Transport Association (IATA), Global Distribution System, i.e. Amadeus, Galileo, Travelsky, etc. Possess appropriate licenses and software required for processing travel reservation and ticket issuance.
  + Financial statements of last three years (2019, 2020 and 2021).
* Price options:
  + Please indicate available pricing models and options for the various travel management services (e.g. fix rate per ticket, discount offered by airlines carriers options).
  + What key factors are taken into consideration to determine pricing? Please include relative importance of each factor.
  + Please feel free to submit additional cost/pricing information which is not requested above.
* Experience/Case studies: - Please provide your company's case studies or success stories, if available.

**2. For Visa Processing Services:**

* Company profile and services:
  + Location of headquarters and main regional offices with contact details.
  + A brief general description of your company, its structure, years in business and the line of business dealing with visa processing services.
  + Brochures and/or methodologies of the related services
  + The various visa processing services related services offered as well as any other types of optional services related to the services.
  + A list of main clients especially non-commercial entities such as government, NGOs.
  + Expertise summary of the key personnel
* Business Licenses and Financial Standings:
  + Copy of business license.
  + Certificates and accreditations.
  + Financial statements of last three years (2019, 2020 and 2021).
* Price options:
  + Please indicate available pricing models and options for the various visa processing services (e.g. hourly rate, fix rate per visa, monthly services fee etc.).
  + What key factors are taken into consideration to determine pricing? Please include relative importance of each factor.
  + Please feel free to submit additional cost/pricing information which is not requested above.
* Experience/Case studies: - Please provide your company's case studies or success stories, if available.

1. **Confidentiality**

Information relating to the evaluation of EOI, and recommendation for qualification, shall not be disclosed to Applicants or any other persons not officially concerned with such process until the notification of prequalification is made to all Applicants.

Annex-1: Vendor Response Form

EOI Number: **EOI/WSM/2022/02**

To: Operations Manager

Email: [procurement.ws@undp.org](mailto:procurement.ws@undp.org)

From:

Subject: Expression of Interest for *(please select appropriate option)*

1. Travel Management Services
2. Visa Processing Services
3. Both Services

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| --- | --- |
| **Company Information** | |
| 1. Year of Registration |  |
| 1. Legal Company Name |  |
| 1. Business Address: |  |
| 1. City: |  |
| 1. Country: |  |
| 1. Telephone: |  |
| 1. Email Address: |  |
| 1. Company Website: |  |
| 1. Contact Person: |  |
| 1. Other details: |  |
| 1. Official appointment as local representative, if Bidder is submitting a Bid on behalf of an entity located outside the country |  |

We declare that our company is not suspended, nor debarred, nor otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization.

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

Name and Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_