

ANNEX II
LRPS-2021- 9167165
LONG TERM ARRANGEMENT
TRAVEL MANAGEMENT SERVICES FOR UNICEF
AND OTHER UN AGENCIES IN INDONESIA

EVALUATION CRITERIA

CATEGORY	MAX. POINTS	MIN. PASS POINTS
1. MANDATORY REQUIREMENTS Legal registration of the company		
2. ORGANIZATIONAL CAPACITY Credentials of the organization in terms of reliability, experience, and capacity: organizational experience and expertise in providing travel services including but not limited to travel reservation (air and/or train) and ticket issuance, fare quotations, provision of visa and other government administrative formalities, car rental services, meet and greet facilities and provision of travel insurance. a) Years of establishment & IATA (International Air Transport Association) membership <ul style="list-style-type: none"> i. History of the entity, organization organogram. A minimum of 5 years of establishment ii. A minimum of 5 years IATA membership. b) Reliability <ul style="list-style-type: none"> i. Financial capability (Please provide the last 3 years of Financial Statement and Balance Sheet. Audited preferably). ii. Information related to past or present litigation (for or against) involving the Vendor, if any iii. Minimum 1 recommendation from IATA Air Carrier iv. Highlights of services provided in the past (minimum 3 years) v. List of clients from 2017 including their contact details and indicating annual flight booking amounts, other services amounts c) Quantity and location of branch office(s) around the country/worldwide <ul style="list-style-type: none"> i. Minimum 1 branch d) Sales Volume <ul style="list-style-type: none"> i. Annual ticket sales of USD 1,5 million per year for 2017, 2018 and 2019 (minimum) and additional points for additional USD 250,000 of accumulative turnover above USD 4.5 million throughout the 3 years mentioned above 	20	
3. QUALITY OF THE TECHNICAL PROPOSAL a) Process billing/MIS & Contract Management <ul style="list-style-type: none"> i. Report Formats ii. Methodology for efficient management of the Contract iii. Turn-around time for billing including credit notes b) Work approach, quality assurance of services <ul style="list-style-type: none"> i. Appropriateness of internal quality control, corporate standards, and workflow organization 	25	

<ul style="list-style-type: none"> ii. Management plan for providing services to multiple UN (United Nations) Agencies/projects sited in various locations. <p>c) Value Additions/Innovations on services provided</p> <ul style="list-style-type: none"> i. Methodology or approach to provide visa or other government administrative formalities as requested ii. Provision of “One-Stop” travel pre-requisite service during pandemic to include any testing requirements needed to travel. iii. Facilitate MOU (Memorandum of Understanding) between UN and airlines company both domestic and international flights to the advantage of the UN in terms of discounts and benefits. iv. Provision of cash disbursement service <p>d) 24-hour Support Service</p> <ul style="list-style-type: none"> i. Provision of 24-hour 365 days support service which includes but not limited to the availability of travel coordinators able to provide the requirements under this TOR (terms of reference) <p>e) Reservation Systems</p> <ul style="list-style-type: none"> i. Availability of corporate online reservation system ii. Availability of Galileo System (preferred) 		
<p>4. PROPOSED TEAM AND ITS PROFESSIONAL ORIENTATION</p> <p>Names and full CVs of the project coordination team that will be directly involved in the assignment, including (but not limited to) the Account Manager, Operations Manager and Travel Consultants adequate staff combination in relation to the respective tasks and expected outputs (see TOR); and relevant prior experience of similar scope and complexity:</p> <ul style="list-style-type: none"> i. Account Manager <ul style="list-style-type: none"> General qualifications and professional experience a) A minimum of 7 years extensive experience in Travel Industry working with international organisations as clients b) Language skills (Bahasa and English) ii. Operations Manager: <ul style="list-style-type: none"> a) A minimum of 5 years' experience in Travel Industry working with international organizations as clients. b) Language skills (Bahasa and English) iii. Travel Consultants <ul style="list-style-type: none"> a) A minimum of 3 years' experience in Travel Industry working with international organizations as clients. b) Language skills (Bahasa Indonesia and English) 	15	
<p>TOTAL TECHNICAL EVALUATION</p> <p>*Bidder must meet this minimum passing point for Technical Evaluation to be considered further for Technical Presentation Evaluation</p>	60	42*
<p>TECHNICAL PRESENTATION</p> <p>**Bidder must meet this minimum passing point for Technical Presentation to be considered further for Financial Evaluation.</p>	10	7**
PRICE PROPOSAL	30	
TOTAL MARKS	100	

