



UNHCR

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

Addendum
DATE: 15/01/2020

REQUEST FOR PROPOSAL: No. RFP/GRC/2019-031

**FOR THE ESTABLISHMENT
OF A FRAME AGREEMENT(S) FOR THE PROVISION OF**

Travel Management Services for UNHCR Greece -Programme Unit activities-

CLOSING DATE AND TIME: 31/01/2020 at 23:59 Greek local time

INTRODUCTION TO UNHCR

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

In more than five decades, the agency has helped tens of millions of people restart their lives. Today, UNHCR now has more than 16,765 personnel in more than 138 countries and has helped more than 50million refugees to successfully restart their lives. To help and protect some of the world's most vulnerable people in so many places and types of environment, UNHCR must purchase goods and services worldwide. For further information on UNHCR, its mandate and operations, please see <http://www.unhcr.org>.

1. REQUIREMENTS

The Representation of the United Nations High Commissioner for Refugees (UNHCR), in Greece, invites qualified service providers to make a firm offer for the establishment of Frame Agreement(s) for the provision of "Travel Management Services for UNHCR Greece -Programme Unit activities-" referred to hereinafter as services.

IMPORTANT:

Terms of Reference (ToR) 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. The successful bidders will be requested to maintain their quoted price model for the duration of the Frame Agreement(s).

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 a minimum quantity of services. Quantities 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 60 days (2 months) notice, in writing to the other party.

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

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

Sub-Contracting: Please take careful note of article 5 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. RFP 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 – 2018 |
| Annex E: | UN Supplier Code of Conduct |

2.2 ACKNOWLEDGMENT

We would appreciate informing us of the receipt of this RFP by return e-mail to UNHCR Supply Unit at GREATPROCURE@unhcr.org as to:

- Your confirmation of receipt of this request for proposal
- Whether or not you will be submitting a bid

2.3 REQUESTS FOR CLARIFICATION

2.3.1 Bidders are required to submit any request for clarification or any question in respect of this RFP by e-mail to UNHCR Supply Unit at GREATPROCURE@unhcr.org. **The deadline for receipt of questions is 23:59 hrs. Local Greek time on 19 of January 2020.** Bidders are requested to keep all questions concise.

IMPORTANT:

Please note that Bid Submissions are **not** to be sent to the e-mail address above. Submission address is provided under 2.6.

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

2.4 YOUR OFFER

Your offer shall be prepared in English.

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

Certificates, Tax and Insurance clearance and any other document issued by the Greek Government can be submitted in Greek (no need to translate it in English). The rest of the proposal and the offer must be prepared and submitted in English as per the tender document.

IMPORTANT:

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

Your offer shall comprise the following two sets of documents:

- Technical offer, to be submitted by the bidder (signed)
- Financial offer, in provided Excel file (**Annex B**) and as signed PDF

Note: The two offers should be submitted as separate documents in separate emails.

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.

IMPORTANT:

Prerequisite: The Travel Agency should be IATA Accredited and provide UNHCR with the IATA registration number/accreditation, as otherwise the proposal will not be evaluated.

The Terms of Reference (ToR) 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:

a) Description of the company and the company's qualifications (4%)

A description of your company should be provided including:

- Agency profile/ company profile brochure/presentation/document, Registration certificate/ Copy of business registration,
- Contact information, including a valid phone number and email address
- Year of establishment, HQs base, branches/multilocation, Hellenic or International agency
- Last audit reports (at least 2 last years)
- Tax registration certificate, status of the agency from the relevant Chamber and/or taxinet printing of business activities codes, any other document deemed necessary according to the local legislation and the type of business
- Quality Certificate (e.g., ISO etc.) and/or other similar certificates, accreditations, awards and citations (if any)
- Any other document deemed necessary accordingly to the local registration and the type of business
- Any other document that you think will be helpful for the evaluation in this part.

b) Previous Experience (6%)

- Past experience and performance record: Agency's previous experience dedicated exclusively to the provision of the requested Services

- Letters of reference of good performance and/or previous Purchase Orders (at least 3 references)
- Total number of clients and status of clients, determining whether local or international years of cooperation with each client and volume for each service (tickets/hotels/car rentals etc.) per client
- Special attention given to International NGOs and UN agencies. Previous/current Purchase Orders with similar clients

c) Staff Team dedicated for UNHCR project (15%)

- Management Structure and Key Personnel
- Staffing component and qualifications (description, training certificates, and other tests/qualifications).
- Comprehensive curriculum vitae (CVs) of key personnel that will be assigned to support the implementation of the travel arrangements ,
- UNHCR focal point and the composition of the team you propose to provide the services

d) Compliance to the terms of reference / Specifications of the proposed service (as per Annex A) (35%):

Bidders should provide detailed information about the proposal for the services offered by their agency based on the Terms of Reference, included in Annex A. Proposal should also include, but not limited:

- Response time and adequate number of team members to support UNHCR requests (at least 3 agents+ 1 supervisor, ensuring replacement of staff during leave etc.)
- Capacity to provide all the required services/description of the organization's experience to provide the services
- Ability to support 24/7
- Maximum capacity/maximum number of requests to handle daily
- Cancellation Policy
- Payment terms
- Reporting procedure/ description of the Agency's experience in reporting mechanism and compliance to reporting requirements (as per ToR)
- Compliance to invoicing requirements as per ToR/ability to cross-check payments effected by UNHCR
- Fleet capacity, number and type of buses on the basic operation locations (Lesvos, Kos, Samos, Chios, Leros, Kalymnos and Rhodes)
- Capacity of Car Rental and Taxi Services; size of fleet number and type of Cars/ Taxis buses that can become available on the basic operation locations (Lesvos, Kos, Samos, Chios, Leros, Kalymnos and Rhodes)
- Hotel booking Capacity to Accommodate Persons of Concern, number and type of rooms that can become available on the basic operation locations (Lesvos, Kos, Samos, Chios, Leros, Kalymnos and Rhodes)

The below administrative documentation should be also included in the Technical Offer and will be assessed by the Bid Opening Committee in order for the offer to be complete:

a. UNHCR General Conditions for Provision of services – 2018

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

b. Vendor Registration Form

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

c. UN Supplier Code of Conduct

Your technical offer should contain your acknowledgement of the UNHCR Code of Conduct by signing **Annex E**

2.4.2 Content of the FINANCIAL OFFER

Your separate **Financial Offer** must contain an overall offer in a single currency, in Euro.

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

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

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

You are requested to hold your offer valid for 120 days from the deadline for submission. UNHCR will make its best effort to select a company within this period. UNHCR's standard payment terms are within 30 days after satisfactory implementation and receipt of documents in order.

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

2.5 BID EVALUATION:

Supplier Registration:

If your company is not already registered with UNHCR, you should complete, sign and submit with your technical proposal the Vendor Registration Form (**Annex C**), with all the following supporting documents:

- Tax Registration
- Payment Certificate issued by the Internal Revenue Authority evidencing that the Bidder is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Bidder
- Status of the company
- Bank account details (bank account number and beneficiary);
- Any other document attesting commercial capacities and sound management (last audit report and audited financial statements for companies with transactions more than \$150,000), if applicable
- Certificate of Registration of the business in the relevant Chamber
- Official Letter of Appointment as local representative, if Bidder is submitting a Bid on behalf of an entity located outside the country
- Trade name registration papers, if applicable

The vendor registration form (**Annex C**) should be signed and stamped by the legal representative of the company, as indicated in the status of the company document.

2.5.2 Technical evaluation:

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

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

| Mandatory Criteria | |
|--|--------|
| The Travel Agency should be IATA Accredited and provide UNHCR with the IATA registration number/accreditation, as otherwise the proposal will not be | YES/NO |

| | |
|---|---------------|
| evaluated (proof to be provided) | |
| Other Criteria | Points |
| a. Description of the company and the company's qualifications | 4.00 |
| b. Previous Experience | 6.00 |
| c. Staff Team dedicated for UNHCR project | 15.00 |
| d. Compliance to the terms of reference / Specifications of the proposed service (as per Annex A) | 35.00 |
| TOTAL points | 60.00 |

Remarks: Only the bidders that will achieve a minimum of 35% against the established technical evaluation criteria will be considered for further evaluation.

UNHCR reserves the right to undertake a post-qualification exercise, aimed at determining, to its satisfaction the validity of the information provided by the Bidder. Such post-qualification shall be a combination of the following:

- a) Verification of accuracy, correctness and authenticity of the information provided by the Bidder on the legal, technical and financial documents submitted;
- b) Validation of extent of compliance to the Bid's requirements and evaluation criteria based on what has so far been found by the evaluation team;

Further to the above, kindly note that UNHCR reserves the right to the following:

- a) Inquiry and reference checking with other previous clients on the quality of performance on on-going or previous contracts completed
- b) Physical inspection of the bidder's branches or other places where business transpires, with or without notice to the bidder
- c) Testing and request sampling of services (meaning to request to test the provision of services via request for booking services), where available, and
- d) Other means that UNHCR may deem appropriate, at any stage within the selection process, prior to awarding the contract.

2.5.3 Financial Offer

The **Financial offer** will use the following percentage distribution: **40%** from the total score. Bidders are expected to complete the financial evaluation form Annex B, indicating agency's fee per booking.

Only for the financial evaluation scenario, the below maximum estimated quantity of services will be used:

- 30,000 tickets, 80% local ferry tickets, 5% of air tickets, 5% of train tickets and 10% of bus tickets (KTEL services).
- 12,000 bookings for Accommodation of People of Concern (hotel booking)
- 1,000 bookings for taxi/bus Rental, 80% bus rental and 20 % taxi services.

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

For evaluation purposes only, the offers submitted in currency other than EUR Euros will be converted into Euro using the United Nations rate of exchange in effect on the date the submissions are due.

2.6 SUBMISSION OF BID:

The offers must bear your official letter head, clearly identifying your company, stamp and signature on the quotation (technical and financial form) is required.

Bids should be submitted by e-mail and all attachments should be in PDF format and/or in Excel format.

The Technical and Financial offers shall be clearly separated, sent through separate emails.

Bid must be sent by e-mail ONLY to: GREATRFP@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: 31/01/2020, 23:59 hrs Local Greek time

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 **20 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 **RFP-GRC-2019-031**
- 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.

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 RFP 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

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.

2.10 ZERO TOLERANCE POLICY

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

2.11 THE UN GLOBAL COMPACT

The UN Global Compact is a call to companies to align strategies and operations with universal principles on human rights, labor, environment and anti-corruption, and take actions that advance societal goals.

UNHCR encourages bidders to sign up to this initiative at:
<https://www.unglobalcompact.org/>



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