

Date: 10/01/2018

REQUEST FOR PROPOSAL: No. HCR/IRQER/2018/RFP-004

REQUEST FOR PROPOSAL for Establishment of a Frame Agreement for the Provision of Air Ticketing Services to UNHCR in Erbil, for a duration of 2 years extendable of more one year.

CLOSING DATE AND TIME: 08 February 2018 – 23:59 HRS. Iraqi 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 to restart their lives. Currently UNHCR has more than 9,600 staff operating in more than 110 countries continues to help more than 34 million person of concern. 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 Office of the United Nations High Commissioner for Refugees (UNHCR), Erbil, invites Travel Agencies to provide air-ticketing services in Erbil, Iraq to make a firm offer for the **establishment of a Frame Agreement for the provision of purchasing airline tickets at the local, regional, and international level, as well as other related services**

The required services are detailed in the attached (ToR) document (**Annex - A**).

UNHCR may award Frame Agreement with initial duration of two years extendable of more one year, for the provision of purchasing airline tickets. It is expected to have one Travel Agency: The successful bidders will be requested to provide their proposals.

IMPORTANT:

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

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

2. BIDDING INFORMATION

2.1. RFP Documents:

The following annexes form integral part of this Request for Proposal:

Annex A: Terms of Reference (TOR)

Annex B: Financial Offer Form

Annex C: Vendor Registration Form

Annex D: UNHCR General Conditions of Contracts for the Provision of Services – 2010

Annex E: Supplier's Code of conduct

2.2 Acknowledgment:

We would appreciate your informing us of the receipt of this RFP by return e-mail to Abdelhak@unhcr.org as to:

- Your confirmation of receipt of this Request for Proposal
- Whether or not you will be submitting a bid.

IMPORTANT:

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

2.3 Requests For Clarification:

Bidders are required to submit any request for clarification in respect of this RFP by e-mail to Abdelhak@unhcr.org with the **clear indication of the RFP reference in the subject line**;

The **deadline for receipt of questions is 23 January 2018 – 23:59 Hrs. Iraqi time.**

IMPORTANT:

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

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

2.4 Your Offer:

Your offer should be prepared **in ENGLISH**.

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

IMPORTANT:

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

Your offer shall comprise the following sets of documents:

- a. Technical offer
- b. Financial offer

Submission of your technical and financial offers is to be in two separate envelopes encased in one large envelope.

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 (TOR) can be found at **Annex-A**.

Prior to technical evaluation all proposals will be thoroughly screened against below eligibility criteria (minimum qualification requirements)

- ✓ **Description of the Travel Agent.** A description of your agent with the following documents:
 - Years of agency establishment and experience;
 - IATA Accreditation Certificate (3 years of membership is minimum requirement)
 - Duly licensed in the country with minimum 1 branch located in Erbil;
- ✓ **Corporate social responsibility (CSR)**
 - Any strategies that your company adopts that recognizes and contributes to the welfare of staff both within the organization and the broader community;
 - 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 Agency's experience in these services in the past, including any contracts awarded or any other documents that supports your offer.
 - Employs competent and experienced travel agents, especially in ticketing and fare computations, as evidenced by their track record in their Curriculum Vitae and copies of their certificates in reservation/booking systems, if available (at least 2 travel agents with minimum 2 years' experience).
 - Maintains a good track record in serving international organizations, embassies and multinational corporations. Minimum 1 recommendation letter should be provided
 - Financially capable of rendering services to UNHCR;
 - Maintains facilities of on-line booking/airline reservations, in-plant domestic and international ticketing and ticket printing facilities. (CRS, STP, basic office equipment, telecommunications equipment, and online booking tool)
 - Willing and able to guarantee the delivery of services in accordance with performance standards required under this TOR.
 - 24 hours a day access of emergency service and necessary delivery of tickets as required by UNHCR;
- ✓ **Vendor Registration Form:** You should complete, sign and submit with your technical proposal the Vendor Registration Form (**Annex C**), if you had submitted this in the past and no change in your status there is no need to do this again for this case.
- ✓ **UNHCR General Conditions for Provision of 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

Your separate **Financial Offer** must contain an overall offer in USD.

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**). Offers that have a different price structure may not be accepted.

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

You are requested to hold your offer **valid for 90 days** from the deadline for submission. UNHCR will make its best effort to award the contract within this period. The pricing model quoted in the Supplier's offer will remain valid for the duration of the Frame Agreement(s). 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 possible related travel, is not reimbursable nor can it be included as a direct cost of the assignment.

2.5 Bid Evaluation

Your bid will be evaluated based on combined scores method by weighting the technical part (60%) and financial part (40%).

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.

2.5.2 Bids 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 qualifying score for the Technical Proposal is Minimum 60% of maximum points. Only the bidders that score 60 out of 100 for the Technical Offer will be considered for Financial Evaluation.

2.5.2.1. Technical Evaluation (100 points)

The technical evaluation will be applying evaluation criteria and points rating as listed below, therefore the relevant documents must be included in Technical part of the bid.

#	Technical evaluation Criteria	Weighting score
1	Years of experience in business and reputation of travel agency	10
2	Years of IATA membership (minimum 3 years of membership)	10
3	Recommendation letter from International Organization(s)/ embassies/ multinational corporations (minimum 1 letter)	8
4	Qualification and experience of two Travel agents nominated to support UNHCR	10
5	Numbers of branch office(s) around the country/worldwide:	8
6	Availability of on-line booking tool	8
7	The ability to guarantee the delivery of products and services in accordance with performance standards required under this TOR.	8
8	Access of emergency service and necessary delivery of tickets 24 hours a day as required by UNHCR;	10
9	Providing immediate replacement of airline tickets in the event of loss	10
10	Refund tickets policy within two (2) months only	10
11	Limit refund charges at airline rate only (No additional charges will accrue to the travel agency)	8
	Total Technical Score	100

2.5.2.2 Financial Evaluation (points)

Financial Proposal will be evaluated following completion of the technical evaluation. The maximum number of points (40) will be allotted to the lowest price offer that is opened and compared amongst those invited firms. All other price offers will receive points in inverse proportion to the lowest bid.eg **[total Price Component] x [US\$ lowest] / [US\$ other] = points for other Supplier's Price Component.**

2.6 UN Global Compact and other factors

UNHCR supports the UN Global Compact Initiative put forward on 31 January 1999 by UN Secretary-General Kofi Annan that would bring companies together with UN agencies, labor and civil society to support ten principles in the areas of the human rights, labor, environment and anti-corruption. We encourage our suppliers to sign up with the UN Global Compact Initiative.

2.7 Submission Of Bid

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

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.).

Bid must be sent by e-mail ONLY to: IRQERTENDERS@UNHCR.ORG

Deadline: 08 February 2018 – 23:59 hrs. Iraq Local 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 **8MB** so it may be necessary to send more than one e-mail for the whole submission.

Please indicate in e-mail subject field:

- **HCR/IRQER/2018/RFP-004 - Air Ticket Services**
- **Name of your firm with the title of the attachment (example: Technical Proposal /Company Name, Financial Proposal - Company Name)**
- **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 and has been accepted by UNHCR as meeting the technical specifications.

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.

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.

2.8 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 Goods.

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.

2.9 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.

Signature

P. P. 

Gerard Moya,

Senior Supply Officer

Supply Unit, UNHCR Iraq, Erbil Sub-office