



**UNHCR**

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

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**DATE: 03/05/2024**

**REQUEST FOR PROPOSAL: No. RFP/24/RUS/009**

**FOR TRAVEL MANAGEMENT SERVICES IN MOSCOW, RUSSIA**

**CLOSING DATE AND TIME: 26/05/2024 – 23:59 hrs**

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The Office of the United Nations High Commissioner for Refugees (UNHCR), established on December 14, 1950 by the United Nations General Assembly, is inviting bids from eligible firms, who have valid registration and relevant experience for providing travel management services for UNHCR Office in Moscow, Russian Federation.

The Office of the United Nations High Commissioner for Refugees (UNHCR), established on December 14, 1950 by the United Nations General Assembly<sup>1</sup>. Suppliers interested in participating in the planned solicitation process shall find herewith the necessary requirements for registration with UNHCR, for travel management services and qualification information.

UNHCR invites all interested suppliers to carefully follow the instructions described below.

## **1. REQUIREMENTS**

The Representation of the United Nations High Commissioner for Refugees (UNHCR), in Moscow, Russian Federation, 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 Russian Federation" 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).

The annual estimated requirements are expected:

Air tickets 50%

Train Tickets 45%

Other services 5%

Please note that data 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.

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<sup>1</sup> For further information on UNHCR, please see <http://www.unhcr.org>

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

**2.2 REQUESTS FOR CLARIFICATION**

Bidders are required to submit any request for clarification or any question in respect of this RFP by e-mail to [tsvetova@unhcr.org](mailto:tsvetova@unhcr.org). The deadline for receipt of questions is 26/05/2024 23:59 Moscow local time. 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.

UNHCR will compile the questions received and plans to respond to questions shortly after the query closing date by posting the replies on the UNHCR website.

**2.3 YOUR OFFER**

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

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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 two sets of documents:

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

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

### **2.3.1 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 (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

A description of your company should be provided including:

- Registration number/accreditation certificate
- 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, Russian or International agency
- Last audit reports (at least 2 last years) or other documents demonstrating financial soundness
- UNHCR Vendor registration Form completeness (if already registered with UNHCR as a vendor, only indicate vendor ID)
- 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
- Letter from the bank indicating bank details of the company
- UNHCR General Terms and Conditions for the Provision of Services (version July 2018) acknowledged by signing Annex D.
- Quality Certificate, 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.

Missing documents, if any, may be requested from the Bidders. Bidders refusing to provide missing document, when requested, will not be included for further evaluation.

b) Previous Experience

- Past-experience and performance record: Agency's previous experience dedicated exclusively to the provision of the requested Services
  - Availability of partnership agreements with air and railway carriers, hotel groups, travel agencies, transport companies, hotel booking operators.
  - Minimum (3) letters to more than (5) letters of reference of good performance
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- 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
  - Proof for the provision of services to clients with same yearly volume of work as UNHCR (at least 300 tickets or other arrangements)
  - Provision of services to similar clients and proof of previous cooperation with Previous/current Purchase Orders with similar clients
- c) Staff Team dedicated for UNHCR project
- Management Structure and Key Personnel
  - Brief description of the agency's staffing component and qualifications (description, training certificates, English language skills and other tests/qualifications).
  - Comprehensive curriculum vitae (CVs) or description of qualifications 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 I Specifications of the proposed service (as per Annex A):

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 (replacement of staff during leave)
- Capacity to provide all the required services/description of the organization's experience to provide the services
- Online booking platform in place (can be operated in Russian and English). The online booking platform should allow UNHCR to enter the travel details: traveller name, travel document data, route, dates, UNHCR mission request ID, seats (indication of direction in case of trains), Cost center 21121 / Admin or Programme budget, comments, select personal or official ticket, select type of travel, select various tariff options.
- 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

### **2.3.2 Content of the FINANCIAL OFFER**

Your separate Financial Offer must contain an overall offer in a single currency. 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 exempt from paying VAT in accordance with article 7 and para 12 of the article 165 of the Tax Code of the Russian Federation and para 2 of the Resolution of the Government of the Russian Federation no.455 dated 22 July 2006, on use of zero VAT and Resolution dated 24 March 2014, listing the international organizations exempt from paying

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VAT. In view of the above your organization is requested to submit your firm commercial offer without VAT.

You are requested to specify the duration for which you can commit to fixing prices from the contract signing date. If unable to fix prices for the entire three-year contract term (2 years contract plus one year of extension), you should clearly state the reasons and grounds for potential changes in prices over the contract period.

You are requested to hold your offer valid for 90 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.

## **2.4 BID EVALUATION:**

### **2.4.1 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
- Status of the company
- Letter from the bank indicating bank account details (bank account number and beneficiary);
- Any other document attesting commercial capacities and sound management
- 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.

### **2.4.2 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

1	Accreditation	MANDATORY
2	Description of the company and the company's qualifications	6%
3	Previous Experience	9%
4	Staff Team dedicated for UNHCR project	10%

5	Compliance to the terms of reference / Specifications of the proposed service (as per Annex A (para 1.2))	35%
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Remarks:

- Only the bidders that will meet the mandatory criteria will be considered for further financial evaluation.
- Only the bidders that will achieve a minimum of 40% 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:

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

Clarifications of Proposals:

To assist in the examination, evaluation and comparison of proposals, UNHCR may at its discretion ask the Bidders for clarification about the content of the proposal. The request for clarification and the response shall be in writing and no change in price or substance of the proposal shall be sought, offered, or accepted.

### 2.4.3 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.

For the financial evaluation scenario, bidders are requested to provide information on the financial form for:

- Cost for 300 requested services per year. The majority being air tickets 50%, 45% of train tickets and 5% all other services.

The maximum number of points will be allotted to the lowest price 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.,  $[\text{total Price Component}] \times [\text{RUB lowest}] \setminus [\text{RUB other}] = \text{points for other supplier's Price Component}$ .

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

You are requested to hold your offer valid for 90 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.

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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. Any activity undertaken or expenses incurred in preparation of a contract before an actual contract is signed shall be borne by the bidder. An advance notice or information of award is not to be considered as a contract.

In addition to any other rights and remedies available to it, UNHCR shall have the right, without prior notice to the Contractor (any such notice being waived by the Contractor), upon any amount becoming due and payable hereunder to the Contractor, to set-off any payment, indebtedness or other claim (including, without limitation, any overpayment made by UNHCR to the Contractor or any claim for loss or damage to UNHCR property) owing by the Contractor to UNHCR hereunder or under any other agreement between the Parties. UNHCR shall promptly notify the Contractor of such set-off and the reasons therefore, provided, however, that the failure to give such notice shall not affect the validity of such set-off.

## **2.5. SUBMISSION OF BID:**

The offers must bear your official letter head, clearly identifying your company, be signed and stamped by the company's legal Representative.

Bids should be submitted electronically, by e-mail and all attachments should be in PDF format (signed), copies shall be provided in Excel. All files must be free of viruses and not corrupted. In case that the bidder is uploading number of small files, please zip the files into a ZIP folder and upload the folder instead of each file individually.

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

**Bid must be sent by e-mail ONLY to: [rusmoboc@unhcr.org](mailto:rusmoboc@unhcr.org) no other person from UNHCR should be copied on the tender emails otherwise the bidder may be disqualified.**

Deadline: hrs Local Moscow 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, including the body mail so it may be necessary to send more than one e-mail for the whole submission.

Offers must be submitted electronically.

Format: PDF files signed and stamped (copies of the financial and technical offer to be provided also in excel). Email size must not exceed 20 MB

The subject line of the email must clearly state the tender reference number RFP/RUS/2024-00X

The subject of the email must also include the company's name and type of offer (i-e Technical or financial)

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The Technical offers and financial offers must be submitted in a separate attachments All files must be free of viruses and not corrupted

UNHCR reserves the right to accept or reject any offers that is not following the email submission instructions

No other person from UNHCR must be copied on the tender emails otherwise the supplier may be disqualified for this tender

For any technical issues with submission of emails, the suppliers please contact this email address: [tsvetova@unhcr.org](mailto:tsvetova@unhcr.org)

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.

UNHCR reserves the right to accept or reject any offers that is not following the email submission instructions.

## **2.6 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.

## **2.7. 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.

UNHCR is using an online tool for travel management (ERP) and all payments require prior Mission Request submission. Payments will be processed following service provision verification from UNHCR. The supplier should not accept assignments from non-authorized personnel.

## **2.8. 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.

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## **2.9. 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.

## **2.10 PROCUREMENT DEBRIEFS**

Bidders may check the relevant site for information on the process on debriefing process.  
<https://www.unhcr.org/procurement-debriefs-protests.html>

Elza Marzaganova

Admin-Finance Officer, UNHCR Russian Federation

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