



# UNHCR

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

**DATE: 15 January 2025**

**REQUEST FOR QUOTATION: No. RFQ/CYP/2025-004**

**FOR THE ESTABLISHMENT OF FRAME AGREEMENT FOR THE PROVISION OF TRAVEL  
MANAGEMENT SERVICES FOR UNHCR CYPRUS**

**QUOTATION TO BE RECEIVED BY: 24 January 2025 – 23.59hrs (GMT+2)**

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## **I. BACKGROUND**

The Office of the United Nations High Commissioner for Refugees (UNHCR) was established by the U.N. General Assembly in 1950 to provide protection and assistance to refugees and Internally Displaced People (IDPs). In more than five decades, the agency has helped tens of millions of people to restart their lives. Today, UNHCR is one of the world's principal humanitarian agencies. Their staffs of 20,000 personnel are helping more than 120 million people in 135 countries. For more information, please see [www.unhcr.org](http://www.unhcr.org).

UNHCR Cyprus, Country Office in Nicosia, for the delivery of its mandate requires its personnel to travel both within the country and outside. In this context, UNHCR Cyprus aims at identifying a reliable travel management services provider and would like to request your price quotation for the establishment of Frame Agreement, for the provision of travel management services for UNHCR Cyprus as specified in this Request for Quotation (RFQ).

## **II. SCOPE OF THE PRESENT RFQ**

The purpose of the present RFQ is to establish a frame agreement with a supplier for the provision of **travel management services** for UNHCR Cyprus (including personnels affiliated workforce but may also include other personnel, government officials, non-governmental actors, or any other entity) for a period of 2 years with possibility of an additional 1-year extension (2+1 year). The estimated start date is expected to be March 2025.

Terms of references and scenario of the services are detailed in Annex A.

Please note that UNHCR Cyprus reserves the right to accept all or only part of an offer or to allow split or partial awards.

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 specific quantities. Quantities may vary and will depend on the actual requirements and funds available, regulated by issuance of individual Purchase Orders.

The successful bidder will be requested to maintain their quoted price model for the duration of the contract period.

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.

## **III. REQUIREMENTS FOR PARTICIPATION**

To take part in the present RFQ, the following documentation shall be submitted:



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## TECHNICAL:

- Company registration certificate and VAT registration certificate
- Travel Agency License with IATA accreditation/ Proof of IATA Travel Agent Accreditation.
- Company's short profile / presentation, including year of establishment and list of services provided, including agreements you have with airlines and hotels resulting in:
  - Discount % on main airlines applied to flight costs and on which category (economy and/or business)  
Discount % applied to regular hotel room fee.
  - Any benefit package that you can offer to UNHCR
- Company's proof / evidence of similar services provided to other international clients, including:
  - Contract award letters / Completion of Purchase Orders / Value of contracts
  - List of international clients among UN agencies, international organizations, embassies
- Presentation of how your company will respond to UNHCR requested services as per section 2 of the Annex A, specifically:
  - Ticketing services (air and train)
  - Land transfers
  - Hotel booking services
  - Invoicing and Quality Control mechanisms
- Brief CVs of the dedicated team to UNHCR, including roles and responsibilities.
- Acknowledgement of UNHCR General Conditions for the provision of services by signing Annex D.
- Annex E, the Vendor Registration Form (only in case your company is not already registered with UNHCR).

## FINANCIAL:

- Annex B, Quotation form.

Please indicate in Annex B the handling fee of the agency which will be applied on top of the tickets/hotel costs. Please detail whether the handling fee is a fixed value or a percentage of the tickets/hotel fees.

**Important:** In the Handling Fee box, kindly consider all relevant fees (all inclusive).

Please quote the services in a single currency, EUR, and without VAT as UNHCR is exempt from all direct taxes and custom duties.

To help you fill out **Annex B** you can find below the scenario based on which the financial evaluation will be made:

- Reservation and tickets (handling fee) for international flights: 30 tickets.
- Reservation and ticketing services (handling fee) for trains: 5 tickets.
- Transfer Services through booking (handling fee) of vehicles: 5 vehicles.
- Accommodation: submit an offer for hotel booking/accommodation service (handling fee) for 5 persons.

Please note that above 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 and volumes may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders against the Frame Agreement.



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

#### IV. EVALUATION

For the award of this project, UNHCR has established evaluation criteria which govern the selection among offers received. Evaluation is made on a technical and a financial basis.

#### TECHNICAL EVALUATION:

For a bid to be successful, it must adhere to the technical criteria based on the documentation under section III above and based on the requirements outlined in **Annex A**.

The technical evaluation will be carried out in two steps:

- 1. Minimum mandatory pass/fail requirements are the following. In case a bidder will not pass all the below minimum requirements, they will not be considered technical acceptable and will not proceed further in the evaluation.**

Minimum requirements (PASS/FAIL)	Basis for the evaluation
Company is registered and recognized in Cyprus	- Company registration certificate and VAT registration certificate
Company is IATA certified	- Travel Agency License with IATA accreditation/ Proof of IATA Travel Agent Accreditation.
A minimum of 3 years of experience in providing travel management services in Cyprus	- Company's short profile / presentation, including year of establishment and list of services provided
Acknowledgement of UNHCR General Terms and Conditions for the provision of Services	- Annex D duly signed

- 2. In addition to the above minimum pass/fail requirements, the companies will be evaluated inter alia based on the following criteria. Total maximum scoring for this section is 60 points and in order to be technical compliant, at least 36 points must be achieved:**

Criteria (max 60 points)	Basis for the evaluation
Evidence of provision of travel management services to other international clients, such as UN agencies, international organizations, embassies (10 points)	Evaluation will be based on the number and relevance of: <ul style="list-style-type: none"> <li>- International clients among UN agencies, international organizations, embassies;</li> <li>- Contract award letters / Completion of Purchase Orders / Value of contracts;</li> </ul>
Ability of the company in providing the requested services (20 points)	Evaluation will be based on the comprehensiveness of your services and on how your company will respond to UNHCR requested services as per Annex A, including timeline, specifically: <ul style="list-style-type: none"> <li>o Ticketing services (air and train)</li> <li>o Land transfers</li> </ul>



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	<ul style="list-style-type: none"><li>○ Hotel booking services</li><li>○ Invoicing and Quality Control mechanisms</li></ul>
Experience of the dedicated team and fluency in English (10 points)	Evaluation will be based on the number of years of experience of the team assigned to UNHCR requests, including level of English and the clarity on the roles and responsibilities.  Reference will be the CVs of the dedicated team to UNHCR, including roles and responsibilities and fluency in English.
Any discount the travel agency can guarantee for airline ticketing and hotel booking services (10 points)	Evaluation will be based on the number of agreements your agency has with airline companies and hotels in Cyprus, including listed discounts applied on top of the fee for: <ul style="list-style-type: none"><li>- Airline flight tickets (economy and/or business)</li><li>- Hotel room fee.</li></ul>
Any benefit package offered by the travel agency (10 points)	Evaluation will be based on the number of listed benefit packages that you can offer to UNHCR

Please note that in the examination, evaluation, and comparison of the quotations, UNHCR Cyprus may ask the Bidder for clarification about the content of the quotation. The request for clarification and the response shall be in writing and no change in price or substance of the quotation shall be sought, offered, or accepted.

## FINANCIAL EVALUATION:

Your financial proposal is to be submitted by filling in Annex B. No other format will be accepted. Please use a single currency (EUR) to provide your quotation.

UNHCR is exempt from all direct taxes and customs duties. With this regard, price must be given without VAT.

Total maximum scoring for this section is 40 points. The Maximum number of points will be allotted to the lowest price proposal that is opened and compared among those invited firms. All other price proposal will receive points in inverse proportion to the lowest price; e.g.,  $[\text{total Price Component}] \times [\text{EUR lowest}] \setminus [\text{EUR other}] = \text{points for other supplier's Price Component}$ .

UNHCR shall pay the vendor(s) within 30 days after satisfying completion of the service requested. Payment shall be made against the invoice and based on the quotation submitted by the vendor(s).

**Selection will be based on the offer with the highest overall score.**

## V. REQUESTS FOR CLARIFICATIONS

Requests for clarification in relation to the RFQ can be sent by email only to Supply Unit at [cypnisupply@unhcr.org](mailto:cypnisupply@unhcr.org) and the deadline for receipt of questions is **21 January 2025 COB**. Bidders are kindly requested to keep their questions concise.

UNHCR will compile the questions received and plans to respond to questions by uploading them to UNHCR Site. UNHCR may, at its discretion, copy any reply to a particular question to all other invited bidders at once.



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## VI. SUBMISSION OF DOCUMENTATION

We would appreciate receiving your quotation (as per the instructions outlined above) duly signed and stamped on your official letterhead, on or before **24 January 2025 23.59hrs (GMT+2)** in PDF format via e-mail to [cypnisupply@unhcr.org](mailto:cypnisupply@unhcr.org)

Any correspondence sent directly or in copy to the attention of any other UNHCR staff other than the email address listed above may result in disqualification of the offer.

Please be aware of the fact that the e-mail policy employed by UNHCR limits the size of received email (attachments and body email) 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 the e-mail subject field:

- RFQ/CYP/2024-017
- Name of your company
- Number of emails there are sent (e.g. 1/3, 2/3, 3/3)

**IMPORTANT NOTES** for the submission:

1. All offers must be submitted electronically.
2. No document downloading links are accepted. All requested documents must be attached with the emails.
3. (optional) If the supplier is uploading a number of small files, they are kindly requested to zip the files in a ZIP folder and upload the folder instead of the files individually.
4. All files must be free of viruses and not corrupted.
5. UNHCR reserves the right to accept or reject any offers that is not following the email submission instructions.

Your offer should be in two parts:

- Technical offer as outlined above signed and stamped where necessary as per the given instructions.
- Financial offer to be submitted using **Annex B** form signed and stamped.

Kindly hold your quotation valid for **120 days**.

## VII. ANNEXES

- ANNEX A: Terms of References with description of services → for information purposes
- ANNEX B: Quotation form → to be filled-in, signed and submitted
- ANNEX C: Technical Response Form → to be filled-in and submitted. If you prefer to submit a different template, please make sure all information and related documentation are attached.
- ANNEX D: UNHCR General terms and Conditions → Please confirm their acknowledgment
- ANNEX E: Vendor Registration Form → to be filled-in and signed

Thank you for your kind attention.

Charalampos Paraskevopoulos,  
Senior Supply Assistant,  
UNCHR Cyprus | CO Nicosia.



