



**Request for Proposal (RFP)**  
**Long Term Agreement for the Provision of**  
**Air Ticketing Services for UNDP/PAPP Office and the other UN Agencies**

Date: 30 January, 2012


Dear Sir/Madam,

1. You are requested to submit a proposal for the referred services, as per enclosed Terms of Reference (TOR).
2. To enable you to submit a proposal, attached are:
  - Annex I. Instructions to Offerors
  - Annex II. General Conditions of Contract
  - Annex III. Terms of Reference (TOR)
  - Annex IV. Proposal Submission Form
  - Annex V. Price Schedule
  - Annex VI. Acknowledgement Letter
  - Annex VII. Sample of Long Term Agreement
3. It is required that proposals shall be submitted in two separate sealed envelopes, one containing the technical proposal and one the financial proposal.
4. The separate sealed envelopes shall be delivered to the following address **no later than 21 February 2012 at 10 a.m. (Jerusalem time)**.
  - United Nations Development Programme
  - Programme of Assistance to the Palestinian People (UNDP/PAPP)
  - Wadi El-Joz, 4A Ya'qubi Street, PO Box 51359
  - Jerusalem 91191
  - Tel: 02-6268200

The outer envelope should be clearly marked with the title "RFP – Long Term Agreement for the Provision of Air Ticketing Services for UNDP/PAPP office and the other UN Agencies."

5. A Pre-bid meeting will be held for all Offerors on **6 February, 2012 at 11 a.m.** at UNDP Jerusalem office in the Procurement unit.
6. Any request for clarification related to this RFP should be submitted in writing to [proc3.papp@undp.org](mailto:proc3.papp@undp.org) no later than 7 February 2012. Answers to any clarifications received and raised before the aforementioned date will be posted on [www.undp.ps/aboutundp/forms.html](http://www.undp.ps/aboutundp/forms.html) no later than 10 February 2012.

Yours sincerely,

  
Khaled Shahwan  
Deputy Special Representative (Operations)



## **Instructions to Offerors**

### **A. Introduction**

#### **1. General**

The purpose of the Request for Proposals (RFP) procedure is to enable the concerned officers at UNDP/PAPP to select a Travel Agency who will most effectively and efficiently carry out successfully the Subject: **Long Term Agreement for the Provision of Air Ticketing Services for UNDP/PAPP Office and the other UN Agencies**

#### **2. Cost of proposal**

The Offeror shall bear all costs associated with the preparation and submission of the Proposal, the UNDP will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the solicitation.

### **B. Solicitation Documents**

#### **3. Contents of solicitation documents**

Proposals must offer services for the total requirement. Proposals offering only part of the requirement will be rejected. The Offeror is expected to examine all corresponding instructions, forms, terms and specifications contained in the Solicitation Documents. Failure to comply with these documents will be at the Offeror's risk and may affect the evaluation of the Proposal.

#### **4. Clarification of solicitation documents**

A prospective Offeror requiring any clarification of the Solicitation Documents may notify the procuring UNDP entity in writing at the organization's mailing address or fax number or the email address indicated in the RFP. The procuring UNDP entity will respond in writing to any request for clarification of the Solicitation Documents that it receives earlier than the date mentioned in the invitation letter. Clarifications will be posted on [www.undp.ps/aboutundp/forms.html](http://www.undp.ps/aboutundp/forms.html).

#### **5. Amendments of solicitation documents**

At any time prior to the deadline for submission of Proposals, the procuring UNDP entity may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Offeror, modify the Solicitation Documents by amendment. Amendments will be posted on [www.undp.ps/aboutundp/forms.html](http://www.undp.ps/aboutundp/forms.html).



All prospective Offerors that confirmed their participation in this tender will be notified in writing of all amendments to the Solicitation Documents.

In order to afford prospective Offerors reasonable time in which to take the amendments into account in preparing their offers, the procuring UNDP entity may, at its discretion, extend the deadline for the submission of Proposals.

### **C. Preparation of Proposals**

#### **6. Language of the proposal**

The Proposals prepared by the Offeror and all correspondence and documents relating to the Proposal exchanged by the Offeror and the procuring UNDP entity shall be written in the **English** language. Any printed literature furnished by the Offeror may be written in another language so long as accompanied by an English translation of its pertinent passages in which case, for purposes of interpretation of the Proposal, the English translation shall govern.

#### **7. Documents comprising the proposal**

The Proposal shall comprise the following components:

- a) Proposal submission form;
- b) Operational and technical part of the Proposal, including documentation to demonstrate that the Offeror meets all requirements;
- c) Price schedule, completed in accordance with clauses 8 and 9;

#### **8. Proposal form**

The Offeror shall structure the operational and technical part of its Proposal as follows:

##### **(a) Management plan**

This section should provide corporate orientation to include the year and country of incorporation and a brief description of the Offeror's present activities. It should focus on services related to the Proposal.

This section should also describe the organizational unit(s) that will become responsible for the contract, and the general management approach towards a project of this kind. The Offeror should comment on its experience in similar projects and identify the person(s) representing the Offeror in any future dealing with the procuring UNDP.

##### **(b) Resource plan**



This should fully explain the Offeror's resources in terms of personnel and facilities necessary for the performance of this requirement. It should describe the Offeror's current capabilities/facilities and any plans for their expansion.

(c) Proposed methodology

This section should demonstrate the Offeror's responsiveness to the requirements by identifying the specific components proposed, addressing the requirements, as specified, point by point; providing a detailed description of the essential performance characteristics proposed warranty; and demonstrating how the proposed methodology meets or exceeds the specifications.

The operational and technical part of the Proposal should not contain any pricing information whatsoever on the services offered. Pricing information shall be separated and only contained in the appropriate Price Schedules.

It is mandatory that the Offeror's Proposal numbering system corresponds with the numbering system used in the body of this RFP. All references to descriptive material and brochures should be included in the appropriate response paragraph, though material/documents themselves may be provided as annexes to the Proposal/response.

Information which the Offeror considers proprietary, if any, should be clearly marked "proprietary" next to the relevant part of the text and it will then be treated as such accordingly.

**9. Proposal prices**

The Offeror shall indicate on an appropriate Price Schedule, an example of which is contained in these Solicitation Documents, the prices of services it proposes to supply under the contract.

**10. Proposal currencies**

All prices shall be quoted in US dollars.

**11. Period of validity of proposals**

Proposals shall remain valid for One Hundred Twenty (120) days after the date of Proposal submission prescribed by the procuring UNDP entity, pursuant to the deadline clause. A Proposal valid for a shorter period may be rejected by the procuring UNDP entity on the grounds that it is non-responsive.

In exceptional circumstances, the procuring UNDP entity may solicit the Offeror's consent to an extension of the period of validity. The request and the responses thereto shall be made in



writing. An Offeror granting the request will not be required nor permitted to modify its Proposal.

## **12. Format and signing of proposals**

The Offeror shall prepare two copies of the Proposal, clearly marking each "Original Proposal" and "Copy of Proposal" as appropriate. In the event of any discrepancy between them, the original shall govern.

The two copies of the Proposal shall be typed or written in indelible ink and shall be signed by the Offeror or a person or persons duly authorized to bind the Offeror to the contract. The latter authorization shall be indicated by written power-of-attorney accompanying the Proposal.

A Proposal shall contain no interlineations, erasures, or overwriting except, as necessary to correct errors made by the Offeror, in which case such corrections shall be initialed by the person or persons signing the Proposal.

## **13. Payment**

UNDP shall effect payments to the Contractor after acceptance by UNDP of the invoices submitted by the contractor, upon achievement of the corresponding milestones.

## **D. Submission of Proposals**

### **14. Sealing and marking of proposals**

The Offeror shall seal the Proposal in one outer and two inner envelopes, as detailed below.

(a) The outer envelope shall be:

- addressed to –  
Khaled Shahwan  
Deputy Special Representative (Operations)

United Nations Development Programme  
Programme of Assistance to the Palestinian People

and,

- marked with –  
"Long Term Agreement for the Provision of Air Ticketing Services for UNDP/PAPP Office and the other UN Agencies"



- (b) Both inner envelopes shall indicate the name and address of the Offeror. The first inner envelope shall contain the information specified in Clause 8 (Proposal form) above, with the copies duly marked "Original" and "Copy". The second inner envelope shall include the price schedule duly identified as such.

Note, if the inner envelopes are not sealed and marked as per the instructions in this clause, the procuring UNDP entity will not assume responsibility for the Proposal's misplacement or premature opening.

#### **15. Deadline for submission of proposals**

Proposals must be received at the addresses specified under clause 2 in the invitation letter no later than date specified thereto.

The procuring UNDP entity may, at its own discretion extend this deadline for the submission of Proposals by amending the solicitation documents in accordance with clause Amendments of Solicitation Documents, in which case all rights and obligations of the procuring UNDP entity and Offerors previously subject to the deadline will thereafter be subject to the deadline as extended.

#### **16. Late Proposals**

Any Proposal received by the procuring UNDP entity after the deadline for submission of proposals, pursuant to clause Deadline for the submission of proposals, will be rejected.

#### **17. Modification and withdrawal of Proposals**

The Offeror may withdraw its Proposal after the Proposal's submission, provided that written notice of the withdrawal is received by the procuring UNDP entity prior to the deadline prescribed for submission of Proposals.

The Offeror's withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of clause Deadline for Submission of Proposals. The withdrawal notice may also be sent by telex or fax but followed by a signed confirmation copy.

No Proposal may be modified subsequent to the deadline for submission of proposals.

No Proposal may be withdrawn in the Interval between the deadline for submission of proposals and the expiration of the period of proposal validity specified by the Offeror on the Proposal Submission Form.

### **E. Opening and Evaluation of Proposals**

#### **18. Opening of proposals**



The procuring entity will open the Proposals in the presence of a Committee formed by the Head of the procuring UNDP entity.

### 19. Clarification of proposals

To assist in the examination, evaluation and comparison of Proposals, the Purchaser may at its discretion, ask the Offeror for clarification of its Proposal. The request for clarification and the response shall be in writing and no change in price or substance of the Proposal shall be sought, offered or permitted.

### 20. Preliminary examination

The Purchaser will examine the Proposals to determine whether they are complete, whether any computational errors have been made, whether the documents have been properly signed, whether the minimum requirements have been met and whether the Proposals are generally in order.

Arithmetical errors will be rectified on the following basis: If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the Offeror does not accept the correction of errors, its Proposal will be rejected. If there is a discrepancy between words and figures the amount in words will prevail.

Prior to the detailed evaluation, the Purchaser will determine the substantial responsiveness of each Proposal to the Request for Proposals (RFP). For purposes of these Clauses, a substantially responsive Proposal is one which conforms to all the terms and conditions of the RFP without material deviations. The Purchaser's determination of a Proposal's responsiveness is based on the contents of the Proposal itself without recourse to extrinsic evidence.

A Proposal determined as not substantially responsive will be rejected by the Purchaser and may not subsequently be made responsive by the Offeror by correction of the non-conformity.

### 21. Evaluation and comparison of proposals

A two-stage procedure is utilized in evaluating the proposals, with evaluation of the technical proposal being completed prior to any price proposal being opened and compared. The price proposal of the Proposals will be opened only for submissions that passed the minimum technical score of 70% of the obtainable score of 100 points in the evaluation of the technical proposals.

The technical proposal is evaluated on the basis of its responsiveness to the Terms of Reference (TOR).

In the Second Stage, the award of the contract will go to the bidder who quoted for the lowest monthly fee.



Technical Evaluation Criteria

Summary of Technical Proposal Evaluation Forms		Score Weight
1.	Expertise of Travel Agency	450
2.	Proposed Methodology and Approach	200
3.	Travel Agency Personnel	350
Total		1000

Evaluation forms for technical proposals follow on the next two pages. The obtainable number of points specified for each evaluation criterion indicates the relative significance or weight of the item in the overall evaluation process. The Technical Proposal Evaluation Forms are:

**Form 1: Expertise of Firm / Organization Submitting Proposal**

Form 1		Points
1.1	Reputation of Travel Agency and Staff/ Credibility/Reliability <i>to be assessed from the list of clients and volume of business and the up-to-date recommendation letters</i>	100
1.2	General Organisational Capability which is likely to affect implementation: - Financial strength ( 50p) - age of the firm (50p) - size of the travel agency (# of employees) (50p) - strength of project management support (50p) <i>to be assessed from profile, firm structure, financial data</i>	200
1.3	Arrangements in place to conduct services to UNDP <i>to be assessed from methodology</i>	100
1.4	Prior experience working for UNDP/ UN major multilateral/ or bilateral programme (50p) <i>to be assessed from company profile</i>	50
<b>Total Form 1</b>		<b>450</b>



## Form 2: Methodology and Approach

Form 2		Points
2.1	To what degree does the Offeror understand the task? Is the scope of task well defined and does it correspond to the TOR? Have the important aspects of the task been addressed in sufficient detail? (100p) Work-plan to conduct training (50p)	150
2.2	Quality assurance mechanism	50
<b>Total Form 2</b>		<b>200</b>

## Form 3: Travel Agency Personnel

The nominated senior travel expert in your proposal must be a qualified employee per the TOR requirements who will be responsible for the training and management of travel services to UNDP the entire period set for this contract. If the Travel Agency decided to terminate her/his services, the agency must notify UNDP one month in advance and attach to this letter the Curriculum Vita of the succeeding proposed travel expert. UNDP has the right to reject the newly nominated travel expert if not competent enough to handle the management of the travel services. And in the event of failing to assign experienced personnel, then UNDP shall have the right to terminate the contract.

Form 3		Points
<b>3.1</b>	<b>Manager</b>	
	- Qualifications	50
	- Relative Professional Experience	100
	- Knowledge of the region	20
	- Knowledge of languages (Arabic, Hebrew, English)	10
	Sub-total	180
<b>3.2</b>	<b>Senior Travel Expert</b>	
	- Qualifications	90
	- Professional Experience in the area of specialization	50
	- Knowledge of the region and local languages	30
	Sub-total	170
<b>Total Form 2</b>		<b>350</b>

In the Second Stage, the price proposal of all Offerors, who have attained the minimum 70% score in the technical evaluation will be opened and evaluated.

**UNDP will establish an exclusive Long Term Agreement with the qualified travel agency who quoted the lowest monthly fees.**

## United Nations Development Programme

Programme of Assistance to the Palestinian People

برنامج الأمم المتحدة الإنمائي / برنامج مساعدة الشعب الفلسطيني



*Empowered lives.  
Resilient nations.*

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### F. Award of Contract

#### 22. Award criteria, award of contract

The procuring UNDP entity reserves the right to accept or reject any Proposal, and to annul the solicitation process and reject all Proposals at any time prior to award of contract, without thereby incurring any liability to the affected Offeror or any obligation to inform the affected Offeror or Offerors of the grounds for the Purchaser's action.

Prior to expiration of the period of proposal validity, the procuring UNDP entity will award the contract to the qualified Offeror whose Proposal after being evaluated is considered to be the most responsive to the needs of the organization and activity concerned and the one who offered the lowest fees.

#### 23. Purchaser's right to vary requirements at time of award

The Purchaser reserves the right at the time of award of contract to vary the quantity of services and goods specified in the RFP without any change in price or other terms and conditions.

#### 24. Signing of the contract

Within seven days of receipt of the contract the successful Offeror shall sign and date the contract and return it to the Purchaser.

#### 25. Performance security. **N/A**

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### **Annex II**

#### **UNDP GENERAL CONDITIONS OF CONTRACT FOR SERVICES**

(for details on this annex please visit [www.undp.ps/aboutundp/forms.html](http://www.undp.ps/aboutundp/forms.html))



## **Terms of Reference (TOR)**

### **Long Term Agreement for the Provision of Air Ticketing Services for UNDP/PAPP Office and the other UN Agencies**

#### **A. Background**

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

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

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

#### **B. Objective**

UNDP is hereby undertaking a solicitation of bid proposal from Travel Agencies who are interested to provide Air Ticketing Services regularly required by the UNDP. All management and administrative products, current and emerging, which assist in the support of the authorized travel, fall within the scope of the proposal. The successful Offeror shall be contracted for this purpose for an initial period of one (1) year and renewable thereafter, upon satisfactory evaluation of performance up to three (3) years (hereinafter referred to the Agreement Period).

**Under the LTA UNDP does not guarantee any volume of services during the term of this Agreement.**

#### **C. Agreement Parameters**

- UNDP plans to negotiate a multiyear agreement with a vendor for the provision of travel services. The service standards to be provided must be of the highest order, and responses to specific criteria concerning service elements will be weighted heavily as detailed in **Section H**.
- UNDP will incorporate the agency's proposal as an addendum to the agreement.
- Considering that UNDP requires a variety of services and financial commitments, we expect these to be included under one contract.
- UNDP recognizes the importance of confidentiality of the data provided: the proposal information and the travel itineraries and reservations of its travellers. Accordingly, the selected agency must keep confidential all dealings with UNDP and the UN Agencies. This Request for Proposal is not to be construed in any way as an offer to contract with the Agency.
- UNDP is not committed to selecting any of the agencies submitting proposals.



### D. UNDP Roles and Responsibilities

UNDP Travel Administrator (hereinafter referred to as TA) will be responsible for the following:

- TA is the focal point for airline tickets reservation, utilizing the **Travel Agency automated reservation and ticketing program**. TA shall work under the guidance of the Travel Agency Expert for the first six months to allow build confidence and gain knowledge of different situations that arise.
- For every duly approved Travel Request, TA will immediately make bookings and prepare appropriate itineraries based on the lowest available airfare;
- TA will immediately forward the UNDP Travel Authorization, which includes the selected itinerary, to the Travel Agency to promptly issue the ticket;
- TA will ensure that tickets are issued in accordance with entitlements prescribed in UNDP Travel Authorization;
- TA will coordinate the Travel Requests and review reports;
- TA will be responsible for the Purchase Orders management and payments.

UNDP Procurement Analyst shall serve as a focal point for the following:

- Agreement management.
- Conduct performance surveys;
- Obtain quarterly progress reports; and
- Perform inspection of services.

### E. Qualification of the Successful Travel Agent

The successful Travel Agency shall have the following minimum qualifications:

- 1) Accredited **IATA** Travel Agency duly licensed from the relevant authority;
- 2) Operates as a travel agency for a minimum period of **10 years**;
- 3) Proves to have access to Jerusalem office for training and when required;
- 4) Maintains a good track record in serving international organizations, embassies and medium to large multi-national corporations;
- 5) Employs competent and experienced travel experts, especially in ticketing and fare computations, as evidenced by their track record in their Curriculum Vitae;
- 6) Financially capable of rendering services to UNDP;
- 7) Maintains facilities of on-line automated reservation and ticketing program (i.e. Amadeus, or World Span), international ticketing and ticket printing facilities;
- 8) Willing and able to maintain operating access to UNDP Travel Administrator of the automated reservation system throughout Agreement Period.
- 9) Willing and able to train and support UNDP Travel Administrator and Travel Assistant to successfully work on the automated reservation system throughout Agreement Period.
- 10) Willing and able to guarantee the delivery of products and services in accordance with performance standards required under **Section H** of this TOR.

The successful Travel Agency shall be required to devote one (1) personnel for training, support and issuance of tickets. The senior travel expert shall have the following minimum qualifications:



- 1) Senior travel expert with a certified diploma degree in ticketing/travel expert and of minimum seven (7) years of practical experience in operating the automated reservation and ticketing program;
- 2) Has adequate authority to make decisions for the timely resolution of problems;
- 3) The travel expert shall maintain operations necessary to support UNDP after working hours so require for emergency situation.
- 4) The travel expert shall have 24/7 access of service and necessary delivery of tickets as required by UNDP to the required destinations; and
- 5) Has easy access to Jerusalem and West Bank.

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

### **F. Scope of Work and Expected Outcomes**

The Travel Agency shall provide full, prompt, accurate and expert international travel products and services to staff of the UNDP. The products and services include, but are not limited to, the following:

- 1) Ticketing
  - Travel Agency shall ensure that tickets issued are in accordance with entitlements prescribed in UNDP Travel Authorization;
  - For every duly approved UNDP Travel Authorization, Travel Agency shall promptly issue and deliver accurately printed tickets and detailed itineraries, (in printed and electronic format) showing the accurate status of the airline on all segments of the journey;
  - In the event that required travel arrangement cannot be confirmed, Travel Agency shall notify UNDP of the problem;
  - For wait-listed bookings, Travel Agency shall provide regular daily feedback on status of the flight;
  - 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;
  - Travel Agency shall accurately advise UNDP of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings;
  - Travel Agency shall provide information on airline tickets schedules; and
  - Travel Agency shall provide restricted Premium Class Service.
- 2) Training on Reservation, Airfares, Airlines and Routings / Itineraries
  - Travel Agency shall assist UNDP TA and her Assistant in receiving full training to learn to use the Travel Agency reservation and ticketing program to obtain information on flight schedules, fares, airline codes, and availability of seats, make reservations, plan passenger itineraries.



- Travel Agency shall assist UNDP travel Administrator in negotiating with airlines on preferred fare conditions for UNDP, such as ticketing deadlines to be as flexible as possible (i.e. until the date of commencement of particular travel); and
- Travel Agency shall advise market practices and trends that could result in further savings for UNDP, including the use of corporate travel booking tools with automated travel policy compliance and enforcement, and travel management reporting.

3) Travel Information / Advisories

- Travel Agency shall provide UNDP TA with a complete automated itinerary document to include carrier(s), flight and voyage numbers, departure and arrival times (s) for each segment of the trip, tax exempt information, etc.;
- Travel Agency shall inform travellers, upon booking confirmation, of flight/ticket restrictions, involuntary stop-overs, hidden stops, and other inconveniences of the itinerary and provide required documentation for travels;
- Travel Agency shall provide, upon request, UNDP TA 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.; and
- Travel Agency shall promptly notify UNDP TA of airport closures, delayed or cancelled flights, as well as other changes that might affect or will require preparations from travellers, sufficiently before departure time;

4) Billing and Invoice

- Travel Agency shall send an itemized official invoice to UNDP TA on a monthly basis as per date agreed by both parties (end/mid of month) for all transactions took place in the preceding month. The invoice shall reflect the cost of the tickets, substantiated by evidence (copies of tickets), and added to it the monthly fee. UNDP shall provide payment to the Travel Agency by means of bank transfer after the approval of transactions. The invoice shall be submitted to UNDP along with the following table in addition to copies of the tickets requested by UNDP/PAPP.

The table shall include the following information:

#	Ticket number	Airline	Date issued	Staff name	Destination	Ticket cost
1						
2						
3						
x	Monthly Fee (USD)					-----
	Grand Total (USD)					-----



### 5) Flight Cancellation / Rebooking and Refunds

- Travel Agency shall process duly authorized flight changes / cancellations when and as required;
- Travel Agency shall immediately process airline refunds for cancelled travel requirements / unutilized pre-paid tickets and credit these to UNDP as expeditiously as possible;
- Travel Agency shall refund tickets within three (3) months only (shorter period than 3 months offered will be an advantage);
- Travel Agency shall limit refund charges at airline rate only, i.e. no additional charges will accrue to the Travel Agency;
- Travel Agency shall absorb cancellation and / or change reservation date charges which are due to no fault of UNDP of the traveler;
- Travel Agency shall report back to UNDP on the status of ticket refunds.

### 6) Management Reporting System

Travel Agency shall submit a report on a monthly regular basis to UNDP Procurement Analyst to include the minimum following information:

- Monthly Production Statistics (per UN Agency Office and consolidated format);
- Monthly statistics on the issued/refused tickets and the reason for rejections;
- Monthly Carrier – Route – Fare / Volume of Business;
- Monthly status of ticket refunds per UN Agency;
- Complaint Analysis; and
- Changes and Update on Airline Rates, promotions, policy changes, etc, immediately upon the receipt of the advise.

## **G. Award of Long Term Agreement**

UNDP will establish an exclusive Long Term Agreement with the qualified travel firm who quoted the first lowest administrative monthly fee amongst the technically qualified travel firms.

The Agreement represents an offer on the part of the successful travel firm to provide UNDP with specific services against the fixed monthly rate for the duration of the Agreement and under the Terms and Conditions detailed. It shall not represent a contract in itself, nor obliges UNDP to any financial commitment whatsoever. Duly Approved UNDP Travel Authorization made pursuant to such Agreement and only for the destinations stipulated therein will constitute a commitment on UNDP part.

UNDP reserves the right to discontinue the Long Term Agreement if the Contractor's performance is not satisfactory to UNDP.

## **H. Performance Standards and Service Level Guarantee**

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



Product / Service	Performance Attribute	Definition	Standard / Service Level
1. Training on Airline Reservation	Timely delivery	Teach UNDP TA and Assistant how to effectively and efficiently use the automated reservation system within a timeline.	<u>Master</u> the automated reservation program by the end of the first six months.
	Office Premises/Hours	Required hours to conduct hand-on-training	<u>Two sessions per week</u> in total of four hours. 24/7 access of service.
	Continuous teaching support	Available to respond to queries during operating hours by phone, email or walk-in and facilitate fast resolution of the question.	<u>Within half an hour</u> from time of call for the LTA duration.
	Material support	Available instructions for common steps for easy reference.	Print-out training material.
2. Issuing Tickets	Accuracy	Ability to perform task completely and without error	<u>Zero-error</u> in printing tickets/ cancellation of travel due to incomplete travel documents
	Timeliness of delivery	Ability to deliver product or service promptly	<u>Within 24 hours</u> or earlier after receiving UNDP travel authorization
3. Travel Documentation	Clarity/Accuracy	Ability to ascertain requirements for various destinations/nationalities; Ability to deliver product or service promptly.	<u>Within max three days</u> from time of confirmed booking. <u>Zero-incident</u> of complaints/ cancellation of travel due to incomplete travel documents
4. Billing	Accuracy	Ability to generate billing statements without errors	<u>Zero-Error/no discrepancy</u> between invoices and attachments
	Clarity	Ability to generate bills that are transparent and easy to understand	<u>Zero&gt;Returns</u> for clarification/explanation



Product / Service	Performance Attribute	Definition	Standard / Service Level
5. Rates/Pricing	Best Value for money	Ability to quote competitive fare	At levels same or lower than airline preferred rates.
	Willingness to assist UNDP negotiate with airlines regarding preferred rates and concessions	Voluntarily offering to assist/represent UNDP in dealings with airlines	Semi annual meetings to obtain competitive rates in the market and preferable fare conditions (i.e. ticketing, deadlines, etc.)
6. Service Quality	Accessibility	Ability to access or approach the Travel Agency	Automated Reservation Program: available throughout LTA duration at all times. Telephone: accommodate all calls during operating working hours (Saturday through Friday from 08:30 a.m. to 04:30 p.m. Emergency: 24 hours Email: within two working days
	Responsiveness	Willingness to help the travellers	Regular coordination meetings with UNDP Travel Unit: twice a year
7. Problem Solving	Refunds	Ability to process and obtain ticket refunds on a timely basis	100%within one month from date of cancellation
	Complaint Handling	Ability to resolve complaints	Immediately take action to resolve any complains.
8. Communications	Awareness Level regarding Travel Agency Product and Services	Services and policies are communicated to travellers.	Frequency of meetings: Monthly



## I. Schedule of Requirements

Required Documents		Submitted	
		Yes	No
1.	<p><b>Travel Agency Profile:</b></p> <ul style="list-style-type: none"> <li>▪ Agency profile;</li> <li>▪ Copy of Valid IATA Accreditation Certificate;</li> <li>▪ Business registration certificate from relevant authorities.</li> </ul>		
2.	<p><b>Business References:</b></p> <ul style="list-style-type: none"> <li>▪ List of Major Corporate Clients with yearly purchasing volume of US\$ 50,000 or more.</li> <li>▪ At least three up-to-date Letters of Recommendations from corporate clients.</li> </ul>		
3.	<p><b>Financial Information:</b></p> <p>Volume of Sales during for 2009, 2010 and 2011:</p> <ul style="list-style-type: none"> <li>▪ Annual international air tickets (#)</li> <li>▪ Annual international air tickets (US\$)</li> </ul> <p>Audited Financial Reports for the past two years.</p>		
4.	<p><b>Personnel Competence:</b></p> <ul style="list-style-type: none"> <li>▪ Curriculum Vitae of :                             <ul style="list-style-type: none"> <li>1- Office manager.</li> <li>2- Full time travel expert qualified and competent to sell international air transportation</li> </ul> </li> </ul>		
5.	<p><b>Methodology of Contract Implementation:</b></p> <ul style="list-style-type: none"> <li>▪ Describe in detail the arrangements to take place in order to accommodate the contract of UNDP: Access/entry to Jerusalem office, install the software, deliver training, issue tickets, accommodate urgent requests, handle claims, maintain the submission of the monthly reports...</li> <li>▪ Describe in detail your ability to secure competitive airfares and /or negotiate airfares.</li> <li>▪ State additional services and benefits that make your agency unique.</li> </ul>		
6.	<p><b>Commercial Terms:</b></p> <ul style="list-style-type: none"> <li>▪ Proposal submission form signed and stamped.</li> <li>▪ Price schedule signed and stamped.</li> <li>▪ Written Power of Attorney, authorizing the signatory of the bid to commit the bidder.</li> </ul>		

The answers to the questions **must** be provided on separate sheets of paper. We would highly appreciate it if your answers to attached questions are as clear and explicit as possible to facilitate ease of analysis/selection process, and to determine whether the documents are complete, properly signed, and whether the Proposals are generally in order.

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### Annex IV

#### PROPOSAL SUBMISSION FORM

Dear Sir / Madam,

Having examined the Solicitation Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide **Air Ticketing services for UNDP/PAPP** as may be ascertained in accordance with the Price Schedule attached herewith and made part of this Proposal.

We undertake, if our Proposal is accepted, to commence and complete delivery of all services specified in the contract within the time frame stipulated.

We agree to abide by this Proposal for a period of 120 days from the date fixed for opening of Proposals in the Invitation for Proposal, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

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

Dated this day /month \_\_\_\_\_ of year\_\_\_\_\_

Signature\_\_\_\_\_

(In the capacity of)\_\_\_\_\_

Duly authorized to sign Proposal for and on behalf of \_\_\_\_\_

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### Annex V

#### PRICE SCHEDULE

The Offeror is asked to prepare the Price Schedule in a separate envelope as indicated in Section D paragraph 14 (b) of the Instructions to Offerors. The price schedule shall include the **Monthly Fees** against the offered service as prescribed in the Terms of Reference (Annex III) during the LTA period.

The following were the recurrent destinations used by UNDP/PAPP in the year 2011: Morocco, USA, UAE, KSA, Egypt, Lebanon, Sudan, Nairobi, UK, and Geneva.

The resulted LTA is the sole property of UNDP/PAPP and no other party can use it without prior official approval from UNDP/PAPP.

**UNDP/PAPP does not warrant that any quantity will be purchased during the terms of the agreement.**

Monthly fees

Name of Authorized person to sign:

Signature:

Date:

Stamp:



**Bid Securing Declaration**

*[The Bidder shall fill in this Form in accordance with the instructions indicated.]*

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

**To: UNDP/PAPP Procurement Unit**

We, the undersigned, declare that:

We understand that, according to your conditions, tenders must be supported by a Tender-Securing Declaration.

We accept that we will automatically be suspended from being eligible for bidding in any contract with the Procuring Entity for the period of time of TWO YEARS starting from date of proposals submission deadline, if we are in breach of our obligation(s) under the bid conditions, because we:

(a) have withdrawn our Bid during the period of bid validity specified in the Form of Tender; or

(b) having been notified of the acceptance of our Bid by the Purchaser during the period of bid validity, (i) fail or refuse to execute the Contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the ITB.

We understand this Bid Securing Declaration shall expire if we are not the successful Bidder, upon the earlier of twenty-eight days after the expiration of our Tender.

**Signed:** \_\_\_\_\_ *[insert signature of person whose name and capacity are shown]*

In the **capacity** of \_\_\_\_\_ *[insert legal capacity of person signing the Bid Securing Declaration]*

**Name:** \_\_\_\_\_ *[insert complete name of person signing the Bid Securing Declaration]*

Duly authorized to sign the bid for and on behalf of: *[insert complete name of Bidder]*

**Dated** on \_\_\_\_\_ day of \_\_\_\_\_, 2012 *[insert date of signing]*

Corporate Seal (where appropriate)

*[Note: In case of a Joint Venture, the Bid Securing Declaration must be in the name of all partners to the Joint Venture that submits the tender.]*

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## Annex VII

### Acknowledgement Letter

PLEASE TYPE OR PRINT LEGIBLY & RETURN VIA FAX No.: +972 2 626 8222

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

Dear Mr. Khaled Shahwan,

Subject: Request for a Proposal of Long Term Agreement for the Provision of Air Ticketing Services for UNDP/PAPP Office and the other UN Agencies

We the undersigned, acknowledge receipt of your Request for a Proposal dated 30 January 2012 for the provision of services under subject and hereby confirm that:

- a)  we intend  we do not intend

to submit a proposal to the United Nations Development Programme by the deadline.

<b>Names of our representative(s) designated for this engagement</b>		1. ....; and			
		2. ....			
<b>Firm/Company's name (Proposer):</b>					
<b>Address:</b>					
<b>City:</b>		<b>State:</b>		<b>Zip:</b>	
<b>Signature of Authorized Representative:</b>					
<b>Name:</b>		<b>Title:</b>			
<b>Telephone No.:</b>		<b>Ext.:</b>		<b>Fax No.:</b>	
<b>Email address:</b>					



## **Instructions to Offerors**

### **A. Introduction**

#### **1. General**

The purpose of the Request for Proposals (RFP) procedure is to enable the concerned officers at UNDP/PAPP to select a Travel Agency who will most effectively and efficiently carry out successfully the Subject: **Long Term Agreement for the Provision of Air Ticketing Services for UNDP/PAPP Office and the other UN Agencies**

#### **2. Cost of proposal**

The Offeror shall bear all costs associated with the preparation and submission of the Proposal, the UNDP will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the solicitation.

### **B. Solicitation Documents**

#### **3. Contents of solicitation documents**

Proposals must offer services for the total requirement. Proposals offering only part of the requirement will be rejected. The Offeror is expected to examine all corresponding instructions, forms, terms and specifications contained in the Solicitation Documents. Failure to comply with these documents will be at the Offeror's risk and may affect the evaluation of the Proposal.

#### **4. Clarification of solicitation documents**

A prospective Offeror requiring any clarification of the Solicitation Documents may notify the procuring UNDP entity in writing at the organization's mailing address or fax number or the email address indicated in the RFP. The procuring UNDP entity will respond in writing to any request for clarification of the Solicitation Documents that it receives earlier than the date mentioned in the invitation letter. Clarifications will be posted on [www.undp.ps/aboutundp/forms.html](http://www.undp.ps/aboutundp/forms.html).

#### **5. Amendments of solicitation documents**

At any time prior to the deadline for submission of Proposals, the procuring UNDP entity may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Offeror, modify the Solicitation Documents by amendment. Amendments will be posted on [www.undp.ps/aboutundp/forms.html](http://www.undp.ps/aboutundp/forms.html).



All prospective Offerors that confirmed their participation in this tender will be notified in writing of all amendments to the Solicitation Documents.

In order to afford prospective Offerors reasonable time in which to take the amendments into account in preparing their offers, the procuring UNDP entity may, at its discretion, extend the deadline for the submission of Proposals.

### **C. Preparation of Proposals**

#### **6. Language of the proposal**

The Proposals prepared by the Offeror and all correspondence and documents relating to the Proposal exchanged by the Offeror and the procuring UNDP entity shall be written in the **English** language. Any printed literature furnished by the Offeror may be written in another language so long as accompanied by an English translation of its pertinent passages in which case, for purposes of interpretation of the Proposal, the English translation shall govern.

#### **7. Documents comprising the proposal**

The Proposal shall comprise the following components:

- a) Proposal submission form;
- b) Operational and technical part of the Proposal, including documentation to demonstrate that the Offeror meets all requirements;
- c) Price schedule, completed in accordance with clauses 8 and 9;

#### **8. Proposal form**

The Offeror shall structure the operational and technical part of its Proposal as follows:

##### **(a) Management plan**

This section should provide corporate orientation to include the year and country of incorporation and a brief description of the Offeror's present activities. It should focus on services related to the Proposal.

This section should also describe the organizational unit(s) that will become responsible for the contract, and the general management approach towards a project of this kind. The Offeror should comment on its experience in similar projects and identify the person(s) representing the Offeror in any future dealing with the procuring UNDP.

##### **(b) Resource plan**



This should fully explain the Offeror's resources in terms of personnel and facilities necessary for the performance of this requirement. It should describe the Offeror's current capabilities/facilities and any plans for their expansion.

(c) Proposed methodology

This section should demonstrate the Offeror's responsiveness to the requirements by identifying the specific components proposed, addressing the requirements, as specified, point by point; providing a detailed description of the essential performance characteristics proposed warranty; and demonstrating how the proposed methodology meets or exceeds the specifications.

The operational and technical part of the Proposal should not contain any pricing information whatsoever on the services offered. Pricing information shall be separated and only contained in the appropriate Price Schedules.

It is mandatory that the Offeror's Proposal numbering system corresponds with the numbering system used in the body of this RFP. All references to descriptive material and brochures should be included in the appropriate response paragraph, though material/documents themselves may be provided as annexes to the Proposal/response.

Information which the Offeror considers proprietary, if any, should be clearly marked "proprietary" next to the relevant part of the text and it will then be treated as such accordingly.

**9. Proposal prices**

The Offeror shall indicate on an appropriate Price Schedule, an example of which is contained in these Solicitation Documents, the prices of services it proposes to supply under the contract.

**10. Proposal currencies**

All prices shall be quoted in US dollars.

**11. Period of validity of proposals**

Proposals shall remain valid for One Hundred Twenty (120) days after the date of Proposal submission prescribed by the procuring UNDP entity, pursuant to the deadline clause. A Proposal valid for a shorter period may be rejected by the procuring UNDP entity on the grounds that it is non-responsive.

In exceptional circumstances, the procuring UNDP entity may solicit the Offeror's consent to an extension of the period of validity. The request and the responses thereto shall be made in

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writing. An Offeror granting the request will not be required nor permitted to modify its Proposal.

### 12. Format and signing of proposals

The Offeror shall prepare two copies of the Proposal, clearly marking each "Original Proposal" and "Copy of Proposal" as appropriate. In the event of any discrepancy between them, the original shall govern.

The two copies of the Proposal shall be typed or written in indelible ink and shall be signed by the Offeror or a person or persons duly authorized to bind the Offeror to the contract. The latter authorization shall be indicated by written power-of-attorney accompanying the Proposal.

A Proposal shall contain no interlineations, erasures, or overwriting except, as necessary to correct errors made by the Offeror, in which case such corrections shall be initialed by the person or persons signing the Proposal.

### 13. Payment

UNDP shall effect payments to the Contractor after acceptance by UNDP of the invoices submitted by the contractor, upon achievement of the corresponding milestones.

## D. Submission of Proposals

### 14. Sealing and marking of proposals

The Offeror shall seal the Proposal in one outer and two inner envelopes, as detailed below.

(a) The outer envelope shall be:

- addressed to –  
Khaled Shahwan  
Deputy Special Representative (Operations)

United Nations Development Programme  
Programme of Assistance to the Palestinian People

and,

- marked with –  
"Long Term Agreement for the Provision of Air Ticketing Services for UNDP/PAPP Office and the other UN Agencies"



- (b) Both inner envelopes shall indicate the name and address of the Offeror. The first inner envelope shall contain the information specified in Clause 8 (Proposal form) above, with the copies duly marked "Original" and "Copy". The second inner envelope shall include the price schedule duly identified as such.

Note, if the inner envelopes are not sealed and marked as per the instructions in this clause, the procuring UNDP entity will not assume responsibility for the Proposal's misplacement or premature opening.

#### **15. Deadline for submission of proposals**

Proposals must be received at the addresses specified under clause 2 in the invitation letter no later than date specified thereto.

The procuring UNDP entity may, at its own discretion extend this deadline for the submission of Proposals by amending the solicitation documents in accordance with clause Amendments of Solicitation Documents, in which case all rights and obligations of the procuring UNDP entity and Offerors previously subject to the deadline will thereafter be subject to the deadline as extended.

#### **16. Late Proposals**

Any Proposal received by the procuring UNDP entity after the deadline for submission of proposals, pursuant to clause Deadline for the submission of proposals, will be rejected.

#### **17. Modification and withdrawal of Proposals**

The Offeror may withdraw its Proposal after the Proposal's submission, provided that written notice of the withdrawal is received by the procuring UNDP entity prior to the deadline prescribed for submission of Proposals.

The Offeror's withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of clause Deadline for Submission of Proposals. The withdrawal notice may also be sent by telex or fax but followed by a signed confirmation copy.

No Proposal may be modified subsequent to the deadline for submission of proposals.

No Proposal may be withdrawn in the Interval between the deadline for submission of proposals and the expiration of the period of proposal validity specified by the Offeror on the Proposal Submission Form.

### **E. Opening and Evaluation of Proposals**

#### **18. Opening of proposals**



The procuring entity will open the Proposals in the presence of a Committee formed by the Head of the procuring UNDP entity.

### 19. Clarification of proposals

To assist in the examination, evaluation and comparison of Proposals, the Purchaser may at its discretion, ask the Offeror for clarification of its Proposal. The request for clarification and the response shall be in writing and no change in price or substance of the Proposal shall be sought, offered or permitted.

### 20. Preliminary examination

The Purchaser will examine the Proposals to determine whether they are complete, whether any computational errors have been made, whether the documents have been properly signed, whether the minimum requirements have been met and whether the Proposals are generally in order.

Arithmetical errors will be rectified on the following basis: If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the Offeror does not accept the correction of errors, its Proposal will be rejected. If there is a discrepancy between words and figures the amount in words will prevail.

Prior to the detailed evaluation, the Purchaser will determine the substantial responsiveness of each Proposal to the Request for Proposals (RFP). For purposes of these Clauses, a substantially responsive Proposal is one which conforms to all the terms and conditions of the RFP without material deviations. The Purchaser's determination of a Proposal's responsiveness is based on the contents of the Proposal itself without recourse to extrinsic evidence.

A Proposal determined as not substantially responsive will be rejected by the Purchaser and may not subsequently be made responsive by the Offeror by correction of the non-conformity.

### 21. Evaluation and comparison of proposals

A two-stage procedure is utilized in evaluating the proposals, with evaluation of the technical proposal being completed prior to any price proposal being opened and compared. The price proposal of the Proposals will be opened only for submissions that passed the minimum technical score of 70% of the obtainable score of 100 points in the evaluation of the technical proposals.

The technical proposal is evaluated on the basis of its responsiveness to the Terms of Reference (TOR).

In the Second Stage, the award of the contract will go to the bidder who quoted for the lowest monthly fee.



### Technical Evaluation Criteria

Summary of Technical Proposal Evaluation Forms		Score Weight
1.	Expertise of Travel Agency	450
2.	Proposed Methodology and Approach	200
3.	Travel Agency Personnel	350
Total		1000

Evaluation forms for technical proposals follow on the next two pages. The obtainable number of points specified for each evaluation criterion indicates the relative significance or weight of the item in the overall evaluation process. The Technical Proposal Evaluation Forms are:

#### Form 1: Expertise of Firm / Organization Submitting Proposal

Form 1		Points
1.1	Reputation of Travel Agency and Staff/ Credibility/Reliability <i>to be assessed from the list of clients and volume of business and the up-to-date recommendation letters</i>	100
1.2	General Organisational Capability which is likely to affect implementation: - Financial strength ( 50p) - age of the firm (50p) - size of the travel agency (# of employees) (50p) - strength of project management support (50p) <i>to be assessed from profile, firm structure, financial data</i>	200
1.3	Arrangements in place to conduct services to UNDP <i>to be assessed from methodology</i>	100
1.4	Prior experience working for UNDP/ UN major multilateral/ or bilateral programme (50p) <i>to be assessed from company profile</i>	50
<b>Total Form 1</b>		<b>450</b>



## Form 2: Methodology and Approach

Form 2		Points
2.1	To what degree does the Offeror understand the task? Is the scope of task well defined and does it correspond to the TOR? Have the important aspects of the task been addressed in sufficient detail? (100p) Work-plan to conduct training (50p)	150
2.2	Quality assurance mechanism	50
<b>Total Form 2</b>		<b>200</b>

## Form 3: Travel Agency Personnel

The nominated senior travel expert in your proposal must be a qualified employee per the TOR requirements who will be responsible for the training and management of travel services to UNDP the entire period set for this contract. If the Travel Agency decided to terminate her/his services, the agency must notify UNDP one month in advance and attach to this letter the Curriculum Vita of the succeeding proposed travel expert. UNDP has the right to reject the newly nominated travel expert if not competent enough to handle the management of the travel services. And in the event of failing to assign experienced personnel, then UNDP shall have the right to terminate the contract.

Form 3		Points
<b>3.1</b>	<b>Manager</b>	
	- Qualifications	50
	- Relative Professional Experience	100
	- Knowledge of the region	20
	- Knowledge of languages (Arabic, Hebrew, English)	10
	Sub-total	180
<b>3.2</b>	<b>Senior Travel Expert</b>	
	- Qualifications	90
	- Professional Experience in the area of specialization	50
	- Knowledge of the region and local languages	30
	Sub-total	170
<b>Total Form 2</b>		<b>350</b>

In the Second Stage, the price proposal of all Offerors, who have attained the minimum 70% score in the technical evaluation will be opened and evaluated.

**UNDP will establish an exclusive Long Term Agreement with the qualified travel agency who quoted the lowest monthly fees.**

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### F. Award of Contract

#### 22. Award criteria, award of contract

The procuring UNDP entity reserves the right to accept or reject any Proposal, and to annul the solicitation process and reject all Proposals at any time prior to award of contract, without thereby incurring any liability to the affected Offeror or any obligation to inform the affected Offeror or Offerors of the grounds for the Purchaser's action.

Prior to expiration of the period of proposal validity, the procuring UNDP entity will award the contract to the qualified Offeror whose Proposal after being evaluated is considered to be the most responsive to the needs of the organization and activity concerned and the one who offered the lowest fees.

#### 23. Purchaser's right to vary requirements at time of award

The Purchaser reserves the right at the time of award of contract to vary the quantity of services and goods specified in the RFP without any change in price or other terms and conditions.

#### 24. Signing of the contract

Within seven days of receipt of the contract the successful Offeror shall sign and date the contract and return it to the Purchaser.

#### 25. Performance security. **N/A**

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### **Annex II**

#### **UNDP GENERAL CONDITIONS OF CONTRACT FOR SERVICES**

(for details on this annex please visit [www.undp.ps/aboutundp/forms.html](http://www.undp.ps/aboutundp/forms.html))



## **Terms of Reference (TOR)**

### **Long Term Agreement for the Provision of Air Ticketing Services for UNDP/PAPP Office and the other UN Agencies**

#### **A. Background**

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

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

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

#### **B. Objective**

UNDP is hereby undertaking a solicitation of bid proposal from Travel Agencies who are interested to provide Air Ticketing Services regularly required by the UNDP. All management and administrative products, current and emerging, which assist in the support of the authorized travel, fall within the scope of the proposal. The successful Offeror shall be contracted for this purpose for an initial period of one (1) year and renewable thereafter, upon satisfactory evaluation of performance up to three (3) years (hereinafter referred to the Agreement Period).

**Under the LTA UNDP does not guarantee any volume of services during the term of this Agreement.**

#### **C. Agreement Parameters**

- UNDP plans to negotiate a multiyear agreement with a vendor for the provision of travel services. The service standards to be provided must be of the highest order, and responses to specific criteria concerning service elements will be weighted heavily as detailed in **Section H**.
- UNDP will incorporate the agency's proposal as an addendum to the agreement.
- Considering that UNDP requires a variety of services and financial commitments, we expect these to be included under one contract.
- UNDP recognizes the importance of confidentiality of the data provided: the proposal information and the travel itineraries and reservations of its travellers. Accordingly, the selected agency must keep confidential all dealings with UNDP and the UN Agencies. This Request for Proposal is not to be construed in any way as an offer to contract with the Agency.
- UNDP is not committed to selecting any of the agencies submitting proposals.



### D. UNDP Roles and Responsibilities

UNDP Travel Administrator (hereinafter referred to as TA) will be responsible for the following:

- TA is the focal point for airline tickets reservation, utilizing the **Travel Agency automated reservation and ticketing program**. TA shall work under the guidance of the Travel Agency Expert for the first six months to allow build confidence and gain knowledge of different situations that arise.
- For every duly approved Travel Request, TA will immediately make bookings and prepare appropriate itineraries based on the lowest available airfare;
- TA will immediately forward the UNDP Travel Authorization, which includes the selected itinerary, to the Travel Agency to promptly issue the ticket;
- TA will ensure that tickets are issued in accordance with entitlements prescribed in UNDP Travel Authorization;
- TA will coordinate the Travel Requests and review reports;
- TA will be responsible for the Purchase Orders management and payments.

UNDP Procurement Analyst shall serve as a focal point for the following:

- Agreement management.
- Conduct performance surveys;
- Obtain quarterly progress reports; and
- Perform inspection of services.

### E. Qualification of the Successful Travel Agent

The successful Travel Agency shall have the following minimum qualifications:

- 1) Accredited **IATA** Travel Agency duly licensed from the relevant authority;
- 2) Operates as a travel agency for a minimum period of **10 years**;
- 3) Proves to have access to Jerusalem office for training and when required;
- 4) Maintains a good track record in serving international organizations, embassies and medium to large multi-national corporations;
- 5) Employs competent and experienced travel experts, especially in ticketing and fare computations, as evidenced by their track record in their Curriculum Vitae;
- 6) Financially capable of rendering services to UNDP;
- 7) Maintains facilities of on-line automated reservation and ticketing program (i.e. Amadeus, or World Span), international ticketing and ticket printing facilities;
- 8) Willing and able to maintain operating access to UNDP Travel Administrator of the automated reservation system throughout Agreement Period.
- 9) Willing and able to train and support UNDP Travel Administrator and Travel Assistant to successfully work on the automated reservation system throughout Agreement Period.
- 10) Willing and able to guarantee the delivery of products and services in accordance with performance standards required under **Section H** of this TOR.

The successful Travel Agency shall be required to devote one (1) personnel for training, support and issuance of tickets. The senior travel expert shall have the following minimum qualifications:



- 1) Senior travel expert with a certified diploma degree in ticketing/travel expert and of minimum seven (7) years of practical experience in operating the automated reservation and ticketing program;
- 2) Has adequate authority to make decisions for the timely resolution of problems;
- 3) The travel expert shall maintain operations necessary to support UNDP after working hours so require for emergency situation.
- 4) The travel expert shall have 24/7 access of service and necessary delivery of tickets as required by UNDP to the required destinations; and
- 5) Has easy access to Jerusalem and West Bank.

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

### **F. Scope of Work and Expected Outcomes**

The Travel Agency shall provide full, prompt, accurate and expert international travel products and services to staff of the UNDP. The products and services include, but are not limited to, the following:

- 1) Ticketing
  - Travel Agency shall ensure that tickets issued are in accordance with entitlements prescribed in UNDP Travel Authorization;
  - For every duly approved UNDP Travel Authorization, Travel Agency shall promptly issue and deliver accurately printed tickets and detailed itineraries, (in printed and electronic format) showing the accurate status of the airline on all segments of the journey;
  - In the event that required travel arrangement cannot be confirmed, Travel Agency shall notify UNDP of the problem;
  - For wait-listed bookings, Travel Agency shall provide regular daily feedback on status of the flight;
  - 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;
  - Travel Agency shall accurately advise UNDP of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings;
  - Travel Agency shall provide information on airline tickets schedules; and
  - Travel Agency shall provide restricted Premium Class Service.
- 2) Training on Reservation, Airfares, Airlines and Routings / Itineraries
  - Travel Agency shall assist UNDP TA and her Assistant in receiving full training to learn to use the Travel Agency reservation and ticketing program to obtain information on flight schedules, fares, airline codes, and availability of seats, make reservations, plan passenger itineraries.



- Travel Agency shall assist UNDP travel Administrator in negotiating with airlines on preferred fare conditions for UNDP, such as ticketing deadlines to be as flexible as possible (i.e. until the date of commencement of particular travel); and
- Travel Agency shall advise market practices and trends that could result in further savings for UNDP, including the use of corporate travel booking tools with automated travel policy compliance and enforcement, and travel management reporting.

3) Travel Information / Advisories

- Travel Agency shall provide UNDP TA with a complete automated itinerary document to include carrier(s), flight and voyage numbers, departure and arrival times (s) for each segment of the trip, tax exempt information, etc.;
- Travel Agency shall inform travellers, upon booking confirmation, of flight/ticket restrictions, involuntary stop-overs, hidden stops, and other inconveniences of the itinerary and provide required documentation for travels;
- Travel Agency shall provide, upon request, UNDP TA 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.; and
- Travel Agency shall promptly notify UNDP TA of airport closures, delayed or cancelled flights, as well as other changes that might affect or will require preparations from travellers, sufficiently before departure time;

4) Billing and Invoice

- Travel Agency shall send an itemized official invoice to UNDP TA on a monthly basis as per date agreed by both parties (end/mid of month) for all transactions took place in the preceding month. The invoice shall reflect the cost of the tickets, substantiated by evidence (copies of tickets), and added to it the monthly fee. UNDP shall provide payment to the Travel Agency by means of bank transfer after the approval of transactions. The invoice shall be submitted to UNDP along with the following table in addition to copies of the tickets requested by UNDP/PAPP.

The table shall include the following information:

#	Ticket number	Airline	Date issued	Staff name	Destination	Ticket cost
1						
2						
3						
x	Monthly Fee (USD)					-----
	Grand Total (USD)					-----



### 5) Flight Cancellation / Rebooking and Refunds

- Travel Agency shall process duly authorized flight changes / cancellations when and as required;
- Travel Agency shall immediately process airline refunds for cancelled travel requirements / unutilized pre-paid tickets and credit these to UNDP as expeditiously as possible;
- Travel Agency shall refund tickets within three (3) months only (shorter period than 3 months offered will be an advantage);
- Travel Agency shall limit refund charges at airline rate only, i.e. no additional charges will accrue to the Travel Agency;
- Travel Agency shall absorb cancellation and / or change reservation date charges which are due to no fault of UNDP of the traveler;
- Travel Agency shall report back to UNDP on the status of ticket refunds.

### 6) Management Reporting System

Travel Agency shall submit a report on a monthly regular basis to UNDP Procurement Analyst to include the minimum following information:

- Monthly Production Statistics (per UN Agency Office and consolidated format);
- Monthly statistics on the issued/refused tickets and the reason for rejections;
- Monthly Carrier – Route – Fare / Volume of Business;
- Monthly status of ticket refunds per UN Agency;
- Complaint Analysis; and
- Changes and Update on Airline Rates, promotions, policy changes, etc, immediately upon the receipt of the advise.

## **G. Award of Long Term Agreement**

UNDP will establish an exclusive Long Term Agreement with the qualified travel firm who quoted the first lowest administrative monthly fee amongst the technically qualified travel firms.

The Agreement represents an offer on the part of the successful travel firm to provide UNDP with specific services against the fixed monthly rate for the duration of the Agreement and under the Terms and Conditions detailed. It shall not represent a contract in itself, nor obliges UNDP to any financial commitment whatsoever. Duly Approved UNDP Travel Authorization made pursuant to such Agreement and only for the destinations stipulated therein will constitute a commitment on UNDP part.

UNDP reserves the right to discontinue the Long Term Agreement if the Contractor's performance is not satisfactory to UNDP.

## **H. Performance Standards and Service Level Guarantee**

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



Product / Service	Performance Attribute	Definition	Standard / Service Level
1. Training on Airline Reservation	Timely delivery	Teach UNDP TA and Assistant how to effectively and efficiently use the automated reservation system within a timeline.	<u>Master</u> the automated reservation program by the end of the first six months.
	Office Premises/Hours	Required hours to conduct hand-on-training	<u>Two sessions per week</u> in total of four hours. 24/7 access of service.
	Continuous teaching support	Available to respond to queries during operating hours by phone, email or walk-in and facilitate fast resolution of the question.	<u>Within half an hour</u> from time of call for the LTA duration.
	Material support	Available instructions for common steps for easy reference.	Print-out training material.
2. Issuing Tickets	Accuracy	Ability to perform task completely and without error	<u>Zero-error</u> in printing tickets/ cancellation of travel due to incomplete travel documents
	Timeliness of delivery	Ability to deliver product or service promptly	<u>Within 24 hours</u> or earlier after receiving UNDP travel authorization
3. Travel Documentation	Clarity/Accuracy	Ability to ascertain requirements for various destinations/nationalities; Ability to deliver product or service promptly.	<u>Within max three days</u> from time of confirmed booking. <u>Zero-incident</u> of complaints/ cancellation of travel due to incomplete travel documents
4. Billing	Accuracy	Ability to generate billing statements without errors	<u>Zero-Error/no discrepancy</u> between invoices and attachments
	Clarity	Ability to generate bills that are transparent and easy to understand	<u>Zero&gt;Returns</u> for clarification/explanation



<b>Product / Service</b>	<b>Performance Attribute</b>	<b>Definition</b>	<b>Standard / Service Level</b>
5. Rates/Pricing	Best Value for money	Ability to quote competitive fare	At levels same or lower than airline preferred rates.
	Willingness to assist UNDP negotiate with airlines regarding preferred rates and concessions	Voluntarily offering to assist/represent UNDP in dealings with airlines	Semi annual meetings to obtain competitive rates in the market and preferable fare conditions (i.e. ticketing, deadlines, etc.)
6. Service Quality	Accessibility	Ability to access or approach the Travel Agency	Automated Reservation Program: available throughout LTA duration at all times. Telephone: accommodate all calls during operating working hours (Saturday through Friday from 08:30 a.m. to 04:30 p.m. Emergency: 24 hours Email: within two working days
	Responsiveness	Willingness to help the travellers	Regular coordination meetings with UNDP Travel Unit: twice a year
7. Problem Solving	Refunds	Ability to process and obtain ticket refunds on a timely basis	100%within one month from date of cancellation
	Complaint Handling	Ability to resolve complaints	Immediately take action to resolve any complains.
8. Communications	Awareness Level regarding Travel Agency Product and Services	Services and policies are communicated to travellers.	Frequency of meetings: Monthly



## I. Schedule of Requirements

Required Documents		Submitted	
		Yes	No
1.	<p><b>Travel Agency Profile:</b></p> <ul style="list-style-type: none"> <li>▪ Agency profile;</li> <li>▪ Copy of Valid IATA Accreditation Certificate;</li> <li>▪ Business registration certificate from relevant authorities.</li> </ul>		
2.	<p><b>Business References:</b></p> <ul style="list-style-type: none"> <li>▪ List of Major Corporate Clients with yearly purchasing volume of US\$ 50,000 or more.</li> <li>▪ At least three up-to-date Letters of Recommendations from corporate clients.</li> </ul>		
3.	<p><b>Financial Information:</b></p> <p>Volume of Sales during for 2009, 2010 and 2011:</p> <ul style="list-style-type: none"> <li>▪ Annual international air tickets (#)</li> <li>▪ Annual international air tickets (US\$)</li> </ul> <p>Audited Financial Reports for the past two years.</p>		
4.	<p><b>Personnel Competence:</b></p> <ul style="list-style-type: none"> <li>▪ Curriculum Vitae of :                             <ol style="list-style-type: none"> <li>1- Office manager.</li> <li>2- Full time travel expert qualified and competent to sell international air transportation</li> </ol> </li> </ul>		
5.	<p><b>Methodology of Contract Implementation:</b></p> <ul style="list-style-type: none"> <li>▪ Describe in detail the arrangements to take place in order to accommodate the contract of UNDP: Access/entry to Jerusalem office, install the software, deliver training, issue tickets, accommodate urgent requests, handle claims, maintain the submission of the monthly reports...</li> <li>▪ Describe in detail your ability to secure competitive airfares and /or negotiate airfares.</li> <li>▪ State additional services and benefits that make your agency unique.</li> </ul>		
6.	<p><b>Commercial Terms:</b></p> <ul style="list-style-type: none"> <li>▪ Proposal submission form signed and stamped.</li> <li>▪ Price schedule signed and stamped.</li> <li>▪ Written Power of Attorney, authorizing the signatory of the bid to commit the bidder.</li> </ul>		

The answers to the questions **must** be provided on separate sheets of paper. We would highly appreciate it if your answers to attached questions are as clear and explicit as possible to facilitate ease of analysis/selection process, and to determine whether the documents are complete, properly signed, and whether the Proposals are generally in order.

## United Nations Development Programme

Programme of Assistance to the Palestinian People

برنامج الأمم المتحدة الإنمائي / برنامج مساعدة الشعب الفلسطيني



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Resilient nations.*

RFP-2012-9

### Annex IV

#### PROPOSAL SUBMISSION FORM

Dear Sir / Madam,

Having examined the Solicitation Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide **Air Ticketing services for UNDP/PAPP** as may be ascertained in accordance with the Price Schedule attached herewith and made part of this Proposal.

We undertake, if our Proposal is accepted, to commence and complete delivery of all services specified in the contract within the time frame stipulated.

We agree to abide by this Proposal for a period of 120 days from the date fixed for opening of Proposals in the Invitation for Proposal, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

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

Dated this day /month \_\_\_\_\_ of year\_\_\_\_\_

Signature\_\_\_\_\_

(In the capacity of)\_\_\_\_\_

Duly authorized to sign Proposal for and on behalf of \_\_\_\_\_

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### Annex V

#### PRICE SCHEDULE

The Offeror is asked to prepare the Price Schedule in a separate envelope as indicated in Section D paragraph 14 (b) of the Instructions to Offerors. The price schedule shall include the **Monthly Fees** against the offered service as prescribed in the Terms of Reference (Annex III) during the LTA period.

The following were the recurrent destinations used by UNDP/PAPP in the year 2011: Morocco, USA, UAE, KSA, Egypt, Lebanon, Sudan, Nairobi, UK, and Geneva.

The resulted LTA is the sole property of UNDP/PAPP and no other party can use it without prior official approval from UNDP/PAPP.

**UNDP/PAPP does not warrant that any quantity will be purchased during the terms of the agreement.**

Monthly fees

Name of Authorized person to sign:

Signature:

Date:

Stamp:



**Bid Securing Declaration**

*[The Bidder shall fill in this Form in accordance with the instructions indicated.]*

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

**To: UNDP/PAPP Procurement Unit**

We, the undersigned, declare that:

We understand that, according to your conditions, tenders must be supported by a Tender-Securing Declaration.

We accept that we will automatically be suspended from being eligible for bidding in any contract with the Procuring Entity for the period of time of TWO YEARS starting from date of proposals submission deadline, if we are in breach of our obligation(s) under the bid conditions, because we:

(a) have withdrawn our Bid during the period of bid validity specified in the Form of Tender; or

(b) having been notified of the acceptance of our Bid by the Purchaser during the period of bid validity, (i) fail or refuse to execute the Contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the ITB.

We understand this Bid Securing Declaration shall expire if we are not the successful Bidder, upon the earlier of twenty-eight days after the expiration of our Tender.

**Signed:** \_\_\_\_\_ *[insert signature of person whose name and capacity are shown]*

In the **capacity** of \_\_\_\_\_ *[insert legal capacity of person signing the Bid Securing Declaration]*

**Name:** \_\_\_\_\_ *[insert complete name of person signing the Bid Securing Declaration]*

Duly authorized to sign the bid for and on behalf of: *[insert complete name of Bidder]*

**Dated** on \_\_\_\_\_ day of \_\_\_\_\_, 2012 *[insert date of signing]*

Corporate Seal (where appropriate)

*[Note: In case of a Joint Venture, the Bid Securing Declaration must be in the name of all partners to the Joint Venture that submits the tender.]*

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## Annex VII

### Acknowledgement Letter

PLEASE TYPE OR PRINT LEGIBLY & RETURN VIA FAX No.: +972 2 626 8222

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

Dear Mr. Khaled Shahwan,

Subject: Request for a Proposal of Long Term Agreement for the Provision of Air Ticketing Services for UNDP/PAPP Office and the other UN Agencies

We the undersigned, acknowledge receipt of your Request for a Proposal dated 30 January 2012 for the provision of services under subject and hereby confirm that:

- a)  we intend  we do not intend

to submit a proposal to the United Nations Development Programme by the deadline.

<b>Names of our representative(s) designated for this engagement</b>		1. ....; and			
		2. ....			
<b>Firm/Company's name (Proposer):</b>					
<b>Address:</b>					
<b>City:</b>		<b>State:</b>		<b>Zip:</b>	
<b>Signature of Authorized Representative:</b>					
<b>Name:</b>		<b>Title:</b>			
<b>Telephone No.:</b>		<b>Ext.:</b>		<b>Fax No.:</b>	
<b>Email address:</b>					