

25 October 2023

Advertisement

Request For Proposal RFP) No. UNFPA/TLS/RFP/2023/002 for Long Term Agreement LTA (For Provision of Travel Management Services for UNFPA office)

Dear Sir/Madam,

UNFPA hereby solicits Proposals for the provision of **Travel Management Services**. This request is open to all legally-constituted companies or institutions, **(local and international)** operating in Timor Leste or outside the country that can provide the **Travel Management Services** and have the legal capacity to deliver/perform the services in the country or through an authorized representative in Timor Leste.

About UNFPA

UNFPA, the United Nations Population Fund (UNFPA), is an international development agency that works to deliver a world where every pregnancy is wanted, every childbirth is safe and every young person's potential is fulfilled.

Objective:

The objective of the RFP is to identify the suppliers who can provide to UNFPA the Travel Management Services as required in the specification details (TOR) through a Long Term Agreement (LTA). The selected supplier(s) are expected to provide these services based on specific Purchase Orders submitted to the suppliers.

Further details of the required bid documents may be obtained from the UNFPA Office, UN House, Caicoli Street, Dili. Contact person Mr. Jose Jordao Estelvidio, phone number +670 78186508

If you are interested, please send your Proposal through the dedicated email address to timor-leste.office@unfpa.org or in sealed envelopes addressed to Ms. Pamela Aine, International Operations Manager before or no later than 16.00 hours on **Wednesday, 15 November 2023**. The contact is, HP. 78186508, UN House, Caicoli, Dili, Timor – Leste.

Approved by:


Ms. Pressia Arifin - Cabo
Representative

PA



United Nations Population Fund
[UN house, Caicoli Street]
[Dili], [Timor Leste]
Telephone: [3312618]
Website: <http://www.unfpa.org>

25 October, 2023

REQUEST FOR PROPOSAL (RFP)
RFP Number UNFPA/TLS/RFP/2023/002 (1)
For the establishment of a: LTA for Long Term Agreement
CONTRACT FOR PROFESSIONAL SERVICES
In regards to:
PROVISION OF TRAVEL MANAGEMENT SERVICES to DILI, TIMOR - LESTE (2)

LETTER OF INVITATION

Dear Sir/Madam,

1. The United Nations Population Fund (UNFPA), an international development agency, is seeking qualified Bids for the provision of *Air Travel Management Services for UNFPA Timor - Leste Office*. Your company is hereby invited to submit the Technical and Financial Bids for the requested Travel Management Services. Your Bid could form the basis for a contract for professional services (CPS) between your company and UNFPA.
2. To enable your company to submit a Bid, please read the following attached documents carefully:

Section I:	Instructions to Bidders
Section II:	Terms of Reference
Section III:	UNFPA General Conditions of Contract
Section IV:	UNFPA Special Conditions of Contract
Section V:	Supplier Qualification Requirements
Section VI:	Bid and Returnable Forms
Section VII:	Contractual Forms

3. The Bid process will be conducted through a TWO-envelope system. Interested Bidders are requested to submit their Technical Bid *separately* from their Financial Bid containing price information. Specific instructions for the submission can be found in Section I – Instructions to Bidders, clause 20 Submission , Sealing and Marking of Bids.
4. Bidders are requested to carefully read Section I – Instructions to Bidders, clause 20 Submission, Sealing and Marking of Bids, where detailed instructions of the submission process are provided. It is the Bidder's responsibility to assure compliance with the submission process. If the envelopes or emails are not marked / submitted per the instructions, UNFPA will neither assume responsibility for the bid's displacement or premature opening nor guarantee the confidentiality of the Bid process. Incorrect submissions might result in your Bid being declared invalid.



All Bids comprising of Technical and Financial parts should reach the below and corresponding addresses no later than [15 November, 2023], at [17:00 Timor Leste Time]¹: (3)

- a. If you choose to submit your Bid in hard copy, your Technical Bid and Financial Bid should be submitted in separate, sealed envelopes in accordance to clause 20.3 Submission of hard copy Bids, and should reach the following address:

United Nations Population Fund
[UNFPA Timor Leste/UN house Cailoli Street, Dili]
[Timor Leste]

- b. If you choose to submit your Bid electronically, your Technical Bid and Financial Bid should be submitted in separate emails in accordance to clause 20.4 Submission of electronic Bids, should reach the email inbox of timor-leste.office@unfpa.org. Do not submit Bid documents to any other email address, sending the Bid to any other email address, including as a carbon copy (cc), will violate confidentiality and result in the invalidation of the Bid.

5. Bids received after the stipulated date and time will be rejected.
6. Bidders are asked to acknowledge receipt of this RFP using the Bid Confirmation Form **SECTION VI – ANNEX A: BID CONFIRMATION FORM**. A completed Form should be e-mailed to: *Ms. Pamela Aine, International Operations Manager, e-mail: aine@unfpa.org* no later than 15 November 2023 and indicate whether or not a Bid shall be submitted. Bidders that will not submit a Bid are kindly asked to indicate the reason(s) for not bidding on the Bid Confirmation Form to help UNFPA improve its future Bid exercises.
7. Any questions relating to the Bid process and/or to the attached documents shall be sent to: **Mr. Jose Jordao Estelvidio at email address: estelvidio@unfpa.org**

Responses to all questions received will be handled in accordance with the instructions included in Section I - Instructions to Bidders, clause 8 Clarifications of solicitation documents. Do not submit a Bid to this contact, or your Bid will be declared invalid, as UNFPA will not be able to guarantee the confidentiality of the Bid process.

8. UNFPA posts all Bids notices, clarifications and results in the United Nations Global Marketplace; hence, we strongly encourage Bidders to register on [UNGM](https://www.ungm.org). The UNGM is the procurement portal of the United Nations system. By registering on UNGM, suppliers become part of the database that UN buyers use when searching for suppliers. The link describes the registration process: <https://www.ungm.org/Public/Pages/RegistrationProcess>

Suppliers can also access all UN Bids online and, by subscribing to the Tender Alert Service, suppliers can be automatically notified via email of all UN business opportunities that match the products and services for which they have registered. Instructions on how to subscribe to the Tender Alert Service can be found in the UNGM Interactive Guide for suppliers.

9. UNFPA looks forward to receiving your Bid and thanks you in advance for your interest in UNFPA procurement opportunities.
10. This letter is not to be construed in any way as an offer to contract with your company/institution.

¹ <http://www.timeanddate.com/worldclock/city.html?n=69>



Yours sincerely,
 Mr. Jose Estelvidio
 Procurement Assistant
 UNFPA

Process reviewed and approved by: (4)
 Ms. Pressia Arifin - Cabo
 Representative
 UNFPA Timor Leste

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SECTION I: INSTRUCTIONS TO BIDDERS

A. INTRODUCTION

1. General

- 1.1. UNFPA's Procurement Services Branch wishes to establish a contract for professional services with a qualified supplier(s) for the provision of *travel management services* in support of UNFPA's *Programmes and/or Third Party Purchaser* located in *Timor Leste*.
- 1.2. As a result of this competitive Bid process, UNFPA plans to sign a Contract for Professional Services with a single supplier(s) .
- 1.3. In the event of UNFPA signing a contract the following shall apply:
 - 1.3.1. The successful Bidder(s) shall accord the same terms and conditions to any other organization with the United Nations Systems, located in *Timor-Leste*, that wishes to avail itself of such terms, after written consent from UNFPA's Procurement Services Branch;
 - 1.3.2. The contract template specified in **SECTION VII – ANNEX A: TEMPLATE OF CONTRACT FOR PROFESSIONAL SERVICES**, shall be used.

2. Eligible Bidders

- 2.1. This Bidding process is open to all legally-constituted companies that can provide the requested *travel management services* and have legal capacity to deliver/perform in the country, or through an authorized representative.
- 2.2. Bidders and all parties constituting the Bidder may hold any nationality. Bidders must not have a conflict of interest in order to be considered eligible. Bidders found to have a conflict of interest shall be disqualified. Bidders may be considered to have a conflict of interest with one or more parties in this Bidding process, if they:
 - 2.2.1. Are, or have been associated in the past, with a company or any of its affiliates that have been engaged by UNFPA to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the goods and/or services to be purchased under this Bid.
 - 2.2.2. Submit more than one Bid in this Bidding process, except for alternative Bids accepted under instructions to Bidders clause 19 is not permitted. However, this does not limit the participation of subcontractors in more than one Bid.
 - 2.2.3. Any Bidder that is uncertain as to whether the situation it is in constitutes a conflict of interest must disclose the situation to UNFPA and seek UNFPA's guidance.
 - 2.2.4. The following information must be disclosed in the Bid:
 - 2.2.4.1. Bidding entities whose owners, part-owners, officers, directors, controlling shareholders, or key personnel are immediate family of UNFPA staff involved in procurement functions and/or of any government official of the beneficiary country and/or of any Implementing Partner (IP) receiving the goods and/or services under this RFP; and
 - 2.2.4.2. Any other situation that could potentially lead to actual or perceived conflict of interest, collusion, or unfair competition practices.



- 2.2.4.3. Failure to disclose the information above may result in rejection or disqualification of the Bid or of the award resulting from the Bid process.
 - 2.3. Bidders under declaration of ineligibility by UNFPA in accordance with clause 2 at the time of contract award will be disqualified. Bidders are not eligible to submit a Bid if at the time of Bid submission they are:
 - 2.3.1. Listed as suspended or removed by the United Nations Procurement Division (UNPD);
 - 2.3.2. Declared ineligible by other organizations of the United Nations through the disclosure of the ineligibility or listing as suspended on [United Nations Global Marketplace \(UNGM\)](#) as a result of having committed fraudulent activities;
 - 2.3.3. Included on the [UN 1267 list](#) issued by the Security Council resolution 1267 that establishes a sanctions regime to cover individuals and entities associated with Al-Qaida and/or the Taliban;
 - 2.3.4. Debarred by the World Bank Group in accordance with the [WB Listing of Ineligible Firms & Individuals](#) and the [WB Corporate Procurement Listing of Non-Responsible Vendors](#).
 - 2.4. All Bidders must adhere to the UN Supplier Code of Conduct, which may be found by clicking on [UN Supplier Code of Conduct](#).
 - 2.5. Accordingly, any company that is found to have undertaken unethical, unprofessional, or fraudulent activities, as defined in clause 4, will be temporarily suspended or permanently debarred from business relations with UNFPA
 - 2.6. Bids may be submitted by a Joint Venture (JV). In the case of a JV:
 - 2.6.1. The completed Joint Venture Partner Information Form, **SECTION VI – ANNEX F: JOINT VENTURE PARTNER INFORMATION FORM**, must be included with the Bid; and
 - 2.6.2. All parties to the JV shall be jointly and severally liable; and
 - 2.6.3. The JV must nominate a Representative, who will have the authority to conduct all businesses for and on behalf of all parties of the JV during the Bidding process, and, if the JV is awarded a contract, during the validity of the contract.
- 3. Cost of Bid**
 - 3.1. Bidders will bear all costs associated with the preparation and submission of the Bid(s), and the procuring UN entity will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Bid.
- 4. Fraud and Corruption**
 - 4.1. UNFPA's Policy regarding fraud and corruption is available by clicking on [Fraud Policy](#) and applies fully to this Bid. Submission of any Bid implies that the Bidder is aware of this Policy.
 - 4.2. UNFPA is committed to preventing, identifying, and addressing all acts of fraud against UNFPA, as well as against third parties involved in UNFPA activities. To this effect, UNFPA has developed an Anti-Fraud Policy with the aim to raise awareness of fraud risks, implement controls to prevent fraud, and establish a procedure to detect fraud and to enforce the Policy.
 - 4.3. UNFPA requires that Bidders, suppliers, and contractors and their subcontractors observe the highest standards of ethics during the procurement and execution of UNFPA contracts.
 - 4.4. Pursuant to this Policy, UNFPA defines the terms set forth as follows:
 - 4.4.1. "Corrupt practice" means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;



- 4.4.2. "Fraudulent practice" means any act or omission, including misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit, or to avoid an obligation;
- 4.4.3. "Collusive practice" means an arrangement between two or more parties designed to achieve an improper purpose, including influencing improperly the actions of another party;
- 4.4.4. "Coercive practice" means impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
- 4.4.5. "Obstructive practice" means acts intended to materially impede the exercise of UNFPA's contractual rights of audit, investigation and access to information, including destruction, falsification, alteration or concealment of evidence material to a UNFPA investigation into allegations of fraud and corruption.
- 4.4.6. "Unethical practice" means conduct or behavior that is contrary to Staff or Supplier codes of conduct, such as those relating to conflict of interest, gifts, hospitality, post-employment provisions, abuse of authority and harassment
- 4.5. UNFPA will reject to award a contract if it determines that a Bidder recommended for award has engaged in corrupt, fraudulent, collusive, coercive, obstructive or unethical practices while competing for the contract in question;
- 4.6. UNFPA will declare a supplier ineligible, either indefinitely or for a stated period of time, to be awarded a UNFPA contract/agreement if at any time it determines that the supplier has engaged in any corrupt, fraudulent, collusive, coercive, obstructive or unethical practices in competing for, or in executing, a UNFPA contract/agreement.
- 4.7. Any supplier participating in UNFPA's procurement activities must provide all required documents, records, and other elements to UNFPA personnel upon first request to facilitate any investigation of allegations of misconduct by either suppliers or any other party to the procurement activities. The absence of such cooperation may be sufficient grounds for the debarment of the supplier from the UNFPA supplier roster and may lead to suspension following review by UNFPA.
- 4.8. Suppliers, their subsidiaries, agents, intermediaries and principals must cooperate with the UNFPA Office of Audit and Investigations Services as well as with any other oversight entity authorized by the Executive Director and with the UNFPA Ethics Advisor as and when required. Such cooperation shall include, but not be limited to, the following: access to all employees, representatives agents and assignees of the vendor; as well as production of all documents requested, including financial records. Failure to fully cooperate with investigations will be considered sufficient grounds to allow UNFPA to repudiate and terminate the Agreement, and to debar and remove the supplier from UNFPA's list of registered suppliers.
- 4.9. A confidential Anti-Fraud Hotline is available to any Bidder to report suspicious fraudulent activities at [UNFPA Investigation Hotline](#)

5. Zero Tolerance

- 5.1. UNFPA has adopted a zero tolerance policy on gifts and hospitality. Bidders are therefore requested not to send gifts or offer hospitality to UNFPA personnel. If interested on reading further on this policy, please select [Zero Tolerance Policy](#).



6. Disclaimer

6.1. Should any of the links malfunction or are inaccessible for any reason in this Request for Proposal or any of its Annexes, suppliers can contact the Procurement Official referenced below in clause 8 and request for them to share a PDF version of such document(s).

B. SOLICITATION DOCUMENTS

7. UNFPA Bidding document (5)

7.1. This RFP document is posted on [United Nations Global Marketplace \(UNGM\)](#).

7.2. Bidding documents consists of the following:

Section I:	Instructions to Bidders
Section II:	Terms of Reference
Annex A:	Instructions for Preparing Technical Bid
Section III:	UNFPA General Conditions of Contract
Section IV:	UNFPA Special Conditions of Contract
Section V:	Supplier Qualification Requirements
Section VI:	Bid and Returnable Forms
Annex A:	Bid Confirmation Form
Annex B:	Bid Submission Form
Annex C:	Bidder Identification Form
Annex D:	Bidder's Previous Experience
Annex E:	Price Schedule Form
Annex F:	Joint Venture Partner Information Form
Annex G:	Checklist of Bid Forms
Section VII:	Contractual Forms
Annex A:	Template of Proposed Contract for Professional Services

7.3. Bidders are expected to examine all instructions, forms, Terms of Reference, terms and conditions contained within this Bid document. Failure to comply with these documents shall be at the Bidder's risk and may affect the evaluation of the Bid or result in the rejection of the Bid.

7.4. Bidders are cautioned to read Section II – Terms of Reference, as there may be special requirements. The requirements presented herein are not to be construed as defining a particular service provider's service. Bidders are encouraged to advise UNFPA if they disagree.

7.5. The requirements included in this document are the minimum requirements of the services solicited. Services offered in the Bid must meet or exceed all requirements herein.

8. Clarifications of Bidding documents

8.1. Bidders requiring clarification to the Bid process and/or to the Bid documents may be addressed in writing to:

[Jose Jordao Estelvidio](mailto:estelvidio@unfpa.org) at email address: estelvidio@unfpa.org

Bidders should **NOT** submit any Bid to this contact or your Bid will be declared invalid, as UNFPA will not be able to guarantee the confidentiality of the Bidding process.

Bidders may request clarifications no later than [06 - 10 November, 2023], at [15:00, Dili time]². (6)

- 8.2. UNFPA will respond in writing to any requests for clarification received prior to the deadline and will circulate the answers (including an explanation of the requests without identifying the sources) to all prospective Bidders that have received the Bid documents. A copy of the questions and UNFPA's answers will also be posted on UNGM, (www.ungm.org) [and the following other media outlets: Timor Post and Suara Timor Lorosae (STL).
- 8.3. UNFPA will respond to requests for clarifications as soon as possible. However, delays in UNFPA's response will not oblige UNFPA to extend the Bid submission deadline. UNFPA may extend the deadline in specific cases UNFPA deems justified and necessary.

9. Amendments to Bidding documents

- 9.1. At any time prior to the Bid submission deadline, UNFPA may for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Bidding documents by issuing an amendment.
- 9.2. UNFPA shall post all amendments under the original notice on UNGM. All prospective Bidders that have received the Bidding documents shall periodically check if amendments have been posted to the bidding documents on UNGM.
- 9.3. To give prospective Bidders reasonable time to take the amendments into account, UNFPA may, at its discretion, extend the Bid submission deadline.

C. PREPARATION OF BIDS

10. Language of the Bid

- 10.1. Bid documents and all related correspondence will be written in English. Any printed literature furnished by a prospective Bidder written in a language other than the language indicated must be accompanied by a translation in the preferred language indicated above. For the purpose of interpretation of the Bid, and in the event of discrepancy or inconsistency in meaning, the version translated into the preferred language indicated above shall govern. The sole responsibility for translation and the accuracy thereof shall rest with the Bidder.

11. Bid currency and prices (7)

- 11.1. All prices shall be in US dollars (USD) or any other convertible currency.
- 11.2. The Bidder shall indicate on the Price Schedule Form in accordance to **SECTION VI – ANNEX E: PRICE SCHEDULE FORM** the unit of measure, the unit price and total Bid price of the goods and/or services (where applicable) it proposes to supply under the contract.

12. Conversion to single currency

- 12.1. To facilitate evaluation and comparison, the procurement official will convert all Bid prices expressed in the amounts in various currencies in which the Bid prices are payable to USD at the [UN Operational Rate of Exchange \(UNORE\)](#) on the last day for submission of Bids.

² <http://www.timeanddate.com/worldclock/city.html?n=69>



13. Most favored pricing

13.1. By submitting a Bid, the Bidder certifies that the same services have not been offered to other customers under similar circumstances at a lower cost. Should a Bidder be found to have done so, it must offer the lower cost to UNFPA.

14. Validity of Bids (8)

14.1. Bids must remain valid for 60 calendar days after the Bid submission deadline. UNFPA will consider Bids with shorter validity as not substantially responsive and reject them. Under special circumstances, UNFPA may request Bidders to extend the validity of their Bids. Requests for validity extension will be made in writing.

D. SUBMISSION OF BIDS

15. Documents establishing eligibility and conformity to Bid documents

15.1. Evidence of conformity of the goods/services to the Bidding documents may include the following documentation as described in clauses 17 Technical Bid and 18 Financial Bid, to be completed and returned in hard copies or in electronic format depending on the submission approach selected.

15.2. Submission of a Bid that does not substantially respond to the UNFPA Bid document in every respect shall be at the Bidder's risk and may result in a rejection of the Bid.

All required documents returned with the Technical Bid should be submitted in PDF version. The Financial Bid should be submitted both in PDF version and Excel version.

16. Technical Bid

16.1. Documents establishing the eligibility of the Technical Bid:

16.1.1. Completed and signed Bid Submission Form; SECTION VI – ANNEX B: BID SUBMISSION FORM, in PDF format. Note: if the bid submission form is not submitted or not signed, and provided the bidder has not indicated they do not accept any of the conditions required in this form, UNFPA shall consider that the bidder has accepted all such conditions. For the sake of good order, at the time of bid evaluation UNFPA will request the bidder to provide the signed Bid Submission Form.

16.1.2. Completed Bidder Identification Form; SECTION VI – ANNEX C: BIDDER IDENTIFICATION FORM in PDF format.

16.1.3. Completed Bidder's Previous Experience; SECTION VI – ANNEX D: BIDDER'S PREVIOUS EXPERIENCE in PDF format.

16.1.4. Technical Bid, including documentation to demonstrate that the Bidder meets all requirements. The Technical Bid should be presented concisely and structured to include but not necessarily be limited to the information listed in SECTION II – ANNEX B: INSTRUCTIONS FOR PREPARING TECHNICAL BID in PDF format

16.1.5. Supporting documents/information per the Supplier Qualification Requirements; SECTION V: SUPPLIER QUALIFICATION REQUIREMENT

16.1.6. Copy of last Three years of audited financial statements.



17. Financial Bid

- 17.1. Bidders must complete the Price Schedule Form in accordance with SECTION VI – ANNEX E: PRICE SCHEDULE FORM – both in PDF format (signed version) and excel format. The separate Financial Bid must contain a quotation in a single currency, itemizing all services to be provided.
- 17.2. Please consider the following information when completing the Price Schedule Form:
 - 17.2.1. The Price Schedule Form must provide a detailed cost breakdown, as shown in SECTION VI – ANNEX E: PRICE SCHEDULE FORM. Bidders are required to provide separate figures for each of the steps for each item.
 - 17.2.2. Estimates for out of pocket expenses should be listed separately. Where installation, commissioning, training or other similar services are required to be performed by the Bidder, the Bidder shall include the prices for these services broken down into itemized prices.
 - 17.2.3. All prices/rates Bid must be exclusive of all taxes, since UNFPA is exempt from taxes. The applicable unit of measure should be clearly indicated.
 - 17.2.4. Submit this Financial Bid in a separate envelope/email from the rest of the Technical Bid.

18. Partial & Alternative Bids

- 18.1. Partial Bids are not allowed under this RFP. UNFPA reserves the right to select and accept a part or parts of any Bid.
- 18.2. Alternative bids are not accepted. In the event of a supplier submitting more than one bid, the following shall apply:
 - 18.2.1. All bids marked alternative bids will be rejected and only the base bid will be evaluated.
 - 18.2.2. All bids will be rejected if no indication is provided as to which bids are alternative bids.

19. Submission, sealing, and marking of Bids (10)

- 19.1. The Bid process shall be conducted through a TWO-envelope system. Interested Bidders are requested to submit their Technical Bid separately from their Financial Bid containing price information.
- 19.2. UNFPA provides alternative methods of Bid submission:
 - 19.2.1. Electronic Bids may be submitted via email in accordance with the guidelines provided in clause 20.3.
 - 19.2.2. Hard copy Bids may be delivered personally, by mail, or by courier in accordance with the guidelines provided in clause 20.4.
 - 19.2.3. Any of the above options is acceptable and only one method is required. In accordance with UNFPA's green procurement initiative, electronic submissions are strongly encouraged.

19.3. Submission of electronic Bids (11)

- 19.3.1. Bidders must enter the following text in the subject line: UNFPA/TLS/RFP/2023/002, *Company Name*, and specify "Technical Bid" or "Financial Bid". Example below:
 - 19.3.1.1. UNFPA/TLS/RFP/2023/002 [*Company name*], Technical Bid email X
 - 19.3.1.2. UNFPA/TLS/RFP/2023/002 [*Company name*], Financial Bid



19.3.1.3. Submissions without this text in the subject line may be rejected.

- 19.3.2. Electronic submissions must be sent only to timor-leste.office@unfpa.org. Bids received at timor-leste.office@unfpa.org mailbox shall not be opened before the scheduled opening date. Sending the Bid to any other email address, including as a carbon copy (cc), will violate confidentiality and result in the invalidation of the Bid.
- 19.3.3. The total size of the email submission must **not exceed 20 MB**, including email body, attachments, and headers.
- 19.3.4. It is recommended that the entire Bid be consolidated into as few attachments as possible, in commonly-used file formats in accordance with what has been stated in clauses 17 & 18. If the Bid consists of large files, it is recommended that these files be sent in separate emails prior to the submission deadline. Multiple emails must be clearly identified by indicating in the subject line "email X" sequentially, and the final "email Y – final".
- 19.3.5. It is the Bidder's responsibility to ensure that Bids sent by email are received by the submission deadline. Bidders will receive an auto-reply acknowledging the receipt of each email when it is received by UNFPA's email system. If you do not receive an auto-reply, inform [Pamela Aine,IOM](mailto:aine@unfpa.org) at: aine@unfpa.org of the Submission of hard copy Bids (12)
- 19.3.6. Bidders must prepare one Original set of all Bid documents, In addition to the hard copy; Bidders should enclose their Bid documents in a USB or CD containing an electronic version of the Bid. In the event of a discrepancy between the electronic and the hard copy version, the hard copy document will govern. Please assure us to use separate media (USB or CD) for the Technical Bid and Financial Bid.
- 19.3.7. Marking of hard copy Bids
- 19.3.7.1. The **outer envelope** must be clearly marked with:

UNITED NATIONS POPULATION FUND
[UN HOUSE CAICOLI STREET]
[DILI and +670]
[TIMOR - LESTE]
UNFPA/TLS/RFP/2023/002, *Company Name*
Attention: [PAMELA AINE, IOM]
TO BE OPENED ONLY BY AUTHORIZED UNFPA PERSONNEL

- 19.3.7.2. The envelope must indicate the name and address of the Bidder. If the outer envelope is not sealed and marked as required, UNFPA will assume no responsibility in the event of Bid misplacement or premature opening.
- 19.3.7.3. The **inner envelopes** must be clearly marked with:



UNITED NATIONS POPULATION FUND

UN HOUSE CAICOLI STREET]

[DILI and +670-3312618]

[TIMOR - LESTE]

UNFPA/TLS/RFP/2023/002, Company Name

Attention: [PAMELA AINE, IOM]

TO BE OPENED ONLY BY AUTHORIZED UNFPA PERSONNEL

Submission 1 of 2: UNFPA/TLS/RFP/2023/002 [Company name], Technical Bid

Submission 2 of 2: UNFPA/TLS/RFP/2023/002 [Company name], Financial Bid

20. Deadline for submission of Bid and late Bids

20.1. Bids must be delivered to the place, date and time specified in this RFP. If any doubt exists as to the time zone in which the Bid should be submitted, refer to <http://www.timeanddate.com/worldclock/>, or contact the Bid focal point.

20.2. Bids received after the submission deadline shall be declared late, rejected and the supplier informed by UNFPA accordingly. UNFPA will not be responsible for Bids that arrive late due to the courier company and any other technical issues which are not within the control of UNFPA.

21. Modification and withdrawal of Bids

21.1. Bidders are expected to have sole responsibility to examine the conformity of their Bids to the requirements of the RFP, keeping in mind that material deficiency in providing information requested by UNFPA, or lack of clarity in the description of goods or services to be provided may result negatively in the evaluation process of the Bids.

21.2. Bidders may modify, substitute or withdraw their Bid after submission, provided that written notice is received by UNFPA prior to the submission deadline.

21.3. Any proposed modification, substitution or withdrawal must be submitted in accordance to clause 20 - Submission, sealing and marking of Bids based on the approach utilized. The respective envelope or email shall be clearly marked "MODIFICATION", "SUBSTITUTION" or "WITHDRAWAL". Any revision to the Bid must be received by the deadline.

21.4. No Bid may be modified, substituted or withdrawn in the interval between the submission deadline and the expiration of the period of the Bid validity. No Bid may be modified, substituted or withdrawn after the submission deadline.

22. Storage of Bids

22.1. Bids received prior to the deadline of submission and the time of opening shall remain secure and unopened until the Bid opening date stated in UNFPA's RFP.



E. BID OPENING AND EVALUATION

23. Bid opening (13)

- 23.1. UNFPA will conduct an internal Bid opening on 16 November, 2023, at 15:00, Dili time³ at the office of UN House Caicoli Street, Dili, Timor -Leste.
- 23.2. Bids will be opened by an ad-hoc panel consisting of at least two staff members (of which one may be from a different United Nations agency/fund/program) and where at least one individual has no involvement in the subsequent stages of the procurement process. There will be separate Bid openings for Technical and Financial Bids. The Bidders' names and submitted documents shall be announced and recorded on the Technical Bid opening report.
- 23.3. A Bid opening report will be available for viewing only to Bidders who have submitted a bid or their authorized representatives for a period of thirty days from the date of the opening. Information not included in the Bid opening report will not be provided to Bidders.
- 23.4. Once the Technical evaluation has been completed, the Financial Bids will be opened. During the Financial Bid opening, the Bidders' names and the prices stated in the Financial Bid shall be announced and recorded on the Financial Bid opening report.
- 23.5. No Bid shall be rejected during Bid opening, except for late Bids. Rejected Bids will be shredded except for any bank securities, which will be returned to the Bidder.

24. Clarification of Bids

- 24.1. To assist in the examination, evaluation and comparison of Bids, UNFPA may ask Bidders for clarification of their Bids. The request for clarification and the response shall be in writing by UNFPA, and no change in price or substance of the Bid shall be sought, offered or permitted. Clarification of Bids may be provided only in response to UNFPA request for clarification or request for additional information.

25. Preliminary examination of Bids (14)

- 25.1. Prior to the detailed evaluation, UNFPA shall examine the Bids to determine whether they are complete with respect to minimum documentation requirements, whether the documents are properly signed, whether any computational errors have been made and whether the Bids are generally in order.
- 25.2. The procurement official will determine the substantial responsiveness of each Bid to the RFP during the preliminary examination.
- 25.3. A substantially responsive Bid conforms to all the terms, conditions, and specifications of the Bidding documents without material deviation, reservation, or omission. A material deviation, reservation, or omission is one that:
 - 25.3.1. Effects in any substantial way the scope, quality, or services specified; or
 - 25.3.2. Limits in any substantial way, inconsistent with the Bidding documents, UNFPA's rights or the Bidder's obligations under the contract; or
 - 25.3.3. If rectified would unfairly affect the competitive position of other Bidders presenting substantially responsive Bids.
- 25.4. UNFPA considers material deviations to include, but not be limited to the following:
 - 25.4.1. During preliminary examination of Bids

³ <http://www.timeanddate.com/worldclock/city.html?n=69>



- 25.4.1.1. Absence of Bid form(s), change in the wording or lack of signature on key portions of the Bid form when this is clearly required. Any change in wording that is consistent with the standard format of the Bid form(s) is not a material deviation;
- 25.4.1.2. The Bidder indicates in the Bid that they do not accept important contract conditions, i.e. related to Force Majeure, Applicable Law, Delivery Schedule, Payment Terms, General Conditions of Contract and Limitation of Liability;
- 25.4.1.3. Non submission of non-historical documents (documents that should be specifically prepared by the Bidder in response to this RFP) by the bid submission deadline.
- 25.4.1.4. Non-eligibility of the Bidder;
- 25.4.1.5. Financial information is included in the Technical Bid.
- 25.4.2. During technical evaluation of Bids and qualification of Bidders:
 - 25.4.2.1. Bids do not reach the minimum threshold on technical score.
 - 25.4.2.2. The Bidder does not meet the minimum conditions for qualification.
- 25.4.3. During Financial evaluation of Bids:
 - 25.4.3.1. The Bidder does not accept the required price correction in accordance to Section I: Instructions to Bidders, clause **27.1.3**
 - 25.4.3.2. Required price components are missing;
 - 25.4.3.3. The Bidder offers less quantity than what is required
- 25.5. If a Bid is not substantially responsive to the Bidding documents, it shall be rejected by UNFPA and may not subsequently be made responsive by the Bidder by correction of the material deviation, reservation, or omission.

26. Non-conformities, errors, and omissions

- 26.1. Provided that a Bid is substantially responsive:
 - 26.1.1. UNFPA may waive any non-conformities or omissions in the Bid that do not constitute a material deviation.
 - 26.1.2. UNFPA may request the Bidder to submit the necessary information or documentation within a reasonable period of time to rectify non-material non-conformities or omissions in the Bid related to documentation requirements. Such omission shall not be related to any aspect of the price of the Bid. Failure of the Bidder to comply with the request may result in the rejection of its Bid.
 - 26.1.3. UNFPA shall correct arithmetical errors on the following basis:
 - 26.1.3.1. If there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail, and the line item total shall be corrected, unless in the opinion of UNFPA there is an obvious misplacement of the decimal point in the unit price. In that case the line item total as quoted shall govern, and the unit price shall be corrected;
 - 26.1.3.2. If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected.



27. Evaluation of Bids (15)

- 27.1. The evaluation of the Bids will be carried out in a two-step process by an evaluation panel, with evaluation of the Technical Bid being completed prior to any Financial Bid being opened and compared.
- 27.2. The Financial Bid will be opened only for those Bidders, where Technical Bids reach a minimum score of 60% and whom have fulfilled the supplier qualifications. The total number of points a Bidder may obtain for Technical and Financial Bids is 100 points.
- 27.3. Information relating to the examination, evaluation, comparison, and post-qualification of Bids and recommendation of contract award shall not be disclosed to Bidders or any other person not officially concerned with such process until the contract award is published.
- 27.4. Any effort by a Bidder to influence UNFPA in the examination, evaluation, comparison, and post-qualification of the Bids or contract award decisions may result in the rejection of its Bid.
- 27.5. Notwithstanding from the time of Bid opening to the time of contract award, if any Bidder wishes to contact UNFPA on any matter related to the Bidding process, it should do so in writing.

28. Technical evaluation (16)

- 28.1. The Technical Bid is evaluated on the basis of its responsiveness to the Terms of Reference shown in Section II, the Technical Bids submitted by the Bidders and the evaluation criteria published below.

Criteria	[A] Maximum Points	[B] Points attained by the Bidder	[C] Weighting %	[B] x [C] = [D] Total Points
1. Organizational Capacity	100		40%	
2. Proposed Workplan and Approach (Client/Customer Representative, Solutions Center etc.)	100		40%	
3. Customer Profile	100		20%	
4. Administrative Documents	PASS/FAIL			
GRAND TOTAL ALL CRITERIA	300		100%	

Technical Evaluation Forms follow on the next 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. These are:

- A. Company Profile
- B. Organizational Capacity
- C. Proposed Work Plan and Approach
- D. Customer Profile

Technical Evaluation Forms			Points Obtainable	Company Other Entity				
		Sub-Score	YES/NO	A	B	C	D	E
A	Administrative documents							
A.1	Notarized certified copy of the document (trade registration gazette) that proves the constitution of the company	N/A						
A.2	Notarized copy of Power of Attorney to sign, provide proposal and to represent the Contractor in any future dealing with the procuring UNFPA entity							
A.3	Registration to Chamber of Commerce							
A.4	Evidence of IATA Membership							
A.5	Evidence of Association of Timor Leste Membership							
A.6	Document received from the Timor Leste Tax Authorities, confirming that the Bidder has no outstanding tax obligations to the government							
Total Part A			PASS/FAIL					
B	Organizational Capacity		100					
B.1	Provide a brief description of the company/firm submitting the proposal, including the year and country of incorporation, types of activities undertaken. 5-10 Years 11 -15 years 15 or more years	50 20 35 50						
B.2	A brief description of the Bidder's present activities. It should focus on services related to the Proposal.	15						
B.3	Presentation of the organizational chart of the company	5						
B.4	Resume of Company Manager	5						
B.5	Resumes of English speaking permanent staff	15						

	1-3 English speaking permanent staff 4 or more English speaking permanent staff	10 5						
B.6	Bidder's current facilities such as location of authorized sales in Timor Leste etc. that would contribute to successful performance of the Contract, in case of award.	5						
B.7	Description of the organizational unit(s) that will become responsible for the contract and the general management approach towards a project of this kind.	5						
Total Part B			100					
C	Proposed Workplan and Approach		100					
C.1	Contractor's responsiveness to the Terms of Reference (Annex II) by identifying the specific components proposed, addressing the requirements, providing a detailed description of the essential performance characteristics of each: -Reservations and ticketing -Reporting -Airport transfers -Visa services	60						
C.2	Resumes of English speaking reservation and ticketing officers, dedicated to UNFPA Timor Leste 1 officer 2-3 officers 4 or more officers	20 10 15 20						
C.3	Resume of English speaking airport transfer contact officer, dedicated to UNFPA Timor Leste	10						
C.4	Resume of English speaking visa services contact officer, dedicated to UNFPA Timor Leste	10						
Total Part C			100					
D.	Customer Profile		100					
D.1	List of current corporate customers Up to 5 customers 6 to 10 customers 11 or more customers	40 20 30 40						
D.2	List and Number of Customers which are International Organizations/Institutions/ Diplomatic Missions operating in Timor	60						



Leste							
Up to 3 Customers	30						
4-5 Customers	45						
More than 5 Customers	60						
Total Part D		100					

28.2. Scoring Scale System

28.2.1. The following scoring scale system will be used by the technical evaluation panel to conduct the Technical Bid evaluation objectively.

Degree to which the Terms of Reference requirements are met based on evidence included in the Bid submitted	Points out of 100
Significantly exceeds the requirements	90 – 100
Exceeds the requirements	80 – 89
Meets the requirements	60 – 79
Partially meets the requirements	1 – 59
Does not meet the requirements or no information provided to assess compliance with the requirements	0

29. Supplier qualification requirements (17)

29.1. The responses from the Bidders compared to SECTION VI – ANNEX C: BIDDER IDENTIFICATION FORM and SECTION VI – ANNEX D: BIDDER’S PREVIOUS EXPERIENCE of this document will be evaluated based on the criteria provided below to assess the degree of Bidder qualification for the proposed contract.

Number	Supplier Qualification Parameter	Bid is acceptable? (YES/NO)	Justification
1	Legal and regulatory requirements	UNFPA shall examine the Bid to confirm that it does not contain any material deviations, reservation, or omission related to the General Conditions of Contracts (Section III)	
2	Bidder is established as a company and legally incorporated in the country		
3	Bidder is not a banned or suspended supplier		
4	Financial stability		



5	Bidder is experienced and technically capable of delivering the services		
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29.2. Notwithstanding anything stated above, UNFPA reserves the right to assess the Bidder’s capabilities and capacity to execute the services satisfactorily before deciding on award.

29.3. Even though the Bidders may meet the above qualifying criteria, they can be subject to disqualification if they have made misleading or false representations in the forms, statements and attachments submitted in proof of the qualification requirements, and/or have a record of poor performance such as: not properly completing contracts, inordinate delays in completion, litigation history, financial failures, etc.

30. Financial evaluation (18)

30.1. The Financial Bid will only be evaluated if the Technical Bid achieves the minimum score as indicated in clause 28.2 and is considered qualified through the supplier qualification process described in clause 30. Proposals failing to obtain this minimum technical threshold or those which will not be considered qualified through the supplier qualification process will not be eligible for further consideration.

30.2. The Financial Bid is evaluated on the basis of its responsiveness to the Price Schedule Form SECTION VI – ANNEX E: PRICE SCHEDULE FORM. The maximum number of points for the Financial Bid is 100. This maximum number of points will be allocated to the lowest price. All other Financial Bids will receive points in inverse proportion according to the following formula:

Financial Score =	Lowest Bid (\$)	X 100 (Maximum Score)
	Bid being Scored (\$)	

31. Total score (19)

31.1. The total score for each Bidder will be the weighted sum of the technical score and financial score. The maximum total score is 100 points.

Total Score = [60%] Technical Score + [40%] Financial Score

F. AWARD OF CONTRACT AND FINAL CONSIDERATIONS

32. Award of Contract

32.1. UNFPA intends to award the Contract for Professional Services to the Bidder(s) that obtains the highest combined score of the Technical and Financial evaluation.

33. Rejection of Bids and annulments

33.1. UNFPA reserves the right to reject any Bid if the Bidder has previously failed to perform properly or on time in accordance with previous contracts/purchase orders or if the Bidder from UNFPA’s perspective is not in a position to deliver pursuant to the contract.

33.2. UNFPA reserves the right to annul the RFP and reject all Bids at any time prior to award of the contract without thereby incurring any liability to the affected Bidder(s) or any obligation to provide information.



33.3. Bidders waive all rights to appeal against the decision made by UNFPA.

34. Right to vary requirements and to negotiate at time of award

34.1. At the time of award of the contract UNFPA reserves the right to vary the quantity of goods and/or services specified in the RFP by up to 20% without any change in hourly/daily or any other rates or prices proposed by the Bidders or other terms and conditions.

35. Signing of the Contract

35.1. The procurement official will send the successful Bidder(s) the contract for professional services for 1 year, which constitutes notification of award. Successful Bidder(s) shall sign and date the contract, and return it to UNFPA within 10 calendar days of receipt of the contract. To facilitate the process of signing the contract, Bidders are expected to have reviewed the template of Contract for Professional Services, found in **SECTION VII – ANNEX A: TEMPLATE OF CONTRACT FOR PROFESSIONAL SERVICES** of the Bidding documents prior to submitting a Bid. The successful bidder shall deliver the services and/or goods in accordance with the delivery schedule outlined in the Bid/ Contract only after both parties sign the contract.

35.2. UNFPA reserves the right to discontinue the contract if the supplier's performance is not satisfactory to UNFPA.

36. Publication of Contract Award

36.1. UNFPA will publish the following contract award information on United Nations Global Marketplace <http://www.ungm.org>, unless it is deemed to be in the interest of UNFPA not to do so: Purchase Order reference Number, Description of the Goods or Services procured, Beneficiary Country, Supplier Name and Country, Contract amount and the issue date of the contract/purchase order.

37. Payment Provisions

37.1. UNFPA's policy is to pay for the performance of contractual services rendered or to effect payment upon the achievement of specific milestones described in the contract.

38. Bid protest

38.1. Bidder(s) perceiving that they have been unjustly or unfairly treated in connection with a solicitation, evaluation, or award of contract may complain to the UNFPA Head of the Business Unit Ms Pressia Arifin-Cabo at arifin-cabo@unfpa.org. Should the supplier be unsatisfied with the reply provided by the UNFPA Head of the Business Unit, the supplier may contact the Chief of the Procurement Services Branch at procurement@unfpa.org.

39. Documents establishing sustainability efforts of the Bidder

39.1. Currently UNFPA is requesting information on environmental and social policies and related documentation with Bids submitted by prospective suppliers. UNFPA is incorporating environmental and social criteria considerations into the evaluation process, such as adherence to Global Compact requirements (more information can be accessed here, <http://www.unglobalcompact.org/>, or by contacting Procurement Services Branch at



procurement@unfpa.org). UNFPA encourages suppliers to consider joining the UN Global Compact and to look into other ways to help reduce their environmental impact now.



SECTION II: TERMS OF REFERENCE (TOR)

Provision of Travel Management Services

Background:

UNFPA is the lead UN agency for delivering a world where every pregnancy is wanted, every childbirth is safe and every young person's potential is fulfilled. UNFPA's new strategic plan (2021-2025), focuses on three transformative results: to end preventable maternal deaths; end unmet need for family planning; and end gender-based violence and harmful practices.

In a world where fundamental human rights are at risk, we need principled and ethical staff, who embody these international norms and standards, and who will defend them courageously and with full conviction.

B. Objective

UNFPA Timor Leste is undertaking a solicitation of bid proposals from Travel Agencies who are interested in providing various Travel Management Services regularly required by the UNFPA. The objective of this bidding process is to conclude **Two** Long Term Agreement(s) (LTAs) for the period of three (3) years for Travel Management with two most qualified and competent Travel Agents.

Those organizations as a whole will be hereinafter referred to as "the UNFPA", and individually as "each UNFPA" or their own acronyms e.g. "the UNFPA". The Travel Management Service Providers will be hereinafter referred to as "Travel Agent/s".

Neither this TOR nor the LTA that will be signed shall set a minimum guarantee on volume sales on the part of the UNFPA in the Country. The Travel Agent shall neither be allowed to impose such a guarantee of volume from UNFPA/UN at any time before or during the life of the contract. All figures indicated in this TOR are historical volumes of transactions and are not to be taken as a guarantee of business transactions from the UN.

C. Travel Policy:

Current air travel policy requires the Travel Agent(s) in all cases to book the lowest available fares and to research alternate itineraries (at least three options, if available) in order to provide the lowest appropriate fares, which satisfy the UNFPA travel policies and mission requirements. The UN travel policies embody the following basic principles which, however, are subject to subsequent revision:

1. Where available, use of the lowest applicable fare (including penalty fares) is the preference;
2. Full economy fares may be used if no appropriate reduced fares are available;
3. Business class travel or equivalent may be applicable only in limited situations;
4. Travel regulations prohibit first-class travel except for a few specific categories;
5. The Travel Agent(s) must be knowledgeable of and prepare to offer special fares, restricted fares, discount fares, and bulk fares for use whenever appropriate. Fares which entail restrictive conditions (such as penalties or stay-over), however, shall only be booked with the express approval of authorized Agency personnel;
6. The Travel Agent(s) shall, where appropriate, attempt to obtain free business class and first class upgrades for UNFPA travelers. Any upgrades should be used for the cost-savings purposes.

D. Contract Parameters



UNFPA plans to negotiate a multi-year contract (up to three years duration) with one or more Travel Agents for the performance of travel management services.

UNFPA recognizes the importance of confidentiality of the data provided: the proposal information and the travel itineraries and reservations of its travelers. Accordingly, the selected agency must keep confidential all dealings with the UNFPA.

This Request for Proposal is not to be construed in any way as an offer to contract with the Agency. Please note that UNFPA are not committed to selecting any of the agencies submitting proposals. UNFPA will sign Long Term Agreements.

E. UNFPA Roles and Responsibilities

UNFPA Travel Assistant shall serve as the focal point for the following:

- Issuance, answering questions, coordination of the applications, establish and review reports;
- Conduct performance surveys;
- Obtain monthly progress reports;
- Perform inspection of services, including verification of fares, rates, etc.

F. Scope of Services and Expected Outcomes

3. Requested Services

Services	Description
<p>Reservation and Ticketing</p>	<p>The successful service provider shall propose full, prompt, accurate and expert hotel reservation and travel services, preparing appropriate itineraries and formal quotation based on the lowest fare and the most direct and convenient routing for every duly approved Travel Authorization, in accordance with the prescribed policy entitlements;</p> <p>If reservations made by the service provider are not at the lowest available rate allowed at the time of ticketing, the service provider shall refund the difference to the Organization;</p> <p>If required travel arrangements cannot be confirmed, the service provider shall notify the Organization of the problem and present minimum three (3) alternative routings (quotations for consideration).</p>



Airline Ticketing Services

Service provider shall:

- promptly issue and deliver tickets and detailed itineraries (in printed and electronic format) to UNFPA showing the fare type and providing the fare restrictions, if any, with resulting cost implications;
- immediately replace airline tickets in the event of loss;
- reissue tickets when fare savings are justified;
- provide regular daily feedback on status of the flight for wait-listed bookings;
- reconfirm and revalidate airline tickets, re-issue tickets which are returned as a result of changed routing or fare structures and printed itineraries;
- provide information on tickets schedules;
- provide an automated system to track and reuse non-refundable and unexpired tickets, credits or refunds;

<p>Travel Information / Advisories</p>	<p>Service provider shall:</p> <ul style="list-style-type: none"> • send quick reference for requested destinations; • prepare 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, baggage allowance, etc. • make available information on flight/ticket restrictions, involuntary stopovers, hidden stops, and other inconveniences of the itinerary on the on-line booking tool; • accurately advise of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings; • inform travelers on official destinations, i.e. visa requirements, airport transfers/land transportation facilities, local points of interest, currency restrictions/ regulations, health precautions, weather conditions, etc.; • promptly notify travelers of airport closures, delayed or cancelled flights, as well as other changes that might affect or will require preparations from travelers, sufficiently before departure time; • take necessary actions in order to resolve issues related to the interruption of the itinerary by the carrier or due to a force majeure; • observe UN standard travel security policies, including Air Travel policy of the UN Department of Safety and Security, and inform UNFPA and travelers about any significant changes in airline safety rating; • advise travelers of any carrier provided amenities or complimentary STPC (stopover paid by carrier) hotels; • inform travelers about excess baggage charges and rules and about baggage insurance in case of lost or damaged baggage; • inform UNFPA whether the hotels available on the on-line booking tool are in conformity with UN security requirements; • submit hotel itinerary including arrival dates, confirmation number, secured hotel rate, guaranteed reservation information, time limit and cost (if applicable) required for cancellation, penalties for changes, contact addresses/phone numbers; • assist the UNFPA in monitoring savings opportunities, including advice and/or recommendations on discounting for air, hotel, car, groups and meetings, restriction waivers, internet fares, and other techniques to reduce travel expenses; • organize trainings on the use of the online booking tool at least twice a year or upon request;
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- advise the UNFPA of its new travel products and services and new third-party travel products and services that may be beneficial to, and support the UNFPA program;
- remind travelers of the need for required medical and security clearances and possible travel restrictions.



<p>Billing and Invoice</p>	<p>Service provider shall:</p> <ul style="list-style-type: none"> • send an official invoice promptly to UNFPA after the end of each transaction (booking of an air flight, a hotel, etc.); • reconcile the amount of services provider’s invoices and the amount paid via UN corporate card on a monthly basis; • bill any deviations from Official Business Travel (Preferred itinerary) separately to travelers for payment. Such costs must be excluded from invoices submitted to UNFPA.
<p>Travel Cancellation / Rebooking and Refunds</p>	<p>Service provider shall:</p> <ul style="list-style-type: none"> • assist with changes, re-routings or cancellations requested by UNFPA and re-issue tickets in conformity with such requests; • immediately process refunds for cancelled travel, unutilized pre-paid tickets and credit these to UNFPA as expeditiously as possible; • refund tickets within one (1) month or less; • limit refund charges at carrier rate only, i.e. no additional charges will accrue to the service provider; • take care that cancellation fees and change reservation date charges imposed by airlines are avoided and absorb cancellation fees and change reservation date charges which are not due to UNFPA or the traveler’s fault; • report back to UNFPA on the status of ticket refunds.

Management System	Reporting
	<p>Service Provider shall:</p> <ul style="list-style-type: none"> • consolidate all travel data into one report which can be downloaded automatically at any time; • produce travel summary analytics reporting on different types of expenditures separately; • put in place mechanism for auto generating an expense report for each trip, capturing calculated expenses; • report monthly on: <ul style="list-style-type: none"> -status of ticket refunds; -changes and update on airline and other transport rates, promotions, etc; -on the cost and routings of personal portions of combined trips on all itinerary; -carbon footprint reports by traveler utilizing the GHG (Greenhouse Gas Protocol) standard; -debit and credit amounts to be used in the reconciliation of payment system billings; -complaint analysis; -trends analytics allowing to improve savings for the Organization



<p>Quality Control</p>	<p>Service Provider shall:</p> <ul style="list-style-type: none"> • designate a quality representative who will act as a focal point for service quality/complaint related subjects; • take into consideration the results of the periodic satisfaction surveys, conducted by UNFPA in order to measure customer satisfaction of all travelers. • have a disaster recovery/business continuity strategy to ensure uninterrupted service in the event of an emergency.
<p>Emergency travel assistance</p>	<p>Service provider shall:</p> <ul style="list-style-type: none"> • provide 24/7 emergency travel assistance for travelers as needed; • ensure capability to track, at any time, traveler’s locations and bookings; • inform travelers via email alerts and a real-time map of global events that could impact their travel; • alert impacted travelers and their Travel Arranger 24/7 via email alerts of incidents and high risk; • assist travelers and Travel Arrangers in emergency situations and participate in risk and crisis management.
<p>Personal Travel</p>	<p>Upon request by a staff member, the Travel Agent may assist the UN’s personnel and their dependents in arranging personal travel at the lowest applicable fares and rates or as otherwise requested, consistent with each traveler’s requirements. The UN is not to be involved in any way in personal travel arrangements. Collection of amounts due and any refunds for these personal travel legs are to be arranged directly between Travel Agent and the UN’s personnel and collected prior to releasing the ticket. In the event personal travel is undertaken in conjunction with official travel, the Travel Agent will clearly document the cost and routings of personal portions of combined trips on all itinerary/invoices, and provide Management Information Systems (MIS) reports on such trips as requested by the UN. The Travel Agent will ensure that arranging personal travel does not interfere with arranging official travel.</p>



<p>Payment for Personal Travel Portions</p>	<p>All charges associated with personal travel portions of official trips shall be billed directly to travelers and excluded from invoices presented to the UN. The UN will not be liable for expenses related to personal travel portions, and reserves the right to audit all travel records to verify the accuracy of allocated costs between official and personal charges.</p> <p>Forms of Payment Accepted for personal portions. The Travel Agent shall accept all major credit cards and personal checks for such personal expenses.</p>
<p>Advice on necessary health requirements</p>	<p>The Travel Agent (s) shall provide travelers with advice on necessary health requirements, including types of inoculations and vaccinations either required or suggested for travel to certain countries or areas;</p>
<p>Audit requirements:</p>	<ul style="list-style-type: none"> ● Regarding the audit of books and records, we require the following audit parameters: ● Travel Agent agrees to maintain adequate records that accurately reflect the work performed by Travel Agent on behalf of UNFPA, as well as all transactions in connection therewith. ● Once per Contract Year and upon fifteen (15) days' advance written notice, UN's authorized representatives shall have the right to audit those records and transactions related to the work performed and amounts billed to UN participating Agencies by TMS Provider. ● Travel Agent/s agrees to keep all data and other related travel documents for a period of seven (7) years. Data and related travel documents retained must be all the same data elements that are currently provided via the online reporting tool.



<p>Availability of Other Services as May Be Requested</p>	<ul style="list-style-type: none"> • Excess Baggage/Lost Baggage • Ground Transportation/Car Rental • Travel Insurance • Emergency Services, e.g., sickness, injury, etc. • Meet and Greet Facilities • Airport Assistance • Translation / Interpretation services • Events Management Services • Per Diem Payment Processing • Information of special discount and promotional fares for all types of travel transportation and hotels, at least monthly
<p>Hours of Operation</p>	<p>The Travel Agent shall: (a) Provide full services from Monday to Friday between 08.00 am and 17.300 pm and half day service on Saturday between 08.00 am and 13.00 pm. (b) Notify the UN of names, hot-line and telephone numbers of the Travel Agent’s Timor Leste personnel who are available during off business hours, on weekends and holidays to provide or assist with services if needed, for official and emergency travel. This group of personnel should be senior staff who are able to make decisions in case of emergency.</p>
<p>VISA SERVICES</p>	<p>The Contractor will assist UNFPA Timor Leste in obtaining visas which do not require personal application of UNFPA Timor Leste staff that need visas. Within the context of visa services, the Contractor will;</p> <ol style="list-style-type: none"> 1. Ensure presence of at least one English speaking permanent visa services contact officer to serve UNFPA Timor Leste at all times. 2. Provide visa information to travelers 3. Provide forms and applications for visa requests 4. Pick up passports from the UNFPA Timor Leste premises 5. Follow-up and make arrangements for the issuance of visas 6. Deliver passports to UNFPA Timor Leste premises 7. Inform UNFPA Timor Leste if and when the traveler is required to go to the Consulate personally for providing fingerprints or for other purposes as necessary. 8. Keep the records of frequent travelers.

G. Performance Standards and Service Level Guarantee



The contracted Travel Agent/s shall perform its services and deliver its products in accordance with the herein prescribes minimum performance standards:

Product / Service	Performance Attribute	Definition	Standard / Service Level
1. Airline Reservation	Agency Accuracy	Ability to perform task completely and without error	Zero-error in passenger records/airline bookings, fare computation and routing
	Speed and Efficiency	Ability to deliver product or service promptly and with the use of resources	<ul style="list-style-type: none"> ● For confirmed bookings via itinerary within two hours' time of request ● For wait listed bookings via regular updates every two days
2. Airline Tickets	Agent Accuracy	Ability to perform task completely and without error	Zero-error in the printed ticket/aborted travel due to incomplete travel documents
	Timeliness of delivery	Ability to deliver product or service on or before promised date	3 working days before departure date or earlier depending on needs.
3. Travel Documentation	Accuracy	Ability to ascertain requirements for various destinations/nationalities	Zero-incident of complaint/aborted travel due to incomplete travel documents
	Clarity	Ability to deliver product or service on or before promised date	10 Working days before departure
4. Billing	Accuracy	Ability to generate billing statements without errors	Zero-Error or no discrepancy between invoices and attachments
	Clarity	Ability to generate bills that are transparent or easy to understand	Zero>Returns for clarification/explanation
5. Rates/Pricing	Fairness	Reasonable charges for services offered	At same or rates lower than market standards

	Company concern about fares	Ability to quote competitive fare	At levels same or lower than airline preferred rates. <input type="checkbox"/> Guarantee that one quotation is the l
	Good value indicated by price	Competitive of fares quoted vs. restrictions or lack/absence thereof	At the same terms or better than quoted by airlines
	Willingness to assist the UNFPA negotiate with airlines regarding preferred rates and concessions	Voluntarily offering to assist/represent the 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 travel agency	Telephone: 3 rings
	Responsiveness	Willingness to go out of one's way to help the traveler	Regular coordination meetings with the UNFPA Travel Oversight Committee. Travel Agency Performance Reviews twice a year.
		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 ticket refunds on a timely basis	100%within one month from date of cancellation
	Complaint Handling	Ability to resolve complaints	<ul style="list-style-type: none"> ● Timeliness: one (1) 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 that concern them	Frequency of communications: Regularly
10. Office premises and Hours of Services	Readiness to do business	Senior Travel Expert 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 System Monday – Friday; accommodation of calls during off-hours Zero complaints that no one was around to answer calls

SECTION II – ANNEX A: INSTRUCTIONS FOR PREPARING TECHNICAL BID

(21)

The Technical Bid should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

1. Brief description of the firm and the firm’s qualifications: providing information that will facilitate our evaluation of your firm/institution’s substantive reliability, such as catalogs of the firm, and financial and managerial capacity to provide the services.
2. Your firms’ understanding of the requirements for services and the objective of this project, including assumptions: Include any assumptions as well as comments on the data, support services and facilities to be provided as indicated in the TOR or as you may otherwise believe to be necessary.
3. Proposed Approach, Methodology, Timing and Outputs: any comments or suggestions on the TOR, as well as your detailed description of the manner in which your firm/institution would respond to the TOR. You should include the number of person hours/days in each specialization that you consider necessary to carry out all work required.
4. Proposed Team Structure: The composition of the team that you would propose to provide to the assignment, and the work tasks (including supervisory) which would be assigned to each. An organogram/organization chart illustrating the reporting lines, together with a description of such organization of the team structure should support your Bid.



5. Proposed Project Team Members: attach the curriculum vitae of the senior professional member of the team and members of the proposed team.
 6. Detailed description of your proposed deliverables.
 7. Detailed project plan (Gantt chart) showing the required resources and support from your firm as well as from UNFPA.
 8. Detailed description of the technical specifications of your Bid.
 9. A list of tasks which are out-of-scope versus in-scope.
 10. Why would you be qualified for this project (Similar reference deliverables, ideally with live examples).
 11. UNFPA requests Bidders to submit information on environmental and social policies and any related documentation in their Bid.
 12. Technical evaluation documents listed below:
 - Notarized certified copy of the document (trade registration gazette)
 - Notarized copy of Power of Attorney to sign Registration to Chamber of Commerce
 - Evidence of IATA Membership (Association of Timor Leste Travel Agencies)
 - Document received from the Timorese Tax Authorities, confirming that the Bidder has no outstanding tax obligations to the government
 - Organizational chart of the company
 - Resume of Company Manager
 - Resumes of English speaking permanent staff
 - Resumes of English speaking reservation and ticketing officers
 - Resume of English speaking airport transfer contact officer
 - Resume of English speaking visa services contact officer
 - List of current corporate customers
 13. All standard forms as explained under clause Section I: Instructions to Bidders, clause 17
- Bidder(s) should not include any information or indications related to their Financial Bid in their Technical Bid. Such action will definitely lead to disqualification of the entire Bid.



SECTION III: GENERAL CONDITIONS OF CONTRACT

UNFPA's General Conditions of Contract are available through the links below as well as attached as a separate PDF document in this RFP.

Provision of Services	For contract/PO values equivalent or over USD 100,000 covering services	English	French	Spanish
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SECTION IV: UNFPA SPECIAL CONDITIONS OF CONTRACT

CONTRACT RATES	The rates charged for the services performed shall not be adjustable.
GOODS AND SERVICES DEFINED	<p>Goods are hereinafter deemed to include, without limitation, equipment, spare parts, commodities, raw materials, components, customized and standard software as required, intermediate products and products the successful Bidder is required to supply under the contract.</p> <p>Services are to include design, installation and commissioning, training services, technical assistance and warranty services as required to supply in the contract.</p>
KEY PERFORMANCE INDICATORS	<p>Successful Bidder's performance will be monitored and evaluated by UNFPA on a yearly basis to enable the assessment on the effectiveness, efficiency and/or consistency of goods/services provided. The results of the evaluation will be communicated to the supplier to enable improvements. An extension of the contract will take into consideration results of performance evaluation(s). The evaluation will be based on, but not limited to, the following key performance indicators:</p> <p>Goods:</p> <ul style="list-style-type: none"> ● Adherence to specifications, including quality and quantity ● Overall communication and responsiveness, e.g., <ul style="list-style-type: none"> - Timely acknowledgement and processing of queries, RFQ, PO - Proactively updating delivery information with UNFPA, including UNFPA's order tracking system (ETD, ETA, ATD, ATA, inspection dates etc.). - In case of delivery delay, proactively communicating with buyers on mitigation measures <p>Services:</p> <ul style="list-style-type: none"> ● Expected output achieved ● Satisfactory level of quality and technical competence ● Effective and timely communication and professionalism <p>Goods and Services:</p> <ul style="list-style-type: none"> ● Timely delivery of goods and services based on client requirements ● Satisfactory level of quality, technical competence, and management of post-delivery issues (if applicable) ● Effective and timely communication and documents handling

	<ul style="list-style-type: none"> ● Adherence to contractual agreement (Purchase Order, contract, LTA terms and conditions) <p>Key performance indicators may be modified and/or added during the validity of this contract.</p>
<p>PAYMENT TERMS</p>	<p>UNFPA’s policy is to pay for the performance of contractual services rendered and/or to effect payment upon the achievement of specific milestones described in the contract.</p> <p>UNFPA’s policy is not to grant advance payments except in unusual situations where the potential supplier, whether a private firm, non-governmental organization or a government or other entity, specifies in the Bid that there are special circumstances warranting an advance payment. UNFPA will normally require a bank guarantee or other suitable security arrangement in such cases.</p> <p>Any request for an advance payment is to be justified and documented, and must be submitted with the Financial Bid. The justification shall explain the need for the advance payment, itemize the amount requested and provide a time schedule for utilization of said amount. Information about your financial status must be submitted, such as audited financial statements as at 31 December of the previous year and include this documentation with your financial bid. Further information may be requested by UNFPA at the time of finalizing contract negotiations with the awarded Bidder.</p>



SECTION V: SUPPLIER QUALIFICATION REQUIREMENTS

1. Legal and regulatory requirements

1.1. This will be judged based on the bid confirmation form submitted by the Bidders. Special consideration will be given to the Bids not suggesting any alternative or suggesting alternatives that are fully acceptable to UNFPA. Bids should clearly indicate where the Bidder does not accept, the reason(s) for the non-acceptance, and the alternative provision, for each of the terms of the RFP as well as the UNFPA General Conditions of Contracts: Provision of Services. (For this, use **SECTION VI – ANNEX B: BID SUBMISSION FORM**)

2. Legal status of the Bidder

1.1. Technical Proposals from the Bidders should provide evidence that the Bidder is established as a company and legally incorporated in the country; e.g. through provision of certification of incorporation or other evidence (this is not required for companies already registered in national, regional or international Stock Exchanges. However, evidence on such registrations should be provided)

3. Bidder's eligibility

2.1. Technical Proposals from the Bidders should provide written confirmation that they are not listed in any of the banned/suspended supplier lists. (**SECTION VI – ANNEX B: BID SUBMISSION FORM**)

- Listed as suspended or removed by the United Nations Procurement Division (UNPD);
- Declared ineligible by other organizations of the United Nations through the disclosure of the ineligibility or listing as suspended on United Nations Global Marketplace Vendor ineligibility list posted on the United Nations Global MarketPlace (UNGM);
- Included on the [UN 1267 list](#) issued by the Security Council resolution 1267 that establishes a sanctions regime to cover individuals and entities associated with Al-Qaida and/or the Taliban;
- Debarred by the World Bank Group in accordance with the [WB Listing of Ineligible Firms & Individuals](#) and the [WB Corporate Procurement Listing of Non-Responsible Vendors](#).

4. Financial stability

4.1. Financial stability of the Bidders will be judged based on the ratios such as current ratio, quick ratio and debt ratio. Bidders are requested to provide key financial ratios using the table below with their audited financial statements to support the statements. The financial ratios should cover key financial stability ratios over a five-year period, including those mentioned in the table below.

Financial Ratio	2018	2019	2020
Current ratio			
Quick ratio			
Debt ratio			
.....			



4.2. Evidence that the Bidder has successfully completed at least one similar contract/LTA within the last five years for supply of goods or services as offered.

4.3. Provide contact details of commercial banks and names of contact persons from whom UNFPA could seek feedback regarding financial stability.

5. Experience and Technical Capacity

- Company's managerial capabilities
- Evidence for quality assurance systems in place
- Bidder must have delivered similar services satisfactorily to UN or similar organizations during the last three years, and the services should have been delivered with no negative performance reports
- References in support of the satisfactory delivery of services specified above
- Data to support that the Bidder has capacity to perform the services that will be issued pursuant to the contract and complete the deliverables within the stipulated delivery period



SECTION VI: BID AND RETURNABLE FORMS

Below find an overview of the attached Bidding and returnable forms required for the RFP.

Description		Status	Preferred file for submission
Annex A:	Bid Confirmation Form	Mandatory	PDF
Annex B:	Bid Submission Form	Mandatory	PDF
Annex C:	Bidder Identification Form	Mandatory	PDF
Annex D:	Bidder's Previous Experience	Mandatory	PDF
Annex E:	Price Schedule Form	Mandatory	PDF & Excel
Annex F:	Joint Venture Partner Information Form	Optional	PDF
Annex G:	Checklist of Bid Forms	Not Applicable	Not Applicable



SECTION VI – ANNEX A: BID CONFIRMATION FORM

To: UNFPA Timor Leste
Jose Jordao Estelvidio

Date:
Email: estelvidio@unfpa.org

From: *[Insert Company Name]*
[Insert Contact person from Company]
[Insert Telephone number]
Insert E-mail address of contact person]
[Insert Postal address of Company]

Subject: UNFPA/TLS/RFP/2023/002

- YES, we intend to submit a bid in response to the above mentioned RFP.
- NO, we are unable to submit a bid in response to the above mentioned RFP due to the following reason(s):
- The requested products and/or services are not within our range of supply.
 - The requested products are not available at the moment.
 - We are unable to submit a competitive bid for the requested products/services at the moment.
 - We cannot meet the requested specifications.
 - The information provided for bidding purposes is insufficient and unclear
 - Your RFP document is too complicated
 - Insufficient time is allocated to prepare an adequate Bid.
 - We cannot meet the delivery requirements.
 - We cannot adhere to your terms and conditions (please specify: payment terms, request for performance security, etc.):
 - Our current capacity is overbooked
 - We are closed during the holiday season
 - We had to give priority to other clients' requests
 - We do not sell directly, but through distributors
 - We have no after-sales service available in the recipient country
 - The person handling bid is away from the office
 - Other (please specify)
- YES, even though on this occasion we have not submitted a Bid we are definitely interested in future possible RFP's.
- No, we are not interested in participating in future possible RFP's, please remove us from your vendor database.

If UNFPA should have any questions in regards to this Bid Confirmation Form and would require further clarification on our No Bid decision, UNFPA should contact the following focal person who will be able to assist:

Name:
Post Title:

E-mail:
Telephone



SECTION VI – ANNEX B: BID SUBMISSION FORM

Date: [Insert Month, Day, Year]

To:
United Nations Population Fund
UN house, Caicoli Street
Dili, Timor Leste
Telephone: [3312618]
Website: <http://www.unfpa.org>

The undersigned, having read the original RFP documents of UNFPA/TLS/RFP/2023/002 including all Annexes, any subsequent revisions and all answers to the questions received from prospective Bidders posted on United Nations Global Marketplace in full before submitting, hereby offers to provide the services, in accordance with any specifications stated and subject to the terms and conditions set out or specified in the RFP documents.

Special Note: If Bidder proposes any deviations from the terms and conditions stipulated in the RFP document, such deviations must be included on this form in accordance with the below format. Such deviations should not be indicated within the main body or any other part of the Bid. If the proposed modifications are not acceptable to UNFPA, UNFPA reserves the right to reject the Bid. Strongly discouraging deviations for semantic changes.

Original term/condition per RFP UNFPA/TLS/RFP/2023/002 and the subsequent revisions	Proposed deviation (alternate clause), by the undersigned	Reason for proposing alternate clause

We agree to abide by this Bid for a period of 60 days from the date fixed for Bid opening in the Request for Proposal, and the Bid shall remain binding upon us and may be accepted at any time before the expiration of that period.

If our Bid is accepted, we undertake to commence and complete delivery of all items in the contract within the time frame stipulated.

We understand that UNFPA is not bound to accept any Bid it may have received and that a binding contract would result only after final negotiations and award of contract are concluded on the basis of the Technical and Financial Bids.

We confirm that our firm has no conflict of interest in accordance with Section I: Instructions to Bidders clause 2.3, as well as that our firm, its affiliates or subsidiaries, including any subcontractors or suppliers for any part of the LTA, have not been declared ineligible by UNFPA, in accordance with Section I: Instructions to Bidders clause 2.4.

On behalf of Business Authority

On behalf of Legal Authority

Signature:

Name:

Title:

Name of Company:

Telephone:

Email:



SECTION VI – ANNEX C: BIDDER IDENTIFICATION FORM

UNFPA/TLS/RFP/2023/002,

1. Organizational Information	
Company/Institution Name	
Address, City, Country	
Telephone/FAX	
Website	
Date of establishment	
Legal Representative: Name/Surname/Position	
Legal structure: natural person/Co. Ltd, NGO/institution/other (specify)	
Organizational Type: Manufacturer, Wholesaler, Trader, Service provider, etc.	
Areas of expertise of the organization	
Current Licenses, if any, and permits (with dates, numbers and expiration dates)	
Years supplying to UN organizations	
Years supplying to UNFPA	
Production Capacity	
Subsidiaries (indicate names of subsidiaries and addresses, if relevant to the Bid)	
Commercial Representatives in the country: Name/Address/Phone (for international companies only)	

2. Quality Assurance Certification	
International Quality Management System (QMS)	
List of other ISO certificates or equivalent certificates	
Presence and characteristics of in-house quality control laboratory (if relevant to Bid)	

3. Expertise of Staff	
Total number of staff	
Number of staff involved in similar contracts	



4. Contact details of persons that UNFPA may contact for requests for clarification during Bid evaluation	
Name/Surname	
Telephone Number (direct)	
Email address (direct)	
Be advised that this person must be available during the two weeks following the Bid opening date.	

Signature and stamp of the Bidder:

Name:

Title:

Name of Company:

Telephone:

Email:



SECTION VI – ANNEX D: BIDDER’S PREVIOUS EXPERIENCE

Order No. & Date	Description ⁴	Client	Contact person, phone number, email address	Date of service		Contract Amount (Currency)	Satisfactory completion
				From	To		

Indicate the description of products, services or works provided to their clients. To be attached: Evidence (client’s letter or certificate) in support of satisfactory completion of above orders.

Signature and stamp of the Bidder:

Countersigned by and stamp of Chartered Accountant
 Name and title: _____
 Name of Company: _____
 Telephone: _____
 Email: _____
 Date: _____

[Countersignature by chartered accountant should be included if procurement expenditure is estimated to surpass the USD 100,000 annual threshold; if desired can also be included on lower threshold if not applicable delete]

⁴ Please indicate relevant contracts to the one requested in the RFP.



SECTION VI – ANNEX E: PRICE SCHEDULE FORM

1. Submit this document in a separate email from the Technical Bid as indicated in Section I: Instructions to Bidders clause 20 Submission, sealing, and marking of Bids and in Annex I Instructions to Bidders.
2. All prices/rates Bid must be exclusive of all taxes, since UNFPA is exempt from taxes.
3. The Price Schedule Form must provide a detailed cost breakdown, as shown below. Provide separate figures for each of the steps in Item 1 below; estimates for out of pocket expenses should be listed separately in Item 2 below.
4. UNFPA anticipates awarding the project on a fixed-price basis. To complete an analysis of the Bid, firms are required to submit itemized pricing that identifies the people who will work on the project (including resumes), their billing rates, and the number of hours proposed for the project. Anticipated travel, lodging, and out-of-pocket expensed should be detailed as well.

Item	Description	Service fee unit price USD
1	Reservations & Ticketing per ticket	
2	Airport Transfers	
3	Visa services	

Signature and stamp of the Bidder:

Name:

Title:

Name of Company:

Telephone:

Email:



SECTION VI – ANNEX F: JOINT VENTURE PARTNER INFORMATION FORM

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

Date: *[insert date (as month, day, and year) of Bid Submission]*
UNFPA/TLS/RFP/2023/002

Page _____ of _____ pages

1. Bidder's Legal Name: <i>[Insert Bidder's legal name]</i>
2. Joint Venture (JV) Party Legal Name: <i>[Insert JV's Party legal name]</i>
3. JV's party country of registration: <i>[Insert JV's Party country of registration]</i>
4. JV's party year of registration: <i>[Insert JV's Part year of registration]</i>
5. JV's party legal address in country of registration: <i>[Insert JV's Party legal address in country of registration]</i>
6. JV's party authorized representative information Name: <i>[Insert name of JV's Party authorized representative]</i> Address: <i>[Insert address of JV's Party authorized representative]</i> Telephone/Fax numbers: <i>[Insert telephone/fax numbers of JV's Party authorized representative]</i> Email Address: <i>[Insert email address of JV's Party authorized representative]</i>
7. Attached are copies of original documents of: <i>[Check the box(es) of the attached original documents]</i> <input type="checkbox"/> Articles of Incorporation or Registration of firm named in 2, above, in accordance with Section I: Instructions to Bidders clause 2: Eligible Bidders. <input type="checkbox"/> JV Agreement, or letter of intent to enter into such an agreement, signed by the legally-authorized signatories of all the parties



SECTION VI – ANNEX G: CHECKLIST OF BID FORMS

The following checklist is provided as a courtesy to Bidders. Please use this checklist while preparing the Bid to ensure that your Bid contains all required information. This checklist is for the Bidder's internal reference and does *not* need to be submitted with the Bid.

ACTIVITY	LOCATION	YES/NO/ N/A	REMARKS
Have you read and understood all of the Instructions to Bidders in Section I of the Bidding documents?	SECTION I: INSTRUCTIONS TO BIDDERS		
Have you reviewed and agreed to the UNFPA General Conditions of Contracts?	SECTION III: GENERAL CONDITIONS OF CONTRACT		
Have you reviewed and agreed to the UNFPA Special Conditions for Contracts?	SECTION IV: UNFPA SPECIAL CONDITIONS OF CONTRACT		
Have you completed the Bid Submission Form?	SECTION VI – ANNEX B: BID SUBMISSION FORM		
Have you completed the Bidder's Identification Form?	SECTION VI – ANNEX C: BIDDER IDENTIFICATION FORM		
Have you completed the Bidder's Previous Experience Form?	SECTION VI – ANNEX D: BIDDER'S PREVIOUS EXPERIENCE		
Have you completed and signed the Price Schedule Form?	SECTION VI – ANNEX E: PRICE SCHEDULE FORM		
Have you completed the Joint Venture Partner Information Form?	SECTION VI – ANNEX F: JOINT VENTURE PARTNER INFORMATION FORM		
Have you reviewed all of the relevant Contract form(s)?	SECTION VII: CONTRACTUAL FORMS		
Have you prepared a copy of your company's registration in the country of operation?	SECTION V: SUPPLIER QUALIFICATION REQUIREMENTS		
Have you prepared a copy of the previous year's audited Company Balance Sheet and Financial Statements?	Section I: Instructions to Bidders, clause & SECTION V: SUPPLIER QUALIFICATION REQUIREMENTS		



Have you provided written confirmation that your company is neither suspended by the United Nations system nor debarred by the World Bank Group?	SECTION VI – ANNEX B: BID SUBMISSION FORM & Section I: Instructions to Bidders clause 2.4		
Have you provided copies of current certificates such as GMP/Quality, FSC/ CPP, manufacturer’s ISO certificate for the product, manufacturer’s CE certificate, USA510k, Japan QS standard, etc.?	SECTION II – ANNEX B: INSTRUCTIONS FOR PREPARING TECHNICAL BID		
Have you provided a copy of any of your company’s environmental or social policies, and any related documentation?	Section I: Instructions to Bidders, clause 39		
Have you reviewed the UN Global Compact requirements?	Section I: Instructions to Bidders, clause 39		
Have you sealed and marked the Bids according to Instructions to Bidders clause 20.3 (electronic Bids) or clause 20.4 (hard copy Bids) or clause 20 (Submission through an online system)?	Section I: Instructions to Bidders, clause 20.3 & 20.4		
If submitted electronically through email, is the file size of the Bid less than 8MB? (If the file size is above 8 MB, refer to Instructions to Bidders clause 20.3.3)	Section I: Instructions to Bidders, clause 20.3.3		
Have you noted the Bid closing deadline?	Invitation letter Number 4		
Have you provided information on Supplier Qualification Requirements?	SECTION V: SUPPLIER QUALIFICATION REQUIREMENTS & SECTION VI – ANNEX B: BID SUBMISSION FORM		
Have you provided evidence that the Bidder has successfully completed at least one similar contract within the last five years for supply of goods/services?	SECTION V: SUPPLIER QUALIFICATION REQUIREMENTS		
Have you provided contact details of commercial banks and names of contact persons from whom UNFPA can seek feedback?	SECTION V: SUPPLIER QUALIFICATION REQUIREMENTS		

<p>Have you provided sufficient documentation of your company's ability to undertake the services, i.e.,</p> <ul style="list-style-type: none"> - List of similar contracts/LTAs executed for other clients including contact details. - Evidence that the Bidder possesses experience in the geographical area. - At least three years of experience in performing similar contracts/Long Terms Agreements 	<p>SECTION VI – ANNEX D: BIDDER'S PREVIOUS EXPERIENCE & SECTION V: SUPPLIER QUALIFICATION REQUIREMENTS</p>		
<p>Have you provided sufficient documentation of your company's managerial capability?</p> <ul style="list-style-type: none"> - Details of company's managerial structure. - Quality assurance systems in place. 	<p>SECTION VI – ANNEX C: BIDDER IDENTIFICATION FORM</p>		
<p>Have you supplied clients' certificates in support of the satisfactory operation of the goods/services as specified above?</p>	<p>SECTION VI – ANNEX D: BIDDER'S PREVIOUS EXPERIENCE</p>		
<p>Have you checked Section I: Instructions to Bidders, clauses, 17 & 18 and provided all requested documentation in the correct formats?</p>	<p>Section I: Instructions to Bidders, clauses 17 & 18</p>		



SECTION VII: CONTRACTUAL FORMS

Below find an overview of the attached contractual forms for this RFP.

Description		Status	Preferred file for submission
Annex A:	Template of Contract for Professional Services	Mandatory	PDF



SECTION VII – ANNEX A: TEMPLATE OF CONTRACT FOR PROFESSIONAL SERVICES