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REQUEST FOR PROPOSAL

Establishment of Long Term Agreement for Provision of Travel Services to the UN System in Cabo Verde (Multiple Vendors LTA – 2 Vendors)

RFP No.: RFP/06/2018 - Travel Services

Project: Various Projects

Country: Cabo Verde

Issued on: 24 December 2018

Contents

SECTION 1. LETTER OF INVITATION	4
SECTION 2. INSTRUCTION TO BIDDERS	5
A. GENERAL PROVISIONS	5
1. Introduction	5
2. Fraud & Corruption, Gifts and Hospitality	5
3. Eligibility	5
4. Conflict of Interests	6
B. PREPARATION OF PROPOSALS.....	6
5. General Considerations.....	6
6. Cost of Preparation of Proposal	6
7. Language	6
8. Documents Comprising the Proposal.....	6
9. Documents Establishing the Eligibility and Qualifications of the Bidder.....	7
10. Technical Proposal Format and Content.....	7
11. Financial Proposals.....	7
12. Proposal Security	7
13. Currencies	8
14. Joint Venture, Consortium or Association.....	8
15. Only One Proposal.....	9
16. Proposal Validity Period.....	9
17. Extension of Proposal Validity Period	9
18. Clarification of Proposal.....	9
19. Amendment of Proposals	9
20. Alternative Proposals	10
21. Pre-Bid Conference.....	10
C. SUBMISSION AND OPENING OF PROPOSALS.....	10
22. Submission	10
23. Deadline for Submission of Proposals and Late Proposals.....	11
24. Withdrawal, Substitution, and Modification of Proposals	11
25. Proposal Opening	12
D. EVALUATION OF PROPOSALS.....	12
26. Confidentiality.....	12
27. Evaluation of Proposals.....	12
28. Preliminary Examination	12
29. Evaluation of Eligibility and Qualification	12
30. Evaluation of Technical and Financial Proposals.....	13
31. Due Diligence	13
32. Clarification of Proposals	14
33. Responsiveness of Proposal.....	14
34. Nonconformities, Reparable Errors and Omissions	14
E. AWARD OF CONTRACT	15
35. Right to Accept, Reject, Any or All Proposals	15
36. Award Criteria.....	15
37. Debriefing.....	15
38. Right to Vary Requirements at the Time of Award	15
39. Contract Signature.....	15
40. Contract Type and General Terms and Conditions	15
41. Performance Security.....	15
42. Bank Guarantee for Advanced Payment.....	15
43. Liquidated Damages	16
44. Payment Provisions.....	16
45. Vendor Protest.....	16
46. Other Provisions	16
SECTION 3. BID DATA SHEET.....	17

SECTION 4. EVALUATION CRITERIA	20
SECTION 5. TERMS OF REFERENCE	24
SECTION 6: RETURNABLE BIDDING FORMS / CHECKLIST	35
FORM A: TECHNICAL PROPOSAL SUBMISSION FORM.....	36
FORM B: BIDDER INFORMATION FORM	37
FORM C: JOINT VENTURE/CONSORTIUM/ASSOCIATION INFORMATION FORM.....	38
FORM D: QUALIFICATION FORM.....	39
FORM E: FORMAT OF TECHNICAL PROPOSAL.....	42
FORM F: FINANCIAL PROPOSAL SUBMISSION FORM	45
FORM G: FINANCIAL PROPOSAL FORM	46
FORM H: FORM OF PROPOSAL SECURITY	47

Section 1. Letter of Invitation

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

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

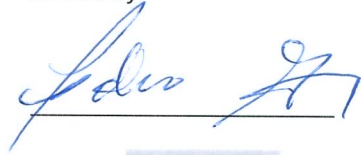
- Section 1: This Letter of Invitation
- Section 2: Instruction to Bidders
- Section 3: Bid Data Sheet (BDS)
- Section 4: Evaluation Criteria
- Section 5: Terms of Reference
- Section 6: Returnable Bidding Forms
 - o Form A: Technical Proposal Submission Form
 - o Form B: Bidder Information Form
 - o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

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

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

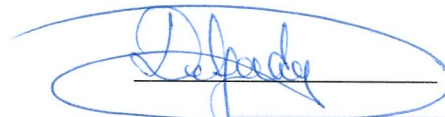
UNDP looks forward to receiving your Proposal and thank you in advance for your interest in UNDP procurement opportunities.

Issued by:



Name: Pedro Gomes
Title: Procurement Associate
Date: **December 24, 2018**

Approved by:



Name: Jean Pierre Delgado
Title: Officer in Charge
Date: **December 24, 2018**

Section 2. Instruction to Bidders

A. GENERAL PROVISIONS

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

4. Conflict of Interests	<p>4.1 Bidders must strictly avoid conflicts with other assignments or their own interests, and act without consideration for future work. Bidders found to have a conflict of interest shall be disqualified. Without limitation on the generality of the above, Bidders, and any of their affiliates, shall be considered to have a conflict of interest with one or more parties in this solicitation process, if they:</p> <ul style="list-style-type: none"> 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 services requested under this RFP; or c) Are found to be in conflict for any other reason, as may be established by, or at the discretion of UNDP. <p>4.2 In the event of any uncertainty in the interpretation of a potential conflict of interest, Bidders must disclose to UNDP, and seek UNDP's confirmation on whether or not such a conflict exists.</p> <p>4.3 Similarly, the Bidders must disclose in their proposal their knowledge of the following:</p> <ul style="list-style-type: none"> a) If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel are family members of UNDP staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving services under this RFP; and b) All other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices. <p>Failure to disclose such an information may result in the rejection of the proposal or proposals affected by the non-disclosure.</p> <p>4.4 The eligibility of Bidders that are wholly or partly owned by the Government shall be subject to UNDP's further evaluation and review of various factors such as being registered, operated and managed as an independent business entity, the extent of Government ownership/share, receipt of subsidies, mandate and access to information in relation to this RFP, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Proposal.</p>
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B. PREPARATION OF PROPOSALS

5. General Considerations	<p>5.1 In preparing the Proposal, the Bidder is expected to examine the RFP in detail. Material deficiencies in providing the information requested in the RFP may result in rejection of the Proposal.</p> <p>5.2 The Bidder will not be permitted to take advantage of any errors or omissions in the RFP. Should such errors or omissions be discovered, the Bidder must notify the UNDP</p>
6. Cost of Preparation of Proposal	<p>6.1 The Bidder shall bear any and all costs related to the preparation and/or submission of the Proposal, regardless of whether its Proposal was selected or not. UNDP shall not be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process.</p>
7. Language	<p>7.1 The Proposal, as well as any and all related correspondence exchanged by the Bidder and UNDP, shall be written in the language (s) specified in the BDS.</p>
8. Documents	<p>8.1 The Proposal shall comprise of the following documents:</p>

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

- b) In the event that the successful Bidder fails:
 - i. to sign the Contract after UNDP has issued an award; or
- 12.6 to furnish the Performance Security, insurances, or other documents that UNDP may require as a condition precedent to the effectivity of the contract that may be awarded to the Bidder.

13. Currencies

- 13.1 All prices shall be quoted in the currency or currencies indicated in the BDS. Where Proposals are quoted in different currencies, for the purposes of comparison of all Proposals:
 - a) UNDP will convert the currency quoted in the Proposal into the UNDP preferred currency, in accordance with the prevailing UN operational rate of exchange on the last day of submission of Proposals; and
 - b) In the event that UNDP selects a proposal for award that is quoted in a currency different from the preferred currency in the BDS, UNDP shall reserve the right to award the contract in the currency of UNDP's preference, using the conversion method specified above.

14. Joint Venture, Consortium or Association

- 14.1 If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Proposal, they shall confirm in their Proposal that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Proposal; and (ii) if they are awarded the contract, the contract shall be entered into, by and between UNDP and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture.
- 14.2 After the Deadline for Submission of Proposal, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of UNDP.
- 14.3 The lead entity and the member entities of the JV, Consortium or Association shall abide by the provisions of Clause 9 herein in respect of submitting only one proposal.
- 14.4 The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Proposal and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by UNDP.
- 14.5 A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:
 - 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.
- 14.6 Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.
- 14.7 JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not

be available within one firm.

- 15. Only One Proposal**
- 15.1 The Bidder (including the individual members of any Joint Venture) shall submit only one Proposal, either in its own name or as part of a Joint Venture.
- 15.2 Proposals submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:
- 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 RFP; 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 Proposal of, another Bidder regarding this RFP process;
 - e) they are subcontractors to each other's Proposal, or a subcontractor to one Proposal also submits another Proposal under its name as lead Bidder; or
 - f) some key personnel proposed to be in the team of one Bidder participates in more than one Proposal received for this RFP process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Proposal.
- 16. Proposal Validity Period**
- 16.1 Proposals shall remain valid for the period specified in the BDS, commencing on the Deadline for Submission of Proposals. A Proposal valid for a shorter period may be rejected by UNDP and rendered non-responsive.
- 16.2 During the Proposal validity period, the Bidder shall maintain its original Proposal without any change, including the availability of the Key Personnel, the proposed rates and the total price.
- 17. Extension of Proposal Validity Period**
- 17.1 In exceptional circumstances, prior to the expiration of the proposal validity period, UNDP may request Bidders to extend the period of validity of their Proposals. The request and the responses shall be made in writing, and shall be considered integral to the Proposal.
- 17.2 If the Bidder agrees to extend the validity of its Proposal, it shall be done without any change in the original Proposal.
- 17.3 The Bidder has the right to refuse to extend the validity of its Proposal, and in which case, such Proposal will not be further evaluated.
- 18. Clarification of Proposal**
- 18.1 Bidders may request clarifications on any of the RFP documents no later than the date indicated in the BDS. Any request for clarification must be sent in writing in the manner indicated in the BDS. If inquiries are sent other than specified channel, even if they are sent to a UNDP staff member, UNDP shall have no obligation to respond or confirm that the query was officially received.
- 18.2 UNDP will provide the responses to clarifications through the method specified in the BDS.
- 18.3 UNDP shall endeavor to provide responses to clarifications in an expeditious manner, but any delay in such response shall not cause an obligation on the part of UNDP to extend the submission date of the Proposals, unless UNDP deems that such an extension is justified and necessary.
- 19. Amendment of Proposals**
- 19.1 At any time prior to the deadline of Proposal submission, UNDP may for any reason, such as in response to a clarification requested by a Bidder, modify the

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

- iii. Bear a warning that states *"Not to be opened before the time and date for proposal opening"* as specified in the BDS.

If the envelopes and packages with the Proposal are not sealed and marked as required, UNDP shall assume no responsibility for the misplacement, loss, or premature opening of the Proposal.

Email Submission

22.5 Email submission, if allowed or specified in the BDS, shall be governed as follows:

- a) Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in BDS;
- b) The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE. The financial proposal shall be encrypted with different passwords and clearly labelled. The files must be sent to the dedicated email address specified in the BDS.
- c) The password for opening the Financial Proposal should be provided only upon request of UNDP. UNDP will request password only from bidders whose Technical Proposal has been found to be technically responsive. Failure to provide correct password may result in the proposal being rejected.

eTendering submission

22.6 Electronic submission through eTendering, if allowed or specified in the BDS, shall be governed as follows:

- a) Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in BDS;
- b) The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE and each of them must be uploaded individually and clearly labelled.
- d) The Financial Proposal file must be encrypted with a password so that it cannot be opened nor viewed until the password is provided. The password for opening the Financial Proposal should be provided only upon request of UNDP. UNDP will request password only from bidders whose technical proposal has been found to be technically responsive. Failure to provide the correct password may result in the proposal being rejected.
- c) Documents which are required to be in original form (e.g. Bid Security, etc.) must be sent via courier or hand delivery as per the instructions in BDS.
- d) Detailed instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link:
<http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notice/resources/>

23. Deadline for Submission of Proposals and Late Proposals

23.1 Complete Proposals must be received by UNDP in the manner, and no later than the date and time, specified in the BDS. UNDP shall only recognize the date and time that the bid was received by UNDP

23.2 UNDP shall not consider any Proposal that is submitted after the deadline for the submission of Proposals.

24. Withdrawal, Substitution, and Modification of

24.1 A Bidder may withdraw, substitute or modify its Proposal after it has been submitted at any time prior to the deadline for submission.

24.2 Manual and Email submissions: A bidder may withdraw, substitute or modify its

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

30. Evaluation of Technical and Financial Proposals

- 30.1 The evaluation team shall review and evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference and other RFP documents, applying the evaluation criteria, sub-criteria, and point system specified in the Section 4 (Evaluation Criteria). A Proposal shall be rendered non-responsive at the technical evaluation stage if it fails to achieve the minimum technical score indicated in the BDS. When necessary and if stated in the BDS, UNDP may invite technically responsive bidders for a presentation related to their technical proposals. The conditions for the presentation shall be provided in the bid document where required.
- 30.2 In the second stage, only the Financial Proposals of those Bidders who achieve the minimum technical score will be opened for evaluation. The Financial Proposals corresponding to Technical Proposals that were rendered non-responsive shall remain unopened, and, in the case of manual submission, be returned to the Bidder unopened. For emailed Proposals and e-tendering submissions, UNDP will not request for the password of the Financial Proposals of bidders whose Technical Proposal were found not responsive.
- 30.3 The evaluation method that applies for this RFP shall be as indicated in the BDS, which may be either of two (2) possible methods, as follows: (a) the lowest priced method which selects the lowest evaluated financial proposal of the technically responsive Bidders; or (b) the combined scoring method which will be based on a combination of the technical and financial score.
- 30.4 When the BDS specifies a combined scoring method, the formula for the rating of the Proposals will be as follows:

Rating the Technical Proposal (TP):

$$\text{TP Rating} = (\text{Total Score Obtained by the Offer} / \text{Max. Obtainable Score for TP}) \times 100$$

Rating the Financial Proposal (FP):

$$\text{FP Rating} = (\text{Lowest Priced Offer} / \text{Price of the Offer Being Reviewed}) \times 100$$

Total Combined Score:

$$\text{Combined Score} = (\text{TP Rating}) \times (\text{Weight of TP, e.g. 70\%}) + (\text{FP Rating}) \times (\text{Weight of FP, e.g., 30\%})$$

31. Due Diligence

- 31.1 UNDP reserves the right to undertake a due diligence exercise, also called post

qualification, aimed at determining to its satisfaction, the validity of the information provided by the Bidder. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the following:

- a) Verification of accuracy, correctness and authenticity of information provided by the Bidder;
- b) Validation of extent of compliance to the RFP requirements and evaluation criteria based on what has so far been found by the evaluation team;
- 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;
- d) Inquiry and reference checking with previous clients on the performance on on-going or contracts completed, including physical inspections of previous works, as necessary;
- 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.

32. Clarification of Proposals

- 32.1 To assist in the examination, evaluation and comparison of Proposals, UNDP may, at its discretion, ask any Bidder for a clarification of its Proposal.
- 32.2 UNDP's request for clarification and the response shall be in writing and no change in the prices or substance of the Proposal shall be sought, offered, or permitted, except to provide clarification, and confirm the correction of any arithmetic errors discovered by UNDP in the evaluation of the Proposals, in accordance with RFP.
- 32.3 Any unsolicited clarification submitted by a Bidder in respect to its Proposal, which is not a response to a request by UNDP, shall not be considered during the review and evaluation of the Proposals.

33. Responsiveness of Proposal

- 33.1 UNDP's determination of a Proposal's responsiveness will be based on the contents of the Proposal itself. A substantially responsive Proposal is one that conforms to all the terms, conditions, TOR and other requirements of the RFP without material deviation, reservation, or omission.
- 33.2 If a Proposal is not substantially responsive, it shall be rejected by UNDP and may not subsequently be made responsive by the Bidder by correction of the material deviation, reservation, or omission.

34. Nonconformities, Repairable Errors and Omissions

- 34.1 Provided that a Proposal is substantially responsive, UNDP may waive any non-conformities or omissions in the Proposal that, in the opinion of UNDP, do not constitute a material deviation.
- 34.2 UNDP may request the Bidder to submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities or omissions in the Proposal related to documentation requirements. Such omission shall not be related to any aspect of the price of the Proposal. Failure of the Bidder to comply with the request may result in the rejection of its Proposal.
- 34.3 For Financial Proposal that has been opened, UNDP shall check and correct arithmetical errors as follows:
 - a) if there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of UNDP there is an obvious misplacement of the decimal point in the unit

	price; in which case the line item total as quoted shall govern and the unit price shall be corrected;
	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
	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.
34.4	If the Bidder does not accept the correction of errors made by UNDP, its Proposal shall be rejected.

E. AWARD OF CONTRACT

35. Right to Accept, Reject, Any or All Proposals	35.1 UNDP reserves the right to accept or reject any Proposal, to render any or all of the Proposals as non-responsive, and to reject all Proposals at any time prior to award of contract, without incurring any liability, or obligation to inform the affected Bidder(s) of the grounds for UNDP's action. UNDP shall not be obliged to award the contract to the lowest priced offer.
36. Award Criteria	36.1 Prior to expiration of the proposal validity, UNDP shall award the contract to the qualified Bidder based on the award criteria indicated in the BDS.
37. Debriefing	37.1 In the event that a Bidder is unsuccessful, the Bidder may request a debriefing from UNDP. The purpose of the debriefing is to discuss the strengths and weaknesses of the Bidder's submission, in order to assist the Bidder in improving its future proposals for UNDP procurement opportunities. The content of other proposals and how they compare to the Bidder's submission shall not be discussed.
38. Right to Vary Requirements at the Time of Award	38.1 At the time of award of Contract, UNDP reserves the right to vary the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.
39. Contract Signature	39.1 Within fifteen (15) days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to UNDP. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Proposal Security, if any, and on which event, UNDP may award the Contract to the Second Ranked Bidder or call for new Proposals.
40. Contract Type and General Terms and Conditions	40.1 The types of Contract to be signed and the applicable UNDP Contract General Terms and Conditions, as specified in BDS, can be accessed at http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
41. Performance Security	41.1 40.1 A performance security, if required in 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 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.
42. Bank Guarantee for	42.1 Except when the interests of UNDP so require, it is UNDP's preference to make no advance payment(s) (i.e., payments without having received any outputs). If

Advanced Payment	an advance payment is allowed as per BDS, and exceeds 20% of the total contract price, or USD 30,000, whichever is less, the Bidder shall submit a Bank Guarantee in the full amount of the advance payment in the form available at 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
43. Liquidated Damages	43.1 If specified in BDS, UNDP shall apply Liquidated Damages resulting from the Contractor's delays or breach of its obligations as per the Contract.
44. Payment Provisions	44.1 Payment will be made only upon UNDP's acceptance of the work performed. The terms of payment shall be within thirty (30) days, after receipt of invoice and certification of acceptance of work issued by the proper authority in UNDP with direct supervision of the Contractor. Payment will be effected by bank transfer in the currency of contract.
45. Vendor Protest	45.1 UNDP's vendor protest procedure provides an opportunity for appeal to those persons or firms not awarded a contract through a competitive procurement process. In the event that a Bidder believes that it was not treated fairly, the following link provides further details regarding UNDP vendor protest procedures: http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html
46. Other Provisions	46.1 In the event that the Bidder offers a lower price to the host Government (e.g. General Services Administration (GSA) of the federal government of the United States of America) for similar services, UNDP shall be entitled to same lower price. The UNDP General Terms and Conditions shall have precedence. 46.2 UNDP is entitled to receive the same pricing offered by the same Contractor in contracts with the United Nations and/or its Agencies. The UNDP General Terms and Conditions shall have precedence. 46.3 The United Nations has established restrictions on employment of (former) UN staff who have been involved in the procurement process as per bulletin ST/SGB/2006/15 http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&referer

Section 3. Bid Data Sheet

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

BDS No.	Ref. to Section.2	Data	Specific Instructions / Requirements
1	7	Language of the Proposal	English or French
2		Submitting Proposals for Parts or sub-parts of the TOR (partial bids)	Not Allowed
3	20	Alternative Proposals	Shall not be considered
4	21	Pre-proposal conference	<p>Will be Conducted</p> <p>Time: (Cabo Verde time) GMT -1 Date: January 10, 2019 11:00 AM Venue: Casa das Nações Unidas - Praia</p> <p>The UNDP focal point for the arrangement is: Procurement Unit Telephone: +238 2609600 E-mail: procurement.cv@cv.jo.un.org</p>
5	10	Proposal Validity Period	90 days
6	14	Bid Security	Not Required
7	41	Advanced Payment upon signing of contract	Not Allowed
8	42	Liquidated Damages	Will not be imposed
9	40	Performance Security	Not Required
10	18	Currency of Proposal	Local currency CVE

11	31	Deadline for submitting requests for clarifications/ questions	7 days before the submission deadline
12	31	Contact Details for submitting clarifications/questions	Focal Person in UNDP: Procurement Unit Address: Av. OUA, Achada Santo Antonio, Praia, Ilha de Santiago E-mail address: procurement.cv@cv.jo.un.org
13	18, 19 and 21	Manner of Disseminating Supplemental Information to the RFP and responses/clarifications to queries	Direct communication to prospective Proposers by email and Posting on the website www.un.cv
14	23	Deadline for Submission	24 January 2019 at 16:00 Cabo Verde Time
14	22	Allowable Manner of Submitting Proposals	<input type="checkbox"/> Courier/Hand Delivery <input type="checkbox"/> Submission by email
15	22	Proposal Submission Address	<u>Av. OUA, Achada Santo Antonio, Praia, Ilha de Santiago</u> <u>Email: procurement.cv@cv.jo.un.org</u>
16	22	Electronic submission (email) requirements	<ul style="list-style-type: none"> ▪ Format: PDF files only ▪ 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. ▪ Password for technical proposal <u>must</u> not be provided to UNDP until the date as indicated in No. 14 (<i>for email submission only</i>) ▪ Password for financial proposal <u>must</u> not be provided to UNDP until requested by UNDP ▪ Max. File Size per transmission: 10MB ▪ Mandatory subject of email: RFP/08/2018 - Travel Services ▪ Documents which are required in original should be sent to the proposal submission address with a PDF copy submitted as part of the electronic submission.
17	27 36	Evaluation Method for the Award of Contract	Combined Scoring Method, using the 70%-30% distribution for technical and financial proposals respectively The minimum technical score required to pass is 70%.
18		Expected date for commencement of Contract	<i>February 4, 2019</i>

19		Maximum expected duration of contract	One year with possible extension for two additional periods of one year each upon annual satisfactory performance
20	35	UNDP will award the contract to:	Long Term Agreement (LTA) will be awarded to two (2) technically responsive agencies.
21	39	Type of Contract	Purchase Order and Contract for Goods and Services for UNDP http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
22	39	UNDP Contract Terms and Conditions that will apply	UNDP General Terms and Conditions for Professional Services http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
23		Other Information Related to the RFP	<i>[All other instructions and information not yet mentioned so far in this Data Sheet but are relevant to the RFP must be cited here, and any further entries that may be added below this table row]</i>

Section 4. Evaluation Criteria

Preliminary Examination Criteria

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

- Appropriate signatures
- Power of Attorney
- Minimum documents provided
- Technical and Financial Proposals submitted separately
- Bid Validity

Minimum Eligibility and Qualification Criteria

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

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

Subject	Criteria	Document Submission requirement
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: Technical Proposal Submission Form
Conflict of Interest	No conflicts of interest in accordance with ITB clause 4.	Form A: Technical Proposal Submission Form
Bankruptcy	Not declared bankruptcy, not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future.	Form A: Technical Proposal Submission Form
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
	Minimum 3 years of relevant experience.	Form D: Qualification 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.

Previous Experience	Minimum 3 contracts of similar value, nature and complexity implemented over the last 5years. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Form D: Qualification Form
Financial Standing	Minimum average annual turnover of USD206,200.00 for the last 3 years. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Form D: Qualification Form
	Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Form D: Qualification Form

Technical Evaluation Criteria

Summary of Technical Proposal Evaluation Forms		Points Obtainable
1.	Bidder's qualification, capacity and experience	300
2.	Proposed Methodology, Approach and Implementation Plan	400
3.	Management Structure and Key Personnel	300
Total		1000

Section 1. Expertise of Firm / Organization (Years in Business, Reputation and Capability, Expertise of Travel Agency)		Points obtainable
1.1	Years of establishment	50
	5 years minimum experience	35
	More than 5 years, 1 point per each additional year, but not more than 15 points	15
1.2	Years of IATA membership	50
	4 years' minimum requirement	35
	More than 4 years – 1 point per every additional year but not more than 15 points	15
1.3	Reliability (References, and letters of recommendations)	50
	Minimum 1 recommendation from IATA Air Carrier	30
	More than one recommendation from IATA Air Carrier -2 points for every additional recommendation but not more than 10 points	10
	Recommendation from International Organization(s), embassies, multinational corporations- 2 points for every recommendation, but not more than 10 points	10
1.4	Volume of sales (annual domestic/ international air tickets turnover in 2017). 50 pts for CVE 20.000.000 and above turnover, 30 points for CVE 19.999.999-15.000.000. Below CVE 15.000.000 – 10 pts.	50
1.5	Reservation Booking Systems (Galileo and Amadeus)	50
1.6	BSP (IATA) minimum requirement Billing and Settlement Plan	50
Total Section 1		300

Section 2. Methodology / Work Approach and Value Additions		Points obtainable
2.1	Process for Billing/ MIS & Contract Management (What is the makeup of your bill or how will you be billing us?)	100
2.2	Work Approach, Quality Assurance of Travel and Visa Services	150

2.3	Value Additions / Innovation on services provided (including additional services – without the cost element). Are services provided after hours? If not how will such requests be handled? Note : such value addition must relate to process improvements	50
2.4	Air travel is generally expensive, how will you ensure that the UN can travel in the most cost-effective manner? How will the UN know it's getting the best offer?	50
2.5	What reports will be made available to us? <ul style="list-style-type: none"> • Frequency of reporting? • Whether reports come at a cost? • Would they be disaggregated by agency? 	50
Total Section 2		400

Section 3. Personnel Competence (access, qualification and experience of proposed staff		Points obtainable
3.1	Client Manager	100
3.2	Education: Minimum qualifications – Bachelor’s Degree, 30 Certifications by International Air Transport Association (IATA) or equivalent international certifications/qualifications, 10	40
3.3	Experience: 5 years of relevant experience to the assignment. i.e. conversant with Travel Agency related functions for both domestic and international travels	60
3.4	Travel Expert for UN Contract	100
3.5	Education: Minimum qualifications - Bachelor’s Degree, 20 Certifications by International Air Transport Association (IATA) or equivalent international certifications/qualifications, 10 High School + Accredited Certification, 10	40
3.6	Experience: 3 years of relevant experience to the assignment. i.e. conversant with Travel Agency related functions for both domestic and international travels	60
3.7	Availability of support after hours?	40
3.8	Description on how the support system will work?	60
Total Section 3		300

Section 5. Terms of Reference

Provision of Travel Management Services for the UN Agencies in Cabo Verde on Long Term Agreement basis (LTA – 2 Vendors)

1. Background and General Considerations

The Joint office of UNDP, UNFPA and UNICEF (Joint Office) in Cabo Verde has been identified as the Leading Agency to organize and conduct the bidding process for provision of travel management services on Long Term Agreement basis on behalf of the UN Agencies in Cabo Verde. In order to achieve time and cost efficiency while ensuring outstanding quality of service, Joint Office, on behalf of the UN Agencies in Cabo Verde, envisages entering into one (1) Long Term Agreement with two (2) qualified Travel Agencies for the provision of Travel Management Services for an initial period of one year with the option to extend for two additional years, subject to a satisfactory performance evaluation

The average volume of air tickets procured by the UN Agencies in the last 3 years (from 2016 to 2018) amounts to approximately CVE 97.919.000,00 (equivalent to USD 1,000,000.00). Ticketing volume in the years to come is expected to remain at comparatively similar levels. However, any agreement resulting from this Request for Proposal carries with it no guarantee of future business levels.

Travel, as referred to in the Terms of Reference, shall apply to all journeys of UN Agencies in Cabo Verde staff from one place to another for official business purposes. These official purposes include, but need not be limited to, the following:

- Official missions, meetings and various events;
- Home leaves, emergency travels, and educational leaves.

UN System Travel Policy

Current air travel policy requires the Travel Agencies in all cases to book the most direct and economical route available including restricted and non-refundable fares and to research alternate itineraries in order to provide the lowest appropriate fares, which satisfy the UN/The Joint Office of UNDP, UNFPA & UNICEF travel policies and mission requirements. The UN travel policies embody the following basic principles:

- a. Full economy fares may be used if no appropriate reduced fares are available;
- b. Business class travel or equivalent is subject to partner Organization travel policy and is applicable;
- c. Travel regulations prohibit first-class travel except for a few rare specific categories;
- d. The Travel Agencies must be knowledgeable of and prepared to offer special fares, restricted fares, discount fares, and bulk fares for use whenever appropriate;
- e. The Travel Agencies shall, where applicable, attempt to obtain upgrades for UN/ The Joint Office of UNDP, UNFPA & UNICEF travelers wherever possible and subject to availability.

Objective

The Travel Management Services, as referred to in the Terms of Reference, shall apply to all domestic and international journeys of UN Agencies staff, consultants, partners and their staff (in their personal capacity) from one place to another for official and personal business purposes.

These services include, but are not be limited to, the following:

- Ticket issuance for official international and domestic travel using commercial flight (individual and group)
- Transportation and airport transfers

This solicitation process will result in an award of contract - Long Term Agreement of an initial period of one year and which would be renewable up to a period of three years subject to:

- a) Satisfactory evaluation of performance, based on a survey of UN travelers and travel focal persons from other UN Agencies;
- b) Retention of the same rates as agreed with the Joint Office of UNDP, UNFPA & UNICEF during the first year of contract, except when the rates will be reduced without a reduction in the scope and quality of services; and
- c) Other extenuating circumstances as may be found or deemed appropriate by the UN based on its standard principles.

The agreement shall not set a minimum guarantee on volume sales on the part of the Joint office, nor will the Joint Office of UNDP, UNFPA & UNICEF or the Travel Agencies be allowed to impose such a guarantee of volume.

2. Scope of Services, Expected Outputs and Performance Standards

The successful Travel Agencies shall provide full, prompt, accurate and expert international travel products and services to UN agencies from 08:30am to 17:30pm during working days.

The travel agencies shall be able to provide from their offices, a team dedicated for services provided to the UN agencies in Cabo Verde, equipment, and facilities, with the least operational disruption, from the time of signing of the contract.

In addition, the Travel Agencies shall provide for 24 hours emergency service, as well as for services during weekends and official holidays where emergency travel service is required (this can originate from remote locations). At least one of the Travel Agencies employees shall always be reachable by phone.

The products and services include, but are not limited to, the following:

2.1 Mandatory Services Requirement:

Please note that Mandatory Services are non-negotiable requirements. If the bidders do not have sufficient internal capability to provide the whole range of services, they might wish to create consortiums or enter into sub-contracting for these services.

In the event that the proposal is made in association with one or multiple partners (i.e. Consortium or Joint Venture) the documentation shall include the corresponding agreement between the parties and indicate roles and responsibilities of all the partners.

a) Reservation and Ticketing

- i. For every request, the Travel Agency shall immediately make offers and prepare appropriate itineraries and formal quotation based on the most economical fare available including restricted and non-refundable fares on the most direct and convenient routing;

- ii. In the event that required travel arrangement cannot be confirmed, the Travel Agency shall notify the UN Agency representative of the problem and present minimum three (3) alternative routings/quotations for consideration;
- iii. For wait-listed bookings, the Travel Agency shall provide regular daily feedback on status of the flight;
- iv. The Travel Agency shall reconfirm and revalidate airline tickets, re-issue tickets which are returned as a result of changed routing or fare structures and printed itineraries, as per conditions enforced by airline carriers;
- v. The Travel Agency shall promptly issue e-tickets and detailed itineraries, showing the accurate status of the airline on all segments of the journey, including the price of the ticket;
- vi. The Travel Agency shall accurately advise the Joint Office of UNDP, UNFPA & UNICEF and its Partner Agencies of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings;
- vii. The Travel Agency shall provide information on airline tickets schedules.
- viii. The Travel Agency shall clearly indicate the type of ticket issued (refundable, none refundable etc.)

b) Airfares and Airlines Routings/Itineraries

The Travel Agency shall propose fares/airline routings and guarantee that it shall obtain the lowest available airfare for the journey concerned. Such journeys shall be the most direct and economic routing, unless travel time exceeds nine (9) hours in duration with a maximum two (2) hours break between flight segments;

- i. The Travel Agency shall ensure that tickets issued are in accordance with entitlements prescribed in UN/ The Joint Office of UNDP, UNFPA & UNICEF Travel Authorization;
- ii. The Travel Agency shall assist travel representatives from UN Cabo Verde in negotiating with airlines on preferred fare conditions for UN Agencies, such as ticketing deadlines to be as flexible as possible (i.e. until the date of commencement of particular travel);
- iii. The Travel Agency shall advise market practices and trends that could result in further savings for UN Cabo Verde, including the use of corporate travel booking tools with automated travel policy compliance and enforcement, and travel management reporting;
- iv. The Travel Agency shall propose fares/airline routings in accordance with the latest UN Airline Safety List (to be shared with successful bidders);
- v. The Travel Agency shall provide all official travelers with last seat availability, advance seat assignments and advance boarding passes, wherever possible on all airlines for which the Travel Agent can offer these services. The Travel Agency is expected to expand these services, as they become available on additional carriers.

c) Travel Information / Advisories;

- i. The Travel Agency shall provide travelers with a complete automated itinerary document to include carrier(s), flight numbers, departure and arrival times for each segment of the trip etc.;
- ii. The Travel Agency shall inform travelers, upon booking confirmation, of flight/ticket restrictions, involuntary stop-overs, and other inconveniences of the itinerary and provide required documentation for travels;
- iii. The Travel Agency shall provide travelers on request with online and offline relevant information on official destinations, i.e. visa requirements, security procedures, airport transfers/land transportation facilities, local points of interest, currency restrictions/ regulations, health precautions, weather conditions, etc., as per Global Distribution System guides;
- iv. The Travel Agency shall promptly notify travelers of airport closures, delayed or cancelled flights, as well as other changes that might affect or will require preparations from travelers, sufficiently before departure time, and as soon as it becomes available.

d) Flight Cancellation / Rebooking and Refunds

- i. The Travel Agency shall immediately process airline refunds for cancelled travel requirements unutilized pre-paid tickets and credit these to the respective UN Agency within five working days;
- ii. The Travel Agency shall limit refund charges at airline rate only, i.e. no additional charges will accrue to the Travel Agency;
- iii. The Travel Agency shall absorb cancellation and/or change reservation date charges which are due to no fault of the UN Agency or the traveler;
- iv. The Travel Agency shall report back to the respective UN Agency on the status of ticket refunds within 5 working days.

e) Supplier Relations

- i. The Travel Agency shall not favor any particular air carrier when making reservations;
- ii. The Travel Agency shall maintain excellent relations with all air carriers for the benefit of the UN Cabo Verde

f) Services Quality Control and continuous improvements

- i. The Travel Agency shall establish a mechanism to monitor on a regular and continuous basis the quality of travel products and services provided to the UN Cabo Verde;
- ii. These procedures shall include a self-inspection system covering all the services to be performed under the Contract and shall include a method for monitoring, identifying and correcting deficiencies in the quality of service furnished to UN Cabo Verde;
- iii. The Joint Office of UNDP, UNFPA & UNICEF and its Partner Agencies will be notified of any deficiencies found and corrective action taken;
- iv. The Travel Agency warrants that the personnel assigned to handle the UN Agencies' travel arrangements shall constantly be trained to be kept up to date with international standards and practices;
- v. Measurements of improvements to the service will be part of the Service Level Agreement between the parties.

g) Medical advice

- i. The Travel Management Agency will provide medical advice and information on health requirements (yellow fever card etc.) at all times for international travelers. The traveler profiles will include details of inoculations, wherever applicable.

h) Reporting

- i. The Travel Management Agency shall provide a regular report providing updated information pertinent to travelers from The Joint Office of UNDP, UNFPA & UNICEF Cabo Verde and Partner Agencies. This will incorporate information regarding relevant promotional fares and rates, changes to the Travel Management Agency personnel and general travel information.
- ii. Providing an Interface with major airlines and hotels to get the best corporate deals: Ability to facilitate meetings with senior personnel from Airlines to get the best corporate deals for The Joint Office of UNDP, UNFPA & UNICEF and Partner Agencies.

2.2 None- Mandatory: Availability of Other Products and Services as May Be Requested

The Joint Office of UNDP UNFPA & UNICEF and other UN agencies may add any or all of the Optional Services to the main Travel Agreement with the selected service provider should these be assessed as convenient for UN Agencies in Cabo Verde.

Bidders are requested to clearly indicate if they propose to provide these additional services; if yes, then please submit the methodology along with financial proposal for these additional services separately.

After finalization of the preferred bidder, The Joint Office of UNDP, UNFPA & UNICEF and its Partner agencies will decide on incorporating the additional services in the main Travel Management contract based on the proposed methodology and financial quotes.

The financial quote for these additional services should be quoted separately and submitted along with the Section 6: Financial Proposal Form. None mandatory services will include but would be not limited to:

- a. Travel Documents, i.e. Airport transfers (upon request)
- b. Preferred Seating Arrangements/Upgrades as applicable
- c. Privileged Check-In Services/Use of Airline Lounge Facilities as applicable
- d. Excess Baggage/Lost Baggage
- e. Travel Insurance
- f. Car hire services – if required, assist in booking or providing car hire services to and from the airports in Cabo Verde and overseas
- g. Meet and assist, airport assistance: the Travel Management Agency will provide assistance service at airport to passengers at the time of arrival and departure, upon request and when required.

3. Performance Standards and Service Level Guarantee

Performance Standards and Service Level Guarantee for travel services are provided below. Service Level Agreements for the rest of services would be agreed between the selected service providers and The Joint Office of UNDP, UNFPA & UNICEF before the beginning of the contract.

The contracted Travel Agency shall perform services and deliver products in accordance with the herein prescribed minimum performance standards set by the Joint Office of UNDP, UNFAP & UNICEF, and other UN agencies in Cabo Verde:

Product / Service	Performance Attribute	Definition	Standard / Service Level
1. Airline Reservation	Agency Accuracy	Ability to perform task completely and without error	Zero-error in passengers' records/airline bookings, fare computation, routing;
	Speed and Efficiency	Ability to deliver product or service promptly and with the use of resources	<ul style="list-style-type: none"> • For confirmed bookings via itinerary within two hours' time of request; • For wait listed bookings via regular updates every two days;
2. Airline Tickets	Agent Accuracy	Ability to perform task completely and without error	Zero-error in the printed ticket/aborted travel due to incomplete travel documents
	Timeliness of delivery	Ability to deliver product or service on or before promised date	3 working days before departure date
3. Travel Documentation	Accuracy	Ability to ascertain requirements for various destinations/nationalities	<u>Zero-incident of complaint/aborted travel due to incomplete travel documents</u>
	Clarity	Ability to deliver product or service on or before promised date	<u>10 working days</u> before travel date

Product / Service	Performance Attribute	Definition	Standard / Service Level
4. Billing	Accuracy	Ability to generate billing statements without errors	<u>Zero-Error</u> or no discrepancy between invoices and attachments
	Clarity	Ability to generate bills that are transparent or easy to understand	<u>Zero>Returns</u> for clarification/explanation
5. Rates/Pricing	Fairness	Reasonable charges for services offered	At same or rates lower than market standards
	Company concern about fares	Ability to quote competitive fare	At levels lower than airline preferred rates. Guarantee that <u>one quotation is the lowest obtainable fare.</u>
	Good value indicated by price	Competitive fares quoted vs. restrictions or lack/absence thereof	At the same terms or better than quoted by airlines
	Willingness to assist UN Agencies to negotiate preferred rates and concessions	Voluntarily offering to assist/represent UN Agencies in dealings with airlines	Semiannual meetings to obtain competitive rates in the market and preferable fare conditions
6. Service Quality	Accessibility	Ability to access or approach travel agency	Telephone: 3 rings Emergency: 24 hours Email: available Website: available
	Responsiveness	Willingness to go out of one's way to help the traveler	Regular coordination meetings with UN Agencies Operations Management Committee; Travel Agency Performance Reviews once a year; No. of personal travels booked through the travel agent;
7. Problem Solving	Refunds	Ability to process and obtain ticket refunds on a timely basis	Within one month from date of cancellation
	Complaint Handling	Ability to resolve complaints	Timeliness: one (1) week Manner of resolution: Satisfactory score
8. Travel Experts	Competence	Knowledge of destinations; Knowledge of airline practices, fare levels and shortest routes and connections; Knowledge of UN Travel Policies;	Proficiency rating of not less than 75%
9. Communications	Awareness Level of Travelers regarding Travel Agency Product	Services and policies are communicated to travelers; Travelers are well informed about matters concern	Frequency of communications: Monthly

Product / Service	Performance Attribute	Definition	Standard / Service Level
	and Services	them;	
10. Office premises and Hours of Services	Readiness to do business	Travel Expert to commence business	<ul style="list-style-type: none"> ▪ The Travel Agent(s) should provide travel services from 8.30 am to 18.00 p.m. during working days. In addition, Travel Agent(s) shall provide for 24 hours a day emergency service, as well as for services during weekends and official holidays where emergency travel service is required. ▪ Zero complaints that no one was around to answer calls.
11. UN Travel Policy	Adherence to UN Travel Policy	Knowledge of UN Travel Policy and secure reservations only in compliance with it	<ul style="list-style-type: none"> ▪ Send 3 options for each request (if available) which are most direct & economical routes

4. Contractual and Institutional Arrangements

The Joint office of UNDP, UNFPA & UNICEF in Cabo Verde envisage entering into a multiyear contract with two selected Service Provider for the provision of Travel Management and associated Services.

For the services listed under sub-section 2 (Scope of Services, Expected Outputs and Performance Standards) of the Terms of Reference the selected Travel Agencies will charge UN agencies in Cabo Verde a flat service per each issued ticket and other services regardless of booking class and destination, as detailed in Section 6, Form G (Financial Proposal) of the present Request for Proposal.

The level of the service fees shall remain fixed for the whole duration of the contract and shall apply for a whole itinerary per passenger and each independent air ticket issued unless there are changes in price introduced by air carrier which should be officially communicated.

5. Roles and Responsibilities

The Travel Agencies shall collaborate with the representatives designated by The Joint Office of UNDP, UNFPA & UNICEF and its Partner Agencies, who will request quotations for various itineraries, as required. Requests shall be sent in writing to the Travel Experts designated by the contracted Travel Agencies and shall contain the following minimum information:

- I. routing/itinerary of travel
- II. outbound departure date and inbound arrival date
- III. class of booking and conditions of booking, if applicable (i.e. changeable dates, fully refundable etc.)
- IV. number of tickets required;
- V. restrictions regarding airlines and/or air-carriers, if applicable.

Requests for quotation shall be sent between 08:00 and 18:00 during working days. In case of emergency services requested during weekends and official holidays, the request for quotation sent in writing shall be followed by a phone call from the requestor alerting of the emergency.

Within two working hours from receipt of written request by email, the contracted Travel Agency shall provide its quotation as per applicable UN/Joint Office of UNDP, UNFPA & UNICEF Travel Policy and special fares and conditions offered by air carriers to the UN Agencies in Cabo Verde.

The quotation shall consist of minimum three options for the requested itinerary and shall contain the following information for each option:

- air carriers and flight numbers;
- dates and times of departures/arrivals for each segment of the trip
- booking class with description of applicable restrictions and period of validity of booking
- refund/rebooking charges
- price in CVE disaggregated by ticket fare, taxes, service fee and other charges if applicable.

The representatives of UN Cabo Verde (Travel Assistant or related services of each UN Agency) will select the acceptable offer and shall confirm and request the Travel Agency to make the booking, as early as possible.

The Travel Agency shall send the booking by email to the Agency representative. The period of validity of booking shall be in accordance with policies enforced by airline carriers and shall be indicated in the message.

The UN Agency representative shall obtain all required approvals for the proposed booking and travel within the period of validity of booking.

In the event that he/she failed to request issuance of electronic ticket within the period of validity of the initially proposed booking, the Travel Agency shall make every effort to re-book the initially proposed itinerary at the same fare and conditions or shall inform the UN Agency representative of the impossibility of doing so and shall re-book the ticket at the next lowest available fare.

Upon approval of travel, the authorized sender shall send a Purchase Order together with a request for the issuance of electronic ticket as per confirmed booking and price.

6. Contract Management

The contract resulting from this Request for Proposal shall be available for use by The Joint Office of UNDP, UNFPA & UNICEF and UN Agencies. Each UN agency will designate one representative to deal with the Travel Agency. However, the overall contract management responsibility shall rest with The Joint Office of UNDP, UNFPA & UNICEF Cabo Verde whose Procurement unit shall serve as focal point for this purpose.

The Joint Office UNDP, UNFPA & UNICEF Procurement Unit shall serve as the focal point for the following:

- Contract administration and overall point of contact for the contracted Travel Agency;
- Issuance, answering questions; coordination and establishment of reports;
- Obtain and review quarterly reports from the Travel Agency;
- Conduct Travel Agency Performance Review once per year.

The Joint Office UNDP, UNFPA & UNICEF Cabo Verde Procurement Unit from time to time, evaluate and verify with other Travel Agencies and other industry indicators the comparability and competitiveness of the rates offered by the contracted Travel Agency.

The Joint Office of UNDP, UNFPA & UNICEF Cabo Verde reserves the right to terminate contract with the Travel Agency at any time if the Travel Agency charges rates than market standards or does not render minimum services described in this tender document.

UN Staff may use the services under this contract on same pricing conditions for personal requirements, however, their payment would be settled by the staff themselves and The Joint Office of UNDP, UNFPA & UNICEF / other UN Agencies shall have no obligation to settle such payments. Any such personal request should not take preference over the official work and should only be provided by the Agency if excess capacity is available.

The Travel Management agency will assign dedicated staff exclusively for the Contract led by a qualified staff. The team lead must have a minimum of 5 years business travel experience and have completed the IATA Standard course. The staff should be comfortable in a multi-cultural environment and have the ability to establish good work relationships.

The successful travel agencies are each required to provide as many staff as needed to process the expected service volumes while meeting the performance standards set forth in the service level agreement. At the minimum, the following persons must be assigned to the Joint Office of UNDP, UNFPA & UNICEF and other UN Agencies:

- One Team Leader/Travel Specialist, and at least 2 Travel Experts

The service provider shall comply with all relevant Labour Laws as contained in the Laws of the Republic of Cabo Verde as it concerns the wages, working hours, leaves, pension fund, employee safety and insurance for the staff working on the The Joint Office of UNDP, UNFPA & UNICEF Contract.

The Joint Office of UNDP, UNFPA & UNICEF reserves the right to request copies of the employment contracts of professionals working under this contract at any time during this contract. The team should be functional during established UN working days and agreed time schedules.

In case of heavy workload, there should be additional member of staff for back-up.

The agency should be able to provide a suitable arrangement like Call in facilities, etc. as part of the technical proposal.

The team should be familiar with UN travel policies and procedures and ensure compliance in all official transactions for travel related services listed above.

7. Performance Reporting.

The Travel Agency shall submit the following reports on regular basis to the designated representatives of each agency:

- Quarterly Production Statistics showing the expenditure on each airline;
- Quarterly Carrier – Route – Fare Analysis and Production/Volume of Business containing the following minimum information: name of requesting unit (UN Agency), ticket number, passenger name, travel dates, itinerary, ticket price, service fee applied;
- Changes and Update on Airline Rates, promotions, policy changes, etc., immediately upon the receipt of the advice;
- Any ad hoc reports requested that do not require extensive searches for data and/or extensive data comparison to be delivered by electronic means within two business days. Those ad hoc report requests that require extensive data search and/or extensive data comparison will be delivered

according to an agreed upon delivery time. Exception Reports Rolled up by organization, Traveler, Lost Savings Amount, with following details;

- Specified Class of Service (requests for Y class fares) – used to improve upgrade chances;
- Declined to flight time preference;
- Declined due to carrier preference;
- Declined due to penalty or restriction - (Refundable vs. Non-refundable, Use of International Restricted Fares);
- Declined due to airport preference.

8. Billing and Invoice

The Travel Agencies shall process all travel requests from UN Cabo Verde for payment broken down by agency and billed monthly. The invoices will clearly indicate local and overseas travel costs. The billing shall be done based on the following procedures:

- The Travel Agencies shall send an itemized official invoice to the designated representative of the UN Cabo Verde at the end of each week for all services provided to the respective UN Agency during that week quoting the relevant Purchase Order number;
- The invoice shall be issued in Cabo Verde Escudo;
- The invoice price shall be disaggregated by ticket fare, service fee and other charges (if applicable);
- Payment shall be affected within 30 working days by the receiving UN Agency upon review and approval of the services included in the invoice;
- Invoices for personal services shall be settled by the staff themselves in advance. All charges associated with personal travel portions of official trips, including all transportation and fees, shall be billed directly to travelers 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;
- Invoices where charges cannot be centrally billed. Where charges cannot be billed to a central billing account, the Travel Agencies shall provide automated invoices per UN organization, on a monthly basis or as requested by the UN Cabo Verde;
- Refunds: The Travel Agencies shall process any refunds due to the UN for unused tickets, Miscellaneous Charge Orders (MCOs) and downgrades within 5 working days. The Travel Agencies will assist UN Cabo Verde with all documentation necessary to dispute card billings when requested.

9. Qualifications of the Firm

The successful Travel Agencies which will be contracted to serve the needs of the UN Agencies in Cabo Verde shall have the following minimum eligibility criteria:

- a) Legal registration
- b) IATA Accreditation Certification
- c) The vendor should have a minimum average annual turnover of CVE 20.000.000,00 (USD 206,200.00) during the past 3 years
- d) Minimum 5 years of experience in corporate specialization in Travel Management Services
- e) Minimum three (3) ongoing or completed contracts for same or similar services executed in last 36 months having
- f) Letter of Satisfactory Performance from the top 3 clients in terms of contract value

The successful Travel Agencies shall be required to devote personnel with the following minimum

qualifications:

- Team Leader /Client manager with adequate authority to make decisions for the timely resolution of problems (need not be 100% dedicated to The Joint Office of UNDP, UNFPA & UNICEF Account but visiting regularly and be available on demand)
- Travel Specialist with adequate authority to make decision for regular requirements under the contract
- At least two (2) travel experts proposed for the contract with a minimum 5 five years of practical experience in the management of travel services, in operating the automated reservation and ticketing systems. In the case of emergencies (e.g. evacuations, unexpected event, etc.), the travel expert shall maintain operations necessary to support UN Cabo Verde
- The nominated travel experts in the proposal must remain as part of the team managing the Joint Office of UNDP, UNFPA & UNICEF and other UN Agencies Contract for the entire duration of the contract.

If the travel expert decided to terminate her/his services with the travel agency, the Travel Agency shall notify the joint office of UNDP, UNFPA & UNICEF in Cabo Verde Procurement Unit one month in advance and attach to the letter the Curriculum Vitae of the proposed replacement of the travel expert. the joint office of UNDP, UNFPA & UNICEF in Cabo Verde has the right to reject the newly nominated travel expert if found to be not competent to handle the management of the travel services. In the event of failing to assign experienced personnel, UN Cabo Verde shall have the right to terminate the contract.

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

The Travel Agency shall have a contingency replacement plan to be enforced during periods of illness and vacations of its personnel in order to maintain full service at all times under the contract.

10. Disclaimers:

- No Minimum Guarantee. The Joint office of UNDP, UNFPA & UNICEF will not guarantee any minimum quantity of travel purchases under any subsequent Contract;
- Non-Exclusivity: The Joint office of UNDP, UNFPA & UNICEF reserves the right to enter concurrently into contracts with multiple travel agencies for the provision of the required services.

11. Recommended Presentation of Proposal

For purposes of generating proposals whose contents are uniformly presented and facilitate their comparative review, it is recommended that Proposers make use of the Technical Proposal Format presented under Section 6. The descriptions and information provided under each sub-section therein should prove the Proposer's ability to meet and/or exceed the requirements of the Terms of Reference and should facilitate ease of analysis/evaluation process in accordance with technical evaluation criteria presented under Section 4 of the present Request for Proposal. Any additional documents provided as part of the Technical Proposal should be referenced in a chronological order and labeled accordingly. A Proposal determined as not substantially responsive will be rejected and may not subsequently be made responsive by the Proposer by correction of the non-conformity.

The Joint Office of UNDP, UNFPA and UNICEF in Cabo Verde recognizes the importance of confidentiality of the data provided by Proposers and the proposal information.