



**UNHCR**

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

**DATE: 16/02/2016**

**INVITATION TO BID: No. ITB/GRC/2016-002**

**FOR THE ESTABLISHMENT  
OF A FRAME AGREEMENT FOR THE PROVISION OF**

**Travel Management Services**

**CLOSING DATE AND TIME: 02/03/2016– 17:00 hrs CET**

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**INTRODUCTION TO UNHCR**

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

In more than six decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 6,600 people in more than 110 countries continues to help about 34 million persons. To help and protect some of the world's most vulnerable people in so many places and types of environment, UNHCR must purchase services and services worldwide. For further information on UNHCR, its mandate and operations, please see <http://www.unhcr.org>.

**1. REQUIREMENTS**

The Office of the United Nations High Commissioner for Refugees (UNHCR), Athens Branch Office invites qualified suppliers to make a firm offer for the establishment of Frame Agreement for the provision of travel management services (referred to hereinafter as services).

**IMPORTANT:**

Exact terms of reference of the services are detailed in Annex A of this document.

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

The estimation for the monthly average of travel services requested may amount up to EUR 80,000, from which, an average of 10 domestic air ticket bookings per day could be considered.

For all the services requested in Annex A, the most frequent destinations that UNHCR Athens Branch Office is using are: Athens, Lesvos, Thessaloniki, Kos, Samos, Chios and Leros.

Please note that figures have been stated in order to enable bidders to have **an indication** of the projected requirements. It does not represent a commitment that UNHCR will purchase the above quantity of services. Quantities and destinations may vary and will depend on the actual

requirements and funds available regulated by issuance of individual Purchase Orders against the Frame Agreement.

Other United Nations Agencies, Funds and Programmes shall be entitled to the same prices and terms as those contained in the offers of the successful bidders and could form the basis for a Frame Agreement with other UN Agencies.

**IMPORTANT:**

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

The initiation of conciliation or arbitral proceedings in accordance with **article 19** "settlement of disputes" of the UNHCR General Conditions of Contracts for provision of Services shall not be deemed to be a "cause" for or otherwise to be in itself a termination clause.

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

Sub-Contracting: Please take careful note of article 4 of the attached General Terms and Conditions (Annex D).

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

**2. BIDDING INFORMATION:**

**2.1. ITB DOCUMENTS**

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

- Annex A: Terms of Reference
- Annex B: Financial Offer Form
- Annex C: Vendor Registration Form
- Annex D: UNHCR General Conditions of Contracts for the Provision of Services and Services – 2010

**2.2 ACKNOWLEDGMENT**

We would appreciate your informing us of the receipt of this ITB by return e-mail to [larrosa@unhcr.org](mailto:larrosa@unhcr.org) as to:

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

**IMPORTANT:**

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

**2.3 REQUESTS FOR CLARIFICATION**

Bidders are required to submit any request for clarification in respect of this ITB by e-mail to Pablo Verdu Larrosa, *Associate Supply Officer*, at [larrosa@unhcr.org](mailto:larrosa@unhcr.org) CC [fikari@unhcr.org](mailto:fikari@unhcr.org) . **The deadline for receipt of questions is 17:00 hrs CET on 23/02/2016.**

**IMPORTANT:**

Please note that Bid Submissions are **not** to be sent to the e-mail addresses above. Failure to comply with this provision may result in disqualification.

**2.4 YOUR OFFER**

Your offer shall be prepared in English.

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

**IMPORTANT:**

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

Your offer shall comprise the following two sets of documents:

- Technical offer
- Financial offer

**2.4.1 Content of the TECHNICAL OFFER****IMPORTANT:**

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

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

- **Description of the company and the company's qualifications**  
A description of your company with the following documents: company profile, registration certificate, accreditation to IATA, and last audit reports:
  - Year founded;
  - If multi location company, specify headquarters location;
  - Number of similar and successfully completed projects;
  - Total number of clients;

Any information that will facilitate our evaluation of your company's substantive reliability, financial and managerial capacity to provide the services.
- **Understanding of the requirements for services, proposed approach, solutions, methodology and outputs**  
Any comments or suggestions on the TOR, as well as your detailed description of the manner in which your company would respond to the TOR:
  - A description of your organization's capacity to provide the service, incl. 24/7 emergency services;
  - A description of your organization's experience in these services.
- **Proposed personnel to carry out the assignment**  
UNHCR focal point and the composition of the team you propose to provide.
  - Curriculum Vitae of the above mentioned staff.

**UNHCR General Conditions for Provision of Services and Services:** Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Services by signing **Annex D**.

#### **2.4.2 Content of the FINANCIAL OFFER**

**Only your service charges / handling fees are to be mentioned in the Financial Offer Form (Annex B).**

In addition to the above mentioned form, a separate **Financial offer** must contain the below booking exercise with the following details:

1. Kindly book a round trip air ticket from Athens to Lesvos, and submit the total cost of a ticket for this destination, inclusive of your handling fee, between 10h00 and 11h00 on 25 February 2016.

Departure: Evening flight of 25 February 2016  
Return: Evening flight of 26 February 2016

Please provide a **snapshot of the booking**, attached to your bid. Without the snapshot, your offer will NOT be valid.

**The quotations shall be provided in the Financial Offer Form in Annex B.**

2. For the same ticket, please provide the cost of a.) Changing the departure leg of the ticket for next day's morning flight and b.) Cancelling the ticket in full, inclusive of your handling fee.

Please provide a **snapshot of the change and of the cancellation**, attached to your bid. Without the snapshot, your offer will NOT be valid.

**The quotations shall be provided in the Financial Offer Form in Annex B.**

3. Please book minivan of 20 people, and submit the total cost of minivan rental, inclusive of your handling fee, between 14h00 and 15h00 on 25 February 2016.

Pick up time: Piraeus port (gate E1) at 06h30 26 February 2016.  
Destination: Eleonas accommodation center of refugees in Athens

Please provide a **snapshot of the booking**, attached to your bid. Without the snapshot, your offer will NOT be valid.

UNHCR is exempt from all direct taxes and customs duties. With this regards, VAT should be mentioned separately.

You are requested to hold your offer valid for 180 days from the deadline for submission. UNHCR will make its best effort to select a company within this period. The pricing model quoted in the Supplier's offer will remain valid for the duration of the Frame Agreement. UNHCR's standard payment terms are within 30 days after satisfactory implementation and receipt of documents in order.

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

## **2.5 BID EVALUATION:**

### **2.5.1 Supplier Registration:**

The qualified suppliers will be added to the Vendor Database after investigation of suitability based on the submitted Vendor Registration Form and supporting documents. The investigation involves consideration of several factors such as:

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

This will be followed later by performance evaluation as a supplier such as:

- Ability to respond quickly to Agency's needs,
- Timely delivery,
- Dependability of services.

### **2.5.2 Technical and Financial evaluation:**

**The technical evaluation** will be based on a pass and fail basis based on company qualifications as well as services requested. All bidders should provide all the information stated under 2.4.1 of this ITB, which are:

- ✓ **Description of the company and the company's qualifications:** Any information that will facilitate our evaluation of your company's substantive reliability, financial and managerial capacity to provide the services.
- ✓ **Understanding of the requirements for services, proposed approach, solutions, methodology and outputs:** Any comments or suggestions on the TOR, as well as your detailed description of the manner in which your company would respond to the TOR.
- ✓ **Proposed personnel to carry out the assignment:** UNHCR focal point and the composition of the team you propose to provide.
- ✓ **UNHCR General Conditions for Provision of Services:** Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Services and Services by signing **Annex D**.

Moreover, the Technical Offer should contain whether bidders provide the services requested: Travel services, Travel information and advisory services, Reservation and ticketing services, Transfer services, Car rental services and, Hotel booking services.

**The Financial evaluation** will be based on the three-step booking exercise mentioned under 2.4.2 of this ITB. For the technical evaluation, all bidders are kindly requested to use the Financial Offer Form, Annex B as well as the snapshots for each transaction requested.

## **2.6 SUBMISSION OF BID:**

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

Bids should be submitted by e-mail and all attachments should be in PDF format. (Copies of the PDF format documents may, as an addition, be included in Excel or other formats etc.). The Technical and Financial offers shall be clearly separated.

**Bid must be sent by e-mail ONLY to: [GREATITB@unhcr.org](mailto:GREATITB@unhcr.org)**

### **IMPORTANT:**

The technical offer and financial offer are to be sent in separate documents. Failure to do so may result in disqualification.

**Deadline: 02/03/2016, 17:00 hrs CET.**

### **IMPORTANT:**

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

It is your responsibility to verify that all e-mails have been received properly before the deadline. Please be aware of the fact that the e-mail policy employed by UNHCR limits the size of attachments to a maximum of **5 Mb** so it may be necessary to send more than one e-mail for the whole submission.

Please indicate in e-mail subject field:

- Bid Ref. **ITB/GRC/2016-002**
- Name of your firm with the title of the attachment
- Number of e-mails that are sent (example: 1/3, 2/3, 3/4).

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

### **IMPORTANT:**

The Financial offer will only be opened for evaluation if the supplier's technical part of the offer has passed the test and has been accepted by UNHCR as meeting the technical specifications.

## **2.7 BID ACCEPTANCE:**

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

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

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

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

## **2.8 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS**

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

## **2.9 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF SERVICES AND SERVICES**

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

Pablo Verdu Larrosa, Associate Supply Officer  
Supply Unit  
UNHCR Office in Athens, Greece