UNHCR
United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

DATE: 27/03/2018

REQUEST FOR PROPOSAL: No. RFP/01/2018

FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR THE PROVISION OF TRAVEL MANAGEMENT SERVICES

CLOSING DATE AND TIME: 27/04/2018 – 18:00 hrs. CET

INTRODUCTION TO UNHCR

The Office of the United Nations High Commissioner for Refugees was established on December 14, 1950 by the United Nations General Assembly. The agency is mandated to lead and co-ordinate international action to protect refugees and resolve refugee problems worldwide. Its primary purpose is to safeguard the rights and well-being of refugees. It also has a mandate to help stateless people.

In more than five decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 9,700 people in more than 126 countries continues to help about 65.3 million persons. To help and protect some of the world's most vulnerable people in so many places and types of environment, UNHCR must purchase goods and services worldwide. For further information on UNHCR, its mandate and operations, please see http://www.unhcr.org.

1. REQUIREMENTS

The United Nations High Commissioner for Refugees, National Office in Moldova (later referred as UNHCR) invites qualified service providers to make a **firm offer for the establishment of a Frame Agreement for the provision of Travel Management Services (referred to hereinafter as "Services")**.

IMPORTANT:
Terms of Reference (ToR) are detailed in Annex A of this document

UNHCR may award a Frame Agreement with initial duration of 2 (two) years, potentially extendable for a further period of 1 (one) year. The successful bidders will be requested to maintain their quoted price model for the duration of the Frame Agreement(s).

The estimated volume of the UNHCR is separately indicated in Annex B.

Please note that figures have been stated in order to enable bidders to have an indication of the projected requirements. It does not represent a commitment that the UNHCR will purchase the indicated quantity. Quantities may vary and will depend on the actual requirements and funds available regulated by issuance of individual requests for issuance of the tickets against the Frame Agreement.

IMPORTANT:
When a Frame Agreement is awarded, either party can terminate the agreement only upon 90 days (3 months) notice, in writing to the other party.

The initiation of conciliation or arbitral proceedings in accordance with **article 18** "settlement of disputes" of the *UNHCR General Conditions of Contracts for provision of Services* and **article 22** of *General Terms and Conditions for Institutional/Corporate Contracts* shall not be deemed to be a "cause" for or otherwise to be in itself a termination clause.

It is strongly recommended that this Request for Proposal and its annexes be read thoroughly. Failure to observe the procedures laid out therein may result in disqualification from the evaluation process.

Note: this document is not construed in any way as an offer to contract with your firm.

2. BIDDING INFORMATION:

2.1. RFP DOCUMENTS

The following annexes form integral part of this Invitation to Bid:

Annex A:	Terms of Reference
Annex B:	Expected Volume by UNHCR
Annex C:	Example Offer for Flight Search
Annex D:	Financial Offer Form
Annex E:	UNHCR Vendor Registration Form
Annex F:	UNHCR General Conditions of Contract for the Provision of Services

2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this RFP by return e-mail to Liliana Pavlov, pavlovl@unhcr.org

- Your confirmation of receipt of this invitation to bid
- Whether or not you will be submitting a bid

IMPORTANT:
Failure to send the above requested information may result in disqualification of your offer from further evaluation.

2.3 REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification or any question in respect of this RFP by e-mail to Liliana Pavlov, Secretary at **pavlovl@unhcr.org**. The deadline for receipt of questions is 23:59hrs CET on 20/04/2018. Bidders are requested to keep all questions concise.

IMPORTANT:
Please note that Bid Submissions are **not** to be sent to the e-mail address above.

UNHCR will compile the questions received. UNHCR may, at its discretion, copy any reply to a particular question to all other invited bidders at once.

2.4 YOUR OFFER

Your offer shall be prepared in English.

Please submit your offer using the Annexes provided. Offers not conforming to the requested formats may be not taken into consideration.

IMPORTANT:
Inclusion of copies of your offer with any correspondence sent directly to the attention of the responsible buyer or any other UNHCR staff other than the submission e-mail address will result in disqualification of the offer. Please send your bid directly to the address provided in the "Submission of Bid" section 2.6) of this RFP.

Your offer shall comprise the following two sets of documents:

- Technical offer
- Financial offer

2.4.1 Content of the TECHNICAL OFFER

IMPORTANT:
No pricing information should be included in the Technical offer. Failure to comply may risk disqualification. The technical offer should contain all information required.

The Terms of Reference (TORs) of the services requested by UNHCR can be found in **Annex A.** Your technical offer should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

- **Description of the company and the company's qualifications**

A description of your company with the following documents: company profile, registration certificate and audit reports for the last three years:

- Year founded;
- IATA registration number;
- Average yearly turnover in the past three years;
- If multi location company, specify headquarters location;
- Number of similar and successfully completed services;
- Number of similar projects currently underway;
- Total number of clients;
- At least three reference letters attached with contact information for similar services.

Any other information that will facilitate our evaluation of your company's substantive reliability, financial and managerial capacity to provide the services.

- **Understanding of the requirements for services, proposed approach, solutions, methodology and outputs**
  - Any comments or suggestions to the TOR, as well as your detailed description of the manner in which your company would respond to the TOR;
  - A description of your organization's experience in travel management services;
  - A description of your organization's capacity to provide the service, including the timeframe for answering quote and price refresh requests and Travel Agency's opening hours;
  - A description of Emergency Services;
  - A description of ticket issuance and delivery for different methods of transportation.

- **Qualifications of Staff**
  - The composition of the team you propose to service this contract – at least three Curriculum Vitae;

- Number of solely dedicated travel agent(s) to the UNHCR Moldova.

- **Example offer for flight search:** Prepare and submit example offer for flight search as it is requested in **Annex** C in addition to the technical offer.

- **Vendor Registration Form:** If your company is not already registered with the UNHCR, you should complete, sign and submit with your technical proposal the Vendor Registration Form (**Annex E**).

- **UNHCR General Conditions of Contract:** Your technical offer should contain your acknowledgement of the UNHCR General Conditions of Contracts signing **(Annex F).**

2.4.2 Content of the FINANCIAL OFFER

Your separate **Financial Offer** must contain an overall offer in a single currency in EUR or in the currency of your company's country.

The financial offer must cover all the services to be provided (price "all inclusive").

The Financial Offer is to be submitted as per the Financial Offer Form (**Annex D**). Bids that have a different price structure may not be accepted.

UNHCR is exempt from all direct taxes and customs duties. With this regards, price has to be given without VAT.

You are requested to hold your offer valid for 90 days from the deadline for submission. UNHCR will make its best effort to select a company within this period. UNHCR's standard payment terms are within 30 days after satisfactory implementation and receipt of documents in order.

The cost of preparing a bid and of negotiating a contract, including any related travel, is not reimbursable nor can it be included as a direct cost of the assignment.

2.5 BID EVALUATION:

2.5.1 Supplier Registration:

The qualified supplier(s) will be added to the Vendor Database after investigation of suitability based on the submitted Vendor Registration Form (**Annex E**) and supporting documents. The investigation involves consideration of several factors such as:

- Financial standing;
- Core business;
- Track record;
- Contract capacity.

2.5.2 Technical and Financial evaluation:

For the award of this project, UNHCR has established evaluation criteria which govern the selection of offers received. Evaluation is made on a technical and financial basis. The percentage assigned to each component is determined in advance as follows:

The **Technical offer** will be evaluated using inter alia the following criteria and percentage distribution: **60%** from the total score

Criteria
1. Company Qualifications and References
2. Quality of Proposed Services
3. Qualification of Project staff

Remark: The Technical offer score will be calculated according to the percentage distribution for the technical and financial offers.

The **Financial offer** will use the following percentage distribution: **40%** from the total score.

The maximum number of points will be allotted to the lowest price offer that is opened and compared among those invited firms. All other price offers will receive points in inverse proportion to the lowest price; e.g., [total Price Component] x [EUR lowest] \ [EUR other] = points for other supplier's Price Component.

2.6 SUBMISSION OF BID:

The offers must bear your official letter head, clearly identifying your company.

Bids should be submitted by mail.
The Technical and Financial offers shall be clearly separated.

Bid must be sent by mail ONLY to the following address:
68, A. Mateevici str., MD-2009, Chisinau, Republic of Moldova

IMPORTANT:
The technical offer and financial offer are to be sent in sealed separate envelopes. Failure to do so may result in disqualification.

Deadline: 27/04/2018, 18:00hrs CET.

IMPORTANT:
Any bid received after this date or sent to another UNHCR address may be rejected. UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective bidders simultaneously.

Please indicate on the envelope subject field:
- Bid **RFP/01/2018**
- **Name of your firm** with the title of the offer

UNHCR will not be responsible for locating or securing any information that is not identified in the bid. Accordingly, to ensure that sufficient information is available, the bidder shall furnish, as part of the bid, any descriptive material such as extracts, descriptions, and other necessary information it deems would enhance the comprehension of its offer.

2.7 BID ACCEPTANCE:

UNHCR reserves the right to accept the whole or part of your bid.

UNHCR may at its discretion increase or decrease the proposed content when awarding the contract and would not expect a significant variation of the rate submitted. Any such increase or decrease in the contract duration would be negotiated with the successful bidder as part of the finalization of the Frame Agreement for Services.

UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective suppliers in writing. The extension of the deadline may accompany a modification of the solicitation documents prepared by UNHCR at its own initiative or in response to a clarification requested by a prospective supplier.

Please note that UNHCR is not bound to select any of the firms submitting bids and does not bind itself in any way to select the firm offering the lowest price. Furthermore, the contract will be awarded to the bid considered most responsive to the needs, as well as conforming to UNHCR's general principles, including economy and efficiency and best value for money.

2.8 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS

Any Frame Agreement issued as a result of this RFP will be made in the local currency of the winning offer(s). Payment will be made in accordance to the General Conditions for the Purchase of Services and in the currency in which the FA is issued. Payments shall only be initiated after confirmation of successful completion by UNHCR business owner.

2.9 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF SERVICES

Please note that the General Conditions of Contracts of UNHCR (**Annex F**) will be strictly adhered to for the purpose of any future contract. The Bidder must confirm the acceptance of these terms and conditions in writing.

2.10 ZERO TOLERANCE POLICY

Please note that UNHCR strictly follows zero tolerance policy and as such advise suppliers not to offer any gift, favor, hospitality, etc. to their staff.

Traian Turcanu
Head of National Office
UNHCR Moldova