



***Request for Proposal (RFP 38/11)***  
***Provision of Common Travel and Conference Organizing Services***  
***to the UN Country Team in Montenegro***

Date: 02 Nov. 2011

Dear Sir / Madam,

**Subject: RFP 38/11 - Travel Services**

1. The United Nations agencies in Montenegro (UNDP, UNICEF, UNHCR) are hereby undertaking a solicitation of bid proposals from travel agents who are interested to provide various services related to travel and conference organizing activities, regularly required by the UN agencies in Montenegro.

The successful bidder shall be contracted for this purpose for an initial period of two (2) years, and renewable thereafter for another one (1) year, subject to the satisfactory evaluation of performance.

The contract with the successful travel agent shall be signed by the UNDP, which is appointed by the UN Country Team as the leading UN Agency in this tender, for and on behalf of the other UN agencies in Montenegro.

The Contract shall not impose a minimum guarantee on volume sales on the part of the UN agencies.

The procuring UNDP entity reserves the right to split an award/awards and to consider localized award/awards between any proposers in any combination, as it may deem appropriate, without prior written acceptance of the proposers.

2. To enable you to submit a proposal, attached are:

- i. Instructions to Offerors ..... (Annex I)
- ii. General Conditions of Contract.....(Annex II)
- iii. Terms of Reference (TOR).....(Annex III)
- iv. Questionnaire Sheet.....(Annex IV)
- v. Performance standards and service level guarantees .....(Annex V)
- vi. Financial Proposal (Price Schedule).....(Annex VI)
- vii. Proposal Submission Form ..... (Annex VII)

3. Your offer comprising of technical proposal and financial proposal, as indicated in the Instructions, Clause 13, should reach the following address by the 23 November 2011 at 16:00 hours:

United Nations Development Programme (UNDP)  
RFP No. 38/11 Travel Services  
Bul. Sveti Petar Cetinjski 1A,  
81000 Podgorica,  
Montenegro

4. Pre-bid conference will be organized on **9<sup>th</sup> Nov 2011** at 13:00 hours at the premises of UNDP MNE, Bul. Sveti Petar Cetinjski 1A, Podgorica. All prospective offerors are encouraged to come to the Pre-bid conference.
5. If you request additional information, you may do so in writing as indicated in the Instructions, Clause 4, but any delay in providing such information will not be considered a reason for extending the submission date of your proposal.

## Instructions to Offerors

### A. Introduction

#### 1. General

UNDP, as leading UN Agency in this tender, plans to award a contract for the period of two (2) years with a Travel Agency for the provision of travel and event organizing services. The contract will be subject to renewal on expiration for further period of one (1) year, upon a Performance Appraisal of the services provided.

This RFP outlines detailed procedures to be followed by Travel Agencies in pursuing their interest in the Business of UNDP.

#### 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 should offer services for the total requirement per lot (one for travel and other for event/conference organizing). 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 [procurement.me@undp.org](mailto:procurement.me@undp.org). The procuring UNDP entity will respond in writing to any request for clarification of the Solicitation Documents that it receives earlier than five days prior to the deadline for the submission of Proposals. The organization's response (including an explanation of the query, but without identifying the source of inquiry) will be posted on the UNDP's web site: [www.undp.org/me](http://www.undp.org/me) (under link Tenders).

## **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.

All prospective Offerors that show interest in participating in this exercise will be notified in writing of all amendments to the Solicitation Documents through the UNDP Podgorica website.

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.

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

The Proposal shall comprise the following components:

- (a) Proposal submission form;
- (b) Questionnaire Sheet, and operational and technical part of the Proposal along with the supporting 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 state/ 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 entity.

#### **(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 requirement 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 requirements.

As a part of this section, offerors are required to submit complete print reservations for the top five UN destinations, according to the following criteria:

- **Return most direct/ most economy** air tickets to be quoted for Vienna, Geneva, Istanbul and Ljubljana. **Lowest cost return business class** to be offered for New York, as the accumulated flying time per direction exceeds 9 hours in duration. **Prints of all five reservations must be provided** within this section in order to allow UN to check each reservation/ fare/ conditions made by the respective travel agency,
- **Departure from / arrival to Podgorica** for all below mentioned quotations is required,
- Fare rules: **change reservation dates and refund/ cancellation permitted**,
- Dates of travel: departure from Podgorica **16 Januar 2012**, return flight from the destination to depart on **23 January 2012**
- **Airport/ all taxes to be indicated**,
- **Reservations to be prepared** in the ticketing system on **16<sup>th</sup> Nov 2011**

All Commissions, Overrides and Rebates Returned in Full to UN.

The operational and technical part of the Proposal must contain only pricing information provided on the print reservations (cost of the air ticket/ fare and all respective taxes) made in ticketing system (e.g. Amadeus) and **should not contain pricing information** related to the (i) Lot 1 – transaction fee TSC/profit, and (ii) Lot 2 – any pricing information on the services offered. The above mentioned pricing information [under (i) and (ii)] shall be separated and **only contained in the appropriate Price Schedules** - form in the Attachment VI. Please note that not adhering to this requirement may lead to disqualification.

<b>Top UN Destinations (Air Tickets)</b>	<b>AIRLINES With Routes to UN Destinations</b> <i>(indicate the one most feasible and economical)</i>
Vienna	Airline (most economy/direct class)
Geneva	Airline (most economy/direct class)
Istanbul	Airline (most economy/direct class)
Ljubljana	Airline (most economy/direct class)
New York	Airline (business class/lowest)

It is mandatory that the Offeror's Proposal numbering/ marking 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.

Short-listed bidders will be required to conduct a presentation to, and respond to queries of, the UNDP/ UN Evaluation Committee.

### **Recommended Presentation of the Proposal**

To facilitate faster evaluation and comparative analysis of the bids, the bid proposal shall be presented in the following manner:

1. ***Detailed Description of Proposed Services and Processes*** – in complying with this, it is best to present the services to be offered in accordance with the sequence and description in the TOR.
2. ***Implementation Mechanisms and Management Arrangements*** – this will contain a brief description of how the travel agencies foresee the flow of the transactions involved, as well as the expected roles and responsibilities of the parties.
3. ***Other concessions offered*** – this shall consist of value-added products and services that were not mentioned/ required in the TOR but the bidder is offering to the UN System.
4. ***Competence of Existing and Proposed Personnel*** – this shall require the submission of the comprehensive Curriculum Vitae (CVs) of the management and personnel who will be assigned to serve the UN needs.

### **9. Proposal prices**

The Offeror shall indicate on an appropriate Price Schedule as per sample attached at Annex VI, with exception of the prices provided on the print reservations of air tickets which shall be provided as indicated under the 8. c) above.

### **10. Proposal currencies**

All prices shall be quoted in **EURO**.

### **11. Period of validity of proposals**

Proposals shall remain valid for One hundred and 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 one copy of the Proposal, clearly marked as “Original Proposal”. The above mentioned copy 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.

#### Submission of Proposals

### 13. Sealing and marking of proposals

The Offeror shall seal the Proposal in one outer and three inner envelopes, as detailed below, and submit it to the address mentioned under 13. (a) by mail or courier.

(a) The outer envelope shall have name of the Offeror written on the back side and be:

- addressed to –

United Nations Development Programme (UNDP)  
Bulevar Svetog Petra Cetinjskog 1A,  
81000 Podgorica  
Montenegro  
and,

- marked with –

**“RFP 38 / 11 – Travel Services  
NOT TO BE OPENED BY THE REGISTRY”**

(b) The three inner envelopes shall indicate the name and address of the Offeror:

- The first inner envelope shall contain the dully-filled Questionnaire Sheet (Annex IV of this document) and the documentation requested therein,
- The second inner envelope shall contain information specified in Clause 8 (Proposal Form) above, namely Management Plan, Resource Plan and Proposed Methodology,
- The third inner envelope shall include the Price Schedule (Annex VI) 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, which may lead to disqualification.

### 14. Deadline for submission of proposals

Proposals must be received by the procuring UNDP entity at the address specified under clause 13. *Sealing and marking of Proposals* no later than: 23rd November 2011, 16:00 hours.

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 5 *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.

## **15. Late Proposals**

Any Proposal received by the procuring UNDP entity after the deadline for submission of proposals, pursuant to Clause 14 *Deadline for the submission of proposals*, will be rejected.

## **16. 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.

## **17. Criteria For Evaluation Of Proposals**

### **1. Organizational and Technical Capacity**

- a) Established track record in undertaking contracting arrangements similar to the requirement (please provide evidence of existing or previous similar contracts)
- b) Financial Strength (please provide evidence as per instruction provided in the Annex IV)
- c) Adequacy and Acceptability of Resources to successfully undertake the contract (please provide evidence of qualification of current experts, supported by the inventory of assets that will facilitate efficiency of service)

### **2. Soundness and Feasibility of Proposal**

- a) Completeness of travel products and services offered
- b) Value-added of other concessions, if any
- c) Practicality and appropriateness of the Proposed Process and Management Arrangements

### **3. Acceptability and Competitiveness of Rates**

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

## **18. Opening of proposals**

The procuring UNDP entity will open the Proposals in the presence of the UN Task Force for Common Travel Services consisted of UNDP and other UN Agencies.

## 19. Clarification of proposals

To assist in the examination, evaluation and comparison of Proposals, the UN Task Force 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 UN Task Force will examine the Proposals to determine whether they are complete, whether any computational errors have been made, whether the documents have been properly signed, and whether the Proposals are generally in order.

Prior to the detailed Technical evaluation, the UN Task Force 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

Evaluation of proposals will be conducted in three stages, as follows:

- First Stage: Questionnaire submissions (please see Annex IV) will be firstly evaluated on a qualified – non qualified bases. Non-qualified offers will not be further evaluated.
- Second Stage: Technical proposals will be opened and evaluated for those Proposals that passed the Questionnaire exercise. The technical proposal is evaluated on the basis of its responsiveness to the Terms of Reference (TOR).
- Third Stage: Price proposals will be opened and compared for submissions that passed the minimum technical score of 70% out of maximum 700 points in the evaluation of the technical proposals.

The contract will be awarded to the contractor that provides the lowest financial offer, out of offerors that pass the 70 percent scoring in the evaluation of the technical proposals.

UNDP may ask the Travel Agency to present their methodology and cost break-down in front of the Evaluation Committee, if required.

**NOTE:** If needed, a trial period will be implemented for the short-listed Agencies. The contract, if the trial period is required, will be awarded to the company that performs the best as per the criteria indicated under the Annex V of this document and that provides the lowest market prices.

**F. Technical Evaluation Criteria**

Summary of Technical Proposal Evaluation Forms		Score Weight	Points Obtainable	Company / Other Entity				
				A	B	C	D	E
1.	Expertise of Firm / Organisation submitting Proposal	40%	280					
2.	Proposed Work Plan and Approach	30%	210					
3.	Personnel / Manpower	30%	210					
<b>Total</b>			<b>700</b>					

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 / Organisation Submitting Proposal

Form 2: Proposed Work Plan and Approach

Form 3: Personnel

Technical Proposal Evaluation Form 1		Points obtainable	Company / Other Entity				
			A	B	C	D	E
<b>Expertise of firm / organisation submitting proposal</b>							
1.1	Reputation of Organisation and Staff (Competence / Reliability)	30					
1.2	General Organisational Capabilities: <ul style="list-style-type: none"> <li>Size of the firm (capitalization, number of employees) 20</li> <li>Geographical coverage (location of offices and international network) 20</li> <li>No. of years trading in Montenegro 20</li> </ul>	60					
1.3	Financial capability (based on so-called “Bilans stanja i uspjeha” or Audit Report)	60					
1.4	<ul style="list-style-type: none"> <li>Administrative/statistical reporting (capacity of Offeror to provide regular and/ or tailor made reports)</li> <li>Mobilization Period (time required from contract award to commencement of service)</li> <li>Validity of Offer</li> <li>Environmental considerations Policy</li> </ul>	65					
1.5	Quality assurance procedures, warranty (please see Annex V for more details)	40					
1.6	Relevance of:	25					

	- Experience - Validity of legal licenses						
		280					

Technical Proposal Evaluation Form 2		Points Obtainable	Company / Other Entity				
			A	B	C	D	E
Proposed Work Plan and Approach							
2.1	To what degree does the Offeror understand the task (UN Rules applied in the process of making air ticket reservations, etc.)?	55					
2.2	Have the important aspects of the task been addressed in sufficient detail?	25					
2.3	Are the different components of the TOR adequately weighted relative to one another?	20					
2.4	Is the proposal based on a survey of the TOR environment and was this data input properly used in the preparation of the proposal?	20					
2.5	Is the conceptual framework adopted appropriate for the task?	25					
2.6	Is the scope of task well defined and does it correspond to the TOR?	35					
2.7	Is the presentation clear and is the sequence of activities and the planning logical, realistic and promise efficient implementation to the TOR?	30					
		210					

Technical Proposal Evaluation Form 3		Points Obtainable	Company / Other Entity				
			A	B	C	D	E
3.1	Senior Manager	70					
		Sub-Score					
	General Qualification						
	Management experience						
	Qualifications and documentary evidence	30					
	Work Experience	30					
	Knowledge of English language	10					
		70					
3.2	Staff	140					
		Sub-Score					
	General Qualification						

	Professional experience								
	Qualifications and documentary evidence	70							
	Work Experience	50							
	Knowledge of English language	20							
		140							
	<b>Total Part 3</b>		210						

## G. 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 organisation and activity concerned.

### 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 5 days of receipt of the contract the successful Offeror shall sign and date the contract and return it to the UNDP.

## **General Conditions of Contract**

### **1. LEGAL STATUS**

The Contractor shall be considered as having the legal status of an independent contractor vis-à-vis UNDP. The Contractor's personnel and sub-contractors shall not be considered in any respect as being the employees or agents of UNDP or the United Nations.

### **2. SOURCE OF INSTRUCTIONS**

The Contractor shall neither seek nor accept instructions from any authority external to UNDP in connection with the performance of its services under this Contract. The Contractor shall refrain from any action which may adversely affect UNDP or the United Nations and shall fulfill its commitments with the fullest regard to the interests of UNDP.

### **3. CONTRACTOR'S RESPONSIBILITY FOR EMPLOYEES**

The Contractor shall be responsible for the professional and technical competence of its employees and will select, for work under this Contract, reliable individuals who will perform effectively in the implementation of this Contract, respect the local customs, and conform to a high standard of moral and ethical conduct.

### **4. ASSIGNMENT**

The Contractor shall not assign, transfer, pledge or make other disposition of this Contract or any part thereof, or any of the Contractor's rights, claims or obligations under this Contract except with the prior written consent of UNDP.

### **5. SUB-CONTRACTING**

In the event the Contractor requires the services of sub-contractors, the Contractor shall obtain the prior written approval and clearance of UNDP for all sub-contractors. The approval of UNDP of a sub-contractor shall not relieve the Contractor of any of its obligations under this Contract. The terms of any sub-contract shall be subject to and conform with the provisions of this Contract.

### **6. OFFICIALS NOT TO BENEFIT**

The Contractor warrants that no official of UNDP or the United Nations has received or will be offered by the Contractor any direct or indirect benefit arising from this Contract or the award thereof. The Contractor agrees that breach of this provision is a breach of an essential term of this Contract.

## **7. INDEMNIFICATION**

The Contractor shall indemnify, hold and save harmless, and defend, at its own expense, UNDP, its officials, agents, servants and employees from and against all suits, claims, demands, and liability of any nature or kind, including their costs and expenses, arising out of acts or omissions of the Contractor, or the Contractor's employees, officers, agents or sub-contractors, in the performance of this Contract. This provision shall extend, inter alia, to claims and liability in the nature of workmen's compensation, products liability and liability arising out of the use of patented inventions or devices, copyrighted material or other intellectual property by the Contractor, its employees, officers, agents, servants or sub-contractors. The obligations under this Article do not lapse upon termination of this Contract.

## **8. INSURANCE AND LIABILITIES TO THIRD PARTIES**

- 8.1 The Contractor shall provide and thereafter maintain insurance against all risks in respect of its property and any equipment used for the execution of this Contract.
- 8.2 The Contractor shall provide and thereafter maintain all appropriate workmen's compensation insurance, or its equivalent, with respect to its employees to cover claims for personal injury or death in connection with this Contract.
- 8.3 The Contractor shall also provide and thereafter maintain liability insurance in an adequate amount to cover third party claims for death or bodily injury, or loss of or damage to property, arising from or in connection with the provision of services under this Contract or the operation of any vehicles, boats, airplanes or other equipment owned or leased by the Contractor or its agents, servants, employees or sub-contractors performing work or services in connection with this Contract.
- 8.4 Except for the workmen's compensation insurance, the insurance policies under this Article shall:
- (i) Name UNDP as additional insured;
  - (ii) Include a waiver of subrogation of the Contractor's rights to the insurance carrier against UNDP;
  - (iii) Provide that UNDP shall receive thirty (30) days written notice from the insurers prior to any cancellation or change of coverage.
- 8.5 The Contractor shall, upon request, provide UNDP with satisfactory evidence of the insurance required under this Article.

## **9. ENCUMBRANCES/LIENS**

The Contractor shall not cause or permit any lien, attachment or other encumbrance by any person to be placed on file or to remain on file in any public office or on file with UNDP against any monies due or to become due for any work done or materials furnished under this Contract, or by reason of any other claim or demand against the Contractor.

## **10. TITLE TO EQUIPMENT**

Title to any equipment and supplies that may be furnished by UNDP shall rest with UNDP and any such equipment shall be returned to UNDP at the conclusion of this Contract or when no longer needed by the Contractor. Such equipment, when returned to UNDP, shall be in the same condition as when delivered to the Contractor, subject to normal wear and tear. The Contractor shall be liable to compensate UNDP for equipment determined to be damaged or degraded beyond normal wear and tear.

## **11. COPYRIGHT, PATENTS AND OTHER PROPRIETARY RIGHTS**

UNDP shall be entitled to all intellectual property and other proprietary rights including but not limited to patents, copyrights, and trademarks, with regard to products, or documents and other materials which bear a direct relation to or are produced or prepared or collected in consequence of or in the course of the execution of this Contract. At the UNDP's request, the Contractor shall take all necessary steps, execute all necessary documents and generally assist in securing such proprietary rights and transferring them to UNDP in compliance with the requirements of the applicable law.

## **12. USE OF NAME, EMBLEM OR OFFICIAL SEAL OF UNDP OR THE UNITED NATIONS**

The Contractor shall not advertise or otherwise make public the fact that it is a Contractor with UNDP, nor shall the Contractor, in any manner whatsoever use the name, emblem or official seal of UNDP or the United Nations, or any abbreviation of the name of UNDP or the United Nations in connection with its business or otherwise.

## **13. CONFIDENTIAL NATURE OF DOCUMENTS AND INFORMATION**

- 13.1 All maps, drawings, photographs, mosaics, plans, reports, recommendations, estimates, documents and all other data compiled by or received by the Contractor under this Contract shall be the property of UNDP, shall be treated as confidential and shall be delivered only to UNDP authorized officials on completion of work under this Contract.
- 13.2 The Contractor may not communicate at any time to any other person, Government or authority external to UNDP, any information known to it by reason of its association with UNDP which has not been made public except with the authorization of UNDP; nor shall the Contractor at any time use such information to private advantage. These obligations do not lapse upon termination of this Contract.

## **14. FORCE MAJEURE; OTHER CHANGES IN CONDITIONS**

- 14.1 Force majeure, as used in this Article, means acts of God, war (whether declared or not), invasion, revolution, insurrection, or other acts of a similar nature or force which are beyond the control of the Parties.
- 14.2 In the event of and as soon as possible after the occurrence of any cause constituting force majeure, the Contractor shall give notice and full particulars in writing to UNDP, of such occurrence or change if the Contractor is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under this Contract. The Contractor shall also notify UNDP of any other changes in conditions or the occurrence of any event which interferes or threatens to interfere with its performance of this Contract. The notice shall include steps proposed by the Contractor to be taken including any reasonable alternative means for performance that is not prevented by force majeure. On receipt of the notice required under this Article, UNDP shall take such action as, in its sole discretion, it considers to be appropriate or necessary in the circumstances, including the granting to the Contractor of a reasonable extension of time in which to perform its obligations under this Contract.
- 14.3 If the Contractor is rendered permanently unable, wholly, or in part, by reason of force majeure to perform its obligations and meet its responsibilities under this Contract, UNDP shall have the right to suspend or terminate this Contract on the same terms and conditions as are provided for in Article 15, "Termination", except that the period of notice shall be seven (7) days instead of thirty (30) days.

## **15. TERMINATION**

- 15.1 Either party may terminate this Contract for cause, in whole or in part, upon thirty days notice, in writing, to the other party. The initiation of arbitral proceedings in accordance with Article 16 "Settlement of Disputes" below shall not be deemed a termination of this Contract.
- 15.2 UNDP reserves the right to terminate without cause this Contract at any time upon 15 days prior written notice to the Contractor, in which case UNDP shall reimburse the Contractor for all reasonable costs incurred by the Contractor prior to receipt of the notice of termination.
- 15.3 In the event of any termination by UNDP under this Article, no payment shall be due from UNDP to the Contractor except for work and services satisfactorily performed in conformity with the express terms of this Contract. The Contractor shall take immediate steps to terminate the work and services in a prompt and orderly manner and to minimize losses and further expenditures.
- 15.4 Should the Contractor be adjudged bankrupt, or be liquidated or become insolvent, or should the Contractor make an assignment for the benefit of its creditors, or should a Receiver be appointed on account of the insolvency of the Contractor, UNDP may, without prejudice to any other right or remedy it may have, terminate this Contract forthwith. The Contractor shall immediately inform UNDP of the occurrence of any of the above events.

## **16. SETTLEMENT OF DISPUTES**

## **16.1. Amicable Settlement**

The Parties shall use their best efforts to settle amicably any dispute, controversy or claim arising out of, or relating to this Contract or the breach, termination or invalidity thereof. Where the parties wish to seek such an amicable settlement through conciliation, the conciliation shall take place in accordance with the UNCITRAL

Conciliation Rules then obtaining, or according to such other procedure as may be agreed between the parties.

## **16.2. Arbitration**

Unless, any such dispute, controversy or claim between the Parties arising out of or relating to this Contract or the breach, termination or invalidity thereof is settled amicably under the preceding paragraph of this Article within sixty (60) days after receipt by one Party of the other Party's request for such amicable settlement, such dispute, controversy or claim shall be referred by either Party to arbitration in accordance with the UNCITRAL Arbitration Rules then obtaining, including its provisions on applicable law. The arbitral tribunal shall have no authority to award punitive damages. The Parties shall be bound by any arbitration award rendered as a result of such arbitration as the final adjudication of any such controversy, claim or dispute.

## **PRIVILEGES AND IMMUNITIES**

Nothing in or relating to this Contract shall be deemed a waiver, express or implied, of any of the privileges and immunities of the United Nations, including its subsidiary organs.

## **TAX EXEMPTION**

18.1 Section 7 of the Convention on the Privileges and Immunities of the United Nations provides, inter-alia, that the United Nations, including its subsidiary organs, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs duties and charges of a similar nature in respect of articles imported or exported for its official use. In the event any governmental authority refuses to recognize the United Nations exemption from such taxes, duties or charges, the Contractor shall immediately consult with UNDP to determine a mutually acceptable procedure.

18.2 Accordingly, the Contractor authorizes UNDP to deduct from the Contractor's invoice any amount representing such taxes, duties or charges, unless the Contractor has consulted with UNDP before the payment thereof and UNDP has, in each instance, specifically authorized the Contractor to pay such taxes, duties or charges under protest. In that event, the Contractor shall provide UNDP with written evidence that payment of such taxes, duties or charges has been made and appropriately authorized.

## **19 CHILD LABOUR**

19.1 The Contractor represents and warrants that neither it, nor any of its suppliers is engaged in any practice inconsistent with the rights set forth in the Convention on the Rights of the Child, including Article 32 thereof, which, inter alia, requires that a child shall be protected from performing any work that is likely to be hazardous or to interfere with the child's education, or to be harmful to the child's health or physical, mental, spiritual, moral or social development.

19.2 Any breach of this representation and warranty shall entitle UNDP to terminate this Contract immediately upon notice to the Contractor, at no cost to UNDP.

## **MINES**

20.1 The Contractor represents and warrants that neither it nor any of its suppliers is actively and directly engaged in patent activities, development, assembly, production, trade or manufacture of mines or in such activities in respect of components primarily utilized in the manufacture of Mines. The term "Mines" means those devices defined in Article 2, Paragraphs 1, 4 and 5 of Protocol II annexed to the Convention on Prohibitions and Restrictions on the Use of Certain Conventional Weapons Which May Be Deemed to Be Excessively Injurious or to Have Indiscriminate Effects of 1980.

20.2 Any breach of this representation and warranty shall entitle UNDP to terminate this Contract immediately upon notice to the Contractor, without any liability for termination charges or any other liability of any kind of UNDP.

## **OBSERVANCE OF THE LAW**

The Contractor shall comply with all laws, ordinances, rules, and regulations bearing upon the performance of its obligations under the terms of this Contract.

## **AUTHORITY TO MODIFY**

No modification or change in this Contract, no waiver of any of its provisions or any additional contractual relationship of any kind with the Contractor shall be valid and enforceable against UNDP unless provided by an amendment to this Contract signed by the authorized official of UNDP.

## TERMS OF REFERENCE

### *For The Selection of a Common Travel Agent for Provision of Travel and Event Organizing Services to the UN Agencies in Montenegro*

#### A. BACKGROUND

The United Nations Agencies in Montenegro (UNDP, UNICEF, UNHCR) are hereby undertaking a solicitation of bid proposals from travel agents who are interested to provide various services related to travel and conference organizing activities, regularly required by the UN agencies in Montenegro.

*In order to achieve cost efficiency from economies of scale while ensuring outstanding quality of service, one recommendation agreed among the UN Agencies was to consolidate all the travel and conference organizing requirements and enter into one (1) common contract with a travel agency to serve all its respective needs and service requirements. However, the UNDP reserves the right to award two contracts with two different travel agencies, as follows: one for Lot 1 (provision of travel services), and other for Lot 2 (for provision of event/ conference organizing services). UNDP also reserves the right to establish a trial period with several travel agencies, as per the Clause 21. of this RFP. Travel agencies are allowed to send Proposals for both, or for only one of the mentioned Lots.*

#### Lot 1

Travel, as referred to in the TOR, shall apply to all movements or journey of UN staff from one place to another for official business purposes, both international and domestic. These official purposes include, but need not be limited, 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 UN staff, Government and counterparts, or other entities involved in execution of various UN-funded undertakings.

In addition to the common travel agent, the UN agencies have also adopted the preferred carrier scheme whereby the UN agencies have arranged to deal directly with the preferred airlines on the matter of airline fares.

The latest travel statistics of the above-mentioned UN agencies are as follows:

For the Period: 16 Jan 2010 to 01 Oct 2011.

The figures shown are a good and fair estimate of the air travel spend for the aforementioned Period. It is based on management information currently available to UNDP.

Please note UNDP offers (but cannot warrant) the accuracy of any information contained within this Request for Proposal, and offers it in good faith. Any agreement resulting from this Request for Proposal carries with it no guarantee of future business levels.

**Travel Volume by the UN Agency (Air Tickets)**

Agency	International Travel	
	EUR	%
UNDP	263,000eur	75%
UNHCR	16,000eur	5%
UNICEF	72,000eur	20%
<b>Total:</b>	351,000eur	100%
<b>GRAND TOTAL:</b>	<b>EUR</b>	

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Please also find attached more detailed data on the air tickets purchased in the period 16 Jan 2010 to 01 Oct 2011 by the UN Agencies in Montenegro. The below statistics is indicated only in the aim to provide Offerors a better insight in the future UN requirements related to the air transportation, which may help Offerors to prepare offers in this RFP.

**Number of Air Tickets Issued and Volume in EUR:**

	Number of Air Tickets Issued	Amount EUR
International / Total:	1205	351,000eur

**Lot 2**

UNDP and other UN agencies in Montenegro are organizing workshops/seminars/trainings internally or with the counterparts and Non-Governmental Organizations. The UNDP Podgorica also acts as the liaison office for UN agencies, which do not have their offices in Montenegro, to assist to the organization of their workshops/seminars/trainings in the country.

*i. Volume of funds spent in organization of big events in the period from 16 Jan 2010 to 01 Oct 2011 (conferences, seminars, trainings, etc.) EUR (UNDP data ONLY):*

	Number of Events	Amount EUR
Total UNDP Events:	217	620,000eur

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## **B. QUALIFICATIONS OF THE SUCCESSFUL TRAVEL AGENT**

The travel agency shall have in its current office all necessary equipment and facilities, and shall employ a sufficient number of experienced and professionally trained travel experts and staff to handle minimum requirements of the UN Agency System.

*The travel agency will need to have its office in Podgorica for purposes of accessibility, ease of coordination, efficiency of delivery of services.*

The successful travel agency that will be contracted to serve the needs of the UN Country Team shall have the following minimum qualifications:

1. Accredited BSP/ IATA (Billing Settlement Payment/ International Air Transportation Association) Travel Agent duly licensed with the Government,
2. Maintains a good track record in serving international organizations, embassies and multinational corporations,
3. Employs competent and experienced travel consultants, specially in ticketing and fare computations, as evidenced by their track record in their Curriculum Vitae,
4. Financially capable of rendering services to UN Agencies in Montenegro,
5. Currently maintains a global network/ affiliates in major UN destinations,
6. Maintains facilities of GDS (Global Distr. System, i.e. Amadeus, Galileo, World Span), in-plant international ticketing and ticket printing facilities, basic office equipment and telecommunications equipment, capacity to issue electronic tickets,
7. Capable of deploying motorized messenger(s)/documentation clerk(s),
8. Willing and able to guarantee the delivery of products and services in accordance with the performance standards required by this TOR.

The successful travel agent shall also be required to devote a reasonable number of personnel providing dedicated services to the travel needs of the UN, consisting of the following:

- Supervisor/s who shall be responsible for the overall management of the UN accounts,
- Full-Time Travel Consultant/s – for domestic and international travels and events organization,
- Documentations Assistant/s, and
- Messenger/s that will prioritize delivery of documents to UN-authorized travelers.

All such personnel shall be required to be well versed on the travel policies of the UN and each of its agencies, and adopt the same knowledge on the conduct of business and delivery of services to the UN System. The above mentioned personnel will be provided respective training by the UN staff. The personnel who will be assigned to serve the UN need not necessarily be new, but may also be current employee of the travel agency, to be re-assigned to service the UN requirements on a full-time basis.

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

## C. MINIMUM PRODUCTS AND SERVICES REQUIRED BY UN AGENCIES

### Lot 1

#### **Transportation, hotel, visa assistance – Services to be furnished as per Lot 1**

The successful travel agent contractor shall provide full, prompt, accurate and expert international and domestic travel products and services to staff of the UN Agency System, their dependents and other travelers authorized / accredited under the System, in accordance with the UN policies, procedures and guidelines. The products and services required by the UN Agencies include, but not be limited to, the following:

#### 1. Reservations and Ticketing

- a) For every duly approved UN Travel Authorization, travel agency shall immediately make bookings on the three (3) main airlines operating the route and prepare appropriate itineraries and formal quotations based on the lowest fare and the most direct and convenient routing;
- b) In the event that required travel arrangements cannot be confirmed, travel agency shall notify the requesting party of the problem and present three (3) alternative routings/ quotations for consideration;
- c) For wait-listed bookings, travel agency shall provide regular hourly/ daily feedback on status of that specific flight;
- d) Travel agency shall promptly issue and provide electronic tickets over the e-mail, and detailed itineraries (in printed and electronic format) showing the accurate status of the airline on all segments of the journey;
- e) Travel agency shall accurately advise the UN of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings.

#### 2. Travel Documentation

#### 3. Airfares and Airline Routings/ Itineraries

Travel agency shall --

- a) propose fares/ airline routings and guarantee that it shall obtain the lowest available airfare for the journey concerned. For all flights, the most direct and economical fare in the economy class is to be offered. The only exception from the above mentioned rule is if the accumulative outbound and/ or inbound flying time per direction exceeds 9 hours in duration, when the lowest cost business class fare is to be offered, unless otherwise requested by the agency;
- b) ensure that tickets issued are in accordance with entitlements prescribed in the Travel Authorization;
- c) negotiate with airlines on preferred carrier fares for the UN Agency System, with assistance of the UN Country Team and load such fares in the travel agency's Computerized Reservation System for use in auto-ticketing;
- d) negotiate with airlines preferred fare conditions for the UN Agency System, with assistance of the UN Country Team, such as ticketing deadlines to be as flexible as possible (i.e. until the date of commencement of particular travel); and
- e) advise market practices and trends that could result in further savings for the UN, including the use of corporate travel booking tools with automated travel policy compliance and enforcement, and travel management reporting.

#### 4. Travel Information / Advisories

Travel agent shall --

- a) Inform UN Agencies travel staff, upon booking confirmation, of flight/ ticket restrictions, involuntary stop-overs, hidden stops, and other possible inconveniences of the itinerary and provide required documentation for travels;
- b) Provide UN Agencies travel staff with online and offline relevant information on official destinations, i.e., visa requirements, security advisories, airport transfers/ land transportation facilities, local points of interest, currency restrictions/ regulations, health advisories, weather conditions, etc.;
- c) Endeavor to notify UN Agencies travel staff of airport closures delayed or canceled flights, security procedures, health precautions, as well as other changes that will affect or will require preparations from the travelers, sufficiently before departure time; and
- d) Quick reference for requested destination.

#### 5. Transfers/transport

Travel agency shall:

- a) Arrange and organize mini-bus/ bus transfers for group travels including a driver,
- b) Organize reservation/ purchase of train/ bus/ ship tickets, as may be necessary.

#### 6. Billing and Invoicing

Travel agency must:

- a) Be financially capable to bill / invoice the UN Agencies in Montenegro on a monthly basis for the expenses incurred during the previous month. However, the UN Agencies in Montenegro will give their best attempt to regularly disburse payments by each 14<sup>th</sup> and 28<sup>th</sup> day in the month (on the BSP dates) for the services rendered during the previous period. All bills are to be paid by the UN Agencies upon issuance of air tickets, final invoice and completion of the respective travel.

#### 7. Flight Cancellations / Rebooking and Refunds

Travel agency shall:

- a) Process duly authorized flight changes/ cancellations when and as required and taking care that in such cases cancellation fees and charges imposed by the airlines are avoided,
- b) Immediately process airline refunds for changed/ cancelled travel requirements and credit these to the UN as expeditiously as possible,
- c) Refund tickets within three (3) months only (shorter period than 3 months offered will be an advantage),
- d) Limit refund charges at airline rates only, i.e. no additional charges will accrue to the travel agency,
- e) Absorb all cancellation and / or change reservation date charges which are due to no fault of UN or the Traveler, and
- f) Report regularly back to the UN Agencies on the status of ticket refunds.

8. Management Reporting System

Travel Agency shall submit to the UN the following reports/ documents on a monthly regular basis, immediately or at anytime upon request by the UN:

- a) Monthly production statistics (Per UN Agency and Consolidated format) with comparative figures if applicable (month to month, year on year), and Monthly Carrier – Route – Fare Analysis and Production / Volume of business,
- b) Monthly reports on the status of ticket refunds per the UN Agency,
- c) Changes and Updates on Airline Rates, promotions, policy changes, etc., immediately upon the Travel Agency's receipt of the advise,
- d) Complaint Analysis for all UN Agencies in Montenegro and actions taken thereof.

9. Availability of Other Products and Services As May Be Requested

Travel agency, where applicable and upon request of the travelers, shall provide other services including, but not limited to, the following:

- a) Preferred Seating Arrangements / Upgrades
- b) Privileged Check-in Services / Use of Airline Lounges Facilities
- c) Hotel reservations / Accommodations
- d) Excess Baggage / Lost Baggage / Baggage Insurance
- e) Ground Transportation (bus / train reservations and tickets)
- f) Meet & Greet Services / Airport transportation  
The Meet & Greet Services package shall be offered directly to the delegates and participants of the events organized by UN, and shall be charged to them directly by the Service Provider.
- g) Emergency Services, i.e. sickness, injury, etc.
- h) Travel Insurance
- i) Open book policy
  - To have access to the Service Provider's commission rates, overrides, rebates, etc. to determine/ audit the return of commissions
- j) Travel Policy Compliance
  - All significant breaches/ attempted breaches of travel policy identified; reported to/ cleared with the appropriate authorizing manager, prior to arrangements being confirmed.

Remark: Offerors can provide offer for Package Tours and Promotions for UN Staff Personal Travel, as well. However, please note that this offer should be provided in a separate (fourth) envelope and be marked as such, and will not influence evaluation of the official part of the tender. This offer will be opened only for the travel agency that is awarded the contract.

## Lot 2

### Organization of Events

Conference / Event Arrangements shall include, but not limited to, hotel reservations (for venue of workshops/meetings, accommodation of participants), facilitating the arrangement of workshops/meetings/trainings, transportation of participants, screens and related services (including delivery if necessary), provision of updated information on the availability of the hotels, workshop/seminar/training facilities.

### Organization of events - Services to be furnished by the Travel Agent as per Lot 2

The Travel Agent shall, upon request form from UNDP / UN Agency, organize the necessary arrangements for conferences/meetings/seminars and training workshops. The Travel Agent shall:

- 1) Identify suitable hotels or other establishments, request proposals and quotations, negotiate rates and other terms and conditions and present the final three (3) comparable original proposals sealed by the hotels/company for consideration and approval by UNDP / UN agencies.
  
- 2) Provide audio equipment for simultaneous translation – specifications of the equipment:
  - Central Control Unit
  - Programming interpreter's microphones with illuminating LCD
  - IR Transmitter up to 32-channels
  - IR Radiator
  - IR Receivers
  - Headphones for IR Receivers;
  - Chair desk conference microphones (wireless)
  - Discussion desk microphones for conference (wired)
  - Wireless microphones
  - Audio 12 channel mixer (min)
  - Powered Main PA Speakers system (or powered mixer with passive speakers)

It is understood that the successful bidder will charge a fee for providing the services listed under the points 1 - 2 above. The bidder should indicate the service fee to be charged over the organization of events' services under the Price Schedule Lot 2 (Annex VI).

## D. COMPENSATION SCHEME

**Travel agent shall generate its income on a per-ticket/ transaction basis.**

The UN Travel Administrator shall, from time to time, evaluate and verify with other travel agencies and other industry indicators the comparability and competitiveness of the rates being given to the UN. The UN remains the right to terminate contract with the prospective

selected Travel Agency at any time if the Travel Agency charges UN Agencies in Montenegro on higher rates than market standards, or does not render minimum services described in this tendering document.

Bidders that will be short-listed shall be required to conduct a presentation to, and respond to queries of, the UN Evaluation Committee.

**QUESTIONNAIRE SHEET**

Please complete both sections in full.

**Section 1.0****Important Note:**

- **Replying on all of the below questions is absolutely essential for the Questionnaire process and avoiding to reply to any of these questions may lead to disqualification.**
- **Failing to submit the full documentation requested in this Sheet may lead to disqualification (including the question 1.4 related to financial reports).**

**1.1 About Your Company:**

Registered Company Name:	
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Parent / Sister Company Name (if any):	
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No. of Years Trading in:	Montenegro:	Country of Origin:
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Number of Employees	Montenegro:	Rest of World:
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Your Business Travel Mix – Air Booking Value		%
International:	Europe:	
	USA/ Canada:	
	Rest of World:	
Total Air Booking Value:		<b>100</b>

**1.2 Licences and Memberships Held:**

<b>Licences:</b>	IATA	YES (registration number) / NO
	Other (please specify)	
<b>Memberships:</b>	YES (please specify) / NO	

**1.3 Proposed Location of Service (one must be in Podgorica):**

Primary Site Location	
Back-up Site Location	

<p>1.4 In order to verify financial capacity of the Offeror, travel agency must attach the following full documentation:</p> <ul style="list-style-type: none"> <li>- for Montenegrin travel agencies: Certificate/Financial Report (so-called “Bilans stanja i uspjeha”) for 2009 and 2010.</li> <li>- for foreign travel agencies: Audit reports from the reputable Audit Agency for 2009 and 2010.</li> </ul> <p>IMPORTANT</p>	<p><b>Attached</b></p> <p>YES / NO</p>
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*Section 2.0*

*Details of the Offeror that are of the informational character and may not lead to disqualification from further evaluation in this RFP:*

<p><b>2.1 Please specify the number of personnel in your agency and their respective areas of responsibility. How many people have you had devoted to client service over the past three years?</b></p> <hr style="border-top: 1px dashed black;"/>
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<p><b>2.2. Please provide names of your at least three current major Corporate Clients with their telephone and fax numbers and e-mail addresses:</b></p>	
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<p><b>2.3 Please advise whether you provide services to any UN Agency operating in Montenegro or worldwide and provide their names and contact details:</b></p>	
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<p><b>2.4 Please inform your hours of operation:</b></p>	
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<p><b>2.5 Please specify whether your agency can provide advisory and consultant services to the UN Agencies in Montenegro regarding the travel issues, including eventual visits and meetings with airlines in the interest of UN:</b></p>	<p>YES / NO</p>
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<b>2.6 Services that can be provided on a 24 Hour Basis:</b>		
<b>Service</b>	<b>YES (can)</b>	<b>NO (cannot)</b>
<b>Air Ticketing:</b>		
Reservations		
Ticketing		
Changes		
Cancellations		
<b>Hotel Bookings (if required by UN):</b>		
Reservations		
Confirmations		
Changes		
Cancellations		
<b>Other:</b>		

**E. PERFORMANCE STANDARDS AND SERVICE LEVEL GUARANTEES**

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

<b>Product/Service</b>	<b>Performance Attribute</b>	<b>Definition</b>	<b>Standard/Service Level</b>
1. Airline Reservation	Agency Accuracy	Ability to perform task completely and without error.	<u>Zero-Error</u> I passenger records/ airline bookings, fare computation and routing
	Speed and Efficiency	Ability to delivery product or service promptly and with the minimum use of resources.	a. For confirmed bookings via itinerary within <u>four</u> hours from time of request b. For wait listed bookings via regular updates on a daily basis
2. Airline tickets	Agent Accuracy	Ability to perform task completely and without error.	<u>Zero-Error</u> in the electronic or printed ticket/ aborted travel due to incomplete travel documents
	Timeliness of delivery	Ability to deliver product or service on or before promised date	<u>At least 1 working day</u> before departure date
3. Travel Documentation	Accuracy	Ability to ascertain requirements for various destinations/ nationalities	<u>Zero-incident</u> of complaints/ aborted travel due to incomplete travel documents
	Clarity	Ability to delivery product or service on or before promised date	<u>5 working days</u> before departure
4. Billing	Accuracy	Ability to generate billing statements without errors for each UN Agency	<u>Zero-Error</u> or no discrepancy between invoices and attachments
	Clarity	Ability to generate bills that are transparent or easy to understand	<u>Zero&gt;Returns</u> for clarification/ explanation from the UN side
5. Rates/Pricing	Fairness	Reasonable charges for services offered	At same or rates lower than market standards
	Company concern about fares	Ability to quote competitive fares	At levels same or lower than airline preferred rates. Guarantee that <u>one quotation is the lowest obtainable fare.</u>
	Good value indicated by price	Competitiveness of fares quoted vs.	At the same terms or better than quoted by

		restrictions or lack/absence thereof.	airlines
	Willingness to negotiate preferred rates and concessions with airlines with assistance from UN	Voluntarily offering to represent UN 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 travel agency	Telephone: 5 rings Emergency: 24 hours E-mail: available Website:available (desirable)
	Responsiveness	Willingness to go out of one's way to help the traveler	Regular coordination meetings with UN Travel Oversight Committee and Agency Performance Reviews
		Willingness to go out of one's way to help the traveler	No. of personal travels booked with travel agents
7. Problem Solving	Refunds	Ability to process and obtain refunds for cancelled tickets on a timely basis	<u>100% refundable amount within three (3) months from date of cancellation</u>
	Complaint Handling	Ability to resolve complaints	Timelines: One week. Manner of Resolution: Satisfactory score
8. Travel Consultants	Competence	Knowledge of destinations. Knowledge of airline practices, fare levels and shortest routes and connections. Knowledge of UN policies	Proficiency rating of not less than 75%
9. Communications	Awareness Level of Travelers regarding Travel Agency Product and Services	Services and policies are communicated to travelers. Travelers are well informed about matters concerning them.	Frequency of communications: Monthly
10. Office Premises and Hours of Services	Readiness to do business	Sufficient manpower to commence business at the start of office hours; Provision of skeletal workforce to answer calls during breaks.	Same hours/ days of work as UN Agency System (Monday-Friday, 0800-1700hrs); accommodations of calls during off-hours. <u>Zero complaints that no one was around to answer calls.</u>

**FINANCIAL PROPOSAL (PRICE SCHEDULE):****Lot 1**

When submitting your financial Proposal, please consider the following:

1. Required Manpower to Serve UN Agencies needs:
  - Supervisor/s
  - Full-Time Travel consultant/s
  - Documentation Assistant/s
  - Messenger/s
2. The Service Provider to provide at own cost, the following items on the request of UN Agencies in Montenegro:
  - Telephone, fax, email facilities and other communication equipments
  - Furniture, fittings and furnishing

**COSTS - TRANSACTION FEE BASIS:****a) Air Reservations & Ticketing, and Related Services:****Note:**

- All prices to be indicated in the **EUROS**,
- Full instructions on how to prepare related print reservations are indicated under 8. c) Proposal – Proposed Methodology
- Please attach copies of complete print reservations for all five destinations as indicated under 8. c)
- **In the below space, only TSC/profit amount should be indicated** – carriers' prices and related airport/ other taxes as obtained through Amadeus system to be indicated in the above mentioned print reservations ONLY as part of the technical proposal.

<b>Profit / TSC per ticket – “Region” (Belgrade, Skopje and Sarajevo)</b>	
<b>Profit / TSC per ticket: - “Europe”</b>	
<b>Profit / TSC per ticket : - “Intercontinental”</b>	

<b>TYPE OF RELATED SERVICE:</b>	<b>EUR Per Transaction</b>
<b>a) Ticket/Document Delivery:</b>	
By Daily Delivery to the UN Agencies’ Offices (at agreed time each day)	No Additional Charge
<b>b) Management Information:</b>	
Report Set Required for Quarterly Review Meetings (per set)	No Additional Charge
Ad-hoc/ Tailor-made Reports (per report)	No Additional Charge
<b>c) Other Services Costs: Please specify</b>	

## Lot 2

Please provide offers for the organization of the following events **EUROs**.

<p>The list of venues/ hotels in Montenegro that can be used for quotations for this tendering exercise for the <u>FICTIONAL event</u> below <b>Hotel ‘Maestral’ Hotel ‘Queen of Montenegro’ and Hotel ‘Bianca’</b>.</p> <p>Remarks:</p> <ul style="list-style-type: none"> <li>• The above mentioned hotels are indicated in no particular order and the respective list is tailor-made for the purposes of this tender only,</li> <li>• It should be emphasized to the hotel/s that this is a <u>fictional</u> event and hotel/s should indicate on their offers that these events are fictional and prepared only for the purpose of the tender RFP 38/11,</li> <li>• All prices (including hotel offers) must be VAT exempted and addressed/ titled to UNDP.</li> <li>• Only one offer/ pro-forma invoice (from presumably the cheapest hotel offer) should be presented in this financial offer as a hard copy attachment, and the below table with prices should be filled only for that specific offer</li> </ul>
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Requirements:

- a) Conference, 50 participants, event to take place in one of the above mentioned hotels, from 19– 20 January 2012 (two full working days), all 50 participants require room bookings from 18 – 21 January 2012 (three overnights stay):

Requirement	Hotel/ Sub-contractors rate (EUR)(1)
<p><b>Conference room.</b> Theater arrangement of chairs facing front desk (2 full days): Pro-forma invoice/ offer from the hotel to be attached</p>	
<p><b>Audio equipment for simultaneous translation:</b></p> <p>Programming interpreter’s microphones with illuminating LCD IR Transmitter up to 32-channels IR Radiator IR Receivers Headphones for IR Receivers;</p>	
<p>Chair desk conference microphones (wireless) Discussion desk microphones for conference (wired) Wireless microphones Audio 12 channel mixer (min) Powered Main PA Speakers system (or powered mixer with passive speakers)</p>	
<p><b>Rooms</b> for 50 participants for 3 nights (one participant per room) including breakfast : Pro-forma invoice/ offer from the hotel to be attached</p>	
<p><b>Lunch</b> for all 50 participants for 2 days (three course menu): Pro-forma invoice/ offer from the hotel to be attached</p>	
<p>Two <b>coffee breaks</b> for all 50 participants (each to incl. coffee + juice + cookie), one per day: Pro-forma invoice/ offer from the hotel to be attached</p>	

<b>(1) TOTAL without Offeror/ Travel Agency's profit:</b>	_____ <b>EUR</b>
<b>(2a) Offeror's Service Fee</b> <b>Indicate percentage to be charged out of total offered price under (1)</b>	_____ %
<b>(2b) Offeror's Service Fee</b> <b>Indicate (1) x (2a)</b>	_____ <b>EUR</b>
<b>(3) GRAND TOTAL Pass-On Rate to UN</b> <b>Indicate (1)+(2b)</b> <b>Remark: (3) will be compared with other Offerors' Price Schedules</b>	_____ <b>EUR</b>





**Request for Proposal RFP 38/11  
Provision of Travel and Conference Organization Services  
to the United Nations Agencies in Montenegro**

United Nations Agencies in Montenegro solicit proposals from reputed Travel Agencies for provision of travel related services.

Travel Agencies / Companies duly registered by the Government, which are interested in participation in the aforementioned tendering exercise, are advised to download the Request for Proposal Form along with TOR from the following website [www.undp.org.me](http://www.undp.org.me) , under link "Tenders".

**Pre-bid conference** will be organized on **9<sup>th</sup> Nov 2011** at 13:00 hours in the UNDP premises, Bul. Sv.Petar Cetinjski 1A, Podgorica.

Sealed Offers should reach the following address by the 23<sup>th</sup> Nov 2011 at 16:00 hours:

United Nations Development Programme  
RFP No. 38/11 Travel Services  
Bul. Sv.Petar Cetinjski 1A  
81000 Podgorica  
Montenegro  
NOT TO BE OPENED BY REGISTRY

The UN reserves the right to reject or accept the whole or part of the proposal.